

## University of South Wales 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 or part time basis and entering year 2 or year 3 on one of the following courses in the 2016-17 academic year:

[Full time undergraduate courses](#)

[Part time undergraduate courses](#)

[Full and part time postgraduate courses](#)

### **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 1<sup>st</sup> February 2016. **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 29<sup>th</sup> January 2016 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 12<sup>th</sup> February 2016 to confirm how much **predicted** compensation they will receive in October 2016. Please note your predicted award may change if your circumstances are different in October 2016 to what we have assumed from your current information. If you believe you are eligible and you have not heard from the University by 19<sup>th</sup> February 2016, then please contact the Student Money Advice Team by emailing [compensation@southwales.ac.uk](mailto: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. . If you are studying a part time course your award will be based on 50% intensity e.g. 96 journeys per 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. **The level of compensation has been agreed, students should take this in to consideration when considering their accommodation options, particularly if rents are substantially higher.**

#### **How are the travel costs calculated?**

A comparison will be made between the travelling distances from the student's current term time address and their current campus versus their new 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 . . If you are studying a part time course your award will be based on 50% intensity e.g. 96 journeys per academic year.

Students will not normally be required to provide evidence of the assessed increased travel distance.

#### **Will I be considered for parking costs?**

No, students will not be considered for car parking cost as part of the Compensation Fund. Given the changes in our campus configuration in the medium term, it's helpful to confirm the University's position in relation to the provision of car parking for staff and students.

Car Parking facilities are available at some and not all of the University campuses. The provision of this facility is dependent on the configuration of each individual campus. To confirm the current and future provision at each site:

**Cardiff:** Limited car parking is available for staff (for which charges apply) and no parking is provided for students.

**Glyntaff:** Car parking is provided for staff and students and charges apply

**Newport City:** No car parking is available for staff or students

**Treforest:** Car parking is available for staff and students and charges apply

All parking facilities at our campuses are provided on a first come, first served basis and the payment of car parking subscriptions does not guarantee a space for all staff. The University is committed to Environmental Management and the USW Environmental Policy statement confirms its position in relation to transportation with the following aim:

'to reduce the impact of transport on the local environment arising from vehicles brought onto our campuses and those which are used for university activities'.

For staff and students who have been relocated as a result of the changes in campus configuration, compensation schemes are in place. The disturbance allowances are for students and employees who move location on a compulsory basis, and incur additional mileage travelled from home. The schemes do not include increased parking charges. Individuals are encouraged to utilise other transport options where available such as public transport (for example the Unigo bus travel scheme). The University has arrangements with local car parks for reduced parking very close to Newport City Campus. Details are available from the Newport City Campus reception.

#### **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 their new campus location. This compensation is granted on the assumption that students will move from their current accommodation to a location closer to their new campus and that this move will incur a cost.

**If students do not move closer to their new campus, they will not be eligible for this element of the Compensation Scheme. They, may, however be eligible for an award for travel costs (if their circumstances meet the criteria).**

Students will not normally be required to provide evidence of this move, as this will be confirmed through the information held on the University's student records system following enrolment in September 2016.

**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. In February, students will be given the opportunity to inform us if the prediction made is not what they are planning to do. 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.

**I am currently studying a FCert course on the Caerleon campus, am I eligible to receive an award from the Compensation Scheme?**

No, FCert students are not eligible for the Compensation Scheme as they would have been aware of their chosen degree pathway's location following the completion of this one year course.

**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 **predicted** entitlement by 12<sup>th</sup> February 2016. Students will be sent an online form giving them the opportunity to explain if their situation is different from what we have predicted based on current information.

**NB: Students final awards may be different to what was originally predicted in February if living circumstances are not what the university expected, e.g. they do not move closer to their new campus.**

**What if the University is expecting me to move closer to my new campus location but I decide not to move?**

If students do not move closer to their new campus, they will not be eligible for the accommodation element of the Compensation Scheme. They, may, however be eligible for an award for travel costs (if their circumstances meet the criteria).

**How and when will I receive payment?**

Payments will be made to enrolled students by BACS in one instalment in October 2016. 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 2017/18.

**My course moved in the 14/15 or 15/16 academic year, will I receive the same payment as I did in that academic year?**

Eligible students who are continuing and progressing on the same course who received compensation for course moves in 14/15 and 15/16 academic year will be considered for the same level of support they original received unless there has been a significant change of circumstance.

**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 who are eligible for the scheme and are repeating a year of their course in 2016/17 and 2017/18 (who meet all other conditions of the scheme) will be considered for compensation. 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. If you suspend your studies you would begin to receive compensation at your next progression point. If you withdraw from your course you will not be eligible to receive any future payments from the Compensation Scheme

**I am a new student starting in September 2016, am I eligible?**

No.

**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](mailto: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 18<sup>th</sup> November 2016. 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](mailto: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](mailto:compensation@southwales.ac.uk) detailing the reasons for their appeal.

The deadline for an appeal to be submitted for consideration the 18<sup>th</sup> November 2016. Appeals will be considered by the Director of Student Services and their decision will be final.