

Bursaries & Student Transport

TRANSPORT POLICY & GUIDANCE



Contents

Cornwall College Post 16 Transport Policy 2024/2025	3
1. Eligibility	3
2. Provision of Subsidised Transport	3
3. Address Changes and Reassessment	3
4. Financial Support and Payment	3
5. Refunds and Lost Bus Passes	4
6. How to Apply and Application Deadlines	4
8. Appeals and Complaints	5
9. Guidelines when using College Transport	5
Transport Guidelines 24/25	6
Transport FAQs	7

Cornwall College Post 16 Transport Policy 2024/2025

Scope of the Policy

This policy covers transport independently provided by the Cornwall College Group. Local Authority Councils also provide transport to learners, and their Transport Policies can be found on their websites.

The Cornwall College Group collaborates with Local Authority Councils and local bus providers to offer bursary-supported or subsidized travel to all learners aged 16-19 or 19-25 with an Educational Health & Care Plan (EHCP).

1. Eligibility

1.1. To qualify for subsidised transport, or support towards transport costs through the FE Bursary, learners must:

- Be 16-18 years old on the 31st August 2024, or aged 19 (if they started the course before their 19th birthday). Alternatively, aged 19-25 and in receipt of an EHCP.
- Attend a full-time course offered at any Cornwall College Group campus.
- Live at least three miles away from their chosen campus (as measured by walking). Transport can still be provided, but the bursary won't support it, and the full cost will become payable.
- Note that apprenticeship learners are eligible for transport to and from college, but not to and from the employer's establishment. Apprenticeship travel can be offered at a reduced cost using Cornwall College contracted buses or through the Go Cornwall Scheme.

2. Provision of Subsidised Transport

- 2.1. Transport will only be provided to and from the campus that the learner is enrolled.
- 2.2. Transport is only available during the academic term and at the beginning and end of the college day.
- 2.3. If a student has a shared residence, travel assistance is only provided from one home address. If both parents / carers are eligible for travel assistance, and are unable to mutually agree with which address travel assistance should be provided from, Cornwall College will only provide travel assistance from the home address of the parent / carer in receipt of Child Benefit for the child.
- 2.4. College transport cannot be used for work placements, unless agreed by the Transport Coordinator for T-Level work placements.
- 2.5. Link transport may be provided by the local authority for routes where the learner's home address is more than 5 miles from a pickup or drop-off point.
- 2.6. Seats are sold based on the number of available seats and are issued on a first come-first served basis.

3. Address Changes and Reassessment

- 3.1. If a student's home address changes, eligibility for travel assistance will be reassessed using the standard eligibility criteria.
- 3.2. Students must change their address with the College's Registry Team and inform the Bursary and Student Transport team. There is no guarantee of a seat on an adjusted route if the bus is at capacity.

4. Financial Support and Payment

- 4.1. For learners whose household income is £35,000 or less, you would be eligible for a fully funded travel pass through the 16-19 College Bursary. The 16-19 Bursary will pay in advance for your travel and you will be provided with a Bus Pass.
- 4.2. For learners whose household income is £35,000 or more, then payment will need to be made before a bus pass is issued. Payment must be received in advance so that a Bus Pass

can be provided. A full annual pass can be purchased online or a bus pass can be paid for in pre-determined instalments. For more information on payment options, please visit our webpage www.cornwall.ac.uk/transport

- 4.3. For those learners whose household income is between £35,001 - £70,000, you will be expected to pay the full cost of a subsidised bus pass. However, the bursary will provide a 10% refund off the cost. This 10% will be refunded during the Summer Term of 2025 and will be dependent on the applicant applying for and being awarded the bursary.
- 4.4. For learners whose household income is £70,000 or more, then they will be expected to pay the full cost of a subsidised bus pass.
- 4.5. To travel on a College Bus all learners will need to show a copy of their bus pass to the bus driver to be able to travel. To keep learners safe, and to manage capacity, the College implements a No Pass – No Travel policy.
- 4.6. For young parents under the age of 20, support towards childcare and transport can be provided through Care to Learn. Please note, that young children are not permitted to travel on college transport. Alternative arrangements must be made to take your child to nursery. You should investigate the Go Cornwall Scheme.

5. Refunds and Lost Bus Passes

- 5.1. Refunds are not given for individual days or weeks when the learner does not access college transport.
- 5.2. If a learner starts driving during the academic year they will not be refunded for any expense already paid towards a Bus Pass. The learner must notify the Transport Coordinator in advance of any future bus pass payments and return their pass if they intend to drive to college.
- 5.3. If a learner withdraws from their course, they will only be refunded for the terms travel that has not been used. e.g. if a student left in the autumn term, then they would get a refund for the spring and summer term only.
- 5.4. The college has the right to amend timetables, including travel days.
- 5.5. If buses are delayed or diverted due to external factors beyond our control (such as roadworks or accidents) we will be unable to offer refunds.
- 5.6. If you lose your bus pass you must contact your travel provider for a replacement. You should be aware that there may be charge for this.

6. How to Apply and Application Deadlines

- 6.1. All applications for a College Bus Pass must be made via our Transport page on the Cornwall College website www.cornwall.ac.uk/transport
- 6.2. To guarantee a Bus Pass arriving for the beginning of term, applications must be made by **Friday 9th August 2024**. Please note, that bus passes will not be issued until your first terms payment is received, or you have had confirmation that you have been awarded the College Bursary.
- 6.3. Bus Pass applications received after **Friday 9th August 2024**, will be processed as quickly as possible, but may not be in place for the beginning of term. Please note, that whilst the bus pass is being processed learners will be unable to travel and will need to make their own way into college.
- 6.4. Our College Buses are primarily for learners aged 16-18 or 19-25 with an EHCP. Once priority has been given to this cohort, we do offer a Spare Seat Scheme for learners aged 19+ for any remaining seats. Applications for the Spare Seat Scheme, will be issued on a first come, first served basis and must be paid for prior to travelling. Requests will only be approved where there is a genuine spare seat available and not where absenteeism falsely indicates availability. If approved, spare seats will be provided until the end of the academic year. However, a spare seat may also be withdrawn if it is required by a student who is

eligible for subsidised transport. In such circumstances a minimum 7 days notice will be given, and a pro rata refund issued.

6.5. Once you have applied you will be committed to holding a seat on the bus for a full academic year. If your circumstances change then you must notify the Bursaries and Student Transport team in writing to bursaries@cornwall.ac.uk

6.6. All Transport applications will receive a response within 21 days of application.

7. Taxi Travel

7.1. Due to individual circumstances some learners may require a taxi to access their education to college. To apply for a taxi, you will need to contact your Local Authority direct. Please visit their webpage on their Post 16 Transport webpage. Bursary funds may be available. Please see our Transport page here for details: [Transport - Cornwall College](#)

8. Appeals and Complaints

8.1. If a student wishes to appeal against any decision relating to financial support, then the appeals procedure below should be followed:

- Applicants wishing to appeal should contact the Bursary and Student Transport team within 10 working days of the outcome notification.
- A response will be provided within 10 working days of receiving your completed appeal.
- Appeals will only be considered where there is evidence that a procedural irregularity has occurred in processing an application.
- A mid year change of income or circumstances does not constitute a valid appeal. Please contact us in this instance.

8.2. If a student wishes to make a complaint regarding Student Transport then they should initially email bursaries@cornwall.ac.uk or, The Cornwall College Group Complaints procedure should be followed.

9. Guidelines when using College Transport

- To keep all learners safe whilst using transport provided by Cornwall College, learners must:
- Only travel on the route stated on your bus pass.
- Show a valid bus pass and student ID each time learners board the bus. Without a valid bus pass travel will be refused.
- Smoking, vaping and inappropriate behaviour will not be tolerated and will result in your bus pass being revoked.
- The carrying of weapons or the use of illegal substances is prohibited.
- Be aware of and adhere to the Student Code of Contact at all times.
- The travel pass does not include any travel to work placement, students will need to make their own arrangements.

Transport Guidelines 24/25

We want you to have a really pleasant and stress-free journey to and from college. Please read below our travel guidance in advance of your journey

Before your Journey

- You should ensure that you are standing at the bus stop in good time (at least 5-10 minutes before the scheduled pick-up time).
- If your parent / guardian does not take you to and from the bus stop, please make sure you follow the safest route.
- You must always be visible at the designated bus stop, and it is your responsibility to put your hand out so that the bus stops for you.
- Always have your bus pass ready to show the driver each time you travel on college transport. As we have a No Pass No Travel policy you could be refused transport if you do not show your bus pass.
- Please do not ask the driver to add any additional stops as these would not have been risk assessed and will impact the timetable.

During your journey

1. **Ensure your own safety and wellbeing**
 - Find a seat as soon as possible and remain seated facing forward wearing your seatbelt (where fitted).
2. **Have respect for others**
 - Do not bully others, shout or use abusive or offensive language.
 - Do not distract the driver whilst driving.
3. **Take responsibility for your actions**
 - Do not eat, drink (other than bottled water), smoke, vape or carry any weapons including knives on the bus.
 - Do not throw objects around or do anything which could damage any part of the bus. You or your parents / guardians may be charged for any damage you have caused.
 - CCTV, dash cams may be used in college vehicles. All drivers are instructed to report bad behaviour to the Duty Manager on arrival.

At the end of your journey

- Remain seated until the bus has stopped.
- Take all your belongings with you including any litter. The college and bus contractor are not responsible for any lost property.
- Get off the bus in an orderly manner.

If you have any concerns regarding your journey, please speak to your Engagement Progression Officer (EPO)

Please remember: If you do not respect these rules or cause damage to a bus you will have your right to travel withdrawn. It will be then your own, or your parents / guardian's, responsibility to make alternative arrangements to ensure you get to college.

Transport FAQs

Please take a read through our frequently asked questions, in relation to student transport for learners aged 16-18 (19-25 with an EHCP)

For any queries that are not covered here, please email bursaries@cornwall.ac.uk

TRAVEL OPTIONS:

What transport is available to me?

If you are aged 16-18 (19-25 with an EHCP) there is a network of buses that can bring you to and from college. Depending on where you are, your bus may be provided by your local Council or through our own network of college buses. Please see here: [Transport - Cornwall College](#) for all Bus Routes and route providers.

If you are an adult learner, you may be able to purchase a seat on the bus, via the Spare Seat Scheme. More information can be found on our Transport Page. Please note that this scheme will only be available; once all 16–18-year-olds have had the opportunity to purchase a seat on the bus.

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

Due to circumstances, some SEN learners may require a taxi to access their education at college. To apply for a taxi, you will need to contact your Local Council/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.

Can I request a train pass instead of a bus pass?

This could be possible depending on the campus that you need to attend. If you are applying for a Travel Pass through the local council, they may issue you with a train ticket if this would be the best option. Cornwall College do not provide train tickets, as we have an extensive network of buses that bring learners into college.

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?

If you are travelling on a Cornwall College route, Apprentices can apply for an Apprentice Bus Pass at an annual cost of £246 per academic year. Applications and routes can be found here <https://www.cornwall.ac.uk/transport/>. The £246 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 of £636. We recommend that you explore [Fares & tickets - Go Cornwall Bus](#) for reduced fares and monthly tickets that are available.

HOW TO APPLY:

When can I apply for my bus pass?

You will be notified during the summer term when to apply for your bus pass. All bus pass application portals will open in June 2024. You will not be able to apply before this date.

How do I apply for a Bus Pass?

To apply for a bus pass please visit our website www.cornwall.ac.uk/transport

Is there a closing date for transport applications?

You can apply for a bus pass at any time throughout the academic year. Please note, that if you are applying for transport for a September start then both the Council and the College have a deadline to guarantee that you will receive your pass for the beginning of term.

Cornwall Council Routes the deadline for a guaranteed pass for the beginning of term is Friday 2nd August

Cornwall College Routes the deadline for a guaranteed pass for the beginning of term is Friday 9th August

PAYMENTS AND REFUNDS

How much will my bus pass cost?

The cost of a bus pass for the academic year will be £636. There are different payment options available.

How can I pay for my bus pass?

If your bus pass is issued through your local Council, you can pay for your bus pass direct to them with a credit/debit card by clicking on the link in the confirmation email that you will receive from them.

If your bus pass is issued through the Cornwall College Group, you can pay for this online through our Online Shop.

Can I pay daily for my transport?

If you are requesting a place on a college bus or a bus organised through the council, then you will need to pay for your bus pass in advance. You can either purchase an annual pass or pay for it on a termly basis or set up a pre-determined payment plan.

Can I get financial support to help with the bus pass costs through a bursary?

Yes, you can apply for a College Bursary to support you with travel costs. Your total combined household income must be below £35,000 per year for you to qualify for support. To find out more about our bursaries please visit our Financial Support page [Financial Support for students attending Cornwall College](#)

Can I get financial help with public buses?

If you qualify for bursary and mileage allowance, you could use these funds to purchase a monthly ticket from [Go Cornwall Bus - Bus tickets, timetables & more](#) This will enable you to travel on any bus at any time within Cornwall.

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 Bursaries and Student Transport team as soon as possible. If you do not notify us in good time, you could be financially liable for the forthcoming term cost.

What if I can no longer make payment for my bus pass?

This can be reviewed on a case-by-case basis. Please email bursaries@cornwall.ac.uk for further guidance

I have specific College duties 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.

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

Yes, you will need to apply to your transport provider (local Council or Cornwall College) for a replacement bus pass and charges may be incurred for a replacement.

If you lose your College 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.

USING MY BUS PASS:

Can I use a College Bus without a pass?

You will need to have a valid bus pass to travel so that we can manage capacity and ensure that learners are always kept safe. Please apply early to ensure that you have your pass in time for the start of term.

Is my pass transferable across the College network? Can I access other buses if I need to?

Passes are not transferable and once you have an allocated seat on an allocated route, this cannot be changed unless agreed by the Transport Coordinator. Passes are only for journeys to and from college on your timetabled days.

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 any additional stops. 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.

I am moving house - can I change bus routes?

Please contact bursaries@cornwall.ac.uk to discuss your request.

Do I have to wait at the Bus Stop or can I wait somewhere else until I see the bus arrive?

We advise that you stand at the Bus Stop and are visible to the bus driver.

What if I miss my stop on the way home?

You must contact your next of kin and ask them to meet you at the next available stop. The bus driver will be unable to take you back if you miss your stop.

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

Our network does not always have capacity for a learner to have reserved seats on two routes. You must apply for travel to the home that you are registered at. This will be the address of the parent who receives the child benefit. Only in exceptional circumstances would we consider any other options.

What if I am no longer living in the family home and have been moved?

We will work with you to see how we can best support you with the College Bursary. Please speak with a member of the Student Experience team.

TIMETABLES:

What time do the buses arrive?

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.

If your bus route is arranged by Cornwall College, you can view the Bus Timetables on our website.

At times, due to circumstances beyond our control there may be delays on some routes. In these instances, learners are encouraged to wait at their bus stop, unless notified differently. SMS Messages will be sent to you if there is a significant delay. You should follow any instructions provided. Please ensure our contact details for you are always up to date.

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

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

Our buses will aim to leave promptly so we recommend that you are at your stop at least 5 minutes before the bus is due to depart.

Are the bus routes set or is there flexibility with the pick-up points?

The routes have been finalised for the year 2024/2025, so we are unable to add any additional stops. Our drivers can only stop at the bus stops advertised on our timetables.



*Get in touch with one of our specialist Bursary Advisors:
bursaries@cornwall.ac.uk
cornwall.ac.uk/financial-support*