

This information is for students who have applied for part-time funding during academic year 23/24.

Q: My part-time funding has been approved. When will I receive my first instalment?

The university will confirm registration on your course once you have attended your first lecture. Your lecturer will record that you are in attendance and Registry will then be able to confirm this to your Student Finance provider. If your student funding application has been approved, your funding will then be released within 5-10 working days.

Q: I am in attendance but have not received my funding. What should I do?

Please email acsss-finance@cardiff.ac.uk and ask them to check whether your attendance has been confirmed by your lecturer. This information will then be passed to Registry so that registration can be confirmed so your funding can be released to you.

Q: I am having problems with my student finance application. What should I do?

Please email studentconnect@cardiff.ac.uk Please include your full name, date of birth and Customer Reference Number so that an Adviser can investigate this for you. Student Funding and Advice can help you with the application process and can advise on eligibility.

Q: What happens if I do not complete my student finance application or my application is unsuccessful?

You must complete your student finance application in advance of enrolment or as soon as possible afterwards. You will be held responsible for your course fees and asked to make a card payment if you do not obtain a tuition fee loan.

Q: I do not wish to continue with my course. What should I do?

It is your responsibility to notify Learn@cardiff.ac.uk that you wish to permanently withdraw from your course as soon as possible. Lifelong Learning will inform Registry who will then confirm this to Student Finance. Tuition fees will be charged in line with the tuition fee attendance liability points, so your loan amount may be different to the modules you enrolled on. Student Finance will work out how much maintenance funding you were entitled to up to your withdrawal date. You may be sent an overpayment letter from Student Finance and you will have to make arrangements to repay any overpayment of maintenance funding. Overpayments are treated differently to funding that you are entitled to and are recovered straight away.

Q: I am not attending my course. Am I still eligible for student funding?

If your Tutor reports that you are not engaging with your course, they will send you an email asking what your intentions are (failure to respond to this email will constitute non-engagement). You are only eligible for student funding if you are actively attending/engaging with your course. The university is obliged to send withdrawal notices in a timely manner. Withdrawals will be backdated to the last date of attendance and student funding will stop from that date. Overpayments will have to be paid back to Student Finance.

Q: I have personal reasons why I cannot attend but wish to continue with my course. What should I do?

If you need extended time out of your course you should suspend your studies by applying for an 'interruption of studies'. You are not eligible for student funding if you are not in attendance and the university is obliged to notify Student Finance of this. If the suspension is on health grounds you will be eligible for an additional 60 days' funding from the last date of attendance. This will help to minimize any overpayment. Please seek help from studentconnect@cardiff.ac.uk if you are considering this option.

Q: If I withdraw or suspend my studies will I be charged tuition fees?

There is a 2-week grace period at the start of the academic year before you are charged tuition fees. There are 3 tuition fee liability points during the academic year and the fees are paid in line with these. If you are in attendance or have not indicated that you wish to withdraw from your course prior to the liability points, tuition fees will be charged based on the following:

Term 1:

16th October 2023 to 21st January 2024 25% of annual tuition fees

Term 2:

22nd January 2024 to 14th April 2024 50% of annual tuition fees

Term 3:

15th April 2024 to end of term 2024 100% of annual tuition fees

This means that if you are thinking of withdrawing or suspending your studies, you need to contact us as soon as possible to discuss the options, so that any decision has the minimum impact on the costs you incur.

Q: Who do I contact for further advice?

For general advice please email learn@cardiff.ac.uk

If you have a complex query about your eligibility for student funding, please contact the Student Funding and Advice Team by emailing studentconnect@cardiff.ac.uk