University of Surrey Bursary Procedure	
Enabling Policy Statement; Executive Owner; Approval Route:	Our Students - Chief Student Officer - Executive Board
Is the Procedure for internal use only (Non-disclosable) ?	Disclosable
Associated Policy Statements:	N/A
Authorised Owner:	Associate Director, Student and Academic Administration
Authorised Co-ordinator:	Director of Student Life
Effective date:	May 2026
Due date for full review:	May 2029
Sub documentation:	N/A

Approval History

Version	Reason for review	Approval Route	Date
1.0	Procedure Creation	UEC, EB	~~19/05/2026~~

1. Purpose

1.1. This Procedure sets out the principles of the University of Surrey Bursary. It explains the terms and conditions related to the bursary including eligibility criteria, maintaining eligibility and processes involved should a student become ineligible for the bursary after previously being eligible.

2. Scope and Exceptions to the Procedure

2.1. This procedure is applicable to all current students of the University of Surrey.

2.2. This procedure authorises the appropriate staff to allow considerable discretion in their approach to managing student issues. Students will receive all reasonable support to help them address those issues. Please note that discretion cannot be applied where eligibility criteria is not met.

Commented [AS1]: Or equivalent - otherwise, this will be read as implying that you can pick and choose who will get the bursary!

3. Definitions and Terminology

3.1. University of Surrey Bursary (UoS Bursary) - Bursary due to the student if all eligibility criteria are met. The bursary amount may differ year by year depending on academic year of entry and eligibility criteria.

3.2. Student Loans Company (SLC) - A non-profit making government-owned organisation that administers loans and grants to students in colleges and universities in the UK. Payments for the University of Surrey Bursary are administered by Student Loans Company.

3.3. OSCAR - Office of Student Complaints, Appeals & Regulation. Email: oscar@surrey.ac.uk.

4. Procedural Principles

4.1 Principles

4.1.1 The University of Surrey Bursary is a cash award for eligible undergraduate students.

4.1.2 Payments are made in two instalments, typically in December and March of each academic year. Any applications reviewed outside of the main processing period in November will receive payment(s) within 10 working days of their application being processed.

4.1.3 Each academic year of entry maintains its own eligibility criteria. The criteria is reviewed and set as part of the University of Surrey Access and Participation Plan (APP). The APP is developed on a 4-year basis but the criteria for the UoS Bursary are reviewed annually, whilst ensuring it is in line with APP objectives.

4.1.4 The eligibility criteria for each year of entry are recorded on the University of Surrey's dedicated web page for the UoS Bursary.

4.1.5 A student's Year of Entry is determined by the academic year the student entered the University at the undergraduate level. If a student changes course during their time at the University, their Year of Entry would remain as their original start academic year to the University, not the Year of Entry they started their newly changed course.

4.2 Re-assessment of eligibility

4.2.1 Change of details

In the event a student's details are changed and this is recorded by SLC, this may require a re-assessment of eligibility for the UoS Bursary. Please see further details below of potential changes which may impact eligibility. Please note this list is not exhaustive and any re-assessments are dictated by SLC and changes made to records within the SLC system.

4.2.2 Absence or Withdrawals

Students who wish to withdraw from their programme of study or suspend studies, may do so using information available in the Regulations, however, this may impact their eligibility for the UoS Bursary and require re-assessment.

4.2.3 Change of normally resident address

Students who have a change of their normally resident address (their non-term time address) which results in a change of the POLAR or IMD quintile may impact their eligibility for the UoS Bursary and require re-assessment.

4.2.4 Tuition fee amount change

Students who change their mode of attendance which results in a change in their tuition fee amount for the academic year may impact their eligibility for the UoS Bursary and require re-assessment.

4.2.5 Household income

A change to a student's household income, either reduced or increased, may impact their eligibility for the UoS Bursary and require re-assessment.

4.3 Returning University of Surrey Bursary instalments in the event of ineligibility

4.3.1 In the event that a student's eligibility is affected by a change of details to the point where they become ineligible for the UoS Bursary, the student may be required to return instalment(s) to the University previously paid to them. Please refer to the University of Surrey's dedicated web page for the UoS Bursary for details of instalment repayment requirement return dates.

4.3.2 On the rare occasion that a student is deemed eligible for more than one UoS Bursary (usually when they have been deemed eligible against two different years of entry) and payment is made, this will be considered an overpayment and the additional bursary instalment(s) will be required to be returned to the University.

4.3.3 Returning instalment(s) process

If a student is required to return any instalment(s) to the University, this will be requested via an invoice sent to the student's University email address and their personal email address if provided on their record. The student will first be emailed to notify them of the requirement to return any instalment(s) and will then receive a further email with the invoice attached. The invoice will include all relevant information on making the necessary payment. Both emails will be sent from bursariesandscholarships@surrey.ac.uk.

4.4 Complaints

4.4.1 Complaints made by students are dealt with locally in the first instance, either within a Faculty or a Central Department. Stage 1 Complaints regarding the administration of the University of Surrey bursary should be directed to the Bursaries and Scholarships team in the first instance.

Commented [AS2]: Or as appropriate.

4.4.2 Where formal Stage 2 complaints are submitted, these will be administered by OSCAR. There is a Procedure for Complaints on the OSCAR webpage.

5. Governance Requirements

5.1. Implementation: Communication Plan

This Procedure will be published on the University website.

Staff are expected to be familiar with this procedure and to contribute to its effective implementation.

5.2. Implementation: Training Plan

5.2.1 Bursaries & Scholarships (Student Fee Records) will provide support and guidance, as necessary.

5.2.2 Bursaries & Scholarships (Student Fee Records) will provide a training session each time that significant changes are made to this Procedure.

5.3. Review

5.3.1. This Procedure will be reviewed triennially by the University Education Committee and Executive Board.

5.4. Legislative Context and Higher Education Sector Guidance or Requirements

5.4.1. University of Surrey Access and Participation Plan 2025 - 2029.

5.5. Sustainability

5.5.1 This Procedure has no impact on carbon emissions or on energy consumption.

6. Stakeholder Engagement and Equality Impact Assessment

6.1. An Equality Impact Assessment was completed on **dd/mm/ccyy** and is held by the Authorised Co-ordinator.

6.2. Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Request EB Approval (Y/N)	Date	Name of Contact
Governance	Review of Procedure			Kelley Padley,

				Governance Officer
H&S	Review of Procedure			Matt Purcell, Director of Health and Safety
Sustainability	Review of Procedure			Martin Wiles, Head of Sustainability
Academic Freedom / Freedom of Speech	Review of Procedure			Abi Bradbeer, AFFE Project Manager
Finance	Review of Procedure			Joanne Sexton, Head of Financial Transactions