Set up two factor authentication

Close dialog

**Keep your recovery codes in a safe place! You’ll need them if your account is compromised**



**You will be unable to access your account** if you can’t use your phone, or you change mobile numbers. You can copy to your clipboard below, or write them down somewhere and keep them in a safe place!

a8c2d42a

9be0c80d

b205f9cb

3e6e0b33

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39465ba1

7c76a04a

4ded9295

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STUDENT MONEY ADVICE AND RIGHTS TEAM (SMART) University of East London Undergraduate Hardship Bursary 2021/22 – Guidance Notes Please retain guidance notes for your information. The University of East London Undergraduate Hardship Bursary (UGHB) is available from 8 th November 2021 to provide extra financial support for particular costs which are not already being met from statutory or other sources of funding, to help students remain in Higher Education. UGHB cannot be used to compensate for inappropriate use of income including grants and loans, for example large purchases such as a car, a holiday, expensive personal items or loans and/or gifts of cash to friends and family. This also applies to large gifts of cash and/or other donations to charitable organizations. UGHB awards cannot be expected to cover all financial shortfalls. The maximum award from the Undergraduate Hardship Bursary, Engagement Bursary and Progression Bursary combined is £3,000. 1. Eligibility 1.1 To be eligible students must be enrolled on a full-time (90+ credits) or part-time (minimum 30credits) undergraduate course for the academic year 2021/22 and meet 75% attendance at the time of assessment. 1.2 Students on a placement year are not eligible. 1.3 International, EU, Distance Learning and students enrolled on contract programmes, studying with a Collaborative or Franchise partner do not qualify for this bursary. 1.4 Students must show that tuition fees have been paid in full, or that a payment plan has been set up with regular payments made, before submitting an application. 1.5 Undergraduate students must show they have applied for and received their first instalment of maximum income-assessed Maintenance Loan from Student Finance (£12,382, £11,472, £13,504, £12,656 London rates or £7,987, £7,516, £9,423, £8,984 living at parental home rate) and NHS if applicable, to be eligible for assistance. Students who are not income assessed and/or have not requested the maximum Maintenance Loan available, will not be considered for the UGHB. 1.6 Funds are limited and applications will be considered on a first come first served basis, until all funds have been allocated. 1.7 Attendance will be checked. External organisations may be contacted before an application is considered. 2. Assessment 3.1 Eligibility for statutory support will be considered in every assessment, regardless of whether students have applied for and received any statutory support. 3.2 Undergraduate students whom already have a degree will be treated as a postgraduate student. This Bursary is not to cover fees or regular living costs but used as part of an assessment for hardship mainly caused by unforeseen circumstances. 3.3 When assessing UGHB applications, specific criteria and capping levels are applied. It is expected that students will be able to supplement their income from a variety of sources, such as part time employment, student bank overdrafts, savings or additional parental support etc. The UGHB assessments include an ‘assumed income’ figure to cover these elements. The assumed income rates are annual, as follows: • Non final year undergraduate students: £2,775 \* Students with dependants: £0 • Final year undergraduate students: £925 Composite Living Costs (CLC) figures have been determined to cover expenditure on basic costs such as food, household bills, mobile phones, TV license, clothes, home contents insurance, entertainment, etc, which ensures that all applicants are treated fairly, regardless of where they study and of their individual lifestyle choices. The CLC figures are fixed amounts and are used in all assessments. When your application is assessed your income and expenditure for the academic year will be considered and if your expenditure is found to be in excess of your income, the difference will be regarded as your ‘additional need’. This additional need may be met in part by the UGHB, subject to availability of funds. If your additional need is less than £250 then an award will not be made. 3. Outcome 3.1 You will be notified of the outcome through UEL student email, within 30 working days of SMART receiving your application. If successful, you will be paid 2 weeks from the notification email date. If bank details not fully confirmed as per Step 7 below, your payments will be delayed for a further 2 weeks. 3.2 There is no right of appeal to the outcome of UGHB assessment. If your circumstances change during the academic year, you may request a reassessment by submitting a letter and evidence of the change of your circumstances. Please note additional debt is not a change of circumstance. 4. Payment s 4.1 If awarded; your award will be paid into the bank details provided on your UEL Direct account. It is your responsibility to ensure that the correct bank details are provided. To securely upload bank details on UEL Direct: Step 1: Login to UEL Direct Step 2: Click on My Records Step 3: Click on My Payments Step 4: Under the Bank details tab, provide your Sort code and Account number Step 5: Once submitted you will receive an email that you MUST read and click on the ‘Click Confirm’ link (if this link is not received please contact the hub on 020 8223 4444 at once to inform them that the link was not received so this can be escalated to be resolved) Step 6: Confirm the bank details you have submitted are correct via the link received in step 5 Step 7: You will receive an email confirming your bank details updated successfully. 4.2 Any monies overpaid as a result of a ‘break/withdrawal’ from your course will be reclaimed. 4.3 Unpaid Emergency Loans will be deducted from any UGHB award. The bursary payment will not be made if you have any overdue debt to UEL. 5. Supporting Evidence All Students Student Finance Breakdown for 2021/22 showing breakdown of maximum loan and grants entitlement NHS / Social Work Bursary Support Notification for 2021/22, if applicable Rent/mortgage statement showing name, address and amount dated within 3 months Three months recent, full consecutive bank statements showing transactions for all accounts in pdf/jpeg version. Downloaded excel files will not be accepted. Statements without transactions will not be accepted. Evidence of priority debt – secured loan arrears, rent arrears, gas and electricity arrears etc Signed letter from programme leader confirming compulsory field trip, if applicable Award notices for any benefits that you or your family receive e.g. Universal Credit, Income Support, Housing Benefit, Incapacity Benefit, Carer’s Allowance, Job Seekers Allowance, Employment and Support Allowance Students with Partner and/or Children Child / Working Tax Credits award notice for 2021/22 - All pages Universal credit – most recent 3 months’ assessment - All pages Evidence of your and your partner’s earnings, preferably 3 months wage slips Partner’s three months recent, full consecutive bank statements showing transactions for all accounts in pdf/jpeg version. Downloaded excel files will not be accepted. Statements without transactions will not be accepted