



**Dumfries and  
Galloway College**

One step ahead

# STUDENT FUNDING APPEALS PROCEDURE

---

**Responsibility: Executive Director of Finance and Strategic Planning**

**Issue Date: 20<sup>th</sup> December 2024**

**Equality Impact Assessment: 17<sup>th</sup> July 2024**

---

Version: 1



## Table of Contents

Student Funding Appeals Procedure.....	2
1. Purpose.....	2
2. Scope.....	2
3. References.....	3
4. Definitions.....	3
5. Responsibility.....	3
6. Procedure.....	3
7. Distribution.....	5
8. Revision Log.....	5
Appendix 1 – Equality Impact Assessment.....	7

## Student Funding Appeals Procedure

### 1. Purpose

To enable the student who has been refused support, or who feels the amount awarded is incorrect, to lodge an appeal.

### 2. Scope

This procedure applies to both Dumfries and Stranraer campus and to all student funding assessment decisions co-ordinated by Dumfries and Galloway College.

### 3. *References*

- 👉 Dumfries & Galloway College website: [www.dumgal.ac.uk](http://www.dumgal.ac.uk)
- 👉 SFC website: [www.sfc.uk](http://www.sfc.uk)
- 👉 SAAS website [www.saas.gov.uk](http://www.saas.gov.uk)
- 👉 EMA Scotland website [www.emascotland.com](http://www.emascotland.com)
- 👉 General Data Protection Regulation 2018
- 👉 Student Funding Absence Policy
- 👉 Complaints Handling Procedure

### 4. *Definitions*

- 4.1 SAAS – Student Awards Agency for Scotland
- 4.2 SFC – Scottish Funding Council
- 4.3 EMA – Education Maintenance Allowance

### 5. *Responsibility*

- 5.1 It is the responsibility of the Executive Director of Finance and Strategic Planning to review and update this procedure.
- 5.2 The Student Funding team will provide support and advice to staff and students in administering the procedure

### 6. *Procedure*

- 6.1 All applicants must submit an appeal to the College within 1 calendar month of the date of the award notice notifying them of the decision.
- 6.2 All appeals must be in writing and addressed to the Student Support Funding Officer in the first instance. Should the student not agree with the outcome of the appeal then a further appeal may be submitted to the Executive Director of Finance in writing/ e-mail within 30 days of the decisions stating the

grounds for further consideration. Should an agreement still not be reached then a final appeal may be submitted to the College Principal.

- 6.3 The letter/email should state reason for appeal and be accompanied by any relevant additional evidence or information.
- 6.4 All evidence submitted will be considered confidential under the terms of the General Data Protection Regulation 2018 and treated accordingly.
- 6.5 If the College requires advice on an appeal they must contact the Scottish Funding Council (SFC) OR Student Awards Agency for Scotland (SAAS) in the first instance.
- 6.6 The appeals process should take no longer than 14 days including any SFC OR SAAS input. It is possible that in cases where issues are raised regarding Scottish Government policy this may take longer to resolve.
- 6.7 The student must be notified of each appeal in writing.
- 6.8 The College must record the decision and retain copies of any evidence provided.
- 6.9 If the student is successful in appeal then a new award notification must be issued.
- 6.10 EMA APPEALS- If appeal resolved prior to 30 September, student will be eligible for backdated payment to start of current term provided attendance criteria met.
- 6.11 EMA APPEALS -If appeal resolved after 30 September and original application after 30 September then student will be eligible for payment from the Monday of the week in which the original application was received providing attendance criteria met.
- 6.12 Bursary/Discretionary & Childcare Fund Appeals – If appeal is successful payment will normally be backdated to date of original application providing attendance/engagement criteria met.

- 6.13 Appeals regarding stoppage of weekly payments of EMA/Bursary due to not meeting satisfactory attendance/engagement should be made as outlined in the Student Funding Absence Policy.
- 6.14 An appeals register should be maintained by the College with detailed information surrounding appeal, the date of resolution and the outcome. This information must be made available for audit and data collection requirements.
- 6.15 Information regarding EMA appeals should be made available to the Scottish Government on an annual basis (if requested).
- 6.16 When making decisions regarding appeals the College should make reference and comply with the Equality Act 2010 in relation to support matters.
- 6.17 Complaints
- 6.17.1 Formal complaints regarding Student Funding should be dealt with in accordance with the College's Complaints Handling Procedure. Any complaints specifically related to the EMA programme or EMA Policy should be recorded in a Complaints Register and forwarded to the Scottish Government on an annual basis to enable monitoring of the effectiveness of the EMA programme.

## 7. *Distribution*

- Repository
- All Staff
- Student Portal

## 8. *Revision Log*

Revision Log		
Date	Section	Description
December	Throughout the procedure	Learner changed to student
December 2021	5 - Distribution	Quality Manual changed to Repository

06.09.2023	Front cover /Responsibility	Changed from Director of Finance to Executive Director of Finance and Strategic Planning
06.09.2023	Format	Updated to reflect current Document Control Template, inclusion of References, Definitions, Responsibility sections and EIA
01.04.2024	6. Procedure	Reviewed and updated to reflect current process

<b>THIS FORM TO BE UPDATED WHENEVER THERE IS A CHANGE IN ANY SYSTEM DOCUMENT</b>				
Document Name	Document Owner	Revision Number	Date of Issue	Date of Withdraw
Student Funding Appeals Procedure	Executive Director of Finance and Strategic Planning	1		

## Appendix 1 – Equality Impact Assessment

Document:	Student Funding Appeals Procedure
Executive Summary:	Impacts are positive across all protected characteristics through fair application of the principles of the procedure and in particular through the recognition at point 3.17 that all decisions must comply with the Equality Act 2010.

### Duties:

1: Eliminate discrimination, harassment and victimisation

2: Promote equality of opportunity

3: Promote good relations

\* Human Rights to privacy and family life, freedom of thought and conscience, education, employment

### PSED Impacts

	Commentary
Age	Impacts are positive across all protected characteristics as there are opportunities at each stage of the procedure to take the needs of people, based on their profile, into account. There is a specific commitment at 3.17 to ensure that decision made comply with the requirements of the Equality Act 2010.
Disability	
Gender	
Gender Based Violence	
Gender identity/ reassignment	
Marriage/civil partnership	
Pregnancy/maternity	
Religion or Belief	
Race	
Sexual Orientation	

## Additional Considerations

Care experienced	
Carers	
Mental Health	
Socio-economic status	
Veterans	
Human Rights*	The Human Right to <b><i>Education</i></b> is positively progressed by this procedure, as it ensures that every student is given the opportunity to fairly secure funding for their study.

Lead Officer:	Executive Director of Finance and Strategic Planning		
Facilitator:			
Date initiated:			
Consultation:	The procedure is structured to meet legislative requirements and to reflect industry best practice. It is also designed to fit with the requirements of funding bodies.		
Research:			
Signature	K. Hunter	Date	18.07.24