Queen Mary Bursaries, Grants and Scholarships Office

Frequently asked questions

Please first read the introduction to bursaries on the Queen Mary web pages http://www.arcs.qmul.ac.uk/bursaries/qmbursaries.html

General questions

Q: Why do my letters from the Student Loans Company not show any bursary award?
A: The bursary is awarded and paid by Queen Mary University rather than the Student Loans Company.

Q: Is the QM bursary a loan which I will need to repay?
A: No, the QM bursary is a grant. However if your eligibility for a bursary changes and this results in you having been overpaid we may require you to repay the overpayment.

Q: How will you contact me?
A: Important notices from the University are often sent out to your QM email account, so please regularly check this address. You may need to ensure that your email program does not flag emails from Queen Mary addresses as “junk”. Occasionally letters will be sent out to your term time address, so please ensure that the Registry Office is kept up to date with changes in your address and phone numbers.

Q: I have received an email from the Bursaries, Grants and Scholarships office stating that I have been awarded a QM bursary. Do I need to do anything to receive this?
A: The email will contain a weblink to the secure QM bursary system. Please log in to the system and enter your bank details so that we can make payments into your account without the delays and inconvenience of cheque payments. You can also check the expected payment dates and the details that we have used to make the assessment.
If you are in any doubt as to the security of the link in the email you can access the QM bursary System directly from this link.

Q: I have not yet received confirmation of my QM bursary award from Queen Mary. What should I do?
A: It is possible that you are not eligible for a QM bursary. Please check the eligibility criteria in the Introduction to Queen Mary Bursaries on the QM web pages: http://www.arcs.qmul.ac.uk/bursaries/qmbursaries.html

However, if you are eligible for a bursary, it is possible that the Student Loans Company (SLC) (or the SAAS for Scottish students) do not have the necessary consent to share your full details with Queen Mary. They must have the consent of each person on your Student Finance application form.

This consent can be given by calling the appropriate number:

   English, Welsh and NI students:  0845 603 4016
   Scottish students:            0845 111 1711

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After ensuring that all consents are given to the SLC/SAAS allow 5 days for an award notification email response from the QM Bursaries, Grants and Scholarships Office before contacting us on bursaries@qmul.ac.uk.

Q: I have spoken to the SLC and they have confirmed that they have my and my parent’s consent to share information with Queen Mary but I have not received notice of my QM bursary award from Queen Mary. What should I do?
A: If this is your first year of receiving student financial support it may be that Student Finance England have not finalised their assessment of your eligibility for student support. We require this before a bursary award can be made. You should contact them about this: ask them if your assessment has been finalised and if not is there anything you need to do.

Student Finance England and the SLC may tell you that your assessment has been “approved”. This is not the same as “finalised” as it refers only to the SLC payments to you.

Q: Is there a deadline for me to receive a bursary?
A: The final date that we will assess you for a bursary is 31 July at the end of the academic year. It is your responsibility to ensure that we receive all the information we need from the SLC by this date.

Q: Can I use my bursary to pay towards my tuition fees?
A: The bursary is paid in late February and late May. It cannot be paid any sooner, so in almost all cases it would not be feasible to use the bursary for tuition fees.

Q: I have applied for help with NHS costs. Will my bursary affect this?
A: You will need a letter from the Queen Mary Bursaries, Grants and Scholarships office stating how much bursary you are receiving. In most cases the NHS will disregard your bursary, but in the case of a merit bursary the NHS will regard some of the award as income.

Q: Is there any other help or advice I can get if I experience financial difficulties as a student?
A: The Advice and Counselling Service offers a free and confidential service to all Queen Mary students, including those from Barts and The London, Queen Mary's School of Medicine and Dentistry. Their website offers information, advice and support on many of the matters that we can help with: www.welfare.qmul.ac.uk

Eligibility for a bursary
Please check the general eligibility criteria in the on the QM webpages: www.arcs.qmul.ac.uk/bursaries/qmbursaries.html

Q: I have not asked for my household income to be assessed for my student support application but my parents’ income is very low. Can I still receive a bursary?
A: No. You must apply for the income assessed portion of the student financial support. Contact your funding authority for further details.

Q: I have not yet received a Student Finance letter from my student funding authority, how can I find out if I am eligible for a QM bursary?
A: You must wait for the household income assessment to be completed before we can assess you for a QM bursary. If you are having difficulties applying for student financial support contact the Advice and Counselling Service:
Q: I am studying a 2nd undergraduate degree and I am not eligible to receive any student financial support this year. Can I still receive a bursary?
A: No. You must be eligible for UK Government Student Financial Support in order to receive a QM bursary.

Q: I am studying Medicine (or Dentistry) as a 2nd undergraduate degree. Can I still receive a bursary?
A: If you are receiving an income assessed HE maintenance loan then you may be eligible for a QM bursary if you meet the household income eligibility conditions for the bursary.

Q: I am transferring onto the 2nd or 3rd year of a course at Queen Mary. How does this effect my bursary?
A: As long as you are paying the variable tuition fees (£3375 in 2011/12) and you meet all the other eligibility criteria you will be eligible for a QM bursary.

Q: On my course I will receive financial support from the NHS in some years. Will I be eligible for a Queen Mary bursary in those years?
A: No. Normal eligibility for the QM bursary applies only to your non-NHS funded years.

Q: I am an EU national but I am eligible for the maintenance grant (or the special support grant), am I eligible for a QM bursary?
A: Yes.

After a bursary is awarded

Q: My household income assessment has changed during the academic year. Will my bursary change?
A: Any new information we receive from the SLC will cause us to reassess your QM bursary. If this results in a change to your bursary you will be notified by an email to your QM email account. Your bursary could go up or down, or be withdrawn altogether. You will not be asked to repay any bursary payment that you may have received prior to this happening but future payments in the current academic year will be adjusted.

Q: I have received an email from the QM bursaries, grants and scholarships office stating that my bursary has been withdrawn. What should I do?
A: This email will have been automatically generated as a result of new information from the SLC, or some other change to your eligibility. Usually this situation requires you to contact Student Finance England (or SAAS) to clarify some aspect of your student support assessment. When this is resolved you will receive another email informing you of your new bursary award, until then your bursary remains withdrawn. Contact us if you have further questions about this.

Q: If I have to leave my course early, will I still get the bursary?
A: If you are eligible for a QM bursary your award will be recalculated based on your recalculated tuition fee charge. If you have any outstanding fees, these must be paid before we can pay your bursary. Contact us for further information.