

# Bursary Scheme

## Frequently asked questions...

### **I am a new student, how do I log-on to the bursary?**

You will need to register on the left-hand side of the screen first, and then once you are registered you can log in on the right-hand side of the screen.

### **I cannot log into my bursary account, it says "Combination not correct" why am I seeing this?**

If you see this it means that the password is incorrect. If you need to reset your password, click on "forgotten password" link which is found underneath the section where you log into your account.

(If you have any issues after this make sure you are using Chrome or Edge as it sometimes does not like Internet Explorer.)

### **Do I need to upload the whole document or just the front page?**

We usually need to see the whole document. All pages, from the very top to the bottom. If we cannot see all the information we need then we will contact the student by email asking to see all of this information. This in turn can delay the approval of the bursary so it is best to make sure you upload all the evidence when you upload.

### **\*\*Universal credit Letter**

Please note if you are uploading an Universal Credit Letter from your online account then we will need to see the **whole statement** for the relevant month (any month within the last 3 months) showing **all** of the breakdown. Please send all of this information from the very top of the statement to the very bottom. Doing so will avoid any delays in assessing your bursary and letting you know an outcome.

### **How do I get paid the money that I am due?**

It depends on what you have been awarded. Please check on the email that was sent to the email address that you used when registering for a bursary.

### **I have been awarded a payment for Kit/Uniform, how do I get these?**

If you are a catering, hairdressing or beauty student, please see your tutor for an order form ASAP. This needs to be filled out with your name, student number and any sizes. This can then be uploaded to your bursary account, or handed into Finance for us to process. Please allow 2 weeks after handing it in to allow the supplier time to process the order.

**I have been awarded a payment for materials/books/kits/uniforms how do I claim a refund?**

If you have been awarded a payment for materials, books, kits or uniforms and you are not a catering, hairdressing or beauty student, please confirm with your tutor before purchasing it yourself as in some instances these may be purchased on your behalf. If they are the money will be transferred directly from Finance, and you do not need to do anything.

If you do purchase any of these items please upload your receipts or hand into Finance and we will then refund you **up to** the allowance shown on your bursary award letter.

**I have been awarded a payment for trips, how do I get these?**

If you have been awarded a payment for trips you do not need to do anything as this will automatically be paid to the College on your behalf. If you have paid for a trip prior to being accepted for a bursary this will be refunded to you.

### **Why have I not been paid my hardship money?**

The payment dates for hardship are approximate and what you will see on your account will be the date we pay the money out to you, it usually takes a few days to reach your account so please allow 3 **working** days from this date.

Please also make sure you filled in your correct bank details on your application. These must be in the student's name **ONLY**. The only exception to this is if the parent/guardian has power of attorney, which we will need to see a copy of.

### **What about free College meals?**

If you are entitled to free College meals, these will be added to your College ID card on a weekly basis. You will get £2.41 for every day that you are timetabled to be in College to spend that week. These payments are reset every Friday, so you will lose the entitlement if you don't claim them that week.

### **When will I get my hardship payments?**

Hardship payments this year will be made every half term. Payments are scheduled to come out just before the new half-term starts, and should hit students bank accounts on the Friday before they are due to come back to college.

### **Why have I received less hardship money than another student in my class?**

Students may get different amounts of hardship to other students throughout the year. This is nothing unusual, as each student is assessed on their individual needs and circumstances, and payments will reflect this.

### **When will I get paid?**

The first payment run of the year will be done on Friday 3rd September 2021, for payment into students' bank accounts on Tuesday 7 September 2021. They will then be processed daily, for payment into bank accounts 3 working days later.

### **How long should I allow for my bursary to be assessed?**

Bursary applications should normally be processed in a few days (assuming that all of the evidence required has been received). Please wait up to 2 weeks after submission of your bursary if you have not heard anything.

### **How will I hear anything?**

You will receive an e-mail into the account that is held on the student record system at College. If you wish to change this, please contact Student Support.