



HEART UL – FREQUENTLY ASKED QUESTIONS AND ANSWERS

1. Can I apply for the Srčna UL call if I come from abroad?

Yes, if you meet the eligibility requirements of the call. In accordance with the call, students coming from other countries may also apply, provided that they have a valid student status at the University of Ljubljana in the current academic year in which the Srčna UL aid is announced, and that they are not participating in a study mobility program in the Republic of Slovenia at the same time.

2. What supporting documents do I need to submit if I am 26 years old?

If you are exactly 26 years old, you fall into the category “older than 26 years.” Therefore, regarding the required attachments, please refer to the answer to FAQ no. 4.

3. What bank-related documents do I need to submit if I am under 26 years of age?

According to the call, the mandatory attachments related to determining financial status vary slightly depending on your age and marital status. The required attachments for applicants under 26 years of age are explained in the matrix below:

Age \ Marital status	you are not married/in a common-law relationship	you are married/in a common-law relationship
younger than 26 years	<ul style="list-style-type: none">bank statements of all personal accounts of your parents/guardians (opened in Slovenia and abroad)written consent of your parents/guardians to provide this information for the purpose of applying for the Srčna UL call	<ul style="list-style-type: none">bank statements of all your partner's personal accounts (opened in Slovenia and abroad)written consent from your partner to provide this information for the purpose of applying for the Srčna UL call <p>If your partner cannot support you, please also attach:</p> <ul style="list-style-type: none">bank statements of all personal accounts of your parents/guardians (opened in Slovenia and abroad)written consent of your parents/guardians to provide this information for the purpose of applying for the Srčna UL call

In all cases, the following attachments are mandatory:

- a fully completed and signed application form for financial assistance;
- a valid certificate of enrollment at the University of Ljubljana for the academic year in which the call is open;
- bank statements of all your personal accounts (opened in Slovenia and abroad).



4. What bank-related documents do I need to submit if I am over 26 years of age?

According to the call, the mandatory attachments related to determining financial status vary slightly depending on your age and marital status. The required attachments for applicants aged 26 or older are explained in the matrix below:

Age \ Marital status	you are not married/in a common-law relationship	you are married/in a common-law relationship
older than 26 years	There are no additional mandatory attachments. See mandatory attachments below or in the call for proposals.	<ul style="list-style-type: none">bank statements of all your partner's personal accounts (opened in Slovenia and abroad)written consent from your partner to provide this information for the purpose of applying for the Srčna UL call

In all cases, the following attachments are mandatory:

- a fully completed and signed application form for financial assistance;
- a valid certificate of enrolment at the University of Ljubljana for the academic year in which the call is open;
- bank statements of all your personal accounts (opened in Slovenia and abroad).

5. Do I have to submit an official statement or opinion from the Social Work Centre with my application?

No, an official statement or opinion from the Social Work Centre is not a mandatory attachment when applying for the Srčna UL call. Documents issued by the Social Work Centre fall under additional supporting documents that you may submit depending on the specific circumstances you wish to claim. You must indicate the special circumstances in the application form under section "9. Special life circumstances" and attach the relevant supporting documents.

For a detailed overview of mandatory and additional attachments, please read point three of the Call ("3. Contents of the application").



6. Can I apply for coverage of enrolment fees, tuition fees, or thesis defense costs?

No, according to the Srčna UL Call, coverage of the above-mentioned costs is not possible. However, if you meet the other eligibility criteria, you may still apply and request co-financing for one of the forms of assistance listed in the call. Srčna UL assistance may include co-financing of:

- rent and housing costs (full or partial reimbursement);
- purchase of food and clothing;
- study materials (full or partial reimbursement of invoices);
- computer equipment intended for study purposes (full or partial reimbursement of invoices).

Selected beneficiaries will receive co-financing for the approved form of assistance up to the amount granted (assistance is provided in the form of payment of invoices, not transfers to a bank account).

7. The Call states that financial assistance is provided in the form of payment of invoices, not transfers to a bank account. Do I need to submit invoices when applying?

No, applicants are not required to submit invoices in advance. When applying, you simply indicate in the application form under section “3. Form of assistance” which type of assistance you are applying for (you may select one or more of the four available options). If you meet the eligibility criteria and your application is approved, you will receive a decision stating the amount of assistance granted. The Association of Friends of Youth Slovenia (ZPMS) will then cover the approved forms of assistance up to the granted amount.

At the application stage, additional supporting documents are required only if you are claiming co-financing of rent/housing and housing costs. To claim rent/housing co-financing, you must attach a rental/accommodation contract showing your name and the landlord's name, as well as the related maintenance costs, or an accommodation contract for a student dormitory. To claim housing costs, you must submit proof of payment of housing costs or proof of payment of your proportional share. **Co-financing of rent/housing without a rental/accommodation contract is not possible.**

Financial assistance is implemented as follows:

- Rent and housing costs:

If you live in a student dormitory, you send the monthly bill to ZPMS for payment. If you rent privately, ZPMS transfers the rent to the landlord on your behalf each month (according to the rental contract). ZPMS makes the payment within three days and sends you a payment confirmation.

- Food and clothing purchases:

For food purchases, you receive a value card for a specific grocery store, which you can use at checkout. Clothing or footwear purchases are made via a pro forma invoice; you select the items in a physical or online store and choose payment by pro forma invoice issued in your name. You submit the pro forma invoice to ZPMS for payment. ZPMS pays the invoice and sends you confirmation, after which you can collect the items (or receive delivery).

- Study materials and computer equipment for study purposes are paid in the same way via a pro forma invoice.

Towards the end of the use of funds, partial payments may also be made (e.g. ZPMS pays only the remaining amount of assistance for rent, and you cover the difference). This ensures full utilization of the granted assistance.



8. I am in financial distress and wish to apply for Srčna UL assistance to cover rent, but I do not have a rental contract or proof of independent rent payment. Can I still receive rent coverage?

If you do not have a rental contract, rent coverage is unfortunately not possible, as appropriate documentation is required to ensure transparency in the allocation of funds. However, if you meet other eligibility criteria, you may still apply for co-financing of other forms of assistance listed in the call (e.g., food and clothing, study materials, or computer equipment for study). Assistance is provided in the form of payment of invoices, not bank transfers.

9. What qualifies as proof of independent rent/housing payment?

Proof must clearly show your name as the payer and the payment of rent to the landlord as specified in the rental contract. Acceptable documents include bank statements (including online banking statements if they contain the required information), bank payment slips, cash payment confirmations, a landlord's statement confirming receipt of cash rent, etc.

10. What is considered a student family?

According to the call, a student family consists of student parents who have a child or children who are not yet enrolled in compulsory schooling.

11. How do I demonstrate proactivity as required by the Srčna UL call?

Proactivity refers to student and/or volunteer work. In the application form, indicate that you wish to claim student and/or volunteer work. As proof, attach a record of student work obtained from a student employment service and/or confirmation from an organization about completed volunteer work, including a record of volunteer hours for the period specified in the call. Only documentation obtained within one year prior to submitting the application is considered.

12. I have received a decision granting Srčna UL assistance. How long do I have to use it in full?

Along with the decision, you will receive further instructions and guidance to contact ZPMS, with whom you will arrange the use of financial assistance as soon as possible. The duration of use depends on the amount and form of assistance granted.

Example: If you are granted €300 for student dormitory rent costing €100 per month, the assistance will cover three months.

The deadline for using the granted Srčna UL financial assistance is limited to 12 months from the date of the decision.

13. What is considered a valid signature on the application?

If you submit the application by email, it must be signed with a qualified electronic signature compliant with [Regulation \(EU\) No 910/2014 \(eIDAS\)](#). **An application signed by hand, scanned, and sent by email is not considered properly signed.** In such cases, applicants will be asked to supplement their application with a valid signature using one of the following methods:

- send the originally hand-signed application by registered mail to the Rectorate of the University of Ljubljana;
- submit the originally hand-signed application in person at the Rectorate;
- resubmit the application by email with a qualified electronic signature.

For more information, see section "5. Submission of the application" in the call.



14. How do I complete the application form?

The application form includes several categories of information required to assess eligibility for Srčna UL financial assistance:

1. General information
2. Study information
3. Form of assistance
4. Justification of hardship
5. Housing circumstances
6. Declaration on the number of household/family members
7. Bank statements and written consents
8. Declaration on the number of the applicant's bank accounts
9. Special life circumstances
10. Proactivity
11. Declaration

All applicants must complete sections 1–8 and 11. Sections 9 and 10 are completed only if you are claiming special life circumstances (9) or proactivity (student and/or volunteer work, 10). For each category, mark the supporting documents you submit with the application.

Illustrative examples of correctly completed sections of the form are available below.

Example 1: The applicant claims special life circumstances that affect the current hardship – he/she has one child under the age of compulsory schooling, which is proven by a birth certificate, and he/she is a single parent, which is proven by a court order.

9. Posebne življenjske okoliščine Označite, katere od spodaj navedenih posebnih okoliščin želite uveljavljati. V skrajno desnem stolpcu označite dokazila, ki jih pošiljate in jih priložite vlogi.			
Okoliščine	Ustrezeno označite z X tiste okoliščine, ki jih želite uveljavljati		Dokazila (označite eno ali več dokazil, ki jih prilagate vlogi za posamezno posebno okoliščino)
Študentska družina, nosečnost, samohranilstvo	Otroci (vpišite število otrok, ki jih imate in še niso vključeni v obvezno šolanje)	1	<input checked="" type="checkbox"/> rojstni list otroka <input type="checkbox"/> odločba o otroškem dodatku <input type="checkbox"/> drugo dokazilo: _____
	Nosečnost (partnerke)		<input type="checkbox"/> potrdilo ginekologa/-inje ali zdravnika/-ce
	Samohranilstvo (preživljjanje otroka ali otrok v enostarševski družini; ki še niso vključeni v obvezno šolanje)	X	<input type="checkbox"/> potrdilo CSD <input checked="" type="checkbox"/> sklep sodišča <input type="checkbox"/> drugo dokazilo: _____



Okoliščine	Ustrezno označite z X, če želite uveljavljati izredne dogodke oz. specifične okoliščine	Dokazila (označite eno ali več dokazil, ki jih prilagate vlogi za posamezno posebno okoliščino)
<p>Izredni dogodki oz. specifične okoliščine (npr. nenadna smrt staršev/skrbnikov, nesreča, nasilje ...)</p> <p>Za natančnejšo definicijo izrednih dogodkov oz. specifičnih okoliščin glej razpis.</p>	<p>Uveljavljam izredne dogodke oz. specifične okoliščine.</p> <p>Krajši opis izrednih dogodkov oz. specifičnih okoliščin:</p> <p>V tem prostoru na kratko opišete izredne dogodke ali okoliščine, ki jih želite uveljavljati (za definicijo glej razpis) ter kako vplivajo na vašo trenutno stisko.</p>	<p><input checked="" type="checkbox"/> Dokazila, ki izkazujejo izredni dogodek oz. specifično okoliščino (npr. mrljiški list, izjava policije, mnenje CSD ipd.):</p> <p><input checked="" type="checkbox"/> izjava policije o nasilju</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p>

Example 2: The applicant claims extraordinary events or specific circumstances - domestic violence, which significantly affects the current hardship and inability to support oneself. The circumstance will be described in the section "Brief description of extraordinary events or specific circumstances", and the police statement about the violence will be sent as evidence.

Example 3: In the example below, the applicant is married and can be supported by his/her partner (therefore, the applicant's age is not relevant). **Their own bank statements are always required**, which is why the first mandatory attachment is marked. Since they are

7. Bančni izpiski in pisna soglasja
Glede na vašo situacijo v spodnji tabeli označite, katere obvezne priloge pošljate. Predlogo za pisno soglasje staršev/skrbnikov ali partnerja/-ke najdete na koncu prijavnega obrazca pod »Priloga prijavnemu obrazcu 1«.

Obvezne priloge:

bančni izpiski vseh osebnih računov vlagatelja/-ice (odprtih v Sloveniji ali tujini) za obdobje od 1. 9. 2025 do 30. 11. 2025

Dodatne obvezne priloge glede na situacijo:
Če ste mlajši od 26 let in niste v zakonski zvezi ali zunajzakonski skupnosti:

bančni izpiski vseh osebnih računov staršev/skrbnikov vlagatelja/-ice (odprtih v Sloveniji ali tujini) za obdobje od 1. 9. 2025 do 30. 11. 2025

pisno soglasje staršev/skrbnikov k posredovanju podatkov za namen prijave na razpis Srčna UL

Glede na vašo starost in zakonski stan so določene različne dodatne obvezne priloge, ki jih ustrezno označite.

Če ste v zakonski zvezi ali zunajzakonski skupnosti:

bančni izpiski vseh osebnih računov partnerja/-ke (odprtih v Sloveniji ali tujini) za obdobje od 1. 9. 2025 do 30. 11. 2025

pisno soglasje partnerja/-ke k posredovanju podatkov za namen prijave na razpis Srčna UL

Če ste mlajši od 26 let, ste v zakonski zvezi ali zunajzakonski skupnosti in vas partner/-ka ne more preživljati:

bančni izpiski vseh osebnih računov partnerja/-ke (odprtih v Sloveniji ali tujini) za obdobje od 1. 9. 2025 do 30. 11. 2025

pisno soglasje partnerja/-ke k posredovanju podatkov za namen prijave na razpis Srčna UL

bančni izpiski vseh osebnih računov staršev/skrbnikov vlagatelja/-ice (odprtih v Sloveniji ali tujini) za obdobje od 1. 9. 2025 do 30. 11. 2025

pisno soglasje staršev/skrbnikov k posredovanju podatkov za namen prijave na razpis Srčna UL

married, the bank statements of their partner and his/her written consent are also mandatory attachments. The applicant fills out the application form as described in the picture and attaches the marked supporting documents to the application.



15. What must the written consent of parents/guardians/partners contain?

A template for written consent is available as “Appendix to Application Form 1”, located at the end of the application form (page 9 of 10).

16. How will I be informed if my application requires additional documentation?

If your application requires supplementation (e.g., submission of additional documents), you will be notified by email at the address provided in the application form. The request will include a deadline for submitting the additional information. If you fail to supplement your application within the specified deadline, your application will be rejected.

17. When will the results of the Srčna UL call be announced?

The final deadline for issuing results and decisions is determined annually and stated in the call itself. Generally, the deadline is three months after the call closes (e.g., if the call ends on 16 January 2026, the latest date for notification is 16 April 2026).

18. What is the final deadline for submitting an application for Srčna UL financial assistance?

The duration of the call and the final application deadline are specified in the call. Pay attention to deadlines depending on the submission method (by post, in person, or by email). Regardless of the submission method, it is **strongly recommended not to wait until the last day**, as unforeseen issues may prevent timely submission. Applications received after the deadline, for any reason, will be rejected.