

Information on Undergraduate Income Related Bursaries

2024/25 Academic Year



This guide has been put together to support and guide undergraduate students who may be eligible for an income related bursary as Royal Holloway has been founded on principles of social inclusion and we aim to provide equality of opportunity to our students.

You can navigate this document by clicking on the relevant section in the Table of Contents on next page. Please make sure you read all the information provided that is relevant to you. We can only assess your eligibility based on information provided by student finance so please contact them in the first instance to check on your maintenance loan application. Note that it is your responsibility to keep track of the progress of your application with student finance and provide them with the details needed for your bursary assessment.

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Royal Holloway Bursary – Income below £25,000

Eligible students with a verified household income of less than £25,000 will automatically receive a cash bursary of £1,500 per year for each year of undergraduate study (certain conditions apply) if they meet the eligibility criteria. No application is necessary.

To be eligible you must meet all of the following conditions:

- Have made a means-tested application to the Student Loans Company (SLC) and be assessed as having a verified annual household income of less than £25,000;
- Be eligible for UK home fees and ordinarily resident in England, Scotland, Wales, or Northern Ireland;
- Be studying on a full-time undergraduate course at Royal Holloway;
- Paying £9,250 tuition fees;
- Be eligible for the full government maintenance loan;
- Have given your consent to SLC to share your financial details with Royal Holloway. You can check that you have given your permission for these details to be shared by calling the SLC on 0300 100 0607 Monday to Friday 8am to 8pm, Saturday and Sunday 9am to 4pm.

Please be aware that:

- The Royal Holloway Bursary is not open to students who already hold an undergraduate or higher education qualification.
- Students repeating a year of undergraduate study are not eligible for bursary support for the repeated year.
- Students undertaking an optional or compulsory year abroad are not eligible to receive the Royal Holloway Bursary in the academic year spent abroad.
- Retrospective payments beyond the end of the academic year will not be made.

How will I receive my Royal Holloway Bursary?

Your Bursary is paid in cash, an email confirmation will be sent by Student Finance to eligible students in October with details of your bursary payment. The email will include payment details and if you are required to update your bank details on Student Finance Portal.

If you have updated your bank details on Student Finance portal when you applied for your student loan you do not have to provide bank details again. Bursary payment will be paid into the account they hold for you.

The cash payment of the bursary will be made in instalments at the end of the Autumn, Spring, and Summer terms, in December, April, and June.

Royal Holloway Bursary – Income between £25,001 and £30,000

Eligible students with a verified household income between £25,001 and £30,000 will automatically receive a cash bursary of £500 per year for each year of undergraduate study (certain conditions apply). No application is necessary.

To be eligible you must meet all of the following conditions:

- Have made a means-tested application to the Student Loans Company (SLC) and be assessed as having a verified annual household income of between £25,001 and £30,000;
- Be eligible for UK home fees and ordinarily resident in England, Scotland, Wales, or Northern Ireland;
- Be studying on a full-time undergraduate course at Royal Holloway;
- Paying £9,250 tuition fees;
- Be eligible for the full government maintenance loan;
- Have given your consent to SLC to share your financial details with Royal Holloway. You can check that you have given your permission for these details to be shared by calling SLC on 0300 100 0607 Monday to Friday 8am to 8pm, Saturday and Sunday 9am to 4pm.

Please be aware that:

- The Royal Holloway Bursary is not open to students already holding undergraduate or higher education qualifications.
- Students repeating a year of undergraduate study are not eligible for bursary support for the repeated year.
- Students undertaking an optional or compulsory year abroad are not eligible to receive the Royal Holloway Bursary in the academic year spent abroad.
- Retrospective payments beyond the end of the academic year will not be made.

How will I receive my Royal Holloway Bursary?

Your Bursary is paid in cash, an email confirmation will be sent by Student Finance to eligible students in October with details of your bursary payment. The email will include payment details and if you are required to update your bank details on Student Finance Portal.

If you have updated your bank details on Student Finance portal when you applied for your student loan you do not have to provide bank details again. Bursary payment will be paid into the account they hold for you.

The cash payment of the bursary will be made at the end of the Spring term, in April.

Access Entry Bursary

Eligible students with a verified household income of up to £25,000 will automatically receive a bursary of £1,000 for each year of their undergraduate study. No application is necessary.

To be eligible you must meet all of the following conditions:

- Be aged 21 or over at the commencement of your first year of undergraduate study;
- Have successfully achieved a QAA-recognised Access to Higher Education Diploma;
- Have an unconditional offer from Royal Holloway;
- Have made a means-tested application to Student finance England (SFE) and be assessed as having a verified annual household income of up to £25,000;
- Be eligible for UK home fees and ordinarily resident in England;
- Be studying on a full-time undergraduate course at Royal Holloway;
- Be paying £9,250 tuition fees;
- Have given your consent to SFE to share your financial details with Royal Holloway. You can check that you have given your permission for these details to be shared by calling SFE on 0300 100 0607 Monday to Friday 8am to 8pm, Saturday and Sunday 9am to 4pm.

Payment of the bursary will be made in April on the last day of the spring term.

I haven't received the Access Entry Bursary. Why?

There are a number of possible reasons:

- The award is not paid until the last day of the Spring term. If you do not receive a payment on the last day of the term in April, then [please contact studentservices@royalholloway.ac.uk](mailto:studentservices@royalholloway.ac.uk) with your student ID number so we can investigate further.
- You did not pass a QAA-recognised Access to Higher Education qualification to gain entry to Royal Holloway.
- You did not meet the specific conditions of your UCAS offer from Royal Holloway.

You do not meet all of the eligibility criteria. Please check carefully that you meet all of the requirements for the award.

Care Leavers and Estranged Students Bursary

We offer bursaries, worth £3,000 for each academic year, to full-time students from the UK who are assessed as care leavers* or have been granted [‘Estranged’ or ‘Independent’ status by Student Finance England](#)**.

The £3,000 is paid as a cash award in three instalments over the academic year.

To be eligible for this bursary, you must be:

- ordinarily resident in the UK;
- studying a full-time undergraduate degree starting at Royal Holloway;
- aged between 18 and 25;
- have made a means-tested application to the Student Loans Company (SLC);

- be paying £9,250 tuition fees;
- have given your consent to SLC to share your financial details with Royal Holloway. You can check that you have given your permission for these details to be shared by calling SLC on 0300 100 0607 Monday to Friday 8am to 8pm, Saturday and Sunday 9am to 4pm.

You must also fulfil one of the following criteria:

- looked after by the state for at least 13 weeks since the age of 14 **or**
- have 'independent - other' status on Student Finance England.

There are strict guidelines that must be followed to receive this support and supporting documentation will be required. If you think you may be eligible, please contact the Bursary and Scholarship team by email at studentservices@royalholloway.ac.uk.

Payment of the bursary will be made in instalments at the end of the Autumn, Spring, and Summer terms, in December, April, and June.

***If you started your course prior to September 2021, you are eligible to receive the Care Leavers Bursary under the conditions listed for the year you started your course at Royal Holloway.**

****As an estranged student you will only be considered for this bursary if you started your studies at Royal Holloway in 2021 or after.**

Undergraduate Bursaries Terms and Conditions

The Bursary Terms and Conditions can be found below. The Terms and Conditions that apply to you will depend on the year you started your course at Royal Holloway and you will remain under that year's conditions for the duration of your undergraduate course.

If you defer your entry, you are eligible for the awards offered at the time you start your course, not the awards available when you applied for your course.

[2024-25 Undergraduate Bursary Terms and Conditions](#)

[2023-24 Undergraduate Bursary Terms and Conditions](#)

[2022-23 Undergraduate Bursary Terms and Conditions.](#)

[2021-22 Undergraduate Bursary Terms and Conditions.](#)

General Bursary FAQs

1. How do I qualify for a bursary?

You do not have to apply for a bursary. The University uses the assessment of household income carried out by Student Finance to automatically assess undergraduate students for bursary eligibility. In order for us to be able to assess your bursary eligibility, you must:

- be eligible and apply for the full maintenance loan and be liable for the full tuition fees;
- Having a Means Tested application with the Student Finance;
- give permission to the SLC to share your verified household income information and details of your maintenance loan application with Royal Holloway.

2. How do I make a means-tested application?

You need a [means-tested application with Student Finance](#) as without one, we are not able to access your bursary eligibility as we have no household income information to use. If you have made an application to SLC for this year, then I would recommend that you speak with SLC to check the progress of the application. You can call SLC on 0300 100 0607 and the line is open Monday to Friday 8.00am to 8.00pm and Saturday and Sunday 9.00am to 4.00pm.

If you have not yet made a 2024/25 means-tested application, you can do so by logging into your online account, completing the necessary information and providing full evidence of your household income.

3. How do I provide consent for SLC to share my household income information with Royal Holloway?

You and/or your sponsors (usually parents/guardians or partner) need to provide consent for SLC to share your household income information with Royal Holloway, as without this we are not able to assess your eligibility for an income related award. Both you and your sponsors will need to set up this consent, and can do so by calling 0300 100 0607. The line is open Monday to Friday 8.00am to 8.00pm and Saturday and Sunday 9.00am to 4.00pm.

4. I don't want to apply for Student Loans, how do I apply for a bursary?

The only way the University can assess students for the Royal Holloway Bursary is if your household income is means tested by SLC. You will need to fill in the student finance form as if you are applying for student finance, but put £0 in the amounts you are requesting and write a cover letter indicating that you only wish to be means tested for the purposes of Bursary Administration (you still need to be eligible for a full maintenance loan).

5. Can I still receive my bursary while on a period of interruption?

No. Students who interrupt from their programme before the end of the academic year may be asked to repay part of their bursary, calculated on a pro-rata basis. All future payments in that academic year will also cease. Upon a student's return from an interruption of studies, a student will be eligible to be reconsidered for any payments not received during the year in which they interrupted their

studies, subject to meeting the relevant eligibility criteria. These payments will be made according to the original instalment schedule (e.g. if instalments 2 and 3 were not received, these will be paid at the end of the spring and summer terms).

6. Do I still qualify to receive a bursary when I return from a period of interruption or if I am repeating a year of study?

Bursaries are only paid once per programme year and this includes situations where a student is on a period of interruption or repeating a year of the course. Therefore, if you received your bursary last year for the programme year you are currently in, you are not eligible to receive the bursary again this year. When you continue into your next year your bursary eligibility will be assessed again.

If you feel that you will struggle financially this year, you may want to speak to our Financial Wellbeing Team, who can be contacted on moneymatters@royalholloway.ac.uk.

7. When will I find out if I qualify for a bursary?

Students eligible for non-competitive bursaries and scholarships will receive an email confirmation from Student Finance at the end of October confirming their eligibility and providing further information. You can also login to your Student Finance Portal and check Letters/Emails section regarding bursary allocation. You can find answers to common questions about Bursaries and Scholarships on [Ask Royal Holloway](#). If your query falls outside of what's already addressed, you can contact a member of the team using the 'Ask a Question' button, located at the bottom of our help pages. This ensures your query reaches the right team promptly, saving you time and ensuring a faster response.

8. When will I receive my bursary?

To ensure your bursary is paid on time you will need to have completed all of the below steps by the following dates:

- applied and have been assessed as eligible for the full maintenance loan and be liable for the full tuition fees;
- have a Mean Tested Application with Student Finance and have given permission to the SLC to share your household income information and details of your maintenance loan application with Royal Holloway.

Instalment Date:	Date we require your SFE Information:
Friday 13 December 2024	Friday 15 November 2024
Friday 04 April 2025	Friday 14 March 2025
Friday 13 June 2025	Friday 23 May 2025

Bursaries will not be paid outside of the instalment dates listed above. If we do not have the required information by the above deadlines, you will still be assessed for the bursary once we have all your information. However, you will not receive the payment until the next instalment date. If there is a delay in your SFE application being completed, please contact Student Finance as early as possible to resolve it. They can be contacted on: 0300 100 0607.

If we do not receive the information we need from SLC by the end of the academic year on 13 June 2025 we will not be able to assess you for a bursary for the 2024-25 year and you will lose your eligibility for the current academic year and no retrospective payment will be made.

The date on which you receive your bursary or scholarship also depends on the number of instalments in which your bursary or scholarship is paid. If you are expecting to receive an income related bursary in one instalment, this will usually be paid in April. Please consult the information above on specific bursaries to find out when you can expect to receive your award.

9. How are bursaries paid?

Cash awards are paid by bank transfer directly into your bank account. Payments are processed by the Student Finance on behalf of Royal Holloway and if you haven't already done so, you will need to provide Student Finance with your bank details.

10. How do I provide my bank account details?

To upload your bank details, you'll need to log into your Student Finance Portal. If you have updated your bank details on SF portal at the time of your Student Finance application, you do not have to provide them with bank details again unless your bank details have changed.

If you have any questions or experience any problems uploading your details, please contact Student Finance on 0300 100 0607 or you can chat to an advisor on [your online account](#).

11. Can I get my bursary payment early, before the set date?

It is not normally possible to make an early payment of the bursary. However, in situations of exceptional financial hardship we may be able to arrange for an emergency support. In order to do this, you would need to speak with our [Financial Wellbeing](#) Team who will check that you are receiving all the funding you are entitled to and suggest other sources of funding you can apply for.

To arrange an appointment to discuss this with the Financial Wellbeing Team please email moneymatters@royalholloway.ac.uk

12. My loan application is still in process, will I still receive my bursary this year?

We check for new household income information throughout the year up until 13 June. If you have applied late for student finance for any reason we will assess you as long as the information is received by 13 June 2025. You will not be able to receive a bursary until we have received the information from student finance.

Please be aware that retrospective payments beyond the end of the academic year (13 June 2025) will not be made.

You can find answers to common questions about Bursaries and Scholarships on [Ask Royal Holloway](#). If your query falls outside of what's already addressed, you can contact a member of the team using the 'Ask a Question' button, located at the bottom of our help pages. This ensures your query reaches the right team promptly, saving you time and ensuring a faster response.

13. I did not receive my bursary last year. Can I receive it now?

We are not able to make retrospective payments of bursaries or scholarships outside of the academic year in which they should have been awarded. The 2023-24 academic year ended on Friday 7 June 2024.

14. Why haven't I received my bursary?

There are a number of possible reasons:

- You have not yet provided Student Finance with your bank account details. Please login to your Student Finance portal to update your bank details.
- You do not meet all of the eligibility criteria. Please check carefully that you meet all of the requirements for the award.
- For bursaries and scholarships which are awarded based on household income, you, or one of your sponsors, have not given consent to share financial information with Royal Holloway. We use information from student finance to confirm your household income and that you are in receipt of a maintenance grant. All members of your household will need to give consent. For example, if you live with both parents then both your mother and father will need to give consent, as will you. You can do this by calling SLC on 0300 100 0607 – they are open Monday to Friday 8.00am to 8.00pm and Saturday and Sunday 9.00am to 4.00pm.
- Your household income assessment is provisional. Royal Holloway requires that your household income assessment by SLC has been finalised and verified so you will need to contact SLC to query with them why your household income assessment is still provisional. Normally this is because they are waiting to receive some additional documentation from one of your sponsors. You can call SLC on 0300 100 0607 – they are open Monday to Friday 8.00am to 8.00pm and Saturday and Sunday 9.00am to 4.00pm.

You can find answers to common questions about Bursaries and Scholarships on [Ask Royal Holloway](#). If your query falls outside of what's already addressed, you can contact a member of the team using the 'Ask a Question' button, located at the bottom of our help pages. This ensures your query reaches the right team promptly, saving you time and ensuring a faster response.

15. I have missed the deadline for my loan to be confirmed by SLC. When will I receive my bursary?

If Student Finance has not confirmed your maintenance loan and household income by the following cut off dates, you will not receive payment as outlined in the payment schedule. If you miss the Term 1 deadline, you will receive your Term 1 payment in Term 2. If you miss Term 1 and Term 2 deadlines, you will receive all instalments in Term 3. Please note, however, that if your household income information is still not confirmed by the end of Term 3, 13 June 2025, you will not receive any payments. Therefore, please ensure that you contact student finance regarding your Means Tested

application progress before 13 June 2025.

Instalment Date:	Date we require your SFE Information:
Friday 13 December 2024	Friday 15 November 2024
Friday 04 April 2025	Friday 14 March 2025
Friday 13 June 2025	Friday 23 May 2025

Useful Contact Details

[Student Finance](#) – Phone: 0300 100 0607

[Bursaries and Scholarships](#) (Student Administration) – studentservices@rhul.ac.uk

[Financial Wellbeing Team](#) - moneymatters@rhul.ac.uk

[Student Services Centre](#) – studentservices@rhul.ac.uk

