

Bursary/EMA Application – Frequently Asked Questions

When can I apply for funding?

The College will open the online student funding applications from 21st 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 7th May. Funding applications should be completed as soon as possible and before 30th July 2021. 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. If safe to do so please pop 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 2021/22?

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.

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

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, we will assess your application and email you what documents we need 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. Students will be reminded by email on a 4 week basis requesting documents. 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 and all documents received 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 MyCity.

Who do I contact if I have any questions?

You should contact studentfunding@cityofglasgowcollege.ac.uk if you have any questions. We are here to help and will be available to assist you Monday to Friday 8:45am – 4:45pm.

Useful Contacts

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