

# FE Bursary Fund 2023/24

## Frequently Asked Questions

### Further Education Financial Support 2023-24 Frequently Asked Questions

#### Who can apply for financial support from the bursary and how can this be used?

Students who are studying on further education courses can apply for financial support to assist with transport, accommodation, meals or other essential course related costs. The bursary is means tested on household income for learners aged 16-18 (19-25 with an EHCP) or individual income for adults aged 19+.

#### How can I apply for financial support?

You can apply for financial support via the following link: [Cornwall College \(paymystudent.com\)](https://www.paymystudent.com)

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)

#### When can I apply for Financial Support?

Our bursaries will open in June 2023. We would encourage all applicants to apply as early as possible so that financial support is in place for the very beginning of term. To guarantee a bus pass for September all applications must be submitted by the 4<sup>th</sup> August 2022.

#### How will I know if I qualify for financial support?

If you are unsure whether you meet eligibility criteria, please check our Financial Support guide as this goes into greater detail about the eligibility criteria for each bursary. If you are still unsure and would require some more guidance, then please email [enquiries@cornwall.ac.uk](mailto:enquiries@cornwall.ac.uk) or call us on 0330 123 2523

#### How will you assess my eligibility and what evidence will I need to provide?

Financial support is always means tested on your household / Individual income and any course related costs. Our Financial Support guide outlines specifically what evidence will be required. When submitting copies of your evidence and it is important that you provide all pages of the documents requested, with the name and address clearly visible. Without this, we will be unable to process your application, and this could delay the financial support that we can provide. Copies of bank statements will not be accepted as proof of income.

#### I am having problems uploading my evidence onto the online platform?

If you are having difficulties uploading your evidence, then we can help you. Please complete your application on the portal and then send your evidence to [studentfinance@cornwall.ac.uk](mailto:studentfinance@cornwall.ac.uk) When emailing us your evidence please include your student reference number so that we can identify you. This reference number is unique to you.

**I have applied for my bursary but have not heard anything back?**

The college receives a high volume of applications particularly before the start of the academic year, so please apply for your bursary as soon as possible. We aim to respond to your request within 28 working days. You can check the progress of your application via your online account.

**I am not able to access my account or reset my password?**

Please contact [studentfinance@cornwall.ac.uk](mailto:studentfinance@cornwall.ac.uk) and the team will be able to help you.