



**Undergraduate and Postgraduate Scholarships
Terms and Conditions 2024/25**

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This document summarises the terms and conditions for undergraduate and postgraduate scholarships to students who are joining Royal Holloway for the 2024/25 academic year.

1. Scope

This document outlines the terms and conditions of University scholarships (i.e. scholarships funded by Royal Holloway), donor-funded scholarships, externally-funded scholarships and University scholarships originating with gifts or endowments from individuals/trustees for undergraduate/postgraduate students, which are referred to in this document as 'Scholarships' (listed in appendix). Note that students in receipt of externally-funded scholarships or University scholarships originating with gifts or endowments from individuals/trustees, are bound by the specific terms and conditions of those scholarships in precedence to the general terms and conditions set out here.

2. Eligibility

A scholar must:

1. Anticipate meeting all the conditions associated with their offer in time to enrol at Royal Holloway for the 2024/25 academic year.
2. Be registering as a new first year student when applying for an undergraduate degree/postgraduate degree, unless otherwise stated in the terms of conditions of an individual award.
3. Not be in receipt of more than one Royal Holloway scholarship, unless it is specifically stated in the terms and conditions of the individual awards on the Royal Holloway [undergraduate](#) / [postgraduate](#) scholarships webpages that two specific scholarships can be held at the same time by the same person. A scholar will be able to hold a Royal Holloway scholarship along with an external award only if the value of both awards combined does not exceed the recipient's tuition-fee liability. This clause only applies to scholarships that are offered as tuition fees reductions and does not relate to any cash awards. Where an applicant has been shortlisted for more than one scholarship, and it is not stated on the webpages that more than one award can be held, the applicant will be selected for the scholarship of the highest monetary value.
4. Meet the eligibility criteria set for an individual award stated on the Royal Holloway [undergraduate](#) / [postgraduate](#) scholarships webpages.

3. Agreement

1. In accepting a Royal Holloway scholarship, scholars are agreeing to the scholarships terms and conditions that are set out in this document as well as any scholarship-specific terms and conditions set out in the award letter; scholars are advised to keep a copy of these terms and conditions and the award letter for their records.
2. Undergraduate applicants must accept Royal Holloway as their firm choice through UCAS and send us a completed acceptance form by the deadline stipulated on their award letter. If the above conditions are not met within the required deadline, the offer of a scholarship shall be treated as withdrawn.
3. Postgraduate applicants must accept their offer to study at Royal Holloway on the applicant portal and pay the tuition fee deposit (except for MSc Social Work applicants who are exempt from paying the tuition fee deposit), and send us a completed acceptance form by the deadline stipulated on their award letter. If the above conditions are not met within the required deadline, the offer of a scholarship shall be treated as withdrawn.

4. Payment

Payment and/or distribution of scholarships may vary by scholarship and details are provided in the Royal Holloway [undergraduate](#) / [postgraduate](#) scholarships webpages for each individual award. Payment and/or distribution details are also included and confirmed in the formal scholarship offer for central scholarships along with the duration of the award.

1. Cash awards

All cash awards are paid by BACS into a UK bank account only. It is the responsibility of the student to ensure that they provide up-to-date bank details to Royal Holloway in sufficient time for the payments to be made. Students are responsible for maintaining their bank details in Campus Connect.

The account must be held either solely or jointly in the name of the registered Royal Holloway student. Payments cannot be made into the account of another person.

Cash awards that are paid in instalments will be paid at the end of each term, subject to the student continuing to meet any progression criteria and remaining registered with Royal Holloway.

2. Tuition fee reduction

Any tuition fee reductions will be applied automatically by Royal Holloway at the point of enrolment.

If a scholarship is available as a tuition fee reduction over the first three years of undergraduate study at Royal Holloway and a student spends a year abroad or on an industrial placement, the tuition fee reduction will be applied in year 4 instead of year 3. For students on a four-year

course with no industrial placement or a five-year course with an industrial placement, the scholarship will be applied in the first three years of the degree course only.

3. Conditions of payment for scholarships

All payments, discounts and fee reductions will only be made providing:

- a. The student is enrolled at Royal Holloway on a full-time undergraduate or postgraduate degree course at the time of the payment, unless specifically stated for an individual award that a student may study part-time.
- b. The student has successfully progressed to the next level of study if the duration of the course is longer than one year, and has met any award specific requirements.

5. Tuition fee discounts

Royal Holloway offers a number of automatic tuition fee discounts, including the [alumni discount for Royal Holloway graduates](#). Such discounts are **not** available in conjunction with any scholarship which offers a full tuition fee reduction (including those with an additional cash award) or with CPD courses.

Where a discount is applicable:

- The discount is made on the fee amount payable following any other reductions, i.e., a scholarship or Royal Holloway International Postgraduate Early Payment Discount
- The discount is available on the tuition fees for the first year of study only, whether full or part-time.
- If the discount is determined by a percentage (e.g. alumni discount), it will applied to the fee amount payable following any other fixed amount reductions, i.e. a scholarship or Royal Holloway International Postgraduate Early Payment Discount.

6. Application and Allocation of scholarships

1. Scholarship applicants must meet all the eligibility criteria set for an individual award stated on the Royal Holloway [undergraduate](#) / [postgraduate](#) scholarships webpages.
2. Scholarship applicants must submit a complete scholarship application form, including all the required documents listed on the scholarship's webpage, by the deadline specified on the Royal Holloway scholarships webpage for that particular award. Incomplete applications or applications that do not provide all the required documents, as specified for each individual scholarship in the Royal Holloway scholarships webpages, will be rejected.

3. Scholarship applications will be scored according to their criteria with points for achieved/predicted grades (for achievement-based scholarships) and points for the strength of the scholarship application statement.
4. Scholarships are awarded for a set period of study as stated in the award communication and cannot normally be extended beyond this date.
5. Applications achieving the highest points will be shortlisted for the scholarship.
6. Applications that exceed the word count for the scholarship statement, as specified for each individual scholarship in the Royal Holloway scholarships webpages, will be rejected.
7. Students in receipt of a contextual offer will be awarded a score for their achievement grades equivalent to the corresponding achieved/predicted grade for a student without a contextual offer.
8. For donor funded scholarships, Royal Holloway will assess applications in accordance with any criteria specific to the donor's award. The scholarship statement, or part of it, that is written as part of the scholarship application, may be shared with the donors following acceptance of the scholarship.

7. Responsibilities of the Scholar

In addition to complying with any terms and conditions attached to their scholarships as set out in the award letter:

1. Scholars may be asked to participate in occasional promotional activities and to be interviewed, photographed and/or filmed for promotional purposes and prior consent of the scholars will be requested for this. This could include being featured on the Royal Holloway website and/or on social media. In these circumstances no additional payments will be made by Royal Holloway to the scholars.
2. Scholars may be asked to produce a 'Student profile' to be featured on Royal Holloway's marketing materials.
3. Scholars in receipt of donor-funded scholarships will be expected to write a letter of thanks to the donor and provide periodical summaries of their experiences and future hopes. They may be asked to meet the donor on at least one occasion during each academic year. They will also be asked to agree that Royal Holloway can share their final classification with the donor.

8. Withdrawal of a scholarship

1. Scholarships are awarded based on the information provided by the student. Royal Holloway reserves the right to withdraw a scholarship from any scholar who is found to have misled Royal Holloway about any aspect of their eligibility and to seek repayment of any monies already paid.
2. If a student changes course or mode of study, their continuing eligibility for a scholarship will be reviewed and the scholarship may be withdrawn. The Scholarships team should be notified of any change in course by emailing RHPS@royalholloway.ac.uk so that eligibility criteria can be checked.

3. Where disciplinary action is taken against a student under the Student Conduct Regulations or Regulations on Academic Misconduct, the University reserves the right to withdraw the scholarship completely if the outcome of the process is the termination of the registration.
4. The offer of a scholarship will normally lapse should the student fail to enrol in the year for which the scholarship is first intended, or if a student suspends, withdraws, defers or interrupts their studies. Entitlement to all future payments will also cease.
5. If a student withdraws, interrupts or is terminated from their course, Royal Holloway reserves the right to seek repayment of any parts of awards already made. In this event, a pro-rata calculation will be made of the amount owed to Royal Holloway. This includes tuition fee reductions, accommodation fee reductions and/or any cash payments received. Entitlement to all future payments will also cease.
6. The offer of a scholarship will be withdrawn if a student does not successfully progress to the next year of study at any point, if the duration of the scholarship is longer than one year.
7. Scholars must normally be registered as full-time students at Royal Holloway. Should the status of the scholar's registration change for any reason, Royal Holloway reserves the right to reassess whether the scholar is eligible for the scholarship. A change of this nature may result in the scholarship being withdrawn and the scholar being required to repay some or all of the scholarship to Royal Holloway, or the value of the scholarship may be readjusted.
8. For scholarships where fee status is explicitly included within the eligibility criteria for an award, should the fee status of the scholar change for any reason whilst holding this scholarship, which results in the scholar no longer meeting the fee status eligibility criterion, Royal Holloway reserves the right to withdraw the scholarship and, if determined to be appropriate, require the scholarship to be repaid either in part or in full.
9. If information comes to light subsequent to the scholarship being awarded and which should have been included on the application form, which renders the scholar ineligible for the specific scholarship, the scholarship would be withdrawn and, if determined to be appropriate, required to be repaid either in part or in full.
10. Students must achieve the specified academic criteria of the scholarship, or the minimum grades stated in their offer letter, to receive the scholarship. If a student is offered a scholarship but does not meet either of these academic criteria, then the scholarship offer will be withdrawn. This applies even if the student is still offered a place to study at Royal Holloway. In this situation, the scholarship will be awarded to the next eligible student.

9. Complaints and appeals process

1. Royal Holloway is committed to a fair process in the allocation of its scholarships. It needs to be recognised that academic scholarships are highly competitive and that lack of success may be due to the level of competition rather than any specific weakness of the applicant and consequently it may not be possible to provide scholarship candidates with feedback if their application is unsuccessful.
2. The decision of the scholarship selection committee is final and scholarship applicants have no right of appeal against the decision not to offer a scholarship. There is no right of appeal if the offer of a scholarship is withdrawn as a result of a failure to comply with any of the terms and conditions set out above, the terms set out in the webpages for the individual award or the terms set out in the award letter.

3. Should a prospective student to Royal Holloway who has applied for a Royal Holloway scholarship wish to lodge a complaint about the scholarship application process, the complaint should be sent in writing to the Deputy Director of Admissions and Applicant Services who can be contacted via the following email address: RHPS@royalholloway.ac.uk. The Deputy Director of Admissions and Applicant Services will investigate the matter and will provide a response within 10 working days of receiving the written request.
4. Should a prospective student to Royal Holloway who has applied for a departmental scholarship wish to lodge a complaint about the scholarship application process, the complaint should be sent to the relevant department.
5. If the scholarship applicant is still dissatisfied after receiving a response from the Deputy Director of Admissions and Applicant Services or from their respective department in the case of a departmental scholarship, the scholarship applicant may lodge an appeal in writing to the Director of Strategic Communications and Marketing within seven days of receiving the aforementioned response. The Director of Strategic Communications and Marketing will review the matter and will provide a response within 15 working days of receiving the written request. Where a response is not possible in that timeframe, the Director of Strategic Communications and Marketing will write to inform the applicant of the timescale for the receipt of a full response.
6. Students who have applied via an agent supported by our strategic partner, Study Group, should address and send their formal complaint to RHapplicants@studygroup.com. The formal written complaint must be submitted within 8 weeks of the issue/incident to which it relates. Complaints received outside this timeframe will not be considered.

10. Student data collection notice

Information on how the college uses students' personal data can be found here:

<https://intranet.royalholloway.ac.uk/students/assets/docs/pdf/student-data-collection-notice-final.pdf>