

# Student Money Service

## Service Delivery Standard

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May 2019

# Student Money Service Mission Statement:

**Working to improve the student journey by providing financial support through education, advice and funding.**

## What is the Student Money Service?

**Student Money Service, part of Student and Academic Services at UWE Bristol covers four distinct areas of work:**

- Money advice offered through one to one appointments and online resources covering statutory and UWE funding eligibility.
- Financial education for students and applicants via online resources, workshops and one to one appointments.
- Assessment and allocation of university funds to students: including the short-term loan scheme, bursaries and the university's student support fund.
- Student funding management: maintaining accurate student data with funding bodies to ensure the release of statutory funds to students and the management of fee collection.

## The Student Money Service's Commitment:

### Service Delivery to Students.

#### We will:

Assess a student's application for the Student Support Fund/Summer Fund/ Emergency Fund within 20 working days of receipt. Applications without supporting evidence will not be assessed. Further guidelines and eligibility criteria are published (once the funds are open at the start of term) in the Student Support Fund Guide, available [here](#).

Aim to respond to a student's appeal to the outcome of a fund decision within 15 working days, ensuring a fair and impartial appeals process. Further guidelines and eligibility criteria are published (once the funds are open at the start of term) in the Student Support Fund Guide, available [here](#).

Assess a short-term loan and placement loan application within 3-5 working days of receipt. Further details regarding scheme eligibility can be found [here](#).

Provide a UWE Bursary to all eligible students until all the assigned funds have been allocated for that academic year. Further information regarding the UWE Bursary scheme can be found [here](#).

Provide access to financial education for students via printed resources, the BlackBullion online modules and the Financial Capability Module.

Make available four financial health check appointments per week (term time only), subject to availability.

Provide access to timely, accurate and impartial money advice and support via either face-to-face appointments, phone calls or emails (as determined by a Money Adviser).

Ensure that the Money Advisers and Money Advice Worker partake in all relevant training to secure their accreditation for annual membership to the National Association of Student Money Advisers.

Support services and faculties across the university to embed student financial education and capability within the student experience.

Provide relevant and up to date information on student funding for applicants (future students) parents and guardians.

Ensure the service we provide is accessible and inclusive for all students and staff.

Store student's information within the data protection guidelines.

Review policy and procedures annually.

## **Service Delivery to external bodies:**

### **We will:**

Ensure the timely and accurate return of student data to external funding bodies such as the Students Loans Company.

Engage in any relevant training/updates from external funding bodies such as the Student Loans Company.

Comply with the regulations of external funding bodies.

Liaise with external bodies such as the DWP and local authorities where appropriate.

## **Communication to service users:**

### **We will:**

Respond to an email within 5-10 working days.

Take seriously any first stage complaint and respond accordingly and in a timely manner. More information about the university's complaints process can be found [here](#).

Provide relevant and up to date information on student funding on the university's webpages.

Promote the financial support available from UWE in a clear and transparent way.

Provide students with an opportunity to provide feedback on the service provided, in line with the Quality Advice Standard.

## **Service referrals:**

### **The Student Money Service will refer students to:**

Relevant support services such as Wellbeing or Student Support Advisers where appropriate and in the best interest of the student.

Relevant departments such as Credit Control to ensure the resolution of a student's outstanding payment to the university.

The Student Policy team where a student conduct or safeguarding concern has been identified.

Other relevant services and departments, as required.

As part of this referral process, the Student Money Service may be required to share student's information with other services and departments.

## **Students Responsibility:**

We expect students to provide all requested information relating to a fund application or adviser appointment. Failure to do so may result in an unassessed application or cancelled appointment.

We expect students to give reasonable notice if they are unable to attend an appointment. Continued cancellations or no-shows negatively impact our service delivery.

We expect students to treat staff respectfully and behave appropriately when in contact with the Student Money Service. Further information regarding the Student Conduct Policy can be found [here](#).

We expect students to provide correct and up to date information when applying for university funds. Providing false information will automatically disqualify the application and may lead to disciplinary procedures resulting in possible expulsion from the University. We will take action to ensure that students repay any awards obtained as a result of false information.

Further information regarding the university's expectations upon students can be found [here](#).

