

## **Student Support Fund – Frequently Asked Questions**

### ***How do I apply for The Student Support Fund?***

Application forms are available at campus receptions or can be downloaded from the college website. If you would like a form posting out please send an email requesting one to [financial-support@sheffcol.ac.uk](mailto:financial-support@sheffcol.ac.uk) stating age of the student on the 31<sup>st</sup> of August 2019, name and address.

### ***When will I hear about my Student Support Fund (SSF)?***

You will be informed of the outcome of your application by letter.

The first term is the busiest and due to the volume of applications received, we aim to at least acknowledge your application within a few days of receipt and assess within 15 days.

Your patience at this time is appreciated.

Outside of the peak period you will hear much more quickly.

## ***Awards***

### ***What will my award be?***

Awards are based on the essential costs of attending college. If you qualify for travel support it will be based on the cheapest available weekly pass cost. Travel awards are not guaranteed to cover all travel costs.

We also pay for costs such as books, uniform, DBS checks and essential trips.

We work with course leaders to determine how much it costs to buy the equipment you need and we award the amount agreed with them.

Unfortunately we cannot support living costs e.g. rent, bills etc.

### ***When will I be paid?***

Your award letter will show the breakdown of your award and expected payment dates.

Please note we always show any payments that are backdated so if your letter shows payments due on a date that has already passed please allow 10 working days for this to reach your bank account.

Travel is paid for most students per half-term, it is up to you to budget that money for the period allocated.

***How do I access the free college meals I have been awarded?***

£3 will be available for each day you are timetabled to be in college. This is pre-loaded each day on to your college ID card, which you must present at the till in order to pay for your meal.

There will be healthy meal deals (hot or cold) available for the value of £3.

Please note, money for free college meals is not transferable to another day or other students.

If you wish to spend over the £3.00 daily amount you will be able to pay the difference at the till with cash.

***I have my award letter - why is some of my award marked as 'internal transfer'?***

Where possible we pay costs for things like trips and kit directly to your department.

The department will then work with you to order equipment. You should speak with your Tutorial Mentor or Head of Student Experience about this.

***I have already paid for equipment you have sent money to my department for - can I get a refund?***

If you have already bought the kit we have transferred the money for please don't worry.

Take your award letter to your tutor and they can request a refund from us.

## ***Evidence***

***I have had a letter requesting further evidence - why?***

We have to meet strict guidelines for spending this money and part of that is having copies of recent and relevant evidence of students' financial circumstances. If we have sent a letter requesting further evidence please send us the requested documentation. We will not be able to proceed with your SSF application without it.

If you think you have already sent it, before calling us please consider if maybe the copy you sent was incomplete, or the document was outside of the time period stated on the letter - for instance, some documents must be dated within the last 3 months in order for us to accept them.

Please ensure further evidence sent to us has the student's name and person code on it - if we can't match the evidence to the application form the application will be further delayed.

If you have concerns about obtaining the evidence please do speak to us.

***I have sent a bank statement showing payments - is this acceptable evidence?***

No, unfortunately we cannot accept bank statements as evidence of income, they do not tell us enough detail to meet audit requirements.

***Do you need to see the original document for evidence?***

No, in fact we request that you only send good quality photocopies/scanned copies of any evidence as we cannot return originals.

## ***Travel***

***How can I find out about cheap travel costs?***

We know how expensive travelling to college can be. Your travel award from the Student Support Fund is based on the cheapest weekly option we believe is available.

There are many products available to reduce costs, please check online that you are getting the cheapest travel you can:

**[www.travelsouthyorkshire.com](http://www.travelsouthyorkshire.com)**

**[www.sytravelmaster.com](http://www.sytravelmaster.com)**

**[www.stagecoachbus.com/tickets](http://www.stagecoachbus.com/tickets)**

**[www.firstgroup.com/ukbus/south\\_yorkshire](http://www.firstgroup.com/ukbus/south_yorkshire)**

We recommend you apply for NUS Extra card to get discounts on travel

**[www.nus.org.uk/en/nus-extra](http://www.nus.org.uk/en/nus-extra)**

Many passes are available to buy from reception at your campus.