



POINT BLANK

MUSIC SCHOOL

PROCEDURE 061

FINANCIAL ASSISTANCE FUND APPLICATION PROCEDURE

DOCUMENT CONTROL BOX

People in scope:					
All students	HE Students	Professional Students	All staff and students	Staff only	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sites in scope:			Publication:		
All	London	Online	Internal	Public	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Version:	1.2	Date Approved / Committee:	13.08.24 / Quality and Standards Committee	Date of next review:	August 2025

If you have a disability which makes reading this document or navigating our website difficult and you would like to receive information in an alternative format, please contact: support@pointblankmusicschool.com.

Document Revision History

Version Log

Committee / Approval Date	Author	Version	Publication Date	Page Reference & Summary
Quality and Standards Committee / 13.08.24	Registrar	1.2	October 2024	Name change. Previously Hardship Fund Procedure

Related Documentation

Document Reference No. (Policy version / Supporting doc. #)	Document Type	Link or Dept. Owner	Document Title

1. PURPOSE

- 1.1 The purpose of this procedure is to detail the steps required in order to submit, assess, and provide outcomes for applications for hardship support funding.
- 1.2 This procedure should be read in conjunction with Policy 061 Financial Assistance Fund Policy.

2. PROCEDURE DETAILS

Application

- 2.1 Students finding themselves in financial hardship and requiring support should speak with the Student Support team in the first instance.
- 2.2 Advice from the Student Support team can be provided in person at the campus front desk, over the phone (0207 729 4884), or by email (support@pointblankmusicschool.com).
- 2.3 All students wishing to apply for the financial assistance fund must complete the application form in its entirety.
- 2.4 The form must detail the amount of funding requested as well as a breakdown of how the funding is intended to be used. This can include costs of living as well as technology requirements (e.g. software license).
- 2.5 Students should also provide a summary of the hardship they are experiencing and any other relevant information about their circumstances.
- 2.6 Where relevant and appropriate, students should attach to their completed form any other supporting documents (e.g. a letter from their landlord giving notice of termination of tenancy).
- 2.7 Completed application forms must then be submitted along with the last three month's bank statements to the online form. Any difficulties in accessing or using the form should be flagged to support@pointblankmusicschool.com.
- 2.8 Students must supply the last three month's bank statements for all their bank accounts. Failure to do so may result in an application being delayed or not considered.

Assessment

- 2.9 A member of the Student Experience or Finance teams will check the application form for any missing information and ensure all bank statements are able to be accessed and read easily.
- 2.10 In some circumstances, the member of staff may request further information or documentation in order to obtain a better picture of the student's circumstances. This may include requesting a copy of the student's tenancy agreement (in the case of rent payment support).
- 2.11 The member of staff will review the application and prepare an initial recommendation.
- 2.12 The Hardship Panel is convened weekly, or as required, to review all open applications and recommendations and decide on the outcomes.

Outcomes

- 2.13 The member of staff will provide the outcome or an update to the student, in writing, within two working days of the Panel meeting.
- 2.14 Outcomes may include the requirement to attend a budgeting support meeting with a member of the student finance team. In these instances, the member of staff will arrange this meeting.
- 2.15 Financial assistance fund application outcomes will normally be one of the following:
- Not upheld – the student is not eligible for hardship support;
 - Upheld – full requested amount awarded in cash;
 - Upheld – alternative amount awarded in cash;
 - Upheld – full requested amount awarded in vouchers or, where appropriate, paid directly to a third party (e.g. landlord; or software company);
 - Upheld – alternative amount awarded in vouchers or, where appropriate, paid directly to a third party (e.g. landlord; or software company).
- 2.16 Students have the right to appeal the outcome decision only if they feel a material error has occurred during the processing and consideration of their application.
- 2.17 Rejected applicants are permitted to apply again in the future.
- 2.18 Appeals must be submitted within 21 working days of the outcome.

Payment

- 2.19 A member of the finance team will contact request the relevant payment details in order to make the payment.
- 2.20 Students must supply the details for payment within seven calendar days of receiving the outcome letter. Failure to provide this within the published timeframe may result in the application being cancelled.
- 2.21 Students should be mindful that payment can take up four weeks following confirmation of the details for payment. Where delays are unavoidable, the student will be kept up to date on the status of their financial assistance fund payment.
- 2.22 In the case of rent payment support, the payments will go directly to the student's landlord, letting agent, or housing association, and it is the student's responsibility to inform them of this.

3. PROCEDURE SCOPE

- 3.1 This procedure applies to all students eligible to apply for financial assistance fund support funding. This includes students studying full-time, on all Higher Education programmes at Point Blank London only.
- 3.2 Students should refer to the Financial Assistance Fund Policy for further details on eligibility.

4. PROCEDURE OWNER

- 4.1 This procedure is under the responsibility of the Student Engagement and Experience Committee. The responsible committee will ensure the cyclical review of this procedure is carried out in line with Point Blank's Quality Assurance Framework.

- 4.2 The Student Engagement and Experience Committee delegates the operational responsibility of this procedure to the following staff:
- General Manager;
 - Registrar;
 - Designated Safeguarding Lead;
 - Student Support Officer.

5. EXHIBITS, APPENDICES AND FORMS

- 5.1 Please see the Hardship Funding Application Form.

6. REFERENCES AND SUPPORTING INFORMATION

- 6.1 Internal
- Access and Participation Plan;
 - Student Experience Strategy.
- 6.2 External
- There are no external references to this policy.