

## Supporting Evidence for DHF

Along with your online form, you will also be asked to supply additional supporting evidence for the 2018/19 Discretionary Hardship Fund application.

To make the application process as straight forward as possible we would encourage all students applying to the Discretionary Hardship Fund to gather the relevant evidence, where possible, before applying.

Please be aware due to our auditing processes we are not able to assess an application until we have **all** relevant supporting evidence. As such, submitting an application without being able to attach supporting evidence or email evidence to Student Financial Support **will** cause a delay.

**Our two week assessment guidelines apply from the date when we receive a completed application form (with all supporting evidence).**

In cases where not all evidence has been provided or evidence has been provided in an unacceptable format, Fund Administrators will try to email within 2 working days to request this additional evidence. Where possible, Fund Administrators will send an email to you to confirm we have received an application and all evidence. From this date, we ask you please allow us two weeks before following up on your application.

### What Evidence Will I Need to Attach?

For Discretionary Hardship Fund assessments, we will take into consideration personal circumstances. However some costs may be capped using criteria as guided by Nottingham Trent University, NASMA (National Association of Student Money Advisers) and Government Benefits.

As such, whilst the below guidance should help you in determining what evidence you are required to submit with your application, in some unique situations additional evidence may be requested to better understand your specific financial circumstances.

Please click the links below to see what you will need to provide if you are:

- [A Full Time Undergraduate Student](#),
- [A Part Time Undergraduate Student or Distance Learning Student](#),
- [A Full Time Postgraduate Student](#),
- [A Part Time Postgraduate Student or Distance Learning Student](#).

Under each heading will be guidance for the evidence we require. For further information on what can and can't accept for specific types of evidence, please click on the evidence type, which can then guide you further.

**Please do not pay for copies of any requested documents, such as a doctor's letter or copies of Bank Statements. Where you are uncertain of how to provide evidence, please contact the Student Financial Support Team directly for further guidance.**

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[Full Time Undergraduate](#)  
[Full Time Postgraduate](#)

[Part Time/Distance Learning Undergraduate](#)  
[Part Time/Distance Learning Postgraduate](#)

## Full Time Undergraduate Student

### Required Evidence for All Students

- [3 Months' Worth of Bank Statements for ALL accounts](#),
- [Evidence of Student Finance Notification Letter](#),
- [Tenancy Agreement](#).

### Additional Required Evidence for Students with Dependents

- [Proof of Childcare Costs](#),
- [Proof of Child Benefit/Child Tax Credit](#) (if not visible on Bank Statements) or [Proof of Universal Credit](#) (if you are in a Universal Credit area),
- *Where Child Benefit/Child Tax Credit is not in your name but you have dependent children, a copy of a birth certificate for all children will be required.*

### Additional Required Evidence for Students with Partners

- [3 Months' Worth of Partner's Bank Statements for ALL accounts](#),
- [Proof of Partner's Income](#),
- [Proof of Partner's Expenses](#).

### Evidence that may be required based on personal circumstances

- [Medical Evidence of being Unable to Work, and any related Medical Costs](#) (e.g. prescriptions)
- [Proof of Income](#),
- [Proof of Housing Benefit](#) or [Proof of Housing Element of Universal Credit](#) (if you are in a Universal Credit area),
- [Proof of Payment Arrangements for Priority Debts](#),
- [Proof of DSA assessment requiring a £200 contribution toward technology](#).

For further guidance on what we can accept for the above requested evidence, please click on the evidence name to be linked to further guidance.

**Please do not pay for copies of any requested documents, such as a doctor's letter or copies of Bank Statements. Where you are uncertain of how to provide evidence, please contact the Student Financial Support Team directly for further guidance.**

The Student Financial Support Team can be contacted by [email](#) or by calling +44 (0)115 848 2494.

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[Part Time/Distance Learning Undergraduate](#)  
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## Part Time Undergraduate Student & Distance Learning Students

### Required Evidence for All Students

- [3 Months' Worth of Bank Statements for ALL accounts](#),
- [Proof of Student Finance Notification Letter](#) (for eligible Part-Time students),
- [Proof of Income](#),
- Evidence of Travel Costs

### Additional Required Evidence for Students with Dependents

- [Proof of Childcare Costs](#),
- [Proof of Child Benefit/Child Tax Credit](#) (if not visible on Bank Statements) or [Proof of Universal Credit](#) (if you are in a Universal Credit area),
- *Where Child Benefit/Child Tax Credit is not in your name but you have dependent children, a copy of a birth certificate for all children will be required.*

### Additional Required Evidence for Students with Partners

- [3 Months' Worth of Partner's Bank Statements for ALL accounts](#),
- [Proof of Partner's Income](#),
- [Proof of Partner's Expenses](#).

For further guidance on what we can accept for the above requested evidence, please click on the evidence name to be linked to further guidance.

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## Full Time Postgraduate Student

### Required Evidence for All Students

- [3 Months' Worth of Bank Statements for ALL accounts](#),
- Proof of additional funding (e.g. [Student Finance Notification Letter](#)/Sponsorship)
- [Tenancy Agreement](#).

### Additional Required Evidence for Students with Dependents

- [Proof of Childcare Costs](#),
- [Proof of Child Benefit/Child Tax Credit](#) (if not visible on Bank Statements) or [Proof of Universal Credit](#) (if you are in a Universal Credit area),
- *Where Child Benefit/Child Tax Credit is not in your name but you have dependent children, a copy of a birth certificate for all children will be required.*

### Additional Required Evidence for Students with Partners

- [3 Months' Worth of Partner's Bank Statements for ALL accounts](#),
- [Proof of Partner's Income](#),
- [Proof of Partner's Expenses](#).

### Evidence that may be required based on personal circumstances

- [Medical Evidence of being Unable to Work, and any related Medical Costs](#) (e.g. prescriptions)
- [Proof of Income](#),
- [Proof of Housing Benefit](#) or [Proof of Housing Element of Universal Credit](#) (if you are in a Universal Credit area),
- [Proof of Payment Arrangements for Priority Debts](#),
- [Proof of DSA assessment requiring a £200 contribution toward technology](#).

For further guidance on what we can accept for the above requested evidence, please click on the evidence name to be linked to further guidance.

**Please do not pay for copies of any requested documents, such as a doctor's letter or copies of Bank Statements. Where you are uncertain of how to provide evidence, please contact the Student Financial Support Team directly for further guidance.**

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## Part Time Postgraduate Student & Distance Learning Students

### Required Evidence for All Students

- [3 Months' Worth of Bank Statements for ALL accounts](#),
- [Proof of Income](#),
- Evidence of Travel Costs

### Additional Required Evidence for Students with Dependents

- [Proof of Childcare Costs](#),
- [Proof of Child Benefit/Child Tax Credit](#) (if not visible on Bank Statements) or [Proof of Universal Credit](#) (if you are in a Universal Credit area),
- *Where Child Benefit/Child Tax Credit is not in your name but you have dependent children, a copy of a birth certificate for all children will be required.*

### Additional Required Evidence for Students with Partners

- [3 Months' Worth of Partner's Bank Statements for ALL accounts](#),
- [Proof of Partner's Income](#),
- [Proof of Partner's Expenses](#).

For further guidance on what we can accept for the above requested evidence, please click on the evidence name to be linked to further guidance.

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### 3 Months' Worth of Bank Statements for ALL accounts in your name

Bank Statements are the **most important** pieces of evidence requested to support your application. Bank Statements are also most likely to be provided incorrectly and cause delays to applications.

#### **For Bank Statements, we accept the following formats:**

- ✓ Print Screen/Screenshots of Online Banking from a laptop or computer (these can either be sent as an image attachment or put into a word document),
- ✓ Photos of Online Banking from a laptop or computer (these can either be sent as an image attachment or put into a word document),
- ✓ Copies or photos of printed statements received via post or printed in branch,
- ✓ Downloaded PDF copies of Bank Statements or Transactions.

#### **Unfortunately we cannot accept bank statements in the following formats:**

- ☒ Images from Mobile Banking, (as these often do not show a running balance and are prone to missing dates which causes assessment delays),
- ☒ Statements that download as an Excel document or that can be saved in an amendable format such as text copied and pasted into a Word document.

**For Bank Statements we require ALL accounts in your name**, (even where you have a null balance or have reached your overdraft limit), covering a **recent full 3 months** of Bank Statements. We also ask that your Account Number and Sort Code are visible to ensure minimal errors where you are due a payment from the fund.

Typically we request the latest date of your Bank Statements to be within two weeks of when the evidence is submitted. An example of a 3 month period for a form submitted on January 12<sup>th</sup> 2019:

12 <sup>th</sup> October 2018 – 11 <sup>th</sup> January 2019	or	12 <sup>th</sup> October – 11 <sup>th</sup> November 2018 12 <sup>th</sup> November – 11 <sup>th</sup> December 2018 12 <sup>th</sup> December – 11 <sup>th</sup> January 2019
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**Please do not pay for copies of any requested documents, such as a doctor's letter or copies of Bank Statements. Where you are uncertain of how to provide evidence, please contact the Student Financial Support Team directly for further guidance.**

### 3 Months' Worth of Partner's Bank Statements for ALL accounts in their name

If you have disclosed that you live with your partner. You will also need to provide 3 months' worth of Bank Statements for **ALL** accounts in their name or any joint accounts you share. For further guidance on what Bank Statements are acceptable, please follow the same guidelines as provided above.

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## Student Finance Notification Letter

For Undergraduate and Postgraduate students eligible to receive Student Finance Funding, we require proof of the maintenance or overall funding you are receiving for the 2018/19 Academic Year. We can accept the following:

- ✓ A scan/photograph of your 2018/19 Notification of Entitlement sent to you by Student Finance/SAAS. (Including the 'University or College Payment Advice').
- ✓ Screenshots of your 2018/19 Notification of Entitlement Letter, from the correspondence section of your online National Student Finance Body portal.
- ✓ Screenshots of your Student Finance for 2018/19 Summary, as found under the online 'Entitlement Summary' section of your online Student Finance/SAAS portal.
- ✓ Downloaded PDF copies of your Student Finance for 2018/19 Summary, as found under the online 'Entitlement Summary' section of your online portal.

## Tenancy Agreement

We use the Tenancy Agreement to confirm the amount of rent, (or mortgage), that you are paying on a weekly, monthly or termly basis, for our assessment. Where possible we also prefer if we are able to see if bills are or are not included in your accommodation agreement. We can accept the following to confirm this:

- ✓ A scan/photograph of a Tenancy Agreement or contract. This will need to show your name and the amount you are being charged weekly, monthly or termly.
- ✓ Screenshots/PDF Document of a Tenancy Agreement or contract. This will need to show your name and the amount you are being charged weekly, monthly or termly.
- ✓ Screenshots/photographs of an email from your Landlord/Property Management Service/Letting Agent. This will need to show your name and the amount you are being charged weekly, monthly or termly.

Where you are not able to provide a copy of a Tenancy Agreement or Contract, we are accept to the following:

- ✓ A scan/photograph/screenshot or PDF Document of your Bank Statements showing a consistent reoccurring weekly or monthly payment to your Landlord/Property Management Service/Letting Agent/Local Authority.
- ✓ A copy of a Housing Benefit Letter, in which the full weekly/monthly rent if being paid by your Local Authority.

**For students who live at home but pay board**, we appreciate you will most likely not have a formal agreement for this. As such, if you could advise us of any payments on your Bank Statements showing a reoccurring weekly or monthly payment that are board payments.

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## Proof of Childcare Costs

If you are paying for childcare costs in relation to your dependents, we will require proof of these costs for **each** of your dependents. We can accept the following as proof of costs:

- ✓ A scan/photograph of a receipt, bill or invoice from a childcare provider, school club or child minder, advising of the average weekly costs.
- ✓ A photograph/screenshot/PDF document of an online school or nursey payment portal advising of the average weekly costs of childcare.

## Proof of Child Benefit/Child Tax Credit

If you are in receipt of Child Benefit/Child Tax Credits, we can accept proof of this in one of the follow ways:

- ✓ **Where payments of Child Benefit/Child Tax Credits are visible on your (or your partner's) Bank Statements on a reoccurring basis, we do not require additional proof of this.**
- ✓ A scan/photograph of an entitlement letter from your Local Authority advising the amount of Child Benefit/Child Tax Credits you or your partner are eligible.

If you have children, but do not receive Child Benefit/Child Tax Credits for your children, we will factor this into our assessment if you provide one the following:

- ✓ A scan/photograph of the birth certificate for each child.
- ✓ A scan/photograph of a letter advising you are required to pay maintenance or child support for children who do not live with you.

## Proof of Housing Benefit

Where you or your partner receive Housing Benefit, we are able to accept one of the following forms of evidence:

- ✓ A copy of a Housing Benefit Letter, in which the full weekly/monthly rent is being paid by your Local Authority.
- ✓ A screenshot/photograph from your Local Authority portal, showing your Housing Benefit entitlement or payment schedule.
- ✓ Where Housing Benefit is paid directly to yourself, we can accept a scan/photograph/screenshot or PDF Document of your (or your partner's) Bank Statements showing a reoccurring payment by your Local Authority.

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## Proof of Universal Credit

### Proof of the Housing Element of Universal Credit

Where you are living in a Universal Credit area, we will request evidence of any funding you are receiving from Universal Credit. Please be aware, due to the new and variable nature of Universal Credit monthly payments, we may request further guidance on historic payments or the average amount you would ordinarily receive (if applicable).

Some elements of Universal Credit funding may not be included in our assessment processes. Therefore, we will ordinarily request evidence which is able to show a breakdown of how your Universal Credit was assessed. This will ordinarily provide us with evidence of the Housing Element of Universal Credit (if applicable).

For Universal Credit, we can accept the following:

- ✓ A scan/photograph of an entitlement letter(s) from your Local Authority advising of your Universal Credit Assessment and Award.
- ✓ A screenshot/photograph from your Universal Credit online account, showing your Universal Credit assessment and payment schedule.

## Proof of Income

We request evidence of any income you've received over the past 3 months, for which you have not already been asked to provide evidence. E.g. Any paid work you have undertaken, any benefits received that are not Housing Benefit/Child Benefit/Child Tax Credit. For proof of your income we can accept any of the following:

- ✓ A scan/photograph of an entitlement letter(s) from your Local Authority advising of any benefits that you receive.
- ✓ Where you do not have an entitlement letter available, where payments of benefits are visible on your Bank Statements on a reoccurring basis, we may be able to accept this as proof.
- ✓ A scan/photograph/screenshot/PDF Document of any wage slips you have received over the past 3 months.
- ✓ Where you do not have copies of your wage slips available, where payments of wages are visible on your Bank Statements on a reoccurring basis, we may be able to accept this as proof.

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## Proof of Partner's Income

We request evidence of your partner's income over the past 3 months. In the case that your partner works, this is to take into account any fluctuations in their earnings. For proof of your partner's income we can accept any of the following:

- ✓ A scan/photograph of an entitlement letter(s) from your Local Authority advising of any benefits that your partner receives.
- ✓ Where your partner does not have an entitlement letter available, where payments of benefits are visible on your partner's Bank Statements on a reoccurring basis, we may be able to accept this as proof.
- ✓ A scan/photograph/screenshot/PDF Document of any wage slips your partner has received over the past 3 months.
- ✓ Where your partner does not have copies of their wage slips available, where payments of wages are visible on your partner's Bank Statements on a reoccurring basis, we may be able to accept this as proof.
- ✓ A scan/photograph/screenshot/PDF document of any evidence advising your partner is receiving any ongoing income such as a pension payment or maintenance support, etc.

## Proof of Partner's Expenses

Typically we only request proof of your partner's expenses in the case that your partner has a payment or repayment arrangement in relation to a debt or credit arrangement. Or in which a high level of partner's expenses has been advised.

In this case, we are able to accept a scan/photograph/copy or screenshot of any official documents, letters or emails they have received advising on the monthly or weekly repayment.

Ordinarily we will contact you directly to advise of any partner's expenses that we wish to request additional supporting evidence for.

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## Medical Evidence of being Unable to Work, and/or any related Medical Costs (e.g. prescriptions)

We appreciate that for some students, financial hardship can be as the result of additional medical costs or being unable to work alongside their studies due to a physical or mental disability, health difficulty or a long term injury/illness.

For us to consider medical costs we require any of the following:

- ✓ A scan/photograph of any ongoing prescription(s) you have to pay for. Please ensure you also advise the regularity of these prescriptions on the application.
- ✓ A scan/photograph/screenshot/PDF Document of a receipt or document advising of any medical equipment (that is not covered by DSA) or non-prescription medication that you currently have to purchase (where available).
- ✓ A scan/photograph/screenshot/PDF Document of a receipt or document advising of any additional travel costs you have incurred, due to a disability, health difficulty or long term injury/illness that is not covered by DSA (where available).

For us to consider you as unable to work alongside your studies we require any of the following:

- ✓ A scan/photograph/screenshot/PDF Document of a medical letter, doctor's letter or certificate of illness.
- ✓ A scan/photograph/screenshot/PDF Document of an email or letter from a University Support worker, advising that in their profession capacity, they feel you are either unable to work alongside your studies or that it would have a severely detrimental effect on your studies.
- ✓ A scan/photograph/screenshot/PDF Document of an email or letter from an external Support worker or Agency whom you have ongoing support from, advising that in their profession capacity, they feel you are either unable to work alongside your studies or that it would have a severely detrimental effect on your studies.

**Please do not pay for copies of any requested documents, such as a doctor's letter or copies of Bank Statements. Where you are uncertain of how to provide evidence, please contact the Student Financial Support Team directly for further guidance.**

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## Proof of payment arrangements for priority debts

Please note that for the purpose of the Hardship Fund assessment, only the following are considered as priority debts:

- Rent / Mortgage arrears
- Gas arrears (not current bills)
- Electricity arrears (not current bills)
- Council Tax arrears (not bill for this year)
- Loan secured on your property
- Income Tax / VAT debt
- Court fines

Within the assessment we are only able to include priority debts where an affordable repayment plan is in place. We cannot take into account the full balance of any priority debts, we can only include the amount of your agreed repayment plan as an essential expenditure.

If you have not already negotiated an affordable repayment plan for any of these debts we would expect you to do so. We are unable to include the full outstanding debt due to the limitations of the fund.

Unfortunately we are unable to include monthly repayments for non-priority debts such as, overdrafts, loans, credit cards, store cards.

## Proof of DSA assessment requiring a £200 contribution toward technology

Unfortunately due to the limitations of the fund, we are not able to look at the £200 contribution towards the Disabled Students' Allowance (DSA) assessed equipment in isolation. However we will factor this in as an outgoing expense when students are expected to contribute toward technological aids. To evidence this we require the following:

- ✓ A scan/photograph/screenshot/PDF document of any assessment documents that confirm a recommendation of a laptop/technological aid that requires a £200 payment.
- ✓ A scan/photograph/screenshot/PDF document of an invoice for the request £200 payment towards a laptop/technological aid.
- ✓ A scan/photograph/screenshot/PDF document of a letter or email from a University Support Worker confirming that you have been asked to pay a £200 contribution towards DSA recommended equipment.

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