

International Student Emergency Fund (ISEF) 2019/20 Guidance Notes

What is the International Student Emergency Fund?The Plymouth Marjon University, International Student Emergency Fund (ISEF) is to assist International and EU students who find themselves in **unexpected financial difficulty as a result of a significant or unexpected event that could not have been predicted** e.g. a family bereavement or illness that requires the student to return home immediately.

The size of the fund is limited, and we may not be able to meet your needs in full or guarantee that funds will be available, especially towards the end of the academic year.

If you are successful, awards are paid in the form of a non-repayable grant.

The maximum award will not typically exceed £500 per student.

Who can apply?  
To be eligible to apply you must meet the following criteria:

* You must have International or EU tuition fee status
* Be fully enrolled on a Full or Part-Time course - If you are studying part-time then your course must be equivalent to at least 25% of a full-time course
* Experiencing an unforeseen emergency that requires urgent financial support

When can I apply?The Fund is open from the start of the academic year until the end of June if monies remain.

Application forms are available by emailing [studentfunding@marjon.ac.uk](mailto:studentfunding@marjon.ac.uk)

The University will normally only consider one ISEF application each academic year unless a further unanticipated emergency occurs.

Conditions of the International Student Emergency Fund  
Students seeking help must demonstrate that they have made adequate arrangements to support themselves and pay their tuition fees and accommodation fees before they came to university.

The fund cannot be used to meet shortfalls in basic living costs or to pay tuition fees.

You will need to show genuine financial hardship and that you have explored and exhausted all other ways of supporting yourself for the unexpected circumstance.

Students who find themselves in hardship due to mismanagement of their finances are ineligible for support from the fund.

To be eligible for an award a student must be fully enrolled at the University and be in attendance.   
If our online University databases show lack of attendance or non-submission of work, then the reasons for this will be questioned and may involve contacting other appropriate members of staff in the university such as Professional Development Tutors or Programme Leaders.

How we assess your applicationTo assess whether a student is eligible for an award from the ISEF we will look at the expenditure and the expected income over the academic year to make sure reasonable provision has been made to cover essential living costs and to assess whether the unexpected event will have detrimental effect on the student’s financial provision and the ability for a student to be able to continue with their studies.

If you live with a partner, we will need details of their income and expenditure as we will need to assess whether you partner is able to support you financially for the unexpected circumstance.

Payments will be based on the cost of the unexpected circumstance rather than any shortfall between expected income and expenditure.

The assessor will consider if an award is appropriate and if so how much of an award would minimise/alleviate the hardship you are experiencing and whether it is possible for the ISEF to meet these costs.

If possible, you will need to provide evidence of your emergency circumstance along with documentation supporting the additional costs associated with it e.g. the cost of a flight.

In certain exceptional circumstances evidence will not be required to be provided until after an award has been made but if you are requested to provide delayed evidence then you must do this to still be eligible for the award received.   
If the required evidence is not provided, then at the universities discretion the award could become void and the award transferred to a debt to the university which the student is responsible to repay.

InterviewsIf a student has not previously met with the Student Funding Adviser or other relevant member of the Student Support Team regarding their situation then it will be required to call a student in for an interview or request a telephone appointment with the student regarding their ISEF application. The purpose of the interview/telephone call is to usually clarify some information in an application, particularly where a student may have very unusual circumstances.   
To arrange an interview/telephone call a student will be contacted via their Marjon email account or a telephone number given on the application to arrange a convenient time.

Timescale for application assessment and paymentCompleted applications forms and evidence can be submitted in the following ways:

* In person to the Information Hub
* Emailed to: [studentfunding@marjon.ac.uk](mailto:studentfunding@marjon.ac.uk)
* Via post to: University Hardship Fund, Student Support, Plymouth Marjon University, Derriford Road, Plymouth PL6 8BH.

Due to the nature of the ISEF of helping in unexpected, emergency situations we aim to have your application assessed within 10 working days provided your application form has been accurately completed and the appropriate evidence submitted. But please bear in mind this assessment time may be affected by staff illness/leave, university closure or bank holidays/vacation periods.

You will be notified of the outcome via an email to your university email account.   
**It is your responsibility to keep checking your Marjon email account** for updates and in case we need further information from you to support your application.

Due to the nature of the fund where possible the award will be made in cash and available to collect from the University Finance department following a confirmation email from the Student Funding Adviser.   
If a payment needs to be made into a bank account then the payment will be received within 10 working days of receipt of your award email, provided you have completed and emailed [finance@marjon.ac.uk](mailto:finance@marjon.ac.uk) your bank details form which will be emailed to you by the Student Funding Adviser with the outcome of your assessment.

How to appealIf you are unhappy with the outcome of your ISEF application you can appeal against that decision by writing to:   
The Appeals Panel, Student Support, Plymouth Marjon University, Derriford Road, Plymouth PL6 8BH  
Or email: [studentsupport@marjon.ac.uk](mailto:studentsupport@marjon.ac.uk) with the subject line “University Hardship Fund Appeal”.