

# Student Financial Requests

## 1.0 Purpose

## 2.0 Scope

## 3.0 Procedure

3.1 Conflict of Interest | 3.2 Eligibility | 3.3 Eligible expenses | 3.4 Items not normally approved | 3.5 Documentary evidence | 3.6 Processing timeline | 3.7 Outcome of request | 3.8 Payment to students | 3.9 Review | 3.10 Publicity of the scheme

## 4.0 Definitions

## 5.0 Information

## 6.0 Related policy documents and supporting documents

### 1.0 Purpose

This procedure details the process for assessing and awarding Student Financial Support Requests.

### 2.0 Scope

This procedure defines the responsibility of employees, students and the University in submitting, assessing and awarding requests for student financial support.

### 3.0 Procedure

Students experiencing financial difficulty, may be eligible for a financial assistance bursary to help with living expenses and the costs of studying at the University.

The granting of a bursary is subject to availability of funds and there is no guarantee funds will be available or awarded.

The program and maximum amount an eligible student may receive in any calendar year under the Student Financial Request scheme shall be set and approved by the Deputy Vice Chancellor (Education) annually.

Requests for financial support under this scheme are assessed and awarded by the Griffith University Student Financial Support and Scholarships Office.

#### 3.1 Conflict of Interest

All Student Financial Support and Scholarships Office staff are required to declare any conflicts of interest as per the University's *Conflict of Interest Policy*. This is reviewed as needed and at least annually.

#### 3.2 Eligibility

To be considered under this procedure an applicant must be:

- A current Griffith University undergraduate or postgraduate student, or research candidate; and
- Able to demonstrate financial hardship that impacts the student's ability to continue studying.

Non-award students such as OUA, cross-institutional, miscellaneous, exchange and Study Abroad students and Griffith College students are not eligible for this type of support.

### 3.3 Eligible expenses

Eligible expenses will be considered where they directly impact a student's ability to successfully undertake their study and may include, but are not limited to:

- Food
- Transport
- Rent
- Bond
- Utilities
- Medical expenses
- Textbooks
- Program-related musical instruments or equipment
- Program-related photographic or art equipment and supplies
- Attending compulsory related field trips/seminars/workshops
- Undertaking work integrated learning or placement
- Relocation expenses (for students relocating from rural or remote areas)
- Other expenses deemed appropriate.

Students can submit more than one request but can only receive up to the maximum in any calendar year.

### 3.4 Items not normally approved

Financial assistance from the University Student Financial Request Scheme may not be used to cover University tuition fees or charges, Overseas Student Health Cover (OSHC) charges, Higher Education Contribution Scheme (HECS) debts, Campus Life college charges, tax bills, repayments for loans or credit card debts or fines.

Requests for financial assistance are not normally approved towards the purchase of a motor vehicle unless a direct relation to the student's ability to study is demonstrated.

### 3.5 Documentary evidence

Students submitting a request for financial assistance, must provide documentary evidence of their need, including:

- Bank statements, pay slips and/or Centrelink payment summaries (as appropriate)
- Quotes/pricing documentation
- Statement outlining their circumstances and need for financial assistance.

### 3.6 Processing timeline

As far as is practicable, requests for financial support will be assessed and considered within three working days.

### 3.7 Outcome of request

Assessed applications shall be subject to one or more of the following:

#### Request approved

- Payment Information sent to Finance.
- Payment processed - request details stored against the student record in CRM.

#### Request not approved

- Student notified by email of the outcome and grounds for decision - request details stored against student record in CRM.

#### Exceptional circumstances

- If the student is experiencing circumstances of exceptional hardship, the Student Financial Support and Scholarships Officer can provide an emergency gift card (value up to \$50).

#### Resubmission

- The decision to approve a request for financial support relies on information provided by the student. Staff assessing the request may ask for further information. Additionally, if a request is denied, the student may provide additional information or documentation to facilitate the assessment of financial hardship. The University is in no way compelled to approve a request for financial assistance.

### 3.8 Payment to students

Financial support requests are paid via Electronic Funds Transfer. This generally means the funds are in the student's account within six (6) working days of the application being approved and processed by Corporate Finance.

### 3.9 Review

The decision by the University made in respect of an application for financial support under this procedure is final.

### 3.10 Publicity of the scheme

Information regarding the Student Financial Request Scheme shall be made available to students via the University's website and other appropriate mechanisms.

## 4.0 Definitions

**Currently enrolled** refers to students who have accepted an offer of admission to a program, have completed the enrolment procedures prescribed by the University and maintain an 'active' status in the Student System. Students may be full or part time.

**Exceptional hardship** refers to circumstances beyond financial hardship.

**Financial hardship** means living and family expenses are greater than income received.

**Student record in CRM** refers to information about the student housed in Oracle CX the Customer Relationship Management System (CRM).

## 5.0 Information

Title	Student Financial Requests
Document number	2023/0000486
Purpose	This procedure details the process for assessing and awarding Student Financial Support Requests.
Audience	Staff; Students
Category	Academic
Subcategory	Student Services
Approval date	October 2022
Effective date	1 December 2022
Review date	2025
Policy advisor	Manager, Student Transition, Mentoring and Financial Support
Approving authority	Provost

## 6.0 Related Policy Documents and Supporting Documents

Legislation	N/A
Policy	<a href="#">Conflict of Interest Policy</a> <a href="#">Student Scholarships, Prizes and Awards Policy</a>
Procedure	<a href="#">Fees and Charges Procedure</a>
Local protocol	Student Financial Support
Form	<a href="#">Student Financial Support Request</a>