



**Cheshire College  
South & West**

## **PayMyStudent FAQs**

### **When can I apply?**

You can apply for financial support as soon as you receive your offer from the College. You will be sent a student number with your offer letter. You will need to use this number to access PayMyStudent. **When you register, please make sure that you do not include the two 00s at the beginning of your student number and do not include the email that follows the numbers.**

### **How do I apply?**

Applications are made through the PayMyStudent portal. You can access PayMyStudent in the Student Portal or via the Financial Support page on the College website. Once you have registered on PayMyStudent, you will receive an activation email to the personal email address you provided to us on your application form. You need to verify your details by clicking on the link at the bottom of the email. This will take you to the PayMyStudent login page where you can carry on with your application for financial support.

### **What evidence is needed?**

After answering the questions in the application, you will be told which documents are needed. Please make sure that any images are complete before you upload them to your application, as incomplete images will delay your application being assessed.

### **How do I know if I am eligible for financial support**

You can download our guidance notes here:

Full-time students aged 16 to 19 years old – [16-19-Guidance-Notes](#)

Students over the age of 19 – [19-Guidance-Notes](#)

### **How long does it take for my application to be assessed?**

We aim to contact you within 15 working days of receiving your fully completed application to confirm whether you qualify for financial support. If you have not provided enough evidence, you will be notified by email that additional information is required.

### **I have uploaded my documents to the system – do I also need to take paper copies into College?**

We will get in touch if we need to see paper copies of your documents. This might happen if part of any images are 'missing' or 'cropped' during the uploading process. Please make sure that all images are complete before you upload them to your application.

### **I do not know my student number? Or my student number is not recognised?**

When you apply/enrol you will automatically be sent a student number and it will be on the letters and emails that we have sent you. Check your email confirmation and if you still cannot see your number, call us on the number below. If you have a student number but are having difficulties getting access, please call us on 01270 654654 and we will be happy to help.

### **The Portal will not let me register or says that the information I am providing is correct.**

To activate your account, we need to have an email address for you on our system – this will be the email you provided when you applied to the College. Email/telephone with your details if you need us to check if we have an email address recorded for you. If you still cannot register, let us know and we will investigate further.

### **I live in Wales do I need to apply for PayMyStudent?**

Yes, you can apply to PayMyStudent if you are eligible for free meal support, please refer to the guidance notes to check if you qualify.

### **I am a young parent. How do I apply for childcare?**

If you are under 20 years of age at the start of your course, you can apply for childcare support through the Care to Learn scheme - [Care to Learn: Overview - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

### **Why do you need my bank account details?**

Students are asked to provide bank account details for any refunds or direct payments to be processed.

### **I am a returning student, do I need to re-apply to Pay My Student each year?**

Yes, each student must apply every year that they attend College. The Government provides the College with a new allocation of money each academic year and the guidelines for allocating these funds changes, and so do people's financial circumstances.

### **What if I already have an application in and need to change something?**

You have access to your application so if changes need to be made, please access your account.

### **What if my application is turned down?**

You have the right to appeal. Any appeal must be made within seven working days of being advised of the decision. Your appeal must be in writing. You can email your appeal to: [bursary@ccsw.ac.uk](mailto:bursary@ccsw.ac.uk).

### **Still have questions?**

Contact our Financial Support Team at [bursary@ccsw.ac.uk](mailto:bursary@ccsw.ac.uk) and they will be happy to help.

