

Financial Support Statement 2018/19





Our Mission

Inspire ambition and make a positive difference to lives through learning.

Our Values

Learners First - placing the learner at the heart of all we do

Community - working collaboratively to achieve

Empowering - enabling all in a caring environment to achieve their full potential

Excellence - a culture of creativity, high expectations, ambition and aspiration

Diversity - celebrating diversity and inclusivity as a key to our success

Integrity - honesty, openness and trust at the heart of College life

Respect - showing fairness, courtesy and mutual respect

Financial Support Statement 2018/19

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1. Purpose

- 1.1 To use funds allocated by the Education and Skills Funding Agency (ESFA) and The College Group to remove barriers to learning, to support learners to achieve, participate and succeed through targeted financial support.
- 1.2 Financial support regardless of the source is provided to learners to encourage good attendance, behaviour and participation. Learners receiving financial assistance to support attendance and achievement are expected to attend classes and maintain good behaviour while on their course.

2. Funds Overview

- 2.1 Using the evidence provided on an application form, a member of Student Services will determine which funds the learner will receive financial support from. The funds available are:

2.2 16-18 Discretionary Bursary

An ESFA funded means assessed scheme for learners aged 16 to 18 years old at the start of their study programme. The fund is used to support learners' travel and compulsory course costs.

2.3 16-18 Guaranteed Bursary

An ESFA funded non means assessed scheme for learners aged 16 to 18 years old at the start of their study programme, who also meet a pre-determined eligibility. This is predominantly to support young people either currently or recently in the local care scheme and young people living independently. Learners on this scheme will receive up to £1200 per year in targeted support.

2.4 19+ Discretionary Bursary

An ESFA funded means-assessed scheme for learners aged 19+ on a funded Level 1 or Level 2 course, and those aged 19-23 years old undertaking their first funded Level 3 course. Learners who meet the eligibility for this fund could receive help with travel, essential materials, fee reductions and childcare.

2.5 Advanced Learner Bursary

Learners with an approved Advanced Learner Loan can apply to this fund. Learners who meet eligibility could receive support with travel, essential materials and childcare. See Section 7 for more information about the fund and eligibility.

2.6 Free College Meals

Learners who meet predetermined eligibility criteria will receive up to £3.00 per day to use in the College canteens. See Section 7 for more information about the fund and eligibility.

2.7 College Hardship

A limited fund provided by the College Group to support learners who do not meet financial support eligibility, but whose circumstances are exceptional and pose a barrier to learning. Any enrolled learner can apply to this fund for targeted financial support. Applications are considered on an individual basis and are subject to fund availability and the discretion of the Head of Learner Services and Libraries.

3. Making an Application for Financial Support

3.1 To apply for support, a financial support application form must be completed and delivered either by hand or digitally to Student Services with the requested evidence as stated in the Financial support application form.

3.2 The application form is available at the following:

- In Student Services, the Learning Centres and Admissions Departments at each campus
- On the College website
- Upon request by post or by calling Student Services on 01753 793368 for Langley and Windsor or 01784 437506 ext. 1277 for Strode's College or by emailing financial.support@windsor-forest.ac.uk

3.3 Household income

Many learners may require help from parents/guardians and partners to complete the form due to the request for household income information. We will require income information for anyone in the house who the learner is financially dependent upon. This includes all parents/guardians, spouses and spouses of parents/guardians.

The Financial Support Team will calculate all income pre-tax including all wages and benefits, with the exception of housing benefit and child tax credit.

An income of over £5000 per annum must be met in order to assess a household income. If household income is under this threshold, the learner or appropriate adult must be able to demonstrate a justifiable reason for this.

3.4 Providing evidence

The evidence section on the financial support application form will outline the required evidence to be provided.

We cannot take responsibility for loss of evidence via the postal service and therefore encourage that evidence is sent digitally and photocopies, not originals, are sent via the post.

We recommend learners do not delay in sending their application via email or returning their application form to their relevant College, as the process can take up to 4 weeks during the summer enrolment or busier periods.

3.5 Age

Learners are categorised by their age on 31 August of the year starting that academic year. For example, if a learner is 18 years old on 31 August 2018 and turns 19 years old during that academic year, that learner will be regarded as an 18-year-old for that academic year.

4. Payment of Awards

4.1 The Financial Support Team aims to make all payments to learners via BACs transfer directly to a bank account in the learner's name.

4.2 Course costs will be reimbursed to the learner via BACs transfer. The learner is expected to follow their curriculum area's process for ordering essential course costs. Once this is completed the Material Reimbursement Form, available from Student Services, must be signed by the learner's lecturer and returned to The Financial Support Team with any required evidence.

- 4.3 Some materials may be purchased on the learner's behalf. This is usually when The Financial Support Team has a direct relationship with an external company to provide these materials.
- 4.4 In exceptional cases The Financial Support Team may purchase materials or transfer money to a department in advance. Course costs for learners meeting the Guaranteed Bursary eligibility will automatically be met directly by the college.
- 4.5 The Financial Support Team will aim to avoid cash payments to a learner except in exceptional circumstances.
- 4.6 The Financial Support Team will only pay directly to a learner's bank account, other than exceptional circumstances where a sound reason can be evidenced.
- 4.7 In the unlikely event of an over payment, a learner would be expected to pay back any money incorrectly sent.

5. Attendance Monitoring

- 5.1 In line with the stated purposes of financial support, The Financial Support Team is committed to basing financial support payments on attendance. The Colleges Group recognises the fact that good attendance is closely linked with success and achievement.
- 5.2 Attendance will therefore be checked each month and travel payments will be subject to acceptable attendance levels as detailed below.
- 5.3 The Financial Support Team will pay calculated travel payments at the following rates.
 - 90%+ attendance for the preceding month = 100% payment
 - 75% - 89% attendance in the preceding month = 50% payment
 - 0% - 74% attendance in the preceding month = No payment

Note: The Financial Support Team can alter these thresholds at their discretion within the academic year. Any revision of payment brackets will apply to all learners.

- 5.4 The Financial Support Team recognises that for specific groups of learners' additional barriers may exist. With this in mind, the following considerations will be made.
 - 5.4.1 Childcare payments will be made if the learner registers attendance in the previous month, however low attendance will be subject to the learner being contacted directly to justify their attendance record. Future payments may be withdrawn if attendance does not improve for subsequent months.
 - 5.4.2 Learners with Special Educational Needs and Disabilities (SEND) or learners with complex needs who demonstrate low attendance will be reviewed, as often poor attendance is linked to ongoing medical issues. The attendance brackets for learners with Special Educational Needs and Disabilities are as follows:
 - 75%+ attendance for the previous month = 100% payment
 - 50% - 74% attendance for the previous month = 75% payment
 - 0% - 49% attendance for the previous month = No payment

- 5.4.3 The Financial Support Team can alter and release any previously unauthorised payments providing sufficient evidence is provided and demonstrates that withholding payment or failing to make reasonable adjustment, will have a detrimental impact on the learner's achievement.
- 5.4.4 The Financial Support Team aim to inform relevant staff of poor attendance and withheld payment, if it is deemed to be in the learner's best interest and with a view to supporting achievement.

6. Communication

- 6.1 All learners who submit a financial support application agree to be contacted by The Financial Support Team when necessary to discuss the application, payments, attendance and for the purpose of feedback.
- 6.2 The Financial Support Team will contact incoming learners or make available information on financial support, will be present at welcome and induction activities, and will speak to classes/tutor groups on request during learner's induction period at the college.
- 6.3 The Financial Support Team will attempt to reduce paper wastage and encourage applicants to apply and communicate digitally.
- 6.4 All awards and decisions relating to an individual's bursary will be communicated in writing directly to the learner.
- 6.5 Learners aged under 18 years of age or with a registered Special Educational Needs or Disability can have their information disclosed to their approved next of kin.
- 6.6 All learners aged 18 years of age and over, do not need to disclose their financial information to anyone else.
- 6.7 All information is held confidentially under the terms of the privacy agreement on the main College Group application form and in line with GDPR requirements.

7. Fund Eligibility

7.1 16– 18 Discretionary Bursary

- The 16 to 18 discretionary bursary has two main elements of financial support, travel and essential course costs
- Each learner who is eligible for the fund will have a targeted financial assessment to provide the best level of support for the learner
- We will calculate the learner's travel costs based on location, number of days in college, weeks on the course and travel routes
- Essential course costs will be assessed via the learner's curriculum stated costs
- Travel costs will only be awarded if the learner lives at least 2 miles from their place of study except in exceptional circumstances
- Travel awards are capped at £2000 per year for travel and £5000 per year for SEND learners not including the cost of a reduced fare pass. Essential course costs are capped at a total of £500 per complete study programme
- Learners may be awarded a reduced fare travel pass as part of their award. Learners must follow the terms and conditions of any third party arrangements

- 7.1.1 The Financial Support Team offers a three tiered contribution scheme for compulsory costs.

- 7.1.2 Up to 100% contribution for learners who are in receipt of, or have at least one parent/guardian who is in receipt of the following benefits;
- Income Support
 - Income-based Jobseekers Allowance
 - Income-related Employment and Support Allowance (ESA)
 - Support under part VI of the Immigration and Asylum Act 1999
 - The guarantee element of State Pension Credit
 - Child Tax Credit (provided they are not entitled to Working Tax Credit) and have an annual gross income of no more than £16,190, as assessed by Her Majesty's Revenue and Customs (HMRC)
 - Working Tax Credit run-on – paid for 4 weeks after someone stops qualifying for Working Tax Credit during the initial roll out of the benefit Universal Credit
 - Universal Credit - if you apply on or after 1 April 2018 your household income must be less than £7,400 a year (after tax and not including any benefits you get)
- 7.1.3 Travel contribution of 100% for learners who have Special Education Needs and Disabilities (SEND). This is based on public transport costs, if a SEND learner requires non-public transport costs, an additional SEND travel form must be completed. These are available on request from Student Services. In addition, learners must first approach their local authority about help with non-public transport costs. If the learner is unsuccessful they must obtain two written quotes from local non-public transport companies and provide them with the additional SEND transport form Learners will need to present one of the following to qualify:
- Education Health and Care Plan (EHCP)
 - Disability Living Allowance or Personal Independence Payments in the learner's name
 - A letter confirming the learner has a Learning Difficulty Assessment
 - Official doctor's letter
- 7.1.4
- Up to 75% contribution to those learners whose household income is under £25,000 per year (before tax)
 - Up to 50% contribution to those learners whose household income is under £30,000 per year (before tax)
- 7.1.5 Thresholds are subject to available funds; the College may adjust the contribution to reflect any adjustments in funds received as part of the College allocation. This will be communicated to you should an adjustment take place.

Note: Learners aged 16-19 years old requiring financial support with the costs of childcare, please refer to Section 8 for childcare support

7.2 16-18 Guaranteed Bursary

- 7.2.1 Learners aged 16-18 at the start of their learner programme who meet the following eligibility and able to provide the requested evidence are entitled to apply for the Guaranteed Bursary:
- **In care or a care leaver** - written confirmation of their current or previous looked-after status from the relevant local authority - this is the local authority that looks after them or provides their leaving care services. The evidence could be a letter or an email but must be clearly from the local authority
 - **Income Support** - A copy of their Income Support Award notice. They must be entitled to the benefit in their own right and the evidence must confirm that the young person

can be in further education or training. If it is not clearly stated on the award letter, then a letter from a benefits officer or key worker is required

- **Universal Credit (UC)** - A copy of the Universal Credit Award notice. Learners must be entitled to the benefit in their own right and the evidence must confirm that the young person can be in further education or training. The evidence does not clearly state this, then a letter from a benefits officer or key worker is required. Learners must also provide additional documentation to confirm their independent status, for example a tenancy agreement in the learner's name, a child benefit receipt, children's birth certificates, utility bills etc
- **Receiving Employment and Support Allowance (ESA) or Universal Credit (UC) and Disability Living Allowance (DLA) or Personal Independence Payments in their own right-** A copy of the student's Universal Credit or ESA award from DWP (UC claimants will be able to print off details of their award from their journal). Evidence of receipt of Disability Living Allowance or Personal Independence Payment, must also be provided

7.2.2 The 16 to 19 Government guidelines defines 'in care' as:

- Children looked after by a local authority on a voluntary basis (section 20 of the Children Act 1989) or under a care order (section 31 of the Children Act 1989) - Section 22 of the Children Act 1989 defines the term 'looked after child'

7.2.3 A 'care leaver' is defined as:

- A young person aged 16 and 17 who was previously looked after for a period of 13 weeks consecutively (or periods amounting to 13 weeks), which began after the age of 14 and ended after the age of 16; or
- A young person aged 18 or above who was looked after prior to becoming 18 for a period of 13 weeks consecutively (or periods of 13 weeks), which began after the age of 14 and ended after the age of 16

7.2.4 Learners who meet these criteria will receive up to £1200 per year in support. The following support will be applied where applicable:

- 100% of essential course costs will be covered via the grant
- If the learner is in a travel pass eligible zone, this will be covered via the grant to encourage good attendance in college. Passes are subject to their own terms and conditions
- Material payments can be paid directly to the department in advance of materials being purchased

7.3 19+ Discretionary Learner Bursary

7.3.1 Learners aged over 19 years old completing a Level 1 or Level 2 funded course and those completing their first Level 3 funded course can apply for the 19+ Discretionary Learner Bursary. Learners aged 19-23 completing their first Level 3 funded course can also apply for this bursary. Learners on this fund can apply for help with travel, compulsory materials, childcare and fee reductions if applicable.

7.3.2 Travel¹ and Compulsory Course costs

- We will calculate the learner's travel costs based on location, number of days in college, weeks on the course and travel routes
- Materials will be assessed from the learner's curriculum stated costs
- Course costs will be reimbursed to the learner via BACs transfer on successful completion of the Material Reimbursement Form supplied with the learner award letter

¹ Subject to a maximum annual travel payment of £2000.00

- Travel costs will only be awarded if the learner lives at least 2 miles from their place of study except in exceptional circumstances
- Travel awards are capped at £2000 per year for travel and £5000 per year for SEND learners. Course costs are capped at a total of £500 per complete study programme
- The Financial Support Team offers a three tiered contribution scheme for essential travel and compulsory course costs for this bursary

7.3.3 We will award up to 100% contribution for learners who are receipt of:

- Income Support
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance (ESA)
- Support under part VI of the Immigration and Asylum Act 1999
- The guarantee element of State Pension Credit
- Child Tax Credit (provided they are not entitled to Working Tax Credit) and have an annual gross income of no more than £16,190, as assessed by Her Majesty's Revenue and Customs (HMRC)
- Working Tax Credit run-on – paid for 4 weeks after someone stops qualifying for Working Tax Credit during the initial roll out of the benefit Universal Credit
- Universal Credit - if you apply on or after 1 April 2018 your household income must be less than £7,400 a year (after tax and not including any benefits you get)
- Those aged 19-23 who are a care leaver
- In receipt of the Adult Education Budget Low Income Waiver 2018-19.

7.3.4 For learners who have Special Educational Needs and Disabilities, we will award 100% travel contribution based on public transport costs. If a SEND learner requires non-public transport costs, an additional SEND travel form must be completed. These are available on request from Student Services. In addition, learners must first approach their local authority about help with non-public transport costs. If the learner is unsuccessful they must obtain two written quotes from local non-public transport companies and provide them with the additional SEND transport form. Learners will need to present one of the following to qualify:

- Education Health and Care Plan (EHCP)
- Disability Living Allowance or Personal Independence Payments in the learner's name
- A letter confirming the learner has a Learning Difficulty Assessment
- Official doctor's letter

7.3.5

- Up to 75% contribution to those learners whose household income is under £25,000 per year (before tax)
- Up to 50% contribution to those learners whose household income is under £30,000 per year (before tax)

7.3.6 These thresholds are subject to available funds. The College may adjust the contribution to reflect any adjustments in funds received as part of the College's allocation. This will be communicated to you should an adjustment take place.

7.4 Fee Reductions

7.4.1 Learners who are on a Level 1 or Level 2 funded courses who do not meet the eligibility for a fee remission or waiver will be required to pay for their course fees in full.

7.4.2 Learners from low income households can still apply for a fee reduction providing they meet the following:

- Learner is not entitled to fee remission or waiver
- Household income is below £25,000

- 7.4.3 The Financial Support Team uses a point based system to determine fee reduction.
- Household income between £16,190 and £20,999 = 3 Point
 - Household income between £21,001 and £25,000 = 2 Points
 - Receiving PIP, DLA or a disability benefit in the learner's name = 1 Point
 - Receiving Carers Allowance = 1 Point
 - Single parent as stated on a recent child tax credit letter = 1 Point
- 7.4.4 Using this information, the following fee reductions will be applied to the cost of the learners course:
- 1 Point = Up to 25% fee reduction
 - 2 Points = Up to 50% fee reduction
 - 3 Points = Up to 75% fee reduction
 - 4+ Points = Up to 90% fee reduction
- 7.4.5 For learners aged 19 years or older requiring financial support with the costs of childcare, please refer to Section 8 for more information.

7.5 Advanced Learner Bursary

- 7.5.1 Learners who have an active and approved Advanced Learner Loan and whose household income is below £30,000 per annum, can apply for support with Travel, Compulsory Course costs and Childcare through the Advanced Learner Bursary.
- 7.5.2 All Travel and Compulsory Course costs thresholds and eligibility match the 19+ Discretionary Bursary. Please refer to this section for specific details.
- 7.5.3 For learners aged 19 years or older requiring financial support with the costs of childcare, please refer to Section 8 for more information.

7.6 Free College Meals

- The College Group has a cashless payment system for Free College Meals
 - Learners meeting the below criteria will have £3 per day automatically uploaded to their College ID badge, this can be used in the College canteens only
 - The Canteen will provide a selection of meal choices including a drink, which meet the £3.00 daily allocation
 - The Financial Support Team will work with the Canteen Staff and managers to ensure that dietary requirements are met. Any learner with specific dietary requirements must inform the Canteen by 10.00am on the morning that food is required to allow for adequate time for a meal to be prepared
 - Should the learner not have their ID badge present they must come to Student Services to obtain a meal voucher
 - Learners must use their allocation by 1:30pm each day for Windsor and Langley campuses and 2.00pm each day for the Strode's campus. If a learner requires a meal after this time they should inform the Canteen by 10.00am that day or in advance to ensure that their allowance is correctly deducted
 - The Financial Support Team has an obligation to promote healthy eating and will work with Catering Staff to monitor and promote healthy choices
- 7.6.1 Learners aged 16-18 years old are eligible for Free College Meals if they or at least one of their parents receive any of the following:
- Income Support
 - Income-based Jobseekers Allowance
 - Income-related Employment and Support Allowance (ESA)
 - Support under part VI of the Immigration and Asylum Act 1999
 - The guarantee element of State Pension Credit

- Child Tax Credit (provided they are not entitled to Working Tax Credit) and have an annual gross income of no more than £16,190, as assessed by Her Majesty's Revenue and Customs (HMRC)
- Working Tax Credit run-on – paid for 4 weeks after someone stops qualifying for Working Tax Credit during the initial roll out of the benefit, Universal Credit
- Universal Credit - if you apply on or after 1 April 2018 your household income must be less than £7,400 a year (after tax and not including any benefits you get)

7.6.2 Learners with an Education Health Care Plan (EHCP) are also entitled to Free College Meals.

7.7 Asylum Seekers

7.7.1 Accompanied asylum seeking children (those under 18 with an adult relative or partner) and those aged 18 and above can be provided with in-kind student support such as books, materials and a travel pass. However under no circumstances should they be given cash. If they are destitute they can apply to the Home Office for suitable housing and cash for essentials.

7.7.2 Unaccompanied asylum seeking children (those under 18 who are not accompanied by an adult) are eligible for support under the 16-18 Guaranteed Bursary as they're defined as "in-care". When the young person reaches legal adulthood at age 18 their immigration status must be considered. If their claim is decided in their favour the person will be defined as a "care-leaver" and have the same rights to public funds as a care-leaver, therefore can continue support from the 16-18 Guaranteed Bursary.

7.7.3 If the asylum claim is not supported, the learner may not be able to stay legally in the UK. When asylum claims have been fully heard/the appeals process exhausted, an individual has no entitlement to public funds.

8. Childcare

8.1 Childcare support is split into two categories:

- The Government funded 'Care to Learn' programme for those learners aged 16-19 years old. For more information, please go to <https://www.gov.uk/care-to-learn/overview>
- The College's Childcare Bursary for learners aged 20+ years old

8.2 Care to Learn

8.2.1 Learners aged 16-19 years old at the start of their study programme who have children can apply to the Care to Learn programme for support with their childcare costs during college hours.

8.2.2 A Learner can be awarded:

- £160 per child per week outside of London
- £175 per child per week within London

8.2.3 Care to Learn can help with the cost of:

- Childcare, including deposit and registration fees
- A childcare taster session for up to 5 days
- Childcare place over the summer holidays
- Taking a child to their childcare provider

NOTE: Childcare payments go directly to the childcare provider and not to the learner.

8.2.4 The College will verify required evidence on behalf of Care to Learn and provide attendance monitoring information which may affect payments made to the childcare provider

8.3 College Childcare Support

8.3.1 The College Group will provide financial support for childcare should the learner meet the eligibility criteria stated in Section 7, 'Fund Eligibility'. As additional information is required to provide support with childcare, a separate childcare application form must be completed for each child and submitted in addition to the Financial Support Application Form.

- Bursary funds can only be used to cover the learner's contact hours whilst in College in addition to a 30-minute window either side to allow for travel. The College recognises that childcare providers have varying time allocations therefore extra considerations can be made at the discretion of the Head of Learner Services and Libraries or Learner Services and Libraries Manager at each site
- The Financial Support Team will financially support a maximum of £8 per hour per child up to a value of £130 per week per child. Any amount over this would be expected to be covered by the learner
- The Financial Support Team will only support learners using OFSTED registered childminders and providers
- The learner is responsible for sourcing an appropriate childcare provider. The College cannot make childcare recommendations
- Childcare funding is subject to attendance monitoring. Childcare funding can be withdrawn due to continued poor attendance of the learner
- If a learner withdraws from the course, it is their responsibility to inform The Financial Support Team immediately, otherwise the learner is liable for any childcare costs incurred after the withdrawal date
- Both the childcare provider and College can give each other 1-month notice to terminate a childcare contract
- Childcare payments will be made directly to the childcare provider.
- The Financial Support Team can withdraw childcare funding should there be sufficient evidence that the provider poses a risk to the safety of the learner/learner's child or integrity of the College

9. Third Party Agreements

9.1 The College works with and will work with third party companies to provide tailored support to its learners. The Financial Support Team recognises that services which can have a positive impact on the achievement of learners are sometimes best provided by external providers.

9.2.1 Examples of third party providers the College Group have worked with include:

- Great Western Railway, offering a reduced fare travel scheme. This provides 16-18 year olds traveling between certain stations the ability to purchase child rate tickets
- First Bus Group offering a reduced fare bus pass. This scheme allows learners in an eligible zone to purchase child rate bus tickets
- OFSTED registered childcare providers
- Local taxi companies which provide non-public transport costs to SEND learners
- Transport for London's Oyster scheme

9.2.2 When a third party is used, it may be subject to its own terms and conditions. The Financial Support Team will work closely with a third party to ensure the learner's best interests are always considered.

10. Hardship Fund and Appeals Process

10.1 Hardship Fund

10.1.1 The College Group understands that additional financial support for those learners who fall outside of the eligibility criteria and therefore not provided by the EFSA, may be required to ensure a learner's achievement. Therefore, the College Group has allocated, in exceptional circumstances, a limited sum of money in order to reduce barriers to learning.

- The Hardship Fund must only be used in order to assist in the achievement of a learner and remove exceptional barriers to learning
- The fund must only be used if ESFA eligibility cannot be met
- The learner must apply and be able to evidence their exceptional circumstance via an Appeals Form in order to access the fund
- Senior staff within Learner Services and Safeguarding & Welfare can make a decision regarding the allocation of Hardship Funds

10.1.2 Additionally, Hardship Funds may be used to support a particular group of learners regardless of their situation should sufficient evidence be provided of the positive impact on achievement.

10.2 Appeals Process

10.2.1 The Financial Support Team recognises that learner achievement can be affected by sometimes unforeseen and unexpected circumstances. Additionally, support requirements can be very specific and therefore these requirements may fall outside of the usual support provided under the funds. The Financial Support Team also understands that eligibility criteria can on occasion not be a true reflection of a learner's circumstance.

- There is a three tiered appeal system
- Appeals that involve a small adjustment on highly reasonable grounds will be considered by the Learner Services and Libraries Managers on each site
- Those appeals that are unusual, could set a precedent or involve large sums of money will be considered by the Head of Learner Services and Libraries
- Should an appeal be unsuccessful, the learner can re-appeal if there is additional information or evidence to support the appeal. This will be considered by the next senior manager, the highest being the Assistant Principal (Student Services)

10.2.2 An Appeal Form is available via the same methods stated in the "Making an Application for Financial Support" section.

- As part of this form, learners are asked to make a judgement on what they feel will help their achievement as part of the supporting statement
- Lecturers and tutors can also provide supporting statements should there be relevant information they would like The Financial Support Team to take into consideration
- Learners should include evidence to support their case wherever possible
- Appeal outcomes will be communicated to students in writing

11. Alternative Sources of Funding

11.1 Where learners are found to be ineligible for support via the funds outlined in this document, the Financial Support Team will endeavour to signpost individuals to alternative sources of funding that they may like to consider.

- 11.2 There are a number of organisations operating that can provide additional or alternative support for learners while they study. We recommend using the grant search option from Turn2Us online at www.turn2us.org.uk. The 'Grant Search' tool allows learners to search locally and nationally for charities and providers who may be able to help

12. Monitoring and Reporting

- 12.1 The College Group operates a rigorous monitoring process that ensures consistency of application assessment and procedure across its three sites. This includes:
- Internal auditing
 - External auditing by independent advisors
 - Cross-college staff training and development activities
 - Annual review and feedback from learners who have accessed the service which informs self-assessment and development activities
 - Use of forums and training events to inform best practice
- 12.2 In addition, allocations of funding are monitored regularly to through termly and annual reports, to review, assess and improve uptake of services with consideration of gender, disability, ethnicity, age and other key demographic information. This information is subsequently used to ensure that the College Group is effectively targeting those students who are likely to have significant barriers to learning and achievement.

13. Campus Addresses and Contact Information

Applications for Langley College should be returned to:

Student Services
Langley College
Station Road
Langley
Berkshire
SL3 8BY

For Support
Tel: 01753 793368
Email: financial.support@windsor-forest.ac.uk

Applications for Windsor College should be returned to:

Student Services
Windsor College
St Leonards Road
Windsor
Berkshire
SL4 3AZ

For Support
Tel: 01753 793368
Email: financial.support@windsor-forest.ac.uk

Applications for Strode's College should be returned to:

Student Services
Strode's College
High Street
Egham
Surrey
TW20 9DR

For Support
Tel: 01784 437506 ext. 1277
Email: financial.support@windsor-forest.ac.uk