



POINT BLANK

MUSIC SCHOOL

PROCEDURE 061

HARDSHIP APPLICATION PROCEDURE

DOCUMENT CONTROL BOX

SCOPE						
Course Type	BA(Hons)	X	CertHE	X	Professional	
School	London	X		Online	X	
Version	3			Date Approved	07 June 2023	
Date of Next Review	August 2024					
Publication	Staff Access					
	Student Access			X		
	Public Access via Website			X		

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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 Hardship 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 hardship funding must complete the Hardship 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 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 The Student Support Officer, or designated nominee, 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 Student Support Officer, or designated nominee, 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 Student Support Officer, or designated nominee, 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 Student Support Officer, or designated nominee, 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 Student Support Officer, or designated nominee, will arrange this meeting.
- 2.15 Hardship 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, if they feel a material error has occurred during the processing and consideration of their application.
- 2.17 Appeals must be submitted within 21 working days of the outcome.

Payment

- 2.18 The Student Support Officer, or designated nominee, will contact request the student's bank details in order to make the payment.
- 2.19 Students must supply the details for payment (e.g. their own bank details, or for any third party) within seven calendar days of receiving the outcome letter. Failure to provide this within the published timeframe may result in the application being cancelled.
- 2.20 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 hardship payment.
- 2.21 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 hardship support funding. This includes students studying full-time, on all Higher Education programmes at Point Blank London and Online.
- 3.2 Students should refer to the Hardship 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.

7. DOCUMENT HISTORY AND NEXT REVIEW

Version: 1

Approved on: 07 June 2023

Approved by: Quality and Standards Committee

Date of Next Review: August 2024