

# Bursary/EMA Application – Frequently Asked Questions

## When can I apply for funding?

The College will open the online student funding applications from 22nd April. This will be a phased opening over all our FE courses and we aim to have sent a funding activation email to all offers by 3rd May. Funding applications should be completed as soon as possible and before 26th July 2024 to make sure funding is in place for the course starting. Applications received more than 6 weeks after the start date of your course will only be awarded from the date the complete application was received.

## Who can apply for funding?

All students on an FE course (Access/NC/NQ/PDA/City and Guilds) can apply for student funding and applicants must meet the [residency criteria](#) to be eligible for funding.

## What if I do not have a computer to apply online?

Our funding form is an online form, it can be accessed using a smartphone, tablet or laptop. You can come into the college to use a computer there if you have no access at home. If you cannot manage to complete an application this way please email us to let us know as we will send reminder emails throughout the summer to those who have not yet applied for funding.

## Can I apply for funding before I am offered a place on a course for the Academic Year 2024/25?

No. Once you have been offered a place on a course, a Funding Activation email will be generated and sent to the same email address you gave us when you submitted your online course application. We encourage you to complete this as soon as possible and upload the required evidence to ensure that your funding is in place for the first payment date.

## What information do I need to activate my account?

You will need your student reference number which will be detailed on the email you receive – your email address will be your username. Please keep a note of your

password as you may need to access the account at various times to upload documents or check the status of your application.

### What happens if I forget my password?

If you forget your password click on the **Forgotten your password** link on the welcome page and answer the security question you set up when creating the account. If this does not work, contact student funding by email.

### Will I be entitled to EMA or bursary?

- Students aged under 18 on the course start date will be assessed for EMA, which is means-tested on household income. Please note if you turn 18 while on the course you will continue to receive EMA (not bursary).
- Students aged over 18 but under 25 will be assessed for bursary, again it is means-tested on household income
- Students aged 25 or over: will be assessed for bursary and should let us know if in receipt of any benefits, if living with a partner/spouse will need to provide their income details, eg P60, SA302 or recent benefits award letter, showing the amount received on it.

### What documentary evidence do I need?

On your application you will be advised what documentary evidence is required. Please answer questions correctly, if we need further information this may delay your assessment. All students should provide their birth certificate or passport, income details for themselves and where applicable partner, spouse, parents or guardians, e.g. P60s, Tax credits, proof of Benefits. If you have any queries regarding this please email [studentfunding@cityofglasgowcollege.ac.uk](mailto:studentfunding@cityofglasgowcollege.ac.uk)

### Where do I bring/send these documents?

You can use the document up loader on your online application page to attach your documents. Please ensure that you upload **all pages** of the documents requested. Please scan or take clear photos of all pages of the necessary forms, letters or ID, ensuring that the documents are clear to read and large enough to make out. Do not worry if you do not have all documents to hand, you can still submit your application. We will then assess your application and email you the documents we still require to assess your application.

### **What happens if I do not get the documents in on time?**

You can upload documents at any time and if we need documents to complete your assessment we will email you requesting these. If you have any problems obtaining any of the documents requested please contact Student Funding as soon as possible.

### **What happens after I submit my application?**

You will receive an email thanking you for your application and detailing any documents we need as evidence to support your application if you have not already uploaded them. Your application will be assessed, usually within 4 to 6 weeks, when we have enough supporting paperwork to make a decision.

### **How will I receive my award?**

You will receive your award by email usually within 4 to 6 weeks of applying. The award letter will appear as an attachment to an email from ***fundingapplications*** email address and it will detail your total award and payment dates with instalment amounts.

### **If there is a delay in my application will I receive funding from the date I started on the course?**

Funding applications will not be backdated unless the form is submitted within 6 weeks of the course start date. This is in line with Scottish Funding Council Policy.

### **How will you contact me?**

We send everything by email and/or text message. Please keep us up-to-date with your current email address and check it (and the junk/spam folder) regularly for any important emails from the College. The same goes for your mobile number, to make sure you receive important text messages please give us your correct mobile phone number.

### **When will I receive payment?**

You should receive your first Bursary payment two weeks into the course, so please budget accordingly. After that it is generally every 4 weeks for Bursary Maintenance

and Travel Expenses and every 2 weeks for EMA. Exact dates will be found on your Award letter and CityLife.

### **Is there a nursery/ childcare provider on Campus?**

Unfortunately there is no childcare provision at City or Riverside campus so you should source your own registered nursery/ childminder /Afterschool care facility and check beforehand whether they have free space for your child/children from the course start date onwards. The Government's [Care Inspectorate](#) website can provide details of facilities in your area.

### **If I am absent, will this affect my bursary/EMA/childcare payment?**

Payments based on attendance, if student is absent for 5 days with no contact/engagement, funding payments will be put on hold until student re-engages.

### **Who do I contact if I have any questions?**

You should contact [studentfunding@cityofglasgowcollege.ac.uk](mailto:studentfunding@cityofglasgowcollege.ac.uk) or by phone on 0141 375 5190 if you have any questions. We are here to help and will be available to assist you Monday to Friday 8:30am – 4:30pm.

## Useful Contacts

EMA Scotland	<a href="https://www.mygov.scot/ema/">https://www.mygov.scot/ema/</a>
Scottish Government Guide to Funding	<a href="https://www.studentinformation.gov.scot/">https://www.studentinformation.gov.scot/</a>
SAAS	<a href="http://www.saas.gov.uk/">http://www.saas.gov.uk/</a>
Tax Credits	<a href="https://www.gov.uk/government/organisations/hm-revenue-customs/contact/tax-credits-enquiries">https://www.gov.uk/government/organisations/hm-revenue-customs/contact/tax-credits-enquiries</a>
National Entitlement Card (free bus travel)	<a href="http://www.entitlementcard.org.uk/">http://www.entitlementcard.org.uk/</a>
Department for Work and Pensions	<a href="https://www.gov.uk/government/organisations/department-for-work-pensions">https://www.gov.uk/government/organisations/department-for-work-pensions</a>
FirstBus (Greater Glasgow only)	<a href="https://www.firstgroup.com/greater-glasgow/tickets/ticket-types/student-bus-travel">https://www.firstgroup.com/greater-glasgow/tickets/ticket-types/student-bus-travel</a>
CityLink Buses (Student Discount)	<a href="http://www.citylink.co.uk/students2010.php">http://www.citylink.co.uk/students2010.php</a>
ScotRail 16-25 Railcard	<a href="https://www.16-25railcard.co.uk/">https://www.16-25railcard.co.uk/</a>
FirstBus (Falkirk and Stirling only, Choose the Zone 3+ Ticket)	<a href="https://www.firstgroup.com/south-east-and-central-scotland/tickets/ticket-prices">https://www.firstgroup.com/south-east-and-central-scotland/tickets/ticket-prices</a>