

## STUDENT FUNDING APPEALS PROCEDURE

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|----------------------------|---|
| Strategic Aim              | To continue to maintain and improve the college's financial health and security |
| Responsibility             | Head of Finance   |
| Issue Date                 | 21/02/2018  |
| Equality Impact Assessment | 16/02/18  |

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## STUDENT FUNDING APPEALS PROCEDURE

### INCORPORATES EDUCATION MAINTENANCE ALLOWANCE/FURTHER EDUCATION BURSARY/DISCRETIONARY FUNDS AND CHILDCARE FUNDS

#### 1. PURPOSE

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

#### 2. SCOPE

This procedure applies at all College sites and to all assessment decisions co-ordinated by the College.

#### 3. PROCEDURE

- 3.1 Applicant must submit an appeal to the College within 1 calendar month of the date of the Award Notice notifying them of decision.
- 3.2 All appeals must be in writing and addressed to the Student Funding Officer in the first instance or alternatively the learner may submit an appeal via email to the College Information page (COLIN) helpdesk. Should the learner not agree with the outcome of the appeal then a further appeal may be submitted to the Head of Finance in writing within 30 days of the decision stating the grounds for further consideration. Should agreement still not be reached a final appeal may be submitted to the College Principal.
- 3.3 The letter/e-mail should state reason for appeal and be accompanied by any relevant additional evidence or information.
- 3.4 All evidence submitted will be considered confidential under the terms of the Data Protection Act 1998 and treated accordingly.
- 3.5 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.
- 3.6 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.

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- 3.7 The learner must be notified of result of each appeal in writing.
- 3.8 The College must record the decision and retain copies of any evidence provided
- 3.9 If the learner is successful in appeal then a new Award notification must be issued.
- 3.10 EMA Appeals - If appeal resolved prior to 30 September, learner will be eligible for backdated payment to start of current term provided attendance criteria met.
- 3.11 EMA Appeals - If appeal resolved after 30 September and original application made prior to 30 September learner will be eligible for backdated payment to start of current term provided attendance criteria met.
- 3.12 EMA Appeals - If appeal resolved after 30 September and original application after 30 September then learner will be eligible for payment from the Monday of the week in which the original application was received providing attendance criteria met.
- 3.13 Bursary/Discretionary & Childcare Fund Appeals – If appeal is successful payment will normally be backdated to date of original application providing attendance criteria met.
- 3.14 Appeals regarding stoppage of weekly payments of EMA/Bursary due to not meeting minimum attendance criteria should be made as outlined in the Student Funding Absence Policy.
- 3.15 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.
- 3.16 Information regarding EMA appeals should be made available to the Scottish Government on an annual basis (if requested).
- 3.17 When making decisions regarding appeals the College should make reference and comply with the Equality Act 2010 in relation to support matters.

#### 4. COMPLAINTS

- 4.1 Formal complaints regarding Student Funding should be dealt with in accordance with the College's Complaints Handling Procedure.
- 4.2 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.

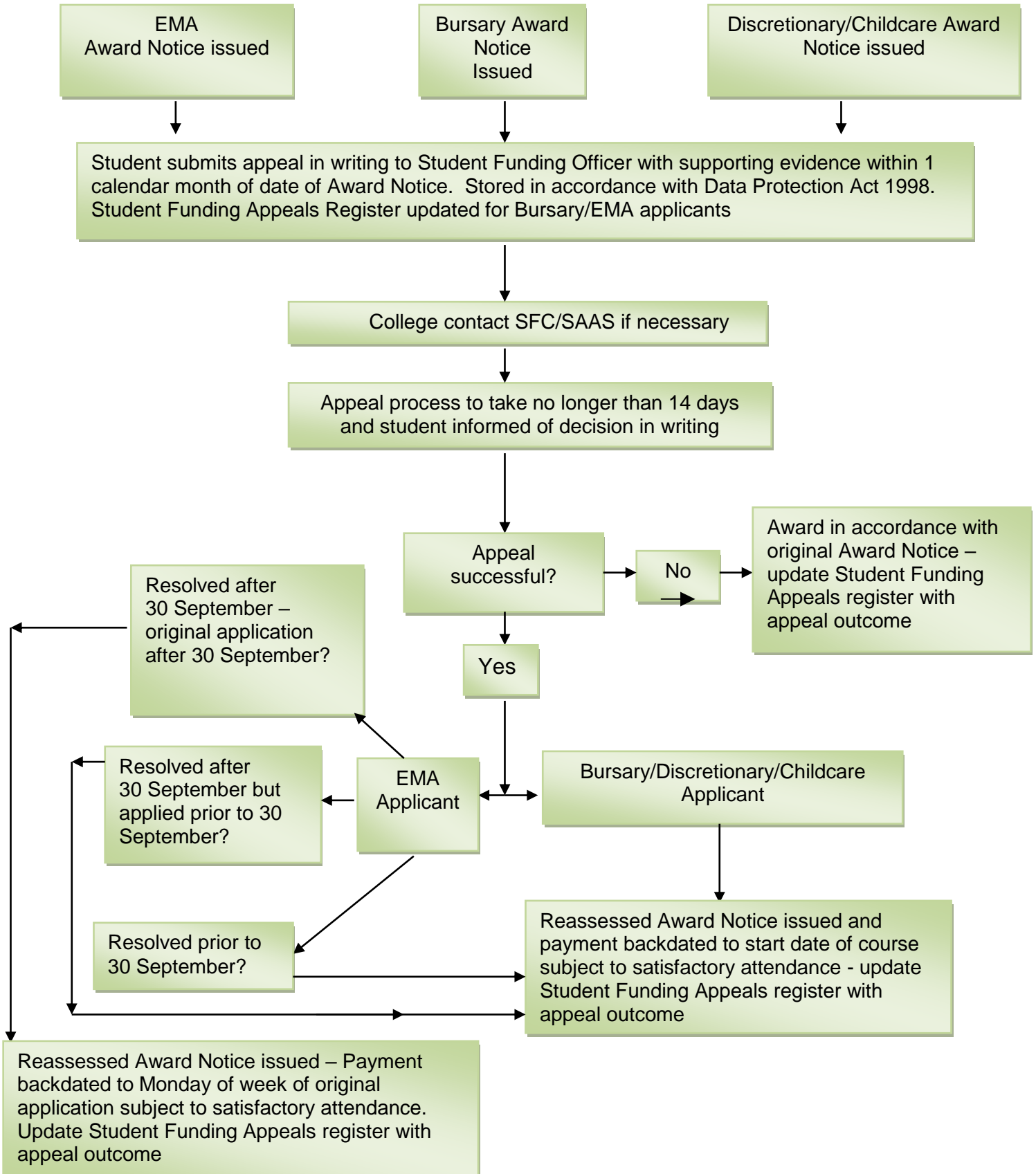
#### 5. DISTRIBUTION

All Staff

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