

Day to Day Support FAQs

What is Day to Day Support?

Day to Day Support is a hardship fund which can offer non-repayable financial support if you do not have enough money to cover essentials, or if you have recently had an unexpected cost. Day to Day Support aims to help eligible students with essential living costs, but it is not guaranteed for any student. It also cannot assist with the cost of tuition fees for any student.

Day to Day Support is not an emergency fund and can take around 4 weeks to process, so if you require support more urgently, please [contact us](#) to discuss your circumstances as you may be able to apply for emergency funds via [Crisis Support](#).

Who can apply?

Anyone at Manchester Met University can apply for Day to Day Support. However, not everyone who applies receives a payment.

If you are studying the [UAL Level 3 Foundation Diploma in Art and Design](#), you can still apply, but you are expected to apply for one of our '[Further Education Bursaries](#)' first before accessing Day to Day Support.

When can I apply?

Applications are open from **Monday 4 September 2023 to Friday 19 April 2024**.

If you need our support, we strongly encourage you to apply as early as possible and do not wait until the closing date to apply. The funds available are limited, so we can't guarantee that there will be support available throughout the year.

If you are a **final year**, undergraduate student (September starter), we encourage you to apply before **Friday 22 March 2024**. If you apply after this date, we will still process your application, but your assessment will only cover the time left on your course, rather than the full academic year.

If your course doesn't start in September, for example, January or March starters, you must apply at least **12 weeks** before the end date of your course (and within the dates shown above).

Can I apply every year?

Yes - you can apply in every year of your course.

However, if you received a payment last year, the same payment is not guaranteed again this year. Several factors can affect how much we can offer to each student, including the volume of applications received and our hardship budget allocation. We also update our assessment guidelines each year, so even if your circumstances haven't changed since last year, we cannot guarantee the same level of support in every year of your course.

Also, you should not rely on Day to Day Support every year, and wherever possible, should put other measures in place to improve your financial situation.

Can I apply more than once a year?

No – you can only submit one application each year, but if you apply and your circumstances change later in the year, you can submit a change of circumstances in your original Day to Day Support request on the [Digital Student Hub](#). You must submit any changes before the closing dates shown above.

Before you submit a change of circumstances, we recommend that you call the Student Financial Support Helpline on 0161 247 1045 to discuss further, as not every change would affect your original assessment, and there may be other forms of support that might be more suitable.

What evidence will I be asked to provide with my application?

As a minimum, the Day to Day Support application form will ask you to upload evidence to show your:

- Income
- Current bank balance
- Living arrangements (normally a tenancy agreement)
- Personal circumstances

If you need time to collect the necessary evidence, you can save your application as a draft and return to it later.

When we assess your application, we may ask you for more information before we reach our decision. This is normally where the evidence on the application form is not sufficient, or if we need to verify something that you have written in your application. Remember to keep an eye on your student email for updates.

How is my application assessed?

Our Student Financial Support team follow detailed assessment guidance to assess each application consistently and fairly. Once your application has been processed, they will email you with an 'assessment report' which will contain detailed notes about how your application has been assessed.

After receiving your application, we will complete two separate assessments. Our 'standard assessment' compares your income to your essential costs. We may also carry out a 'non-standard assessment' where we consider any exceptional circumstances or unexpected costs that you outline in your application. The main exception to this is if you are a [self-funded student](#), where we only complete the non-standard assessment.

Who are self-funded students?

The following groups are classed as self-funded students:

- Postgraduate students e.g. MA, MSc, PhD*
- Part-time undergraduate students
- EU students who only receive the tuition fee loan
- International students (both undergraduate and postgraduate)
- Students from the Channel Islands or other UK Islands
- Degree apprenticeship students
- Students studying a continuing professional development course
- Students on the [UAL Level 3 Foundation Diploma in Art and Design](#)

*Not including students on a PGCE, a postgraduate pre-registration healthcare course or MA Architecture.

Self-funded students don't receive the full package of living cost support from the Student Loans Company and are expected to have made adequate provision to fund their living costs prior to starting on their course. This expectation is reflected in our assessments, so no 'standard assessment' is completed. Self-funded students can still apply, but we will only be able to consider unexpected events or exceptional costs that arise **after the start of the course** i.e., financial events that you could not have planned for. This will be assessed via our 'non-standard' assessment. Where self-funded students have failed to make adequate provision to fund themselves prior to starting on their course, this cannot be covered by Day to Day Support. We are also unable to consider the cost of tuition fees in our assessment.

Does everyone who applies for Day to Day Support receive a payment?

Not all applications are successful. If your application is unsuccessful, we will offer advice on other support available.

If your application is successful, you will receive a non-repayable contribution towards some of your essential costs to help you get your budget back on track. Payments range from £100-£3,000 – students only receive the maximum amount in very exceptional circumstances. Our decision email will confirm the payment amount and dates. Your payment will be sent to the bank account that you nominated on your application form. We can normally only make payments into a UK bank account in your name. If you do not have a UK bank account in your name, please call our helpline on 0161 247 1045 to discuss your options.

The payment you may receive depends on several factors and there is no way for us to know the outcome until you apply and we carry out our assessment. However, the following groups of students are given priority in our assessment processes:

- Disabled students
- Students with children, especially lone parents
- Care leavers
- Students who are irreconcilably estranged from their family
- Carers
- Students from a low household income
- Final year students
- Students who may be impacted by retention or attainment issues including:
 - Students from a Black Asian Minority Ethnic (BAME) background
 - Students who, prior to starting at university, studied on a BTEC, NVQ or Access course
 - Students who are mature and over 30 years of age
 - First year students
 - 'First generation' students

Even if you fall into one of the priority groups listed above, there is no guarantee of a payment as all applications are considered on a case-by-case basis.

I think you have made the incorrect decision on my application. What can I do?

Day to Day Support is not guaranteed for every student, so not everyone who applies will receive a payment. However, we understand that some students may be disappointed with the outcome. You can find out more about our decision-making process in your 'assessment report' that we send with your decision email.

After you have read the assessment report, if you feel that we have made an error in our assessment, you can request a review of your application in the Digital Student Hub by clicking the 'review' button in your original Day to Day Support request. You must ensure that you request a review within **2 working weeks** of receiving your decision email. Your review request must clearly outline where you feel we have made an error with our assessment. Before you submit a review, we recommend that you call the Student Financial Support Helpline on 0161 247 1045 to discuss your assessment with a member of the team.

The Student Financial Support Assistant Manager handles all reviews. They will check to make sure that no errors were made in the initial assessment and that the decision was in line with our assessment guidance.

Note that a review is different to a 'change of circumstances' request. If you have new information that was not already considered in your original application, you should submit a 'change of circumstances' request.

If there is an error in our assessment AND you have new information to submit, this can all be done via the review, **provided that your new information is submitted before the closing dates shown above**. If you request a review after the closing date to the fund, we can only review the application using information submitted at the time of your original application, and will not be able to consider any new information.

Following the review, if you remain dissatisfied with the outcome, you can appeal the decision which will be passed onto the Student Financial Support Manager. Their decision will be final.