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 Compelling Personal Reasons (CPR) - Advisor Guide

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Question

What information is available regarding Compelling Personal Reasons (CPR)?

Answer

If a student has to repeat a year of study, or had to suspend/withdraw from their course, we would use their [Previous Study \(https://kbr-slc.kb.net/Article/Index/12/2?id=4052&fromwidget=false&searchid=18406651&isSearch=true\)](https://kbr-slc.kb.net/Article/Index/12/2?id=4052&fromwidget=false&searchid=18406651&isSearch=true) to calculate their future entitlement to funding.

The student may want us to consider their extenuating circumstances when making this calculation, also known as their Compelling Personal Reasons (CPR). More information is available in the sections below.

Note: The student would not be entitled to CPR support for repeating any years that were NHS.

► [Reasons for CPR\(\)](#)

There are many different reasons as to why a student may have had their study affected;

- Illness
- Bereavement
- Family crisis
- Pregnancy
- Unavoidable caring responsibility
- Closure of students HEP, only if student doesn't have enough standard entitlement remaining to complete their new course

The above list is not exhaustive, as the reasons for CPR will depend on the students own circumstances. All CPR claims are unique and will be granted on their own merit.

See eligibility for further information on how this would be applied for students repeating on the same course or for students who failed to complete a previous course.

► [Eligibility\(\)](#)

A student can be awarded an extra year of tuition fee support (applied to the next available academic year) if they are able to send in evidence of CPR.

CPR - Repeating on Same Course

In order to award CPR the student must have been eligible for tuition fees for the academic year they claim CPR for, for an example see below;

- 2015/16 - Year 1
- 2016/17 - Year 1 - Additional year used so okay for fees
- 2017/18 - Year 1 - Fees blocked due to second repeat
- 2018/19 - Year 1 - Can't get CPR for 2017/18 as fees were blocked due to second repeat

CPR - Failed to Complete Previous Course

If the student failed to complete their previous course they can still apply for CPR even if the tuition fees were blocked. They would be eligible for one extra year support only, for an example see below;

- 2015/16 - Year 1 (first course)
- 2016/17 - Year 1 (first course)
- 2017/18 - Year 1 (first course) - Fees blocked due to second repeat
- 2018/19 - Year 1 (second course) - Can get CPR for 2017/18 as failed to complete previous course

Please note, for **Student Finance Wales** (SFW), any CPR will be awarded to the final years of the course.

In addition to this **SFW** students can only apply for CPR if due to Compelling Personal Reasons they failed to complete their **most recent** previous course.

Note - CPR can be awarded for a year that has had support left in place under the '[see error \(/Article/Index/12/2?id=3884\)\)](#)' regulation

CPR awarded for repeat years

If we awarding CPR for repeating (e.g. 15/16AY) it would need to be applied to the repeat year, which would be 16/17, regardless if it was currently blocked or not.

CPR for abandoning previous course

it would be applied to the first academic year of the student next course, for example 17/18AY, which would be 18/19AY. This would be the case if the next available year was blocked or not.

We would not apply CPR to the next available blocked year. This would have no bearing on where it is applied.

CPR from self-funded study

Time spent on a self-funded course is classed as previous study therefore, CPR can also be considered where a student is applying for further funding. To be eligible to apply for CPR the student must be repeating study or have failed to complete their previous self funded course, as detailed above.

CPR cannot be considered for self-funded previous study spent at an Approved institution.

CPR due to closure of students HEP

Where a student has not completed their previous course due to the closure of their HEP they may be eligible for additional funding if they transfer to a new provider and do not have enough standard entitlement to complete their new course.

CPR from overseas study

We will consider CPR from Higher Education study from a publicly funded HEP overseas (including EU) or a HE course where they were supported by public funds overseas as a previous course in accordance with our regulations. Therefore, as we consider it as a previous course we will also apply the regulations for CPR too.

There may be difficulty in determining repeat study for CPR sometimes, as courses overseas may not run the same as in the UK, although not impossible but we should have little issue determining if a student failed to complete a course and then whether or not that failure was due to CPR. We should be able to get evidence that they did not complete a course and when this failure took place, then we will be able to match up the dates with evidence that we received for the CPR.

We will also expect to see the same type of evidence to prove CPR as we would with UK based previous study (e.g. evidence from a GP regarding a medical condition).

► Postgraduate Loans (PGL),()

PG Masters

Access to a second PG Master's loan may be available where the student did not complete their first course due to compelling personal reasons (CPR). If the student is awarded funding for CPR, they will be entitled to another amount up to £10,906 for the new course.

Repeat PG Master's funding due to CPR may be awarded one time only per student

Academic performance alone will not constitute a compelling personal reason, although SFE will consider each case individually. Note that there is not a definitive list of reasons that can be deemed 'compelling personal reasons'. The student must provide evidence to support a claim that withdrawal from a previous course was for compelling personal reasons, such as medical evidence or evidence of a personal or family crisis.

Note that repeat funding is not available for a repeat year or part year of a course that the student is currently undertaking.

Postgraduate Doctoral

Access to a second PG Doctoral may be available where the student did not complete their first course due to compelling personal reasons (CPR). If the student is awarded funding due to a CPR, they will receive a full new entitlement up to £25,700 for the new course(the student's new course must be a full Doctoral course, and not a partial Doctoral course where the student is utilising previous study to bypass any integral elements of the course).

Repeat PG Doctoral funding due to CPR may be awarded one time only per student.

Academic performance alone will not constitute a compelling personal reason, although SLC will consider each case individually. Note that there is not a definitive list of reasons that can be deemed 'compelling personal reasons'. The student must provide evidence to support a claim that withdrawal from a previous course was due to a CPR, such as medical evidence or evidence of a personal family crisis.

Note that repeat funding is not available for a repeat year or part year of a course that the student is currently undertaking.

► Evidence ,()

The student needs to send a letter to their Award Authority ([SFE /SFW / SFNI \(https://kbr-slc.kb.net/Article/Index/12/2?id=2598&fromwidget=false&searchid=18395284&isSearch=true\)\)](#)) detailing their CPR along with any evidence of their mitigating circumstances.

Where applicable, we recommend evidence;

- Is signed and dated

- Confirms the reason why the student could not continue with their studies and
- When this took place

We can accept photocopies of the following;

- Medical evidence from a GP on headed paper
- Letter from HEP on headed paper
- Letter from Social Services on headed paper
- Letter from clergy or professional person on headed paper
- Death Certificate and/or
- A Birth Certificate

The above list is not exhaustive and any evidence that can support the students claim should be sent to us for consideration.

In some circumstances one piece of evidence may not be sufficient, therefore we would recommend that the student sends as much as possible. The student is usually contacted by phone to request further evidence, but this could also be done via email.

The student may submit evidence to be considered for CPR when they leave their course and will be reviewed by an assessor. If the evidence is acceptable, the student will be contacted to confirm their first year of study on their new course will be funded and this will be processed when they reapply.

CPR due to closure of students HEP

Students should send us a letter to advise that they are applying for CPR due to the closure of their previous HEP.* Additional evidence should not be requested as it unlikely the student can get this from the previous HEP.

*Previous Greenwich School of Management (GSM) students may not need to send in a letter to apply for CPR. As long as assessors can clearly see that the student previously studied with GSM, CPR can be awarded where necessary for the new application.

The student can receive an additional year of funding if CPR is awarded. If CPR has been awarded for one year and this does not give the student sufficient entitlement to finish their course you should refer the account to CORE Senior Assessors using 'CPR Review for De-designation' as the sub category via [SARA \(https://kbr-slc.kb.net/Article/Index/12/2?id=4608&fromwidget=false&searchid=30036288&isSearch=true\)](https://kbr-slc.kb.net/Article/Index/12/2?id=4608&fromwidget=false&searchid=30036288&isSearch=true).

The address for each award authority can be found on [Article 2598 \(https://kbr-slc.kb.net/Article/Index/12/2?id=2598&fromwidget=false&searchid=18395284&isSearch=true\)](https://kbr-slc.kb.net/Article/Index/12/2?id=2598&fromwidget=false&searchid=18395284&isSearch=true).

► **Timescales ()**

CPR letters will be worked in line with the 'Core: Financial Post' workflow (the workflow spreadsheet can be accessed via [Article 4364 \(https://kbr-slc.kb.net/Article/Index/12/2?id=4364&fromwidget=false&searchid=18406815&isSearch=true\)](https://kbr-slc.kb.net/Article/Index/12/2?id=4364&fromwidget=false&searchid=18406815&isSearch=true)).

However as CPR requests will differ from case to case, we cannot guarantee that it will be processed on this date.

GFD's on Account

Core assessors are unable to review CPR evidence for GFD accounts. If this evidence is reviewed by Core in the first instance they will pass it over to:

GFD Team: Loose

When Core pass the evidence over to the GFD team it will be placed in the queue from the original date the evidence was received and not the date it is passed over to the GFD team.

You should refer to the workflow spreadsheet for current timescales which can be accessed via [Article 4364 \(https://kbr-slc.kb.net/Article/Index/12/2?id=4364&fromwidget=false&searchid=18406815&isSearch=true\)](https://kbr-slc.kb.net/Article/Index/12/2?id=4364&fromwidget=false&searchid=18406815&isSearch=true).

PGL

Before we are able to process the CPR evidence for the student we need a withdrawal from the HEP.

The timescale to process CPR letters for PGL students will depend on how we receive the CPR evidence.

If it is submitted with a paper application we will process it in the same timescale as applications.

Please see [Article 4634 \(https://kbr-slc.kb.net/Article/Index/12/2?id=4634&fromwidget=false&searchid=19910197&isSearch=true\)](https://kbr-slc.kb.net/Article/Index/12/2?id=4634&fromwidget=false&searchid=19910197&isSearch=true), for further information on workflows.

If the CPR evidence is submitted on its own, it will be picked up in the queue:

PRE - ASSESSMENT: PGL Docs without ID.

► **Claim Limits ()**

There are no limits to the amount of times CPR can be considered*. However, CPR can only be applied once per academic year. Students can make multiple CPR claims as long as they relate to different academic years. For example the student fails to complete their 2015/16AY they can claim CPR once for that year however they are unable to claim CPR again for that same year. They can, however, send in further evidence of CPR to support another AY at the same time.

*This is **not** the case for PGL customers. According to regulations repeat PGL masters funding to CPR may be awarded one time only per student. Any CPR awarded will be applied to;

- SFE - the next available academic year of the students course
- SFW - the final year of the students course.

Note - There are no timescales for submitting CPR claim.

► **Entitlement().**

If the student has left their course due to CPR, we may be able to award a further year of support. The support available will depend on their [Previous Study](https://kbr-slc.kb.net/Article/Index/12/2?id=4052&fromwidet=false&searchid=18406651&isSearch=true) (<https://kbr-slc.kb.net/Article/Index/12/2?id=4052&fromwidet=false&searchid=18406651&isSearch=true>), and CPR. Please note, the students entitlement will depend on their previous eligibility e.g. if the student was ineligible to receive Tuition Fee support in the previous year, this will also apply in the year where the CPR is being applied.

Previous Study Calculation

OD (Ordinary duration of Course) + 1 (extra year given) - PC (Any years spent on a Previous Course) = SE (Standard Entitlement- years of full support remaining)

Please see examples shown below:

(A) A student wants to start the 1st year of a 3 year course in 2017/2018 AY but has previous study as shown below:

2010/2011 - Year 1 of 3 year English Degree- Completed

2011/2012 - Year 2 of 3 year English Degree- Withdrew to ill health

The student has provided acceptable CPR evidence for 2011/12 AY which is then applied to 2017/18 AY. The previous study calculation then becomes **3+1-1=3 years**. The additional year of funding due to CPR is applied to 2017/18 AY and support can therefore be unblocked. For any future calculations 2017/18 AY is no longer considered as a year of previous study.

(B) A student would like to start the 1st Year of a 3 Year German & French Course in 2017/18 AY but has previous study:

2011/2012 - Year 1 of English Degree - Completed

2012/2013 - Year 2 of English Degree - Completed

2013/2014 - Year 3 of English Degree - Withdrawn as student did not like the tutor

We will use the calculation: **3 + 1 - 3 = 1 year** remaining for full funding as student attended for 3 academic years and withdrawal was not due to compelling personal reasons.

► **Part-Time Students ().**

There is no current provision to award CPR to part-time students. This is because part-time courses have a set time limit for completion (i.e. a 3 year degree studied at 50% intensity would take 6 years to complete). If the student will take longer than this to complete their course then they will no longer meet the criteria for funding (regardless of their circumstances).

If possible, a student may change the intensity of their course (i.e. from 25% to 50%) to make sure that the course can be completed in the timescales provided.

► **Exit Qualification ().**

Students who were studying a degree course, who then left the course and achieved an Exit Qualification (Dip HE, Cert HE, HNC, HND or Foundation Degree), may be eligible for CPR for the year in which the qualification was attained.

However, students who study a preliminary course, for example, a Higher National Diploma (HND) or Foundation Degree and fail to complete a course whilst receiving an exit award, will be assessed under our Top-Up regulations. As a result, CPR cannot be considered in these circumstances.

► **Previous Loans ().**

If we award CPR to the student, they will still be liable for the loans taken during the year(s) of study affected.

CPR does not write off loans, only allows additional years of funding.

► **Advanced Learner Loans Timescales ().**

CPR for advanced learner loans follow the same guidelines as above.

The CPR evidence will fall under the 'Pre Assessment:AdvLL Docs without ID' workflow.

► **Scanned under DSA ().**

If you come across CPR evidence which has been scanned under DSA (meaning advisors are unable to view this), please email one of the DSA Team Leaders, who will send the required information back. TL's who can assist are:-

[\[REDACTED\] \(mailto:\[REDACTED\]@slc\)](mailto: [REDACTED]@slc)

[REDACTED] (mailto:[REDACTED]@SLC)
[REDACTED] (mailto:[REDACTED]@SLC)
[REDACTED] (mailto:[REDACTED]@SLC)
[REDACTED] (mailto:[REDACTED]@SLC)
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[REDACTED] (mailto:[REDACTED]@SLC)
[REDACTED] (mailto:[REDACTED]@SLC)

This only applies where there is DSA evidence on Taskspace, when we believe that this is actually in relation to a core assessment.

Additional Information

Internal Article Only

Thank you for your feedback