

**Advice Centre Categories 2020/2021**

<b>A. Academic</b>	<b>F. Funding</b>
1. Academic Appeal	1. SFE Maintenance Loan
2. Suspension of Studies	2. SFE Tuition Fee Loan
3. Transfer of Course/University	3. Part Time Funding
4. Academic Complaint – informal	4. SFE EU Funding
5. Academic Complaint – formal	5. Postgraduate/Doctoral Loan
6. Academic Misconduct	6. Other SFE Funding (ADG/PLA/CCG/DSA)
7. Academic Misconduct Appeal	7. Estrangement/Independent Status
8. Withdrawal from Study	8. Compelling Personal Reasons
9. Termination of Study	9. Student Finance Problems
10. Mitigating Circumstances	10. Use of Phone/Calls to SFE
11. Extension Request	11. NHS Bursaries
12. Informal Resolution Outcome	12. Social Work Funding
13. Repeat Year	13. Teacher Training Funding
14. Resits/Progression	14. International/EU Student Funding (Non-SFE)
15. Quality/Course Problems/Support	15. University Bursary/Scholarship
16. Academic Meeting Attendance	16. Funding Achieved
17. HYMS Formal Appeal	17. Hardship Support Fund
18. Academic Support Tutor Issues	18. Hardship Support Fund Appeals
19. Other	19. Emergency Loan (Hardship)
<b>B. Benefits</b>	20. Hardship Support Summer Fund
1. General Overview	21. Discretionary Funding/Humber Grant
2. Child Benefit/Child Tax Credits	22. Trust/Charity Funding
3. Housing Benefit	23. Food Vouchers
4. Disability/Sickness Benefit (DLA/ESA/PIP)	24. Hardship Packs
5. Universal Credit	25. Other
6. JSA/Income Support/Working Tax Credit	<b>G. General</b>
7. Council Tax Reduction	1. Personal/Health Related
8. Health Benefits (HC1 Form)	2. Immigration/Visa issues
9. Over Payments of Benefits	3. Relationships/Family
10. Appeals/Tribunal Advice	4. Bereavement
11. Other	5. Mental Health Issues
	6. Homesickness
	7. Covid related
<b>C. Consumer</b>	<b>H. Housing: P=Private U=University H=HUU Homes</b>
1. Goods/Service	1. House Hunting
2. Repairs to Goods	2. Contract Check
3. Consumer Contracts	3. Contract Release
4. Banks/Building Societies	4. Deposits
5. Utilities	5. Repairs
6. Insurance	6. Housemate Problems
7. Credit/Finance	7. Eviction
8. Other	8. Council Tax Exemption
<b>D. Debt</b>	9. Landlord Problems
1. General Hardship	10. Problems Paying Rent
2. University Debt	11. Halls (University)
3. Credit Debt	12. Other
4. Signpost to Debt Agency	
5. Priority Debt	
6. Other	
<b>E. Employment</b>	<b>L. Legal</b>
1. Tax and National Insurance Contributions	1. Solicitor
2. Wages Disputes	2. Small claims
3. Contract Issues	3. Crime
4. Workplace Discrimination	4. Hate Crime
5. Constructive Dismissal/Dismissal.	5. Fines
6. Employment Tribunals	6. Other
7. Other	
	<b>U. University</b>
	1. University Signposting
	2. External Signposting
	3. University Complaint (Non-Academic)
	4. Student Union Complaint
	5. University Discipline/Misconduct
	6. Student Union Discipline
	7. Prospective Student
	8. Registration Problems
	9. Other

