

Campus Change Student Compensation Scheme Frequently Asked Questions

Who is eligible to be considered for this scheme?

You will need to be considered by the University to be a Home/EU/International student, studying on a full time basis and entering year 2 or year 3 on one of the following courses in the 2015-16 academic year:

- BA (Hons) Advertising Design
- BA (Hons) Animation Direction and Production
- BA (Hons) Computer Games Design

What courses are eligible for this scheme?

The following courses are eligible under this scheme as they are moving location from Newport City Campus to the Cardiff Campus:

- BA (Hons) Advertising Design
- BA (Hons) Animation Direction and Production
- BA (Hons) Computer Games Design

How do I apply?

You do not need to apply for the Compensation Scheme. All students enrolled on the above eligible courses will be automatically assessed for travel and accommodation compensation using information held on their student record on Monday 2nd February 2015. **Please note that all potentially eligible students must ensure that their student record (and in particular their home and term time addresses) is accurate as soon as possible and by Friday 30th January 2015 at the very latest.**

How do I update my student record?

You will need to log into your Unilife account and ensure your term address is accurate and up to date. You can view your details by clicking on the 'your account' icon within your Unilife homepage.

To update your term time address click on the 'update your details' link. If you require additional support or guidance on updating your student record, please contact your Advice Centre <http://unilife.southwales.ac.uk/pages/3024-advice-centres>

I think I'm eligible, but I've not been directly informed about this scheme; what do I do?

The University aims to write to all eligible students via their University email address by Friday 13th February 2015 to confirm how much compensation they will receive. If you believe you are eligible and you have not heard from the University by 20th February 2015, then please contact the Student Money Advice Team by emailing compensation@southwales.ac.uk as soon as possible after this date.

How is the award assessed?

Eligible students will be automatically assessed for compensation relating to their increased travel or accommodation costs. **An individual student cannot receive both.**

Travel Costs

Students who have an increased travelling distance will be compensated for the additional mileage incurred at a rate of 20p per mile for 6 journeys per week (3 return journeys) over a 32 week period during the academic year.

Accommodation Costs

Students currently living in halls in Caerleon or Newport City, or in private rented accommodation, will be compensated at a rate of £1300 per annum for students currently living in Caerleon halls and £950 per annum for students currently living in Newport City halls or private rented accommodation.

How are the travel costs calculated?

A comparison will be made between the travelling distances from the student's current term time address and Newport City campus versus the Cardiff campus. This will be calculated using the distance by land transport as per this website tool <http://www.freemaptools.com/distance-between-uk-postcodes.htm>. Any eligible students with an increased travel distance using the above methodology will be compensated for the additional mileage incurred at a standard rate of 20p per mile for 6 journeys per week (3 return journeys) over a 32 week period during the academic year. Students will not normally be required to provide evidence of the assessed increased travel distance.

How are the accommodation costs calculated?

Students living in halls in Caerleon or Newport City, or in private rented accommodation, will be compensated at a rate of £1300 per annum for students currently living in Caerleon halls and £950 per annum for students currently living in Newport City halls or private rented accommodation. These levels of compensation are calculated according to the difference in costs between halls accommodation in Caerleon and City compared to Cardiff. This compensation is granted on the assumption that students will move from their current accommodation to a location closer to the Cardiff campus and that this move will incur a cost. Students will not normally be required to provide evidence of this move.

Do I need to provide proof of additional travel and living costs to get access to the compensation fund?

Students will not normally be required to provide evidence of the assessed increased travel distance or evidence of accommodation move. However the University reserves the right to request this information. Please note that if students believe their compensation does not meet their increased costs they may be required to provide evidence of this in order to be considered via the Discretionary Fund.

How much am I entitled to receive?

Every student is assessed on an individual basis, and will be informed via their student email of their entitlement by 13th February 2015.

How and when will I receive payment?

Payments will be made to enrolled students by BACS in one instalment in November 2015. Eligible students must be in good academic and financial standing with the University; e.g. they must not be a debtor without a payment plan.

How do I provide my bank details for payment?

Students will be required to provide their UK bank details using a secure online portal by the relevant deadline given in order to be paid on time.

Do I receive the same payments in the following years of my course?

Eligible students who are continuing and progressing on the same course (i.e. progressing onto the next stage as planned) will be considered for the same level of support in 2016/17.

If I receive an overpayment, will I have to repay it?

Yes. By accepting any payments you are agreeing to repay any amounts that are subsequently found to be overpayments or incorrect payments. Any overpayments that are not repaid will result in the debt being referred to the University Finance department and appropriate action taken.

What happens if I have to repeat a year of my course?

Students repeating parts of the course (and not progressing onto the next stage of their course) in 2015/16 and 2016/17 will not *automatically* be considered for support under this scheme, however such students can apply to the Discretionary Fund and will be considered on a case by case basis.

UPDATE 23rd October 2015 – the University has now agreed to make compensation payments to eligible repeating students in 2015/16 and 2016/17 who meet all other conditions of the scheme. However, please note that students will be considered for compensation for the normal duration of their course only, i.e. the normal duration of the course expected when the student first enrolled on the course. Therefore, repeating students will not receive payments in their final year(s) as they will have received compensation during their repeat year(s).

If I suspend or withdraw from my studies at any point, what happens to my entitlement to the payment?

If you suspend or withdraw your studies prior to payment; you will not receive an award from the Compensation Scheme. If you suspend or withdraw from studies after payment; you will not normally have to re-pay the award. However, you will not be eligible to receive any future payments from the Compensation Scheme.

I am a new student starting in September 2015, am I eligible?

No.

My course is not moving until 2016/17 academic year. Will this compensation scheme be available in that year?

Yes, under the same conditions outlined above.

I am in receipt of a University scholarship/bursary – how will this affect my eligibility?

The Compensation Scheme does not affect your eligibility for a University scholarship or bursary.

What is the Discretionary Fund?

A Discretionary Fund will be available for applications from any students who feel that the automated compensation travel and accommodation schemes do not address their needs. Also, any students who have other increased costs incurred directly as a result of the move of one of the above courses can apply to this Fund.

How do I apply to the Discretionary Fund?

You will need to email the Compensation Inbox (compensation@southwales.ac.uk) to request an application form to apply to the Discretionary Fund.

Applications to this Fund will be assessed on an individual basis and applicants will need to clearly demonstrate their circumstances, providing relevant evidence to demonstrate their increased costs. You must apply to the discretionary fund before the deadline of 18th October 2015. **Please note the deadline for this has been extended to 20th November 2015.** You will receive an outcome on your application within 15 working days. If your application is incomplete or you do not submit all of the required evidence, your application will be delayed.

Who do I contact if I have any further queries regarding the Compensation Scheme?

Please contact the Student Money Advice Team by emailing compensation@southwales.ac.uk

Can I appeal against any decisions regarding my eligibility?

Students who wish to appeal against decisions made in relation to the Compensation Scheme can do so in writing by emailing compensation@southwales.ac.uk detailing the reasons for their appeal.

The deadline for an appeal to be submitted for consideration the 18th October 2015. **Please note we have extended the deadline for this until 20th November 2015.** Appeals will be considered by the Director of Student Services and their decision will be final.