

L A I N E

THEATRE ARTS

EMERGENCY FINANCIAL SUPPORT
POLICY AND PROCEDURES
2024

EMERGENCY FINANCIAL SUPPORT POLICY AND PROCEDURES

This policy applies to all students studying on the Level 6 Trinity Diploma in Professional Musical Theatre and the one-year Foundation Diploma in Dance and Musical Theatre.

GUIDANCE NOTES

Please read the following pages carefully. You will need to know about:

- Emergency Support Fund eligibility
- What evidence we need, how to get it, and how to give it to u
- What happens next in the application process

ELIGIBILITY

Applications for financial support are accepted throughout the College year until 7th July 2024. Supporting documents must be included with your application. Applications without all the supporting documents cannot be processed.

Priority will be given to the following groups:

- Students with children
- Care leavers and estranged students
- Young carers
- Students with disabilities
- Students from low-income households
- The following guidelines must be considered when applying:
 - Your application cannot be processed unless you have answered all the appropriate questions and have included supporting evidence.
 - Awards are not normally available to help meet the cost of tuition fees, except in exceptional circumstances.
 - You will normally only be able to apply once in an academic year, but we can review your application if your financial issues continue or worsen.

ASSESSMENT

All awards are assessed on your individual circumstances. Awards are only payable where there is an assessed additional need caused by unforeseen financial circumstances or hardship, proof of which will be required in all cases.

PAYMENT OF AWARDS

You will be notified by email of the outcome of your application and, if successful, the payment date for your award. This will normally be paid to your bank account. However, third parties may be paid at your request. Should you have any further questions about the application, please contact the Head of Student Services sallyhooper@laine-theatre-arts.co.uk. Please read the guidance on providing evidence with your application on the following pages.

PROVIDING EVIDENCE WITH YOUR APPLICATION

We need to see three months' up-to-date bank statements plus recent transactions from every account that you hold. This includes the ones that you do not use, or which have little or no money in them. There are several ways you can get these statements to us:

Download transactions from online or mobile banking:

- The way you access statements will be different for each bank. Please see the links to most banks' guidelines at the end of this document
 - Ideally, you should download a PDF of your transactions from today, going back three months and attach the PDF to your email
- NB We cannot accept Excel, Word, CSV, .QIF or other editable documents
- If you cannot download transactions going backwards from today, download your most recent three months' statements.
 - Statements always end on the same day each month so they may not be right up to date, in which case you can provide screenshots of recent transactions:
 - View your recent transactions (from the last day of your most recent statement up to today) and screenshot them
 - Attach the PDF statements, and the screenshots of the transactions, to your email. Do not send three months' worth of screenshots
 - If you have more than one account, please name your documents so we know which is which.

If you have printed statements:

- You can photograph printed statements if you cannot easily download them as PDFs (which we would prefer).
- Please make sure the document is flat, that the light is good, and that you photograph only the document so that it is filling the frame
- Any transactions that have happened since the last date of the most recent statement can be screenshot as above
- Attach all images to your email and name them correctly

Information about screenshots:

Screenshots should only be used to provide us with any transactions that have been made on your account since the last date of your full statement. They must always show your name and account details so that we can identify them as yours.

OTHER SUPPORTING EVIDENCE

- If you are in private accommodation, we don't need to see the whole tenancy agreement. We just need to see the page that shows your name, the address of the property, and how much rent you have to pay. Many tenancy agreements have a summary page.
- You may also send us other evidence of rent payments (e.g. receipts) if you do not have a formal agreement.
- Paper agreements and receipts can be photographed. Please make sure the document is flat, that the light is good, and you photograph only the document so that it is filling the frame.
- Emailed agreements can be forwarded to us.
- Online agreements should be screenshot as we will not be able to log in to see them

Do you live with a partner?

If you live with a partner, you will need to complete the Partner's income and expenditure questions on the application form. You will also need to provide three months' up-to-date bank transactions for all of their accounts, and any joint accounts, as well as copies of their wage slips or proof of benefits and any other items you add to this page. We do not need your household bills.

We have a set figure that we include in our assessments for living costs (including mobile phones), so we don't need to know about your utility bills, etc. If, however, you have received a final demand or if you are repaying utility debts, then please provide evidence.

What other information do we need?

If you have entered an amount anywhere on the income and expenditure page, or the partner's page, we will need evidence of that income or expenditure. This may be benefit awards, bank loans, one-off payments, etc. On the application form there are instructions alongside the questions for the evidence we need in each case.

FURTHER INFORMATION ON SUBMITTING EVIDENCE

- We prefer to accept applications by email. Good-quality scans or photographs of documents are acceptable. We just need to be able to read them.
- We cannot access or open documents stored within a Drive or Cloud system. Please always attach documents directly to the email.
- Make sure that your full name and term-time address are included in your email.
- Applications or evidence sent by email should be sent to the Finance Director christinewong@laine-theatre-arts.co.uk

WHY DO I NEED TO SUPPLY ALL THIS EVIDENCE

The Laine Theatre Arts Student Support Fund has been set up to provide financial assistance to students who are in hardship. We need to look at your overall financial situation in order to assess the level of hardship before we can make any payment. The evidence we ask for gives us the information we need to be able to do

this. We have to be very strict about the evidence we accept because our service is audited to make sure we stick to the rules.

We need to know about your funding award, not only to add to our calculations, but also to be sure that you are getting all the funding you are entitled to.

Bank statements must include your name, sort code and account number so that we know that belongs to you, and so that we can use the information to make payments correctly into your account.

WHAT HAPPENS NEXT

- Your application will be treated in the utmost confidence and considered by the ESF funding panel at the college. They may need to speak with you on the phone about your application. In most cases, if you have provided all the necessary evidence, there will be no need to contact you.
- Once the application has been assessed it will either be passed for payment, or you will be emailed to tell you that it has not been successful.
- If you have qualified for an award, you will receive an email informing you of the payment date and the amount.
- We are normally able to give you an answer within a fortnight if you have provided all the information we need.
- Please be aware that the Emergency Support Fund is small and that some applications will be unsuccessful. The sums we are able to award are designed to offer emergency financial relief.

BANK STATEMENTS - HOW TO DOWNLOAD THEM

Barclays

Includes links for setting up for paperless statements: <https://www.barclays.co.uk/ways-to-bank/online-banking/online-statements/>

Coop

How to view statements – see list on right-hand side of screen for all questions: <https://www.co-operaivebank.co.uk/business/faqs/ways-to-bank/online-banking/statements-and-transactions/>

First Direct

Online banking and through app: <https://www1.firstdirect.com/help/bank-accounts/statements-and-balances/>

Halifax

Guide to exporting a PDF of transactions: <https://www.halifax.co.uk/aboutonline/things-you-can-do/managing-your-accounts/>

HSBC

Clear guide for downloading statements from mobile and online accounts: <https://www.hsbc.co.uk/help/banking-made-easy/online-statements/>

Lloyds

Third item on page, 'get copies of your statements': <https://www.lloydsbank.com/online-banking/internet-banking/using-internet-banking/statements.html>

Metro

Where to find statement and download PDF: <https://www.metrobankonline.co.uk/help-and-support/internet-banking/where-can-i-find-my-statement/>

Monzo

Guide to getting a bank statement: <https://monzo.com/help/account-and-profile/bank-statement-how-to>

Nationwide

Guide to view PDF statements: <https://www.nationwide.co.uk/support/support-articles/manage-your-account/view-current-account-balance>

NatWest

Guide for downloading from online banking: <https://personal.natwest.com/personal/ways-to-bank/downloading-and-printing-statements.html>

RBS

Step-by-step guide to viewing and downloading transactions and statements: <https://personal.rbs.co.uk/personal/ways-to-bank/downloading-and-printing-statements/downloading-and-printing-statements-online.html>

Sainsbury's

My Accounts summary page: <https://www.sainsburysbank.co.uk/online-support/online-support-manage#accordion-item-1-2>

Santander

Statements are available in your eDocuments in online banking. Also a guide here to viewing transactions: <https://www.santander.co.uk/personal/support/customer-support/your-statements>

Starling

Guide to getting a bank statement: <https://www.starlingbank.com/features/statements/>

Tesco

Statements and documents are stored in one place and can be viewed, saved and downloaded: <https://www.tescobank.com/online-banking/>

TSB

Information available when you log in: <https://www.tsb.co.uk/help/internet-banking/paperless/>

Virgin Money

How to view your statements (with screenshots): <https://uk.virginmoney.com/virgin/service/credit-card/guides/view-statements-online>

Policy reviewed by Senior Management Committee. Date of next review: September 2027.