

## **Aspire@Greenwich Scheme - Academic Session 2018/19**

This document sets out the criteria we apply when determining who is eligible for the Aspire@Greenwich scheme, how it is awarded, when it is allocated, and regulations which apply to withdrawals/interrupted study etc. The full version of Transparency statement for the scheme is also included in this document. This applies to all eligible students (as indicated in section 3 below) and will be updated before the start of each academic year.

### **2. What is the Aspire@Greenwich Scheme?**

In 2012/13, the government increased tuition fees. In order to help our students meet the costs of studying, the University of Greenwich has expanded its range of bursaries and scholarships.

The Aspire@Greenwich scheme provides study related goods and services which we believe will help students to successfully complete their programmes of study. Please note that £200 is only paid in Year 1 and not in each academic year.

The Aspire@Greenwich scheme has been developed jointly by University of Greenwich and the John Smith's Student Store on campus.

### **3. Who is eligible for the Aspire@Greenwich scheme, how much do I receive and when?**

*Aspire Scholarship (£200 on Aspire@Greenwich account)*

If you are a new full-time home/EU undergraduate student starting a programme in 2018-19 charging the £9,250 fee, you would normally be eligible for the Aspire scholarship.

Direct entry students are not eligible for the Aspire@Greenwich scheme. Students undertaking the following programmes are also ineligible for the scheme:

All programmes funded by the NHS or within the School of Pharmacy

All postgraduate-level programmes, including PGCE, Diploma Architecture and MArch.

£200 will be awarded on successful completion of student registration part 1 and 2. Successful completion includes having your tuition fee in place and this being notified to the University by the SFE (or regional equivalent) where for example you are applying for a tuition fee loan. Please see section 5 below for further information. Please note that £200 is only paid in Year 1 and not in each academic year.

If you are eligible for the university's Greenwich Scholarship Programme, Access Scholarship or other scheme at the University that uses the Aspire card to make awards, please note the £200 Aspire@Greenwich scheme will not be paid in addition to these awards and further eligibility criteria apply. For further information about eligibility and all the university's scholarships, visit <http://www2.gre.ac.uk/current-students/student-finance/bursaries>

#### **3.1 Am I studying on an eligible programme?**

Most undergraduate programmes (BA, BSc) are included in the Aspire@Greenwich Scheme.

Listed below are programmes which are not eligible:

- Programmes in the Medway School of Pharmacy
- Programmes funded by the NHS
- All postgraduate-level programmes, including PGCE and Diploma Architecture.

Please note that ONLY programmes at Partner Institutions that meet the criteria are eligible.

## **4. Transparency Statement**

- University of Greenwich and John Smiths have set up a joint scheme – Aspire@Greenwich – to help you make the very best of your time at the University by improving access to the learning tools you need to support your studies. If you are an eligible new student you will receive funds loaded on to an account

that you can use with John Smith's and the Students Union. You can use your Aspire@Greenwich funds instore and on the website [www.greenwichaspire.co.uk](http://www.greenwichaspire.co.uk) to help with the purchase of your required textbooks and other learning materials. You can also spend funds to join clubs and societies within the Students Union.

- By participating in the Aspire@Greenwich scheme, the university will share your information with John Smiths for the purpose of administering the Aspire@Greenwich Scheme. This information includes your contact details e.g. Student number, student name and University email address, and academic information e.g. year of study, school of study. Degree name.
- In this agreement, University of Greenwich is the Data Controller and John Smiths is the Data Processor
- Your information will be used for the following purposes:
  - Administration of the scheme
  - Monitoring of the scheme
  - Providing you with relevant scheme updates and/or marketing material.
- University of Greenwich will collect and use information about your Aspire@Greenwich account. This is information includes information about the use of your Aspire@Greenwich scheme and transactions in the John Smith's shops and website.
- Your Aspire@Greenwich data may also be combined with other data which the University holds to identify meaningful patterns, with the sole intention of providing effective personalised support to improve your learning experience.
- We will only share your information within University of Greenwich (staff only) and the John Smith's Group. Your information will be processed and held securely in accordance with the Data Protection Act 2018, the UK's implementation of the General Data Protection Regulation (GDPR) and the University of Greenwich's Codes of Practice.

### **5. What do I need to do before I can receive my Aspire@Greenwich funds?**

You will need to fully complete online registration (Part 1) and Part 2 of the registration process. If at part one of registration the University has yet to receive confirmation that your fees will be paid by Student Finance England or its regional equivalent no funds will be sent to your Aspire@Greenwich account until this confirmation is made to the University from the Student Loan Company or your fees are paid in line with the methods outlined at <http://www2.gre.ac.uk/current-students/student-finance>.

If you are required to have a DBS clearance and or an Occupational health assessment, you will also need to have received your DBS clearance, have been declared fit to study by the university Occupational health Department and have had this recorded on your record by staff in the Student Centre before any funds are sent to your Aspire@Greenwich account.

The creation of the Aspire@Greenwich card triggers an email from John Smith's to be sent to you, confirming that your Aspire@Greenwich account has been created and it will include a secure link so you can set up your on-line account and access the personal Aspire@Greenwich portal. You will also receive targeted updates on your account (e.g. when funds are loaded / current balance information) and special offers that are relevant to your course.

### **6. Where do I go to enrol onto the Aspire@Greenwich scheme and collect my card?**

John Smith's staff will set up an enrolment area in the same location as UoG student registration (Part 2) on all three campuses.

John Smith's staff will have their own desk in the registration locations. When you arrive at the Aspire@Greenwich enrolment area, there will also be a short vetting process to confirm your eligibility for the scheme. You will be asked to present your temporary Student ID card and ID number (issued at the end of Part 2 registration) to a member of John Smith's staff. Following successful identity checks, John Smith's will print your personalised Aspire@Greenwich Chip and PIN card while you wait (this should take around 5 minutes).

During busy periods, you may need to wait in a queue to enrol for the Aspire@Greenwich scheme. John Smith's staff will be available to answer your questions. John Smith's and UoG staff may also ask you for informal feedback on Aspire@Greenwich as you are waiting in the enrolment area. Students who would like to enrol for Aspire@Greenwich and collect their card before the 2nd September or after the 19th September should visit the John Smith's Student Store on campus.

Note the Aspire@Greenwich card is not a debit/credit or university ID card.

### **7. What if I'm studying off campus?**

Eligible students who are studying off campus (e.g. at a partner college), must fully register as a student with the university. You will then be issued with your personalised Aspire@Greenwich account by John Smith's, which you will be able to activate online at [www.greenwichaspire.co.uk](http://www.greenwichaspire.co.uk). Students can order books and stationery items via [www.greenwichaspire.co.uk](http://www.greenwichaspire.co.uk). Goods will be delivered to the address specified by the student when they enter their contact details online.

Digital equipment (e.g. laptops) ordered through John Smith's can be delivered to the student's address for which there is a charge. Students can also collect these items from their nearest John Smith's student store.

### **8. How can I spend my Aspire@Greenwich funds?**

Currently, you can spend your Aspire@Greenwich funds on a variety of study related products at the John Smith's Student Stores or online at [www.greenwichaspire.co.uk](http://www.greenwichaspire.co.uk). Note: Some award sub amounts are ring-fenced for particular product categories.

You can also spend funds to join clubs and societies within the Students Union.

Note, John Smith's will attempt to stock recommended text books in store and online however, this may not be possible across all University of Greenwich courses/programmes. If your core text books are not available in the Smith's Student Store or online, John Smith's can arrange an express delivery for you. Speak to John Smith's staff in store or email [gw@johnsmith.co.uk](mailto:gw@johnsmith.co.uk) about this service.

### **9. Where can I spend my Aspire@Greenwich funds?**

**Online** at [www.greenwichaspire.co.uk](http://www.greenwichaspire.co.uk)

#### **John Smith's Student Stores:**

- **Maritime Greenwich** Mews Building, College Way.
- **Avery Hill** Students' Union Building, Mansion Site.

### **10. What happens if I interrupt study/withdraw during my programme?**

If you interrupt study and there is unspent credit on your Aspire@Greenwich account, your Aspire@Greenwich account will be suspended until a time when you become active again provided the scheme is still in existence. If you withdraw from the University, your access to the Aspire@Greenwich scheme is closed and spent credit is written off by the University.

### **11. Is there a time limit on spending the funds on my Aspire@Greenwich Card?**

Funds made available to you on your Aspire@Greenwich card can be used throughout your undergraduate programme of study. Unspent funds at the end of the end of year 1 should be rolled over for you to use in years 2/3 of study. You must however remain a registered eligible student, please see question 10 for information about remaining funds if you interrupt, withdraw or question 12 for students who have unspent funds on their Aspire@Greenwich card at the end of their programme of study. Please note that £200 is only paid in Year 1 and not in each Academic year.

### **12. What happens if I have unspent Aspire@Greenwich funds at the end of my programme?**

If there are unspent funds on your account towards the end of your programme, John Smith's will send timely reminders to your email address stating that you must spend your funds in-store or online before you leave the institution. Your Aspire@Greenwich account will be closed just after your official leaving date. Should you embark on further study with the University these funds will not be made available to you for the new programme.

### **13. Do I need to claim the Aspire@Greenwich funds?**

You do not have to claim the Aspire@Greenwich funds. If you interrupt study during your programme, as noted in section 10, you should notify us on your return so that we can credit your Aspire@Greenwich account with any unspent funds you were entitled to provided the scheme is still in existence.

**14. What happens if I run out of funds on my Aspire@Greenwich account?**

You can pay for John Smith's products with cash, credit or debit card. You can top up your Aspire@Greenwich account with personal funds throughout the year at [www.greenwichaspire.co.uk](http://www.greenwichaspire.co.uk). Personal funds can also be used for purchases both in-store and online. It is also possible for your family, friends or other sponsors to top up your Aspire@Greenwich account. Note that the Aspire@Greenwich card is not a debit/credit or university ID card.

**15. I understand that John Smith's offer a buy back service for selected text books. How does this work? And can refunds be uploaded onto my Aspire@Greenwich account?**

Students can bring back their used textbooks to either the Student Store at the Greenwich campus or the Student Store at the Avery Hill campus in line with the John Smith's Student Store returns policy. John Smith's will buy back selected books that are in a saleable condition, with no highlighting and provided it is the latest edition of the textbook. For further details, please visit the John Smith's shops at Greenwich and/or Avery Hill. Funds for the used textbooks are loaded back onto the student Aspire@Greenwich card.

**16. What happens if I want to exchange a product brought with Aspire@Greenwich funds for something which is not on the Aspire@Greenwich eligible product list (as listed in table 2 above)?**

If you need to exchange a product (within our exchange or returns policy), the credit can be loaded back onto your Aspire@Greenwich card and new products may then be purchased using another payment method.

**17. If I order a John Smith's product online, how quickly can I expect to receive the item? Where will it be delivered?**

No matter what campus you study at – students are able to order anywhere, anytime on our website. Items supplied from stock we aim to supply within 7 days. Items that are ordered from suppliers as 'not in stock' depend on availability and delivery time from suppliers.

**18. My Aspire@Greenwich card is lost/stolen, what should I do?**

If a card is lost or stolen, the account can be frozen until a replacement card is issued, thus preventing any further activity on your account. John Smith's will charge a nominal fee of £5 for the replacement card. Please report this to John Smith's in-store or email [gw@johnsmith.co.uk](mailto:gw@johnsmith.co.uk)

**19. What to do if you are eligible, but have not received your Aspire@Greenwich scheme card?**

Any queries, please contact the Student Finance Team – <http://www2.gre.ac.uk/current-students/student-finance/contact>

**20. Who can I contact?**

If you have any queries with regards to the Aspire@Greenwich scheme eligibility or allocation of funds, please contact the Student Finance Team - <http://www2.gre.ac.uk/current-students/student-finance/contact>  
If you are experiencing problems with your Aspire@Greenwich card, pin number or would like specific information on purchases made at John Smith's Student Stores/online, please contact them by going to one of the on-campus shops or by e-mailing them at [gw@johnsmith.co.uk](mailto:gw@johnsmith.co.uk)

**21. Timescales**

Most of the award process is automatic and based on a number of simple rules which ensure that all the various qualifying criteria are met. The Aspire scholarship funding (£200) is issued automatically following part 2 registration completion; you should normally receive these funds within 24 hours of us making a decision.

**22. Misuse of the scheme**

The University reserves the right to withdraw Aspire@Greenwich funds from any student who is found to have attempted any sort of fraudulent activity with regards to the Aspire@Greenwich scheme or use of the Aspire@Greenwich card.