

Exceptional Support Scheme – QAHE weekend students, May 2026

1. Purpose

The Exceptional Support Scheme provides time-limited, discretionary financial assistance to help eligible students continue with their studies where they face unanticipated, evidenced study-related costs arising from timetable changes linked to DfE/SLC funding position for weekend-only delivery.

2. Definitions (for this process):

Weekend-only delivery means timetabled on-campus teaching is confined to Saturday/Sunday. Weekday on-campus delivery means the timetable includes at least one on-campus session on a Monday-Friday in the relevant teaching period. Additional costs means incremental study-related costs caused by the change (e.g. extra travel, accommodation, childcare) directly required to attend weekday on-campus delivery. Teaching block refers to the next 12-week teaching period notified to students.

Principles

Students require financial support to help meet additional costs:

- a) Incurred as a result of on-campus teaching during the next teaching block.
- b) Relating to unexpected, study-related costs, including (but not limited to) travel, overnight accommodation, and childcare.
- c) Associated with unforeseen timetable changes that incur additional costs
- d) Because they consider their study success connected to their peer group and have opted to change their timetable accordingly even if they have not previously received maintenance loan

To be eligible for financial support students must:

- a) Meet satisfactory attendance, academic progress and assignment submission requirements (this includes CertHE students who have enrolled onto the level 4).
- b) Be enrolled on an eligible programme of study
- c) Demonstrate unanticipated additional costs resulting from their timetable change
- d) Provide appropriate supporting evidence (see below)
- e) Submit their application and any outstanding documents by 3rd of July 2026.

3. Evidence Requirements

Applicants will be required to provide evidence in support of their application. This may include, but is not limited to:

- **Recent bank statements** demonstrating receipt of the Maintenance Loan and any childcare grants
- **Student Finance England (SFE) entitlement letter for 2025/26** showing assessment outcome for maintenance support and any childcare grants.
- **Proof of additional costs** such as quotes, receipts, bookings or provider statements and a clear calculation and cost breakdown for the additional travel and/or accommodation and/or childcare required to attend the weekday on-campus session.

4. Process, Assessment and Decision-Making

- **Application submission:** All applications must be submitted for consideration via the secure LMU Blackbullion platform including the required evidence and a breakdown of additional costs for the relevant teaching block.
- **Eligibility verification:** QAHE will provide confirmation of the student's programme, mode of delivery and relevant teaching block dates.
- **Assessment:** LMU (Student Money and Accommodation Team) will review whether additional costs are evidenced and directly linked to attendance requirements and whether the requested amount is reasonable and proportionate. The team will also review bank statements to identify any matters of concern (for example, evidence of gambling activity).
- **Engagement check:** The Student Money and Accommodation Team will review the student's academic engagement indicators relevant to continuation (e.g. attendance and assessment submission) applying the same thresholds across applicants.
- **Decision and recording:** Decisions will be made on a case-by-case basis with reasons recorded against the published criteria to support consistency and transparency.
- **Outcomes:** Students will be notified of the outcome on BlackBullion. LMU will aim to assess fully completed forms with all documents within 3 weeks of submission. An incomplete form or missing documents will delay the processing of an application.
- **Review route:** If a student believes the criteria have not been applied correctly, they may request a review within seven working days of the outcome, providing any additional evidence. Reviews will consider process and application of criteria rather than reassessing policy.

5. Governance and Review

- The fund will be overseen by a panel chaired by the Associate Pro Vice Chancellor, Student Success.
- Regular monitoring will be undertaken by the panel to assess uptake, impact on continuation rates and fairness and consistency of decision-making and budget position.
- Monitoring reports will be provided to the Vice Chancellor's Advisory Group on a fortnightly basis.

1 May, 2026