

# Student IT Hardship Fund Terms and Conditions

June 2024

1. The Student IT Hardship Fund is provided by the University to assist students:
  - who cannot access existing University IT provision **and**;
  - who do not have access to a suitable device and / or internet connectivity **and**;
  - who cannot afford to purchase a device and / or internet connectivity.
2. The Student IT Hardship Fund is administered on a discretionary basis and is not a guaranteed source of funding. Applications will be assessed on a case-by-case basis and decisions will be based on the information and evidence you provide. **There is no appeals process**
3. It is your responsibility to provide us with **honest and accurate information**. We may refer you to the [University disciplinary procedure](#) if we find that your application is fraudulent or you have deliberately omitted information.
4. We aim to provide you with an outcome within 15 working days if you have provided a fully completed application form and all relevant supporting documentation. We cannot guarantee that your outcome will be provided within this timeframe if you have not completed your application in full and we have to contact you to ask for further supporting documentation.
5. Existing university provision is available via [NUIT PC clusters](#). Some PC clusters provide 24 hour access.
6. If you are a disabled student you should contact [Disability Support](#) before applying for this funding to see if you are able to receive any IT support through Disabled Students' Allowances.
7. Information about software support available from NUIT can be found [here](#). You cannot apply to the IT Student Hardship Fund for help with purchasing software.

Get in touch: [student.fin-supp@ncl.ac.uk](mailto:student.fin-supp@ncl.ac.uk)  
Monday – Friday 9am to 5pm

8. To be eligible to apply for support you must meet the conditions outlined in bullet-point 1 and also be:
- a registered student at Newcastle University;
  - registered full-time or part-time (part-time students must be studying the equivalent of at least 50% of a full-time course).

If you are an external student or a student on a period of suspension you should contact us to discuss your circumstances and determine your eligibility

9. You must **use all other interest-free sources of funding** available to you, including interest-free overdrafts (if eligible), before applying for this funding.
10. You need to give us **one month of continuous and up-to-date bank statements** for all of your bank accounts, including any overseas accounts. Please refer to the guidance on our webpages to find out more about the format of bank statements that we can accept.

11. If you are applying for device support because your existing device is broken you must be able to outline why you are unable to use the PC clusters as well as providing written evidence from an approved provider which outlines the cost and nature of the repairs required. We cannot accept evidence of the cost of repairs from friends or family members.
12. You can only apply for device support and internet connectivity support once per academic year. Repeat applications for support cannot be considered, especially where these relate to stolen or broken devices. You are expected to adequately insure any device you purchase using IT Hardship funding as well as utilising any warranty periods or guarantees.
13. You will not be eligible to apply for device support if you have previously been loaned a laptop from the Student IT Scheme (which closed in May 2021) and you were offered a rest of studies extension.
14. You will not be eligible to apply for device support if you have already received a £500 grant from the Student IT Hardship Fund in an earlier academic year. You will be asked to provide proof of purchase if you apply for device support in a subsequent academic year having already received this support.

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15. The data you provide will be processed in line with the GDPR and the Student Health and Wellbeing Privacy Notice which can be found at [Our Policies and Procedures | Newcastle University | Newcastle University \(ncl.ac.uk\)](#) Identifiable data will not usually be shared with third parties (separate legal entities to the University) without your explicit consent, except when the University is required to by law. On rare occasions, where it is suspected there is involvement in criminal activities such as money laundering, fraud or funding of terrorism we will report this to the police. Data will be stored in accordance with the University's Records Management Policy. The University is required to appoint an auditor who has a right of access at all reasonable times to the books, records, accounts and vouchers of the University; this is part of the University Statutes, which are passed by Privy Council and have the force of law. Any expenditure by the University including hardship loans and awards must be recorded and retained for audit purposes. We will be unable to erase your data until the retention period (6 years + current year) has ended.

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