



## Further Education Bursaries Appeals Procedure

## 1. Introduction

- 1.1 Newbattle Abbey College should seek to administer the National Bursary policy with the maximum efficiency and accuracy.
- 1.2 The appeals procedure will relate to the calculation of bursary awards and the assessment of an applicant's eligibility for bursary assistance.
- 1.3 The procedure will strive to deal timeously with appeals relating to the administration of the policy.
- 1.4 The procedure will comprise of an internal College appeal.
- 1.5 Appeals which challenge the provisions of the National Bursary Policy and/or the nationally agreed allowances will not be accepted.

## 2. Formal Appeals Procedure

### 2.1 Grounds for Appeal

A student who appeals may use the bursary appeals procedure if he or she:

- (i) has been refused a bursary;  
or
- (ii) believes that there has been a miscalculation of the bursary assessment;  
or
- (iii) is not satisfied with the administration of the bursary.

Appeals will not be accepted after the completion of the course of study to which the bursary relates.

### 2.2 Lodging an Appeal - Internal to the College

Having exhausted all informal means a student who continues to be aggrieved by a decision of the College in relation to his or her own bursary application and wishes to appeal should take the following formal steps:

- (i) Contact the Administration Office for a bursary appeal form (all bursary appeals documentation is attached); and
- (ii) Formally submit form BA/1 to the Administration Manager.

These steps will give the student full scope to state his/her case.

- 2.3 The receipt of this document will be acknowledged within five working days.
- 2.4 In all circumstances the conditions which exist with respect to the award of a bursary at the time of the appeal and the College's original decision shall continue to apply until the entire appeals process has been exhausted.
- 2.5 The Administration Manager who has the responsibility for the operation of the policy within the College shall then call an internal appeals hearing. Normally, an internal appeals hearing shall take place within four working weeks of the formal receipt of the appeals form.

## 2.6 The Appeal Hearing

Each appeal shall be investigated by a College panel which comprises:

- The Depute Principal;
- The Curriculum Manager
- An Administration Assistant

A record of the panel's decision shall be kept by the College. The decision of the panel shall normally be based on consensus.

## 2.7 The Outcome

The student shall be advised of the outcome of the panel's decision by recorded delivery letter, on form BA/2. This document shall indicate the reasons, within the National Bursary Policy, for the decision. Normally this shall be provided within five working days of the decision.

## 2.8 An Appeal Upheld

The College shall make the necessary arrangements to backdate any decision to an appropriate date.

## 2.9 An Appeal Dismissed

If the student withdraws from the course and as a consequence has been overpaid, he/she will have to reimburse the College.

In the event that the student remains dissatisfied with the decision, he/she will have the right to complain to the Scottish Ombudsman under the terms of the Scottish Public Services Ombudsman Act 2002 within a year of the incident to which the complaint refers. The Scottish

Ombudsman can be contacted on 0870 011 5378 or by e-mail at:  
[enquiries@scottishombudsman.or.uk](mailto:enquiries@scottishombudsman.or.uk)

### 3. Transparency of Decision Making

- 3.1 Newbattle Abbey College is aware of the need for transparency of decision making in respect of the National Bursary Policy and associated appeals procedures.
- 3.2 The decisions of the appeal procedures will be minuted. These minutes will be drafted in such a way as to protect the confidentiality of each student.
- 3.3 An appeals decisions will be notified to the Planning & Resource Committee of the Board of Directors.
- 3.4 The College will make copies of these documents available to its auditors for possible scrutiny.

Newbattle Abbey College	POLICY/PROCEDURE
Title: Further Education Bursaries, Appeals Procedure	File ref: Organisational/Financial
Prepared by: Jackie Robertson	No of pages: 7
Approved by: Board	Revision date: Sept 2012
Date approved: 8 Sept 09	Date last modified:

**Form BA/1  
Bursary Appeal Form**

Name:	Date of Birth:
Address:	Telephone Number:
SQA Number: (if known)	Bursary Ref Number: (if known)

Course title/details/mode of attendance:
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I wish to appeal on the grounds of:

- the refusal of a bursary;
- the miscalculation of the bursary award;
- another matter related to the administration of the College's policy.

Please state the reason(s) for your appeal:
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Please list any documents you have included to support your appeal:

The College reserves the right to request original documentation if copies are provided.

I declare that all of the information provided to support this appeal is, to the best of my knowledge, correct and accurate.

Signed:

Date:

For Office Use

Form BA/1 received:

Are documents correct?

Receipt acknowledge:

Yes

No

Attach recorded delivery counterfoil.

**Form BA/2  
Notification of Outcome of Internal Appeal**

Name:  Address:	Date of Birth:
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Following the meeting of the Bursaries Appeal Panel which took place on  
I write to advise you of the outcome of your appeal.

Decision of Panel:
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The Appeal Panel's decision is final.

The deliberations of the Panel have been minuted. Steps have been taken to  
preserve your confidentiality.

I also return the documents listed below which you submitted with form BA/1

Documents attached:
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Signed:  
(Chair, Appeals Panel)

Date: