

ALL STUDENTS MUST READ THIS SECTION

Declaration

The Advice Service cannot be held responsible if the information here is incorrect. The Advice Service makes every effort to ensure information on these pages is accurate and up-to-date; however policies, procedures and regulations are subject to change and therefore the Advice Service cannot accept responsibility for any loss, damage or inconvenience suffered as a result of using our pages. This information was checked on 23 June 2017.

The Advice Service offers confidential specialist advice to help you make the right decision for you. We can explain how rules and regulations will affect you personally. Please remember that everyone is different and rules and regulations will affect you differently, depending on your circumstances.

To book an confidential appointment with a professional advice worker, either in person or by telephone, please email adviceappointments@lincoln.ac.uk

We have drop in sessions which run Monday-Friday 12-2 in the Student Support Centre, where specialist advisers are available to talk in confidence. Drop-in sessions are short. If you need a longer appointment the adviser will arrange this.

The sessions are on a FIRST COME FIRST SERVED basis, so please arrive early to avoid disappointment.

You can also access lots of self-help information via our website. You can get directly to our website by clicking on the Advice Service logo available on all University desktop computers or by typing <http://advice.service.lincoln.ac.uk> into your web browser.



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SECTION 1: Thinking of Leaving?

If you are thinking about leaving University altogether (withdrawing), or taking a break (interrupting), it is important to be aware of your rights and responsibilities. It's not unusual to think about leaving University and you are not alone.

Reasons why students think about leaving University can include:

- Feeling homesick
- Choosing the wrong course
- Struggling to balance working and studying
- Struggling to make friends
- Unforeseen problems e.g. health or family problems
- Money worries

Leaving may feel like the only thing to do, but whatever your reasons it is a good idea to consider all the options. You can get help and information from the Advice Service, your Personal Academic Tutor and the Careers Service about the different options available to you.

Personal Tutor – Can help you if you are struggling with your course or something is affecting your ability to study. They can discuss the academic implications of a break from your studies. If you want to return to your course in future, then you will need to talk to your tutor about this before you leave.

Careers Service - Leaving your programme of study at the University could have far reaching effects and potentially impact upon your career aspirations. The Careers Service are here to support you to make a well informed decision. So, if you are considering leaving your programme of study or the University please make sure that you visit the Careers & Employability Service. They can help you to understand the career implications of your decision and support you in identifying the right path to fulfil your career aspirations. They offer one to one Careers Information, Advice and Guidance to help you to make the right decision for you. No need for an appointment – come to the drop in Monday to Friday **10am – 3pm** which is situated upstairs in the **Student Union** building or email: careers@lincoln.ac.uk

You can access lots of self-help information from the Careers & Employability Service from Blackboard by clicking on the Careers tab along the top.

SECTION 2: Working through your problems

If you are having a problem which is affecting your study you can talk to:

- The Advice Service
- Your personal tutor
- Other support services, for example the Wellbeing Centre or the University Chaplain.

You may come to the conclusion that you can carry on with your studies. However, if your work has been affected, remember that you may need **evidence** of the problem, e.g a medical certificate, to support a claim for Extenuating Circumstances (at the University) or Compelling Personal Reasons (from Student Finance England).

Please see Section 12 for further information on Extenuating Circumstances and section 13 on Compelling Personal Reasons.

SECTION 3: Changing Courses

You can apply to transfer from one programme of studies to a different programme of studies.

You can apply for a course transfer within the University using the form on Blackboard.

If you are thinking of changing course within the University, you will need the permission of the programme leaders and so it is a good ideal to discuss the transfer in advance with your Personal Tutor and/or academic staff. You will also need to think about how your new course will be funded. The Advice Service can provide advice on all areas of student funding. Please see page 1 for how to contact and make an appointment with us.

The following information is taken from the University of Lincoln Undergraduate Regulations 2016/17.

4.6 Change of Studies

4.6.1 A change of studies occurs when a student transfers their registration from one programme of studies to a different programme of studies

4.6.2 A student may only change their studies with the agreement, given on academic grounds, of the relevant programme leaders and where the timing of such a change is not prejudicial to the academic progress of the student. No student may change from one programme to another unless it is clear that they have adequate opportunity to complete all the assessments on the new programme in the teaching session assigned to the current cohort of students on that programme level.

4.6.3 A student who seeks to change their studies from one programme to another must obtain the Transfer of Award form from the Student Support Centre and ensure that it is approved by the relevant academic members of staff and returned to the Student Support Centre.

4.6.4 A change of studies may only take place where the transfer is explicitly approved by the importing programme leader, evidenced by the relevant signature on the student transfer form. In the case of a joint programme, authorisation from both importing programme leaders is required.

4.6.5 In allowing a student to change their studies, the University shall not give an undertaking that the student will be entitled to support from any financial sponsor to pursue the new programme of studies.

If you decide that another course at a different university would suit you better, a good first step is to get advice from the University of Lincoln Careers Service. Once you have decided on a new course and a new university you should approach the new university to see if you can be offered a place.

Changing universities has implications for your student funding and your accommodation contracts. Please see Sections 7 and 9 for more information. If you are thinking of changing universities and would like to talk to someone in confidence please see page 1 for how to access information or to make an appointment with us.

SECTION 4: Studying Part-Time

A change from full-time to part-time study is called a change in mode of study.

Student funding for part-time students is quite different.

On a part-time undergraduate course you will still be able to apply for a tuition fee loan from Student Finance England (or your UK funding authority), but there are no loans for living costs available to part-time students.

You will need to support yourself financially while you are studying.

You can apply for welfare benefits e.g.

- Jobseekers Allowance if you are looking for work.
- Income Support if you are a carer or a single parent of a child under 5.
- Employment and Support Allowance if you are not well enough to work.
- Housing Benefit for help with the cost of your rent, whether you are working or on benefits
- Council Tax Support – because part-time students have to pay council tax.
- Universal Credit: at the time of writing (June 2017) this was not available to part-time students.

If you are on an “old fees” system because you first enrolled on your course before September 2012 or before September 2016, then you should be aware that a change of mode of study – such as going part-time – will put you onto the new fees system. This will mean a significant increase in fees for those pre-2012. If you ever choose to go back to a

full-time mode of study, you will be put onto the new loans systems- grants will no longer be available for pre-2012 and 2016 cohorts.

If you would like to talk to someone in confidence please see page 1 for how to contact and make an appointment with us.

SECTION 5: Taking a break- Interrupting Studies

If you have to leave university right now, but you know that you want to continue with your course at a later date, you can interrupt (take a break from) your studies. The University Regulations say the usual period of interruption is one academic year and you can take two years. Further periods of interruption may be allowed, at the discretion of the University. Interrupting your studies will affect your student funding and sometimes your accommodation. Please see Section 7 and Section 9 for more information.

The Advice Service can help you explore your options regarding university regulations, what will happen with your student loans (and grants) and what your rights and responsibilities are regarding your accommodation. You will need the agreement of your academic staff on the period of interruption, the best time for you to return, and to discuss the academic implications of the break.

You can apply to interrupt your studies using the online form on Blackboard.

Some things to consider when interrupting:

Interrupted students are still classed as full-time students by the welfare benefits system. This means that unless you already have, or are eligible for, an underlying entitlement to benefits, (e.g. you are a single parent, or you get a disability benefit such as Personal Independence Payment or Disability Living Allowance), you **will not** be able to claim welfare benefits during your period of interruption.

Your student loan for the year in which you interrupt will be recalculated from your last date of attendance, **not** the date you formally interrupted your studies. This may mean that some tuition fee loan already paid to the University on your behalf will be refunded to Student Finance England. You may also find that you have an overpayment of maintenance loan (and/or grant if you are pre-2016), depending on your last date of attendance.

Please note: if you live in Wales, Northern Ireland, or Scotland or you are funded by the NHS the rules are slightly different. For more information about this please come and see the Advice Service

Because you are still classed as a full time student for council tax purposes while you are interrupted you will not usually have to pay council tax.

Please remember that you need to re-apply to Student Finance England (or your other UK funding authority) for tuition fees for the academic year in which you will be returning.

There are restrictions of the amount of student funding that eligible students can get from the Student Loans Company: for more information please see Section 7.

If you are funded by the NHS (BSc Nursing), the NHS will recalculate your bursary entitlement based on your last date of attendance/engagement. Any overpayment will need to be repaid.

If you are on the “old fees” system because you started your course before September 2012 or pre-2016, an interruption of **more** than one academic year will mean that you will be charged the new tuition fees and on your return and will move to the new financial systems.

If you have missed deadlines to hand in work at the point when you interrupt, you may not be able to repeat that work when you return unless you make a successful claim for Extenuating Circumstances. More information about extenuating circumstances can be found in Section 12.

Below is an extract from the University of Lincoln Undergraduate Regulations 2016/17. Regulations do change from time to time and it is important that you check the most up to date version of the University of Lincoln’s regulations before you make any final decisions.

4.5 Interruption of Studies - Undergraduate

4.5.1 A student may apply to the University to interrupt their studies for a specific period of time. The Interruption of Studies form is available from the Student Support Centre, whose staff will deal with any queries about the process. The student must ensure that the form specifies the period of the interruption and is signed by the appropriate member of academic staff, and must then return it to the Student Support Centre.

4.5.2 Except in the case of short courses, Bachelor of Architecture, Master of Architecture and undergraduate students interrupting studies will be liable for tuition fees calculated on a term basis for the academic year in which they have interrupted their studies. If the fees have been paid in full the

credit will be carried over to the academic year in which the student resumes their studies and completes the year of study. If a payment plan has been agreed this will normally be suspended during a period of interruption, and resume once studies recommence. Upon resumption, tuition fee liability for the academic year in which studies are resumed will be calculated on a term basis. The overriding principle is that the student will pay for one complete period of study (for full-time students this would normally be one academic year) although this may be spread over two academic cycles, provided that the student resumes studies in the same term as the initial interruption. Where a student resumes studies in an earlier term than the initial interruption, an additional charge will be payable for the subsequent term(s) of study repeated. Detailed guidance relating to interruption of studies is set out in Annex C.

4.5.3 A student shall normally be expected to return to their programme of studies in the following academic year at the point in the teaching or assessment calendar equivalent to when study was previously interrupted. Where students interrupt at the semester break this may be relatively straightforward but where an interruption has been at another point this will require careful monitoring by the Programme Team. Academic judgement may be used when deciding upon the relevant point of return to study.

4.5.4 A student returning after an interruption of studies shall enrol only upon those modules not previously assessed, or where reassessment has been agreed by the Board of Examiners. Any assessments already completed will be carried forward.

4.5.5 The University cannot guarantee that changes to a programme of studies will not be made during a student's period of interruption. Where changes have occurred the Board of Examiners, in consultation with Registry, will make appropriate arrangements to enable the student to complete the programme of studies.

4.5.6 During a period of interruption of studies the student and the University remain bound by these Regulations.

4.5.7 Where a student has formally interrupted their studies, the period of interruption of study will not normally be included for the purposes of calculating their maximum period of registration. The normal maximum for a period of interruption of studies is two years, but this may be subject to more restrictive requirements of professional bodies and as agreed at validation.

4.5.8 A School Fitness to Practise Panel has the power to suspend a student from their studies for a specified time or until the occurrence of a specified event. Such suspension has the effect of a mandatory interruption of studies and paragraphs 4.5.2 – 4.5.7 above will apply.

Annex C – Interruption of Study

Interruption of Studies During Term 1

Those students that interrupt studies between weeks 1 and 15 may resume studies the following academic year with no additional cost. Tuition fee liability in the interruption year will be calculated at 25% of the full tuition fee rate for that academic year. Tuition fee liability for the academic year studies are resumed will be calculated at 75% of the full tuition fee rate for that academic year.

Interruption of Studies During Term 2

Those students that interrupt between weeks 16 and 30 may resume studies the following academic year with no additional cost provided they resume study in week 16 or later. Tuition fee liability in the interruption year will be calculated at 50% of the full tuition fee rate for that academic year. Tuition fee liability for the academic year studies are resumed will be calculated at 50% of the full tuition fee rate for that academic year.

If a student resumes earlier than week 16, an additional charge, calculated at 25% of the full tuition fee rate for the academic year studies are resumed will also be payable to account for the repeat delivery of Term 1.

Interruption of Studies During Term 3

Those students that interrupt in weeks 31 and 32 may resume studies the following academic year with no additional cost provided they resume study in week 31 or later. Tuition fee liability in the interruption year will be calculated at 100% of the full tuition fee rate for that academic year and students will not be liable for tuition fees in the academic year studies are resumed.

If a student resumes earlier than week 31, an additional charge will also be payable, for the academic year studies are resumed, to account for the repeat delivery of term 1 and/or 2 calculated as follows:

Resumption of studies between weeks 1 and 15: 50% of the full tuition fee rate for the academic year

Resumption of studies between weeks 16 and 30: 25% of the full tuition fee rate for the academic year

Students may not interrupt studies for the current academic year after week 32. Students unable to complete assessments due to unforeseen circumstances during the subsequent examination and re-sit examination periods should submit a claim to the University Extenuating Circumstances Panel.

Students wishing to complete current year studies but interrupt studies for the following academic year may do so at the end of the examination periods - week 51.

SECTION 6: Withdrawing from University

Some people decide that being at university is not the right choice for them at this time and that they should leave the course permanently. If this applies to you, it is a good idea to speak to the University's Careers Service before you leave. They can help you to decide what to do next and what you can do with the skills, abilities and qualifications that you already have.

You can apply to withdraw from the course using the online form on Blackboard.

If you are near the end of a year, it is worth remembering that the University's undergraduate courses all have exit awards at the end of each year. If you have successfully passed Year One, you can get a Certificate in Higher Education. If you have successfully passed Year Two, you can get a Diploma in Higher Education. These are valuable qualifications in their own right: you are not leaving the University with nothing to show for it.

Even if you have not managed to pass the year, you will have gained valuable experience of higher education and different study methods.

If you think you might want to withdraw from university, come and talk to the Advice Service. Please see page 1 for how to contact us.

Here is an extract from the University of Lincoln Undergraduate Regulations 2016/17. Regulations do change from time to time and it is important that you check the most up to date version of the University of Lincoln's regulations before you make any final decisions.

Termination by a student

4.7.2 A student may terminate their enrolment prior to the completion of a programme of studies. Any obligations incurred between the University and the student, prior to the termination of enrolment, remain binding. A student who notifies the University of the intention to terminate their studies will be strongly encouraged to first discuss the matter with an academic member of staff. Students wishing to withdraw permanently from the course will be invited to attend an interview at the Student Support Centre and, if this has not already been done, complete the withdrawal form.

SECTION 7: Student Funding - Undergraduate

The Student Finance England main formula for how long you can receive tuition fees and loans is as follows:

The duration of your course plus one year minus any previous study.

So a student starting a new 3 year course who has never studied at higher education level before would be allowed 4 years' funding to complete the course.

If you enrol on a course, even for one day, this will be counted by SFE as one year's previous study, even if you withdraw from the course immediately and even though you never received any funding.

Please note: if you live in Wales, Northern Ireland, or Scotland or you are funded by the NHS the rules are slightly different. For more information about this please come and see the Advice Service.

If you have **compelling personal reasons** for needing to repeat a year, you can apply to Student Finance England for additional funding on this basis. For more information please see Section 13.

The Advice Service can talk to you in confidence about any of the following issues which affect funding:

If **you have not yet enrolled** and you are uncertain about what to do we can help.

If you are interrupting your studies due to illness: you may still get full student finance for up to 60 days of your illness. This period can be extended if you can show that you would be in financial hardship if the funding stopped.

If you've been overpaid as a result of interrupting your studies. SFE will contact you about repaying any student loans and/or grants you have received that you were not entitled to because you are no longer actively studying. SFE will use your last date of engagement to make these calculations and not the date you actually formally interrupt. These payments may be requested immediately. If you are not in a position to make these payments please talk to us.

If you permanently withdraw from your course during the academic year. SFE will reassess the amount of student finance you're entitled to for the year. They do this based on your last date of engagement NOT the date you formally withdrew from your course. Once you withdraw, you should not get any more student finance and you may have been overpaid for the term in which you withdraw. SFE may contact you about loans/grants that you received which were overpaid. These payments may be requested immediately. If you need advice about repaying an overpayment of student funding, please contact the Advice Service or your local Citizens Advice Bureau.

<https://www.citizensadvice.org.uk/about-us/how-we-provide-advice/advice/search-for-your-local-citizens-advice/>

If you interrupt or withdraw from your course part of the way through a term. You are still liable for the fee for that term and will still be eligible for a loan. A tuition fee loan is not payable for any term after your last date of attendance. If such a tuition fee loan

instalment has already been paid, the University will refund this payment to the Student Loans Company.

Please remember that you need to re-apply each academic year to Student Finance England for both your tuition fee loan and your maintenance loan.

Please note that if you started your course before September 2016, you will still be kept on the old funding system (which includes maintenance grants) unless you interrupt for more than one year, in which case you will be moved onto the new system (maintenance loans only for most students).

If you do not apply for funding or you are not eligible because of the previous study rules you will have to pay the tuition fee yourself. If you owe fees when you have finished the course you will not be able to graduate until the fees are paid. Please check the previous study rules and talk to the Advice Service if you need more help.

SECTION 8: University Fees

Here is an extract from the University of Lincoln's General Regulations 2016-17. Regulations will change from time to time and it is important that you check the most up-to-date version.

H5 Students interrupting or withdrawing from a programme of study

5.4 Except in the case of short courses, a student interrupting or withdrawing from Bachelor of Architecture, Master of Architecture or any undergraduate programme of study within two weeks of their effective start date (see section H6 Glossary), shall not be liable for tuition fees and entitled to have any monies paid refunded in full.

5.5 Except in the case of short courses, a student interrupting or withdrawing from Bachelor of Architecture, Master of Architecture or any undergraduate programme of study after week 2 of the effective start date will be liable for tuition fees calculated on a term basis, as follows:

- Interruption/Withdrawal in term 1: 25% of the total tuition fee due for the academic year;
- Interruption/Withdrawal in term 2: 50% of the total tuition fee due for the academic year;
- Interruption/Withdrawal in term 3: 100% of the total tuition fee due for the academic year.

5.6 Students who have their enrolment terminated by the University due to poor academic engagement and non-attendance at timetabled sessions, and students who have their tier 4 sponsorship withdrawn by the University due to being in breach of their visa requirements, will remain liable for the payment of tuition fees for that academic year up to the date of withdrawal from the University, as per the provisions of section H5 of the University regulations. The withdrawal date will either be the date at which the student's right of appeal lapses or, if the student lodges an appeal, the date of the Completion of Procedures letter.

5.7 A student who interrupts or withdraws from a short course at FE or HE level will remain liable for the full short course fee, no matter when the interruption or withdrawal takes place.

5.8 Except for the provisions of 5.4, 5.5 and 5.6, a student interrupting their studies on a temporary basis shall not normally be entitled to any tuition fee refund but will remain liable for any unpaid fees for the interrupted academic year. Tuition fees charged in the academic year that studies are resumed will be adjusted to reflect fees already charged during the interrupted academic year as set out in the University Undergraduate and Taught Postgraduate Regulations.

5.9 Further to the provision of 5.8 above, a student who resumes studies in a later academic year at an equivalent point as the original interruption will not be subject to an additional tuition fee charge during the year studies are resumed, save to that calculated as payable in 5.8 above. A student who resumes studies in a later academic year at an earlier point than the original interruption and/or resumes on a greater number of credit points of study will incur a charge in addition to that calculated as payable in 5.8 above.

If you would like to discuss any of the regulations please see section 1 for how to contact us.

You can see all the University of Lincoln's regulations by visiting the website:

<http://secretariat.blogs.lincoln.ac.uk/university-regulations/>

SECTION 9: Accommodation

If you decide that you no longer want to stay, or cannot stay, in your rented accommodation because you are withdrawing from or interrupting your studies, you need to check the terms and conditions of your contract.

Most students in Lincoln have fixed term tenancies. This means that you are legally bound by your contract with the landlord to pay the rent until the end of the tenancy, whether you are living there or not.

If you do not pay the rent, the landlord could take legal action against you (and/or your guarantor if you have one, and/or your housemates if you have a joint tenancy) in the County Court.

Your tenancy agreement may have a "break clause" within the fixed term which allows you to leave early if you give the required notice. These are extremely rare in the Lincoln area.

You may be able to persuade the landlord (and your housemates if you have a joint tenancy) to let another person take over your tenancy. The landlord is **not** obliged to agree to this. If you do find a new tenant for the property and the landlord agrees, make sure that you get an agreement in writing that you are released from the tenancy. You will remain liable for the rent until that happens.

If you do have to pay the rent for the rest of the tenancy, but you are no longer living in the property, you may be in a situation where you cannot afford to pay the rent in full.

A rent debt in this case is known as a non-priority debt, because the landlord's right to possession of the property (to evict you for non-payment) is no longer relevant to you. The landlord can only take action against you for the money owed.

In this situation you can negotiate with the landlord to ask if they will accept payment of the outstanding debt in smaller instalments, based on what you can afford to pay.

The Advice Service can help you to do this, or if you have withdrawn from the University, your local Citizens Advice Bureau (CAB) can help.

If you are struggling to prioritise your financial commitments, the Advice Service can give confidential specialist advice on budgeting and debt. Please see page 1 for how to contact us.

SECTION 10: Welfare benefits

If you have withdrawn from your course and are no longer a student, or you are studying part-time, you can make claims for all welfare benefits, such as:

- Jobseekers Allowance if you are looking for work;
- Income Support if you are a lone parent with a child under 5 or a carer;
- Employment and Support Allowance if you are not well enough to look for work;
- Housing Benefit if you pay rent and are on a low income
- (Please note that if you are no longer a student then depending on the area you live in you may have to claim Universal Credit instead of the above benefits)
- Council Tax Support to help with the cost of council tax.

If you are interrupting your studies, you are still treated as a full-time student for benefits purposes and the rules are very different. Most full-time students are not eligible for welfare benefits and this will not usually change when you interrupt. This could mean that you have no income for a year or more, unless you are well enough to work.

Students who CAN get benefits include:

- Lone parents with a child under 5;

- People with a disability;
- Couples where both of you are students and you have a child.

If you have interrupted your course for health reasons or caring responsibilities, but these have now ended and you are waiting to re-join your course, you may be able to claim Jobseekers Allowance and Housing Benefit until the day you re-join your course. This is a complex area of law and the Advice Service may be able to help. Please get in touch.

The Advice Service offers specialist help on welfare benefits issues to students. For details of how to contact us please see section 1.

SECTION 11: Immigration

If you are in the UK on any type of visa or you are an EU national student there may be other implications to leaving your course. The Advice Service are the only people in the University who can give immigration advice. Please see page 1 for how to contact and make an appointment with us.

SECTION 12: Extenuating Circumstances

Extenuating Circumstances

There may be circumstances beyond your control which prevent you from completing assessments or other work at the right time. If so, you can apply for extenuating circumstances (EC) to be taken into consideration where you feel your performance in assessments has been affected.

You apply for EC using Blackboard. A successful claim will be accompanied by independent evidence (eg medical evidence) of the circumstances which affected your ability to do the work.

It's important to realise that an application for EC is a request to do the work again at a later date. If your EC claim is successful your School will talk to you about when you can do the work.

You can also apply for EC to have a penalty for late hand-in removed.

Applications for EC are submitted to a panel, which meets at various times throughout the academic year. You will see on the EC homepage when the next deadline is for your claim to be considered by the panel.

You can apply for EC more than once. You should apply for EC as soon as you think you need to. Delay in applying is a common reason for claims to be refused.

If your EC claim is refused you can reapply. Please note you must apply for EC in the academic year when the problem affected you. The EC homepage will give you the date of the final application for each academic year. Once this has passed, you will not be able to apply for that year.

You can talk to the Advice Service about EC. Please see page 1 for how to contact us.

Section 13: Compelling Personal Reasons

Student Finance England's standard formula for working out how many years' student funding you are entitled to is:

The duration of your course, plus one year, minus any years of previous study.

If you have previous study, or you need to repeat a year or change your course, you may not have enough funding left to complete your course using this formula.

Student Finance England can grant you additional funding for extra years of study, if you can show that your previously funded years were affected by compelling personal reasons (CPR).

There is no limit to the number of times CPR can be considered. You can apply for more than one year at a time.

Students awarded CPR will still be liable for any loans taken out during the year(s) affected. A successful CPR claim does not write off your loans. It allows you to apply for additional funding that you would not otherwise be awarded.

To apply for CPR you write a letter to Student Finance England, PO Box 210, Darlington DL1 9AZ. We recommend that this is sent by 'Signed For' delivery.

A successful claim for CPR will be accompanied by independent evidence of the compelling personal reasons. This could be medical evidence, letters from a professional adviser, or a letter from a tutor who is aware of your situation.

You should, in your own letter, explain in detail how the CPR affected your ability to study.

You should ensure that:

- your CRN (Customer Reference Number) is clearly written on the letter and every piece of evidence. You can find your CRN on your student finance award letters.
- Any evidence from a professional is an original document.
- Your letter includes your full name, address, date of birth, customer reference number and is dated and signed.
- Your letter states clearly the academic year(s) to which your application relates.

If you think CPR applies to you, you can apply for it even if you don't need an additional year's funding. This can protect you against needing extra funding at a later date.

We recommend that if you are eligible for CPR that you apply as soon as possible. This is because it is usually easier to produce the evidence required at the time the CPR occurred.

For help or more information about CPR please contact the Advice Service.



The Advice Service is an independent service located in the Student Support Centre. We offer confidential legal advice to all enrolled students at the University of Lincoln. Our advisers are members of professional bodies such as [UKCISA](#), [IMA](#) and [NASMA](#) and we adhere to their professional codes of conduct and standards.