

FE Transport 2023-2024

Frequently Asked Questions

What transport is available to me?

If you are aged 16-18 (19-25 with an EHCP) 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 network of college buses. ***N.B. Passes are only for journeys to and from college on your timetabled days and will not include any additional stops that may you require. Passes are not transferable and once you have an allocated seat on a designated route, this cannot be changed without good reason or notice.***

If you are an adult learner then we will refund you your mileage at 30p per mile dependent on eligibility.

All learners must live more than 3 miles walking from your chosen campus to qualify for any transport assistance.

When can I apply for my bus pass?

You will be notified by Cornwall Council and the College, during the summer term to notify you that you can apply for your bus pass. Our bus pass portal will open on 12th June 2023. You will not be able to apply before this date.

How much will my bus pass cost?

The costs of a bus pass for the forthcoming academic year is £600. This is broken down into 3 termly payment. Autumn Term £225, Spring Term £225 and the Summer Term £150.

Apprentices are not eligible for any financial assistance towards travel. Should we have a section on apprentices or on the apprenticeship page?

How do I apply for a bus pass?

Please apply for your bus pass via our website <https://www.cornwall.ac.uk/transport/>

Dependent upon the route and your chosen campus your bus pass will either be issued through Cornwall Council or the Cornwall College Group. If your bus pass is issued through Cornwall Council, you will be directed straight to their webpage to apply. If your pass is issued through the Cornwall College Group you will go through to our Pay My Student portal, where you will need to create an online account.

How can I pay for my bus pass?

If your bus pass is issued through Cornwall Council you can pay for your bus pass by credit / debit card, by clicking on the link in the confirmation of travel email, that you will receive from their Travel Eligibility department.

If your bus pass is issued through the Cornwall College Group, we will email you to confirm that we have reserved you a seat on the bus. Please contact the College on 0330 123 2523, (Option 3, then Option 3.2) to pay by a debit or credit card to confirm your seat or purchase your ticket from our online shop

You can also apply for a College Bursary to support you with travel costs. For those learners whose household income is below £35,000 per year, your bus pass could be paid by the bursary with no cost to you. If your household income

is £35,001-£70,000 then you can apply to the bursary for a 10% discount that will be paid to you in two instalments in January and April 2024.

How can I find out if I qualify for a taxi into college?

Due to circumstance some learners may require a taxi to access their education at college. To apply for a taxi, you will need to contact your Council or Local Authority direct. For students travelling in Cornwall, when applying to the Council you will need to explain why bus travel is not appropriate. Alongside this you will also need to provide a statement of need from an independent practitioner, such as a Doctor or Social Worker.

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. 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 of household income, please contact studentfinance@cornwall.ac.uk

Please be aware that Apprentices and Higher Education learners are not eligible for any FE Bursary Fund Support. It may be useful to investigate [Fares & tickets - Go Cornwall Bus](#) for reduced fares and monthly tickets that are available to all.

Can I pay monthly or daily for my transport?

If you are applying for an annual college bus pass you cannot pay on a monthly or daily basis. The first term must be paid at time of application and further termly payments are due in December and April. An annual pass is based on a termly fee rather than monthly, weekly, or daily basis. You must budget for this as bus passes are issued on a termly basis and you will be unable to travel without a valid pass. **If the college gets the shop then this could be an option – no shop then payment required before start of term**

Can I use a college bus without a pass?

No, you will be unable travel on a college bus without a valid bus pass.

If your bus pass is issued through Cornwall Council, you will need to apply early to ensure that you receive your pass in time for the start of term. Without a valid bus pass, you will be required to pay the daily fare and refunds cannot be issued.

If your bus pass is issued through the Cornwall College Group, you will receive a letter over the summer that you can use to travel until you receive your bus pass during the first week of college. You will not receive a letter to travel until payment has been made.

What time do the buses arrive?

If your transport is arranged by Cornwall Council, they will provide you with a timetable when issuing you with your bus pass.

If your bus pass is arranged by the Cornwall College Group, please click on the following link to find our bus routes and timetables. <https://www.cornwall.ac.uk/transport/>

All buses aim to arrive at college in time for lessons to begin and leave at the end of the college day. It is your responsibility to ensure that you arrive at the bus stop in plenty of time as our buses will leave promptly. At times, due to circumstances beyond our control they may be delayed on some routes. In these instances, learners are encouraged to wait at their bus stop, unless notified differently.

Will the buses wait for me if I am running late?

No, unfortunately our buses will not wait due to the impact this will have on other learners. 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.

Can I use the bus for my Work Placement?

No, College contracted buses are not for work placement journeys. College buses are unable to make additional stops to let students off, for work placement. You will need to make other arrangements for this travel. It may be useful to investigate [Fares & tickets - Go Cornwall Bus](#) for reduced fares and monthly tickets that are available to all. If your placement takes place on your college campus and you have a valid bus pass you may be able to use the bus to get into college.

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

You will need to apply for travel to the home that you are registered in. It will be the address of the parent who receives child benefit for you. In exceptional circumstance, it may be possible to look at options. Please contact studentfinance@cornwall.ac.uk

I do not drive and am over 19 years old. Can I access a college contracted bus pass?

No, you will be unable to travel on our college buses. As a 19+ student, you could be awarded a mileage allowance towards your travel costs if eligible for a college bursary. This allowance is based on distance travelled and attendance. Please see our Financial Support Guide on the Financial Support page for further details. <https://www.cornwall.ac.uk/financial-support/>

What do I do if my circumstances have changed, and I can no longer afford to pay for my bus pass.

This will need to be reviewed on a case-by-case basis. Please email studentfinance@cornwall.ac.uk for further guidance.

What if my circumstances change and I am not at home with my parent(s) anymore, can I claim bursary for myself?

If you are 16 – 18 and still a minor, you will not be able to access any bursary or transport until you are supported with a Social Worker, Emergency housing and are in receipt of Universal Credit.

What if I do not ordinarily use College transport but there is industrial activity or road closures and I cannot travel via my normal route – can I access a temporary bus pass for the College Transport?

No. If you have opted to travel to College by your own means and have not applied for a seat on College Transport, we cannot accommodate any industrial action/road closures/delays that you may encounter.

Is there a closing date for transport applications?

Yes. As you can imagine we receive a lot of requests for transport over the summer holidays, so it is important to apply as soon as you can.

Both Cornwall Council and the Cornwall College Group have a closing date of Friday 4th August to guarantee that your pass will arrive in time for the beginning of term. We do still accept applications after this date however your bus pass

may not arrive in time for the start of term, and you would then need to make your own way to college at your own expense. We do understand that in some instances you may join college later in the autumn term so applications for transport will be accepted up to the 3rd November 2023.

I have a bus pass but do not need to travel on the bus anymore. Do I still have to pay for my pass?

If your circumstances change during the year and you no longer require your pass, you must inform the Student Finance team as soon as possible. If you do not notify us in advance, you will still be financially liable for the coming term cost.

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 may be able to 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 or is there flexibility with the pick-up points?

The routes have been finalised for the year 2023/2024 so we are unable to add any additional stops. Stops will not be inserted at the request of individual learners.

I am an apprentice and only attend College once a week. Am I able to get a bus pass and is it at full cost?

Apprentices can apply for an Apprentice bus pass at an annual cost of £225 per academic year if they are travelling on a bus operated through Cornwall College. Applications and routes can be found here

<https://www.cornwall.ac.uk/transport/>. The £225 fee is payable in full at the time of application.

If you are travelling via a Cornwall Council route, you will not get a reduced rate and will be charged the full-time fee. It would be useful to explore [Fares & tickets - Go Cornwall Bus](#) for reduced fares and monthly tickets that are available to all.

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

Yes. As you are on a full-time course, you are buying the seat on the bus for the whole academic year and not individual weeks. Please see <https://www.cornwall.ac.uk/financial-support/> for further details to see if you are eligible for support.

I have an EHCP (Education & 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