

International Student Support Fund Guidance 2024-25

The International Student Support Fund provides discretionary financial assistance to fee-paying overseas and EU students (who are not eligible for the Maintenance Loan from Student Finance) living in the UK and facing unforeseen circumstances that have arisen since the start of their course.

While we aim to make the application process as straightforward and non-intrusive as possible, the submission of certain documents is a necessary part of our evidence-based approach. We understand that gathering these documents can seem burdensome, but they are essential for us to accurately assess and support your application.

Awards are discretionary and not guaranteed: please do not assume an application will be successful, nor anticipate any amount that you may receive. Amounts awarded are not guaranteed and are subject to change at any time in the academic year.

Students cannot apply to the fund for support with paying tuition fees. In such cases, we advise contacting the Finance team to discuss your circumstances. You can contact them on finance@yorks.ac.uk 01904 876452.

What is an unforeseen circumstance?

- Unexpected temporary reduction in income
- Change in sponsors circumstances where they are no longer able to support you financially
- Injury which has significantly impacted your finances
- Being a victim of crime or fraud, which involved a significant loss
- Unexpected travel home due family reasons, serious illness, death of close family member
- Unexpected change in your accommodation situation which resulted in a loss

This is not an exhaustive list and if you are unsure whether you should apply, please contact the Student Funding Advice team to discuss your circumstances on fundingadvice@yorks.ac.uk.

What is not classed as unforeseen circumstances:

- Unable to pay your tuition fees
- Change in currency exchange rates
- Your family members are in need of financial support
- Mismanagement of your funds leading to financial hardship

Evidence required

- The last three months bank statements for all accounts in your name including any UK, overseas or online bank accounts. The covering period will be from the date you submitted your application e.g., submit application on the 15th February, you will be required to upload your bank statements from the 15th November – 15th February.

Bank statement format – exported bank statements from an online bank account or scanned bank statements in a PDF format. Please note, we do not accept screenshots from mobile phones or excel spreadsheets.

If you are unsure on how to export your latest transactional data, please visit your banks website for guidance on how to do this.

- Evidence of rent payments e.g., tenancy agreement, letter from landlord

- Evidence of the circumstances that have impacted your financial situation

How do I apply to the fund?

Applications to the York St John Student Support Fund can be made via the online form which can be accessed through the York St John website.

Once an application has been started for financial assistance, it is required that students register on Blackbullion. They can do this by using their York St John University email address.

When will I receive an outcome?

Providing that an online application has been accurately completed, and the appropriate documentary evidence supplied, an assessment and decision will normally be made within 21 working days of submission. Successful students can expect to receive information about the anticipated date of payment within this timescale.

Payments

You will receive the payment in one instalment direct into your UK bank account. Where the award involves YSJU paying off any priority debt, this will be paid direct to the creditor on agreement with the student.

Once you have received the payment, you will be required to complete the two money education pathways below which are delivered through Blackbullion.

- Manage your money as an international student
- Outsmarting the scammers

How to appeal/change of circumstance

Students who are unsuccessful in their application may appeal the decision, but appeals regarding the amount awarded will not be considered. Appeals should be made only if the student believes there was an error in the assessment. Appeals must be submitted within 10 working days of receiving the 'no award' outcome.

To start the appeals process, students should contact the Student Funding Advice Team. They will email a Financial Assistance Appeals Form to the student. Once completed the form along with any additional requested evidence, this must be emailed back to the team. The team will review the form and any additional evidence and will arrange an Appeals Panel. The student can expect an outcome within 14 working days.

If a student has experienced a change of circumstance since their original application, they must contact the Student Funding Advice Team to discuss submitting a Change of Circumstance Form based on this change. All information held with York St John Student Support Fund applications will be reviewed by the Student Financial Assistance Group. Once the Student Financial Assistance Group has reviewed the form and all evidence, the student will be informed of an outcome via email.

Further assistance

Not all students in financial difficulty who make an application to the York St John Student Support Fund receives an award. Where awards cannot be made, the Student Funding Advice Team will

advise students of other avenues they may wish to pursue in order to help their situation. This may include referrals to other specialist teams on campus such as Careers and the Wellbeing team.

Part 9: YSJ food assistance

If students find themselves in an unexpected situation without food, the University can offer support through short-term emergency food assistance. This support is designed to help relieve immediate pressure during this difficult time. For students to access this, they will need to complete an online form via the following link.

[Short-term food assistance](#)

If students require immediate food support, please contact the Student Funding Advice team on fundingadvice@yorks.ac.uk as the team does have a stock of non-perishable food items available.

Part 10: Useful contacts

<p>Student Funding Advice Team fundingadvice@yorks.ac.uk 01904 876939</p> <p>Information Services Desk support@yorks.ac.uk</p> <p>Wellbeing and Welfare Support wellbeingenquiries@yorks.ac.uk</p> <p>Finance Office finance@yorks.ac.uk 01904 876452</p>	<p>Careers, Placements and Opportunities careers@yorks.ac.uk 01904 876124</p> <p>Student Records studentrecords@yorks.ac.uk 01904 876567</p> <p>Accommodation accommodation@yorks.ac.uk 01904 876660</p> <p>Global Campus globalcampus@yorks.ac.uk</p>
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