



Student Support Quick Guide: A student needs help with finances

Students experiencing money worries could have difficulties in concentrating on their day-to-day activities and making the most of their time at university. Students or applicants may come to you because they do not know who to speak to about a difficulty they are having in relation to their student loans, fees, bursaries and scholarships, or they may have a query about their entitlement to such support. Look out for signs of worry, a drop in performance, missed academic commitments, or even talk of leaving University as possible clues that a student is struggling financially.

There are 3 main types of financial queries students may need support with:

1. **Fees:** Tuition fees queries
2. **Student Finance:** Funding provided through the Government of the student's home nation, e.g. SAAS, Student Finance England, Student Finance Wales, Student Finance Northern Ireland.
3. **Student Funding:** Additional support available through the university, e.g. budgeting advice/ university managed funds, etc.

What should you do?

If a student or applicant is seeking general information about tuition fees, please refer them to:

- [MyNapier – Making Payments](#)

Students who have difficulty paying tuition fees should contact fees@napier.ac.uk

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If a student needs student finance specialist advice about their student loan, bursary and government support for fees and living costs please refer them to:

- [MyNapier – Government Funding](#)

If a student is struggling financially and needs extra help with their finances please refer them to:

- [MyNapier – Money](#)
- [MyNapier - Scholarships and Bursaries](#)

Be wary about offering students the benefit of your own experience as the rules and regulations relating to loans, fees and other forms of funding change regularly. Offering out-of-date advice to a student could create difficulties for the student and the University.

If in doubt, refer the student on to Student Funding for specialist advice.


Email: Studentfunding@napier.ac.uk

Phone: 0131 455 2944

What happens next?

The University's Student Funding team can advise on a wide range of issues and, in some circumstances, subject to students meeting the eligibility criteria, the university is able to provide financial support to students. They can also help students set a realistic budget, advise on how to address unmanageable debt and, if appropriate, refer students to other agencies.

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For further information or to provide feedback about this Quick Guide, please [contact dlte@napier.ac.uk](mailto:contact_dlte@napier.ac.uk)

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