

Change to messages on full-time student finance application deadlines

We normally actively promote the full-time student finance deadlines. This helps us to manage the processing of student finance applications and scheduling of payments before the start of the academic year.

We are processing applications as normal. However, the online application system has been experiencing occasional pressure. We are therefore now asking customers to apply at less busy times of the day.

In light of this, we will no longer be actively promoting the deadline for AY 2020/21. We ask that you likewise do not make any references to the deadline dates.

Our key messages for full-time students remain the same:

- we are encouraging students to apply as soon as possible to ensure their finances are in place for the new academic year
- the later students apply for their finance, the more likely it is that they may not get all the funding they are entitled to when their first term starts
- the quickest and easiest way for students to apply is through their online account at the [SFW](#) and [SFE](#) online application pages
- if new students are not yet sure of the course they will be doing, they should still apply for finance using the details of the course they are most likely to attend, and if this changes, they can come back and update their finance application
- students should apply as early as they can and send any evidence that we request to support their application as soon as possible
- they'll need their National Insurance number and in-date UK passport details, as well as their bank account details

Please continue to reflect these key messages in your advice and publicity to new AY 2020/21 students.

HEP Services