

A guide to Applying for Compelling Personal Reasons (CPR) 2024-25



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Student Funding Team

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Drop-in opening times:

10am – 4.00pm Monday to Thursday

10am – 3.30pm Friday

Last Updated: June 2024

Next Review: June 2025

What are compelling personal reasons?

Students sometimes suspend their studies, withdraw, change course, or repeat a year because of medical or personal reasons. These reasons must be extenuating and beyond their control. Student Finance call these Compelling Personal Reasons (CPR).

Compelling personal reasons could be:

- Bereavement
- Depression / mental health
- Health issues
- Family Crisis
- Caring responsibilities

Note This list is **not** exhaustive.

Student Finance will review each CPR application on an individual basis.

Not liking your course, transferring to another course or academic failure

does not count as CPR.

This is a complex issue and, therefore, it is very important to contact the Student Funding Team via the Hub, for advice as soon as possible.

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How will claiming CPR help me?

- It reduces any overpayment of maintenance loan you may have received.
- Opportunity to gain that year's tuition fee loan entitlement back.
- Reduces the risk of needing to self-fund your studies.

Loan Overpayment

Student Finance will continue to pay your loan payments until they have been **officially** told the **DATE** of your suspension/withdrawal by the university. Therefore, you need to log into your Gateway Portal to complete your suspension online form to let the university know. You can also contact Student Finance directly to advise of your suspension if you wish.

If you suspend from your studies early, due to reasons beyond your control, make sure your online suspension form states the reason as **'Health'**. This will trigger Student Finance England (SFE) to automatically extend your maintenance loan for up to 60 calendar days after the date of suspension. This also leaves the door open to apply for CPR in the future.

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Overpayments must either be, repaid straight away; repaid by arranged payment plan; or deducted from your next student finance payment, if returning to study.

Funding entitlement & additional year (aka 'gift' year)

Student Finance England offers support for the length of your course, plus one additional year if required, minus any years of previous study at university. Previous study is considered even if you did not receive funding for it or the study was undertaken overseas.

Tuition Fee Loan (TFL) is normally calculated as:

- **Length of current course + one year – number of previous study years**

Even if you only attended your course for a short time* this still counts as one year of entitlement.

***Note:** if attendance is 14 days or less from course start date, **in your first year ONLY** – this is known as a 'cooling off period' and, therefore, you are not liable for tuition fees.

Examples:

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Example 1

Devon is taking a 4-year BA (Hons) Criminology with a foundation year. They have no previous study.

Their tuition fee entitlement is 5 years. **(4 + 1) = 5**

1. 2018/19 – Yr. 0 – Fails.
2. 2019/20 – Yr. 0 – Repeat and Pass.
3. 2020/21 – Yr. 1 – Pass.
4. 2021/22 – Yr. 2 – Pass.
5. 2022/23 – Yr. 3 – Fails - bereavement.
6. 2023/24 – Yr. 3 – Repeat

They have used their 5-year entitlement and will now need CPR for the retake of Year 3 in 2023/24.

Example 2

Tom is doing a 3-year BA (Hons) Fine Art course at Solent, and he has no previous study.

He has 4 years of tuition fee entitlement. **(3 + 1) = 4**

1. 2019/20 – Yr. 1 – Pass.
2. 2020/21 – Yr. 2 – Fails due to health reasons.
3. 2021/22 – Yr. 2 – Repeat and Pass.

4. 2022/23 – Yr. 3 – Pass.

Tom has used his additional ('gift') year to complete his degree. Even though he failed Yr. 2 due to compelling personal reasons he didn't need to apply for that year of funding back, as he completed the degree using his 4-year entitlement.

Example 3

Naifin is also starting 3-year BA (Hons) Psychology at Solent but has one year of previous study at another university.

Her original 4 years of tuition fee entitlement is now minus one year due to previous study. $(3 + 1) = 4 - 1 = 3$

1. 2018/19 - Year 1 – Bournemouth Uni – Fails due to health reasons.
2. 2020/21 - Year 1 – Solent - Pass.
3. 2021/22 - Year 2 – Solent - Pass.
4. 2022/23 - Year 3 – Solent – Fail.
5. 2023/24 – Year 3 – Repeating Year 3.

Naifin has used up her funding entitlement and will need to claim CPR to fund tuition fees for 23/24 on medical grounds from 2018/2019. If her case for CPR is unsuccessful due to lack of 3rd party evidence, then Naifin will have to self-fund her tuition fees for this repeat year.

If you provide evidence of your compelling personal reasons such as a letter from your doctor / therapist / solicitor etc, and your claim is accepted as a reason for not completing the year successfully, Student Finance will extend your funding i.e., give you another 'gift' year. This discretion can be applied each time you are unable to complete a year due to your compelling personal reasons.

Example:

- Student suspends during Year 2 of a 3 Year course due to bereavement. Eligibility is 3+1 (gift year) = 4,
- minus 2 years previous study (Year 1 & Year 2) = 2 years of funding remaining.
- Successful CPR case means **PLUS 1 CPR year** = 3 Years of funding remaining.

IMPORTANT – SEEK ADVICE

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Contact the Student Funding Team to discuss your individual circumstances.

Student.funding@solent.ac.uk / [Phone Appointment](#) /

Come to the **Funding Drop In** based in the Student Hub in The Spark.

How do I claim CPR?

To apply for CPR, you will need evidence in support of your application. This must be from a **professional** person aware of your circumstances. Depending on the circumstances, supporting evidence may include:

- Medical evidence from GP / therapist
- Evidence from social services
- Evidence from support agencies
- Evidence from Solent university e.g., Therapy and Mental Health Team if applicable.

All supporting evidence must clearly show that:

- your compelling personal reasons had an adverse effect on your studies, and
- that they significantly affected your studies during the year in question.

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Evidence must be on letterheaded paper where possible and it should be signed and dated.

Student Funding will provide you with a Professional Template letter to use.

It is crucial you provide this supporting evidence, or your case could be rejected.

Your covering letter to SFE

You also need to write a cover letter as part of your evidence. This should include your address, Student Finance Customer Reference Number (essential), Student Finance England address, your date of birth, date the letter and sign it manually.

You will need to include in your statement:

- Periods of illness, symptoms, how it affected your study, and what treatments are in place,
- Hospitals, counselling etc.
- Bereavement circumstances, evidence may include death certificate.
- And other exceptional circumstances.

Student Funding will provide you with a Student Template letter to use.

Where do I send my evidence?

You need to upload your documents via your online SFE account, under the section - **Upload supporting evidence** [here](#)

If posting your CPR evidence, we advise you to:

- Keep photocopies of all original documents.
- Send all evidence and letters by 'special delivery'.
- Make sure you pay the correct postage, or they may not receive it.
- Post it to this address: -

Student Finance England

PO Box 210

Darlington

DL1 9HJ

You can also check the website [here](#) or Call: **0300 100 0607**

Get support with your CPR application – Contact Student Funding

student.funding@solent.ac.uk

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Please note that different rules apply if you are not receiving funding from Student Finance England (SFE). Visit the following websites for further information:

Scotland (SAAS) [here](#) or Call 0300 555 0505

Student Finance Wales (SFW) [here](#) or Call 0300 200 4050

Student Finance N. Ireland (SFNI) [here](#) or Call 0300 100 0077

Other Leaflets that may be applicable to you are:

1. Suspending, Leaving, Changing or Repeating your course.
2. Discretionary Funding

Please note that the information in this guide is intended for Students applying for finance through the Student Finance England system, if you have applied for funding through the Welsh, Irish, Scottish or EU systems the regulations may differ. We have made every effort to ensure that the information contained in this leaflet is accurate. However, we cannot be held responsible for any omissions or errors.