



## Further Education Transport 2021-2022 - Frequently Asked Questions

### What transport is available to me?

We have a network of buses that can collect you and bring you to and from college. Depending on where you are your bus may be provided by Cornwall Council or through our own buses.

### How much will my bus pass cost?

The costs of a bus pass for the academic year is £515. You will need to make termly payments; Autumn Term £200, Spring Term £170, Summer Term £145. Eligible learners will be supported with transport costs through the FE Learner Bursary.

### How do I apply for a bus pass?

Who you apply to for a bus pass depends on where you live, where you need to travel to and how old you are. See the transport web page <https://www.cornwall.ac.uk/transport/> for further details. **You must live more than 3 miles away from your chosen campus to qualify for any transport assistance.**

### Can I use a college bus without a pass?

No. If your transport is provided by Cornwall Council you will not be able to travel without a bus pass. At the beginning of the academic year, if your transport is provided by the Cornwall College Group, and you have applied and paid for your pass (via self-funding or bursary funding), we will confirm your seat on the bus with a letter. You can use this letter to ride the bus until your official pass arrives. If you have not applied for your bus pass or have not received a confirmation letter, you cannot access the College Bus.

### What time do the buses arrive?

All of the bus routes and times are available from the transport page which can be found here <https://www.cornwall.ac.uk/transport/>. The buses all aim to arrive at college before 9.00am and then leave college at 4.45pm. It is your responsibility to ensure that you arrive at the bus stop in plenty of time as our buses will leave promptly.

### How can I apply for financial support to pay for my pass?

You can apply for financial support here <https://cornwall.paymystudent.com/portal/>

The process is simple to use but you will need to ensure that you have your student ID number, bank account details and supporting evidence, ready to upload. In order to process your application quickly please ensure that you complete your application in full and have a current email address or mobile telephone number as we will need to send you an activation link to complete your application. If you experience any difficulties when uploading evidence please contact [studentfinance@cornwall.ac.uk](mailto:studentfinance@cornwall.ac.uk)

### My parents live separately – can I use two college buses?

This varies dependent on the travel provider. Please contact [studentfinance@cornwall.ac.uk](mailto:studentfinance@cornwall.ac.uk)

### **Will the buses wait for me?**

No, none of our buses will wait due to the impact this will have on other users. They need to keep to the timetables in order to arrive at College on time. We recommend that you are at your stop at least 5 minutes before the bus is due to depart. Within your timetable we will let you know what time the buses leave college each day.

### **I don't drive and am over 19. Can I have a pass?**

As a 19+ student, we would automatically calculate your estimated mileage allowance for the academic year. If this equates to, or is more than the £515 charge for a pass, we could access a bus seat for you. This will be subject to available capacity. If your calculated mileage allowance for the academic year is less than the £515 charge, you would be expected to contribute the outstanding amount. Again, a bus pass can only be issued if there is capacity on the bus. We will liaise with you direct to arrange any suitable bus transport.

### **My circumstances have changed and I cannot afford to pay for the next terms' pass?**

You would need to submit, in writing, a case as to why you cannot afford to pay. You will need to provide evidence to evidence to support your case. We would then review this to see if we can help with bursary funding for you.

### **Can I pay monthly or daily for my transport?**

No. The first term must be paid at time of application and further termly payments are due in December and April. Student transport is based on a termly fee rather than monthly, weekly or daily tickets.

### **Is there a closing date for transport applications?**

Yes, applications for transport will officially close on 5<sup>th</sup> November 2021. To guarantee your bus pass for the beginning of term please ensure that your application is submitted before the 6<sup>th</sup> August 2021, including payment. Any applications after this date cannot be guaranteed for the beginning of term and this may incur charges for you to get into college.

### **I have lost my bus pass – can I get a new one?**

Yes, you will need to apply to your transport provider (Cornwall Council or Cornwall College) for a replacement bus pass and charges may be incurred for a replacement. If you have lost your bus pass you can obtain a time sensitive temporary bus pass from the College so that you are able to get home. For Safeguarding and Health and Safety reasons you will not be able to travel on college transport without a valid bus pass.

### **Are the bus routes set in stone or is there flexibility with the pick-up points?**

The routes have been finalised for the year 2021/22 so we are unable to add any additional stops.

### **I am an Apprentice and only attend College once a week – can I get a bus pass and is it at full cost?**

Apprentices can apply for an Apprentice bus pass at an annual cost of £200 per academic year. Applications can be found here <https://www.cornwall.ac.uk/transport/>. The £200 fee is payable in full at the time of application.

### **I have College duties every three weeks – do I have to pay the full costs for a bus pass?**

Yes, since you are on a full-time course you are buying the seat on the bus for the whole academic year. Please see <https://www.cornwall.ac.uk/financial-support/> for further details to see if you are eligible for support.

**I have an EHCP (Educational Health Care Plan) - do I get free Transport?**

This will depend on where you live, where you need to travel to and your age. Please see <https://www.cornwall.ac.uk/transport/> for further details