

Chichester College Group

Learner Support Fund, Bursary and Free College Meals – Frequently Asked Questions (FAQs)

1. How do I apply for a bursary?

You will need to create an account on [Chichester PayMyStudent](#) using your Student ID, date of birth and password. The system will guide you through the application process, including answering the relevant questions and uploading the supporting documents needed to assess your application.

2. Why do I need to provide financial evidence?

The financial evidence you provide enables us to assess your household income and determine the level of support you may be eligible to receive, in line with government funding regulations.

If the documentation submitted through PayMyStudent is incomplete, or if we require clarification, we may request additional evidence before the assessment can be completed. We cannot award financial support until all required information has been received.

3. How is my financial information stored and who can access it?

Any documents uploaded to PayMyStudent are stored securely and can only be accessed by authorised members of staff involved in the assessment process.

In accordance with the General Data Protection Regulation (GDPR) and our data retention policies, your information may be retained electronically for up to six years.

4. How will I know if my application has been successful?

Once your application has been assessed, you will be notified via email. You can also log in to PayMyStudent at any time to check the progress of your application.

Please allow up to **two to four weeks** from the date of submission for your application to be processed.

5. When will I receive my support?

Your award letter will explain the type of support you have been awarded and when it will be provided.

The bursary is intended to help with essential study-related costs such as travel, meals and essential books and equipment. Support may include:

- Travel support
- Free College Meals

- Essential course equipment

If there are any changes to the distribution dates, you will be informed in advance.

6. Why is my Travel Bursary split into Five payments?

Your Travel Bursary is linked to your attendance and punctuality. By accepting this support, you agree to maintain at least **90% attendance** and arrive on time for your timetabled lessons.

To help monitor eligibility throughout the academic year, the total Travel Bursary is paid in **five instalments** rather than as a single payment. Each payment is subject to you meeting the required attendance and engagement standards.

The amount awarded is intended to contribute towards your travel costs for the **entire academic year**, so it is important to manage these payments carefully. Splitting the bursary into instalments also ensures that funding is distributed fairly and continues to support learners who remain actively engaged with their studies.

7. My award is less than I expected. Why?

Financial support is assessed based on your household income, personal circumstances and the evidence submitted. If you would like to discuss your award, please speak to a Student Finance Advisor.

8. Why has another student received a different award from me?

Each application is assessed individually based on the student's financial circumstances and supporting evidence. As a result, award levels may vary between students.

9. I have not yet received some of the documents required for my application. What should I do?

Please contact Student Finance as soon as possible. They will advise you on how to proceed and discuss any alternative evidence that may be accepted.

10. Why has my application been declined?

Applications may be unsuccessful for several reasons, including:

- Household income exceeds the bursary eligibility threshold.
- Insufficient supporting evidence was provided.
- Any requested additional information was not supplied.

If further evidence is required, we will contact you and explain what is needed.

11. Can I appeal the decision?

Yes. If you believe your application has not been assessed correctly or your circumstances have not been fully considered, you may submit an appeal.

Please email studentfinance@chigroup.ac.uk outlining the reasons for your appeal and providing any supporting evidence.

12. I received Free School Meals at school. Can I receive Free College Meals?

If you meet the government eligibility criteria and have completed the relevant section of your financial support application, you may be eligible to receive Free College Meals while studying at college.

13. What is the Free College Meals entitlement?

Eligible students receive a daily allowance to spend on meals at the college catering facilities. The current entitlement is **£4.50**.

14. How can I check the progress of my application?

You can check the progress of your application at any time by logging into your [Chichester PayMyStudent](#) account.

15. My financial circumstances have changed. Can my application be reassessed?

Yes. If your financial circumstances have changed significantly since you submitted your application, please speak to a Student Services Advisor. They will discuss your situation and advise whether a reassessment can be completed.

If you have any further questions, please contact the Student Finance Team:

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2119 / 2325**

Crawley College | College Road | Crawley | West Sussex RH10 1NR T: 01293 442 204

**Central Brighton Campus | Pelham Street | Brighton | East Sussex | BN1 4FA T: 01273
667 788 extm394 / 474**

**West Durrington Campus | Littlehampton Road | Worthing | West Sussex | BN12
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