



Undergraduate Bursary Terms and Conditions 2023-24

Contents

1. Eligibility	3
1.1 General eligibility criteria	3
1.2 Those not eligible for a bursary	3
1.3 Eligibility definitions	3
1.4 Proof of eligibility	4
2. Allocation	4
3. Allocation of specific undergraduate bursaries	4
3.1 Access Entry Bursary	4
3.2 Care Leavers and Estranged Students Award	5
3.3 Royal Holloway Bursaries	5
4. Payment.....	6
4.1 Cash Awards.....	6
4.2 Accommodation Fee Reductions	6
4.3 Payment dates	6
4.4 Conditions of Payment for Bursaries.....	6
5. General Terms and Conditions	7
6. Withdrawal of a Bursary	7

Undergraduate Bursary Terms and Conditions 2023-24

This document outlines the Terms and Conditions of the Office for Students (OfS) related undergraduate bursaries¹ available to students who are joining Royal Holloway in September 2023 and are liable for £9,250 tuition fees.

By accepting payment of an award, a student is agreeing to be bound by these Terms and Conditions.

1. Eligibility

1.1 General eligibility criteria

Unless otherwise stated, in addition to any bursary specific criteria which are listed under the appropriate award, to be considered for a bursary a student must:

- Have a verified low household income as defined in 1.3;
- Be eligible for the full government maintenance loan (see exceptions below);
- Be eligible for the full government tuition fee loan;
- Be liable for UK Home tuition fees (£9,250) during their degree programme and for the year of study.
- Be ordinarily resident in the United Kingdom (excluding Channel Islands);
- Not have previously gained a higher education qualification in either the UK or overseas;
- Have given consent the Student Loans Company (SLC) to share their household income information with Royal Holloway.
- Be enrolled on a full-time undergraduate course at Royal Holloway (awards made to part-time students are at the discretion of Student Administration).

1.2 Those not eligible for a bursary

- Students who are studying for a qualification that is the equivalent level, or lower than, one already attained, including non-UK qualifications;
- Students who are assessed as overseas or Island fee payers;²
- Students who do not qualify for a tuition fee loan;
- Students studying part time (see point 6.4 and 6.5 below for students who change mode of study);
- Students undertaking a postgraduate qualification;
- Students who are repeating or retaking a year of undergraduate study, subject to points 6.6 and 6.7 below;
- During a compulsory or optional year abroad or placement year.

Student Administration reserve the right to use discretion when dealing with students with exceptional circumstances and these will be dealt with on a case by case basis.

1.3 Eligibility definitions

Low income

A student whose annual residual household income (household income before tax and after any pension contributions or allowances for dependent children) is less than £25,000. This must have been verified by SLC and therefore a full financial assessment must have been carried out by SLC. The student must also be eligible

¹ The term “bursary” and “award” are used interchangeably throughout this document.

² Tuition fees information can be found at:

<https://www.royalholloway.ac.uk/studyhere/undergraduate/feesandfunding/tuitionfees/home.aspx>.

for the full maintenance loan and consent have been given by the student for SLC to share this data with Royal Holloway.

Note: students with household incomes falling between £25,001 and £30,000 may also be eligible for a Royal Holloway Bursary. Their household income must have been verified by SLC and therefore a full financial assessment must have been carried out by SLC for students to be eligible for this bursary.

Ordinarily resident in United Kingdom (excluding Channel Islands)

The student habitually, normally and lawfully resides in England, Scotland, Wales, or Northern Ireland.

1.4 Proof of eligibility

Household income

Evidence of a student's household income will only be accepted via SLC. It is the student's responsibility to ensure that:

- A full financial assessment has been carried out by SLC prior to the allocation of bursaries in October 2023;
- As a new student or upon applying for financial support to SLC for the first time the household income information has been fully verified by SLC;
- Consent has been provided to SLC to share this data with Royal Holloway.

Academic achievements

Evidence of academic qualifications will be required to prove eligibility for awards available on the basis of academic achievement, usually in the form of certificates and/or transcripts. Royal Holloway reserves the right to request to view original documents. Where results are received by Royal Holloway through UCAS these will be accepted in place of this information.

2. Allocation

- 2.1** For the duration of their degree, students will be considered for the bursaries available in the year they began their studies at Royal Holloway.
- 2.2** Eligibility criteria are reviewed annually which may affect a student's ongoing eligibility for a bursary.
- 2.3** Bursary allocation will take place in October of each year. Bursaries are awarded to those who meet the eligibility criteria at the time of allocation.
- 2.4** For non-competitive income-related bursaries, students whose information changes during the course of the year may have their eligibility for a bursary reconsidered unless otherwise stated.
- 2.5** Deferred applicants will be considered for the bursaries available in the year they start their programme, not in the year of their programme application.
- 2.6** Direct entry students (i.e. students who enter from another HE institution directly into Year 2) will be considered for the bursaries available in the year they start their programme with Royal Holloway.
- 2.7** The allocation decision is final.

3. Allocation of specific undergraduate bursaries

3.1 Access Entry Bursary

Access Entry Bursaries are non-competitive awards for students who are joining Royal Holloway having undertaken a recognised Access to Higher Education course. The value of the award is £1,000 per year, during each year of undergraduate study and is payable as a cash award on the last day of the spring term.

In addition to the eligibility criteria listed in 1.1 to be eligible for an Access Entry Bursary a student must:

- Have successfully achieved a QAA-recognised Access to Higher Education Diploma;
- Be aged 21 or over at the commencement of their first year of study;

The Access Entry Bursary is automatically allocated to all eligible students based on the information that Royal Holloway is in receipt of at the point of allocation in October 2023. It is the student's responsibility to ensure that their SLC assessment has been completed by this point and that consent to share the information with Royal Holloway has been given by all parties. Students whose assessment or information relating to their assessment is received after the allocation point will be considered for a bursary but their payment will be delayed.

The Access Entry Bursary is payable to students in the fourth year of an integrated Masters (MSci) degree as well as the three earlier years of study.

3.2 Care Leavers and Estranged Students Award

The Care Leavers Award is a non-competitive award made to students who have spent time in care. The award is worth £3,000 per year of undergraduate study and will be paid in three instalments, one at the end of each academic term in December, March and June.

In addition to the eligibility criteria listed in 1.1, to be eligible students must:

- Be aged between 18 and 25 at the start of their programme;
- Have been in care for a minimum of 13 weeks since the age of 14 or have 'independent – other' status on Student Finance England;

Evidence of care leaver status, in the form of written documents from the student's corporate parent (local authority), or of estranged status in the form of written documents from Student Finance, will be required to prove eligibility. Royal Holloway reserves the right to request to view original documents.

3.3 Royal Holloway Bursaries

Royal Holloway Bursaries are non-competitive awards made to students from United Kingdom with a low household income. The value of the bursary is dependent on the level of family income.

In addition to the eligibility criteria listed in 1.1 to be eligible for the award a student must:

- Have a verified household income of £30,000 or less;
- Note: students with household incomes falling between £25,001 and £30,000 will not normally be eligible for a full government maintenance loan but may be eligible for a Band 2 bursary as below.

There are two bursary bands:

- Band 1: For students with a family income below £25,000 the award value is £1,500 per year, payable as a cash award paid in three instalments, one at the end of each academic term in December, March and June.
- Band 2: For students with a family income between £25,001 and £30,000, the award is £500 per year, payable as a single cash award paid end of March.

The Royal Holloway Bursary is automatically allocated to all eligible students based on the verified household income received from SLC. Students will be considered for the Royal Holloway Bursary each year of their studies with bursaries awarded to those students who meet the eligibility criteria at the point of allocation. These awards will be made irrespective of a student's eligibility status in the previous year(s).

It is the student's responsibility to ensure that their SLC assessment has been completed by the point of allocation and that consent to share the information with Royal Holloway has been given by all parties. Students whose assessment or information relating to their assessment is received after the point of allocation will be considered for the bursary but their payments may be delayed.

Students who do not provide their selection by the deadline set within their eligibility notification email will receive a default allocation of cash, on the condition that personal bank details have been provided to Royal Holloway (see 5.9 below).

The Royal Holloway Bursary is payable to eligible students undertaking the fourth year of an integrated Masters (MSci) degree.

4. Payment

4.1 Cash Awards

All cash awards are paid by BACS into a UK bank account only. It is the responsibility of the student to ensure that they provide up-to-date bank details to Royal Holloway in sufficient time for the payments to be made. Students are responsible for maintaining their bank details in Campus Connect.

The account must be held either solely or jointly in the name of the registered Royal Holloway student. Payments cannot be made into the account of another person.

Cash awards that are paid in instalments will be paid at the end of each term subject to the student continuing to meet the eligibility criteria and remaining registered with Royal Holloway.

4.2 Accommodation Fee Reductions

Students with pending accommodation fee will be offered an option by the Student Fees Team to use the bursary to offset the monies owed by the student. If agreed this will be applied against the Term 2 (spring term) accommodation fee in the first instance and then, the Summer Term accommodation fee.

4.3 Payment dates

For all bursary awards payable by cash, payments are expected to be made at the end of the term:

Term 1 payment: Friday 8th December 2023

Term 2 payment: Thursday 28th March 2024

Term 3 payment: Friday 7th June 2024

4.4 Conditions of Payment for Bursaries

All payments will only be made providing:

- The student is enrolled at Royal Holloway on a full-time undergraduate degree programme at the time of the payment;

- A continuing student has progressed to the next level of study, in addition to any award specific requirements.

5. General Terms and Conditions

- 5.1** Students may be awarded more than one bursary, unless otherwise stated.
- 5.2** Students may also be in receipt of a scholarship, unless otherwise stated.
- 5.3** If a student is eligible for two bursaries and/or a bursary and a scholarship which are not permitted to be combined they will be awarded the one which will be the most financially beneficial to them across the full programme duration.
- 5.4** Qualifications for bursary purposes must all be gained normally within three years prior to admission to Royal Holloway, unless otherwise stated.
- 5.5** No bursary is payable during a compulsory or optional year abroad or placement year.
- 5.6** Bursaries will only be paid once per stage of study (i.e. programme year). This includes situations where a student is repeating a stage of the same programme, regardless of the reason for repeating the stage, or where a student is repeating a stage of study due to starting a new degree programme. Please see points 6.6 and 6.7 below for the exception to this rule.
- 5.7** The College reserves the right to reclaim any overpayment or incorrect bursary amount.
- 5.8** If a student is in debt to the College, Royal Holloway reserves the right to offset bursary payments against the debt.
- 5.9** If a student does not provide their bank details by the end of the spring term (28 March 2024), Royal Holloway reserves the right to default any unpaid awards to a student's accommodation account if they are in College accommodation, or offset the award against their tuition fees.
- 5.10** Should a student not provide their bank details by the end of the academic year (7 June 2024) any awards they are due, that have not already been offset against their student account as stated in 5.9, will be forfeited for the year and cannot be claimed at a later point.
- 5.11** Retrospective payments beyond the end of the academic year (7 June 2024) will not be made.
- 5.12** Should a student wish to submit a complaint about the award or otherwise of a bursary they should first attempt to resolve the matter informally with the Student Administration Officer (Bursaries & Scholarship) at student-administration@royalholloway.ac.uk. If they remain dissatisfied they may wish to submit a formal complaint. Details of this procedure can be found online at:
- 5.13** <https://intranet.royalholloway.ac.uk/students/study/complaints/complaints/student-complaints.aspx>
- 5.14** The data used in relation to undergraduate bursaries adheres to Royal Holloway's Student Data Collection Notice. Details of this policy can be found online at: <https://intranet.royalholloway.ac.uk/students/assets/docs/pdf/student-data-collection-notice-final.pdf>

For any questions or comments regarding this notice or for information on how to exercise data protection rights contact the Data Protection Officer by email at dataprotection@royalholloway.ac.uk.

6. Withdrawal of a Bursary

- 6.1** Royal Holloway reserves the right to withdraw a bursary from any student who is found to have misled Royal Holloway about any aspect of their eligibility and to seek repayment of any monies already paid.
- 6.2** If a student's household income is reassessed by SLC, or their assessment is changed from means-tested to non means-tested, Royal Holloway will stop any further payments whilst their award eligibility is reassessed.
- 6.3** Should SLC reassess a student as ineligible for a tuition fee loan or a maintenance loan for any year(s) in which the student received an income-related award, they may be asked to repay the award from the affected year(s). This will be decided on a case-by-case basis.
- 6.4** If a student changes programme or mode of study, their continuing eligibility for a bursary will be reviewed and the bursary may be withdrawn.
- 6.5** Any student who changes programme or mode of study and who is in receipt of a bursary will not normally be requested to repay any payments made up to the point of the change, subject to any specific bursary terms and conditions.
- 6.6** 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. This includes tuition fee reductions, accommodation fee reductions and/or any cash payments received. Entitlement to all future payments in that academic year will also cease.
- 6.7** 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). If, following a period of interruption, the student opts not to return to Royal Holloway, points 6.8 and 6.9 will apply.
- 6.8** Students who withdraw or whose registration is terminated before the end of the academic year may be asked to repay part of their bursary, calculated on a pro-rata basis. This includes tuition fee reductions, accommodation fee reductions and/or any cash payments received. Entitlement to all future payments in that academic year will also cease.
- 6.9** Where a student interrupts, withdraws or is terminated from their programme with a bursary payment outstanding, the award will be used to pay any remaining accommodation fees in the first instance. If this is not possible or there is any funding remaining, then we will attempt to credit it to their tuition fees. If neither of these can be done the award will be forfeited and cannot be claimed at a later point.