

# POLICY

**TITLE:** 19+ Financial Support Policy 2024-25

**POLICY HOLDER:** Alexandra Miller

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\*The review period refers to our internal policy review process. The published policy is current and is the most recent approved version.

**Accessibility:** If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

**Further information:** If you have any queries about this policy or procedure, please contact the named policy holder.



LEGISLATION OR  
REGULATION:

[Adult skills fund: funding rules  
2024 to 2025 - GOV.UK  
\(www.gov.uk\)](#)  
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## Introduction

### What is the 19+ Financial Support available?

The 19+ Bursary Fund is formed as part of the ESFA (Education and Skills Funding Agency) funded Adult Skills Fund (ASF). It provides financial support to adult learners and enable flexibility to engage in courses which will provide them with the skills and learning that they need to progress into or within work or an apprenticeship.

The ASF provides support under three main categories:

- Learner Support Bursary (bursaries for 19+ learners)
- Advanced Learner Loan Bursary (ALL Bursary)
- Residential Access Fund (bursary for eligible 19+ learners towards accommodation costs)

The fund cannot be transferred between categories and each fund has different eligibility criteria as set out by central Government. Therefore, funds may have different household income thresholds, educational requirements or conditions.

To be eligible for the Learner Support and ALL bursaries, students must be enrolled at Easton, Paston or City College Norwich on a course which is funded by the ESFA Adult Skills Fund or funded by an Advanced Learner Loan.

The following students will not be eligible for ASF funding:

- Students studying 'Commercial' courses or Apprenticeships will not be eligible.
- Students who are 19-24 with an EHCP (Education, Health and Care Plan) will be funded from the 16-19 bursary if they are eligible. Please see the ASF guidance <sup>1</sup> for further details.
- Students enrolled on an HE programme at Easton or Norwich City College will not be eligible for ASF but may be eligible for the HE Hardship Fund.

Student must have settled status/ordinarily resident in the UK for 3 years (known as a Home Fees Student) and be aged 19 or over as of the 31st of August before they enrol, to be eligible for ASF funding in the next academic year.

For example, to be eligible for any of the funding streams on 1<sup>st</sup> September 2024, for the whole of the academic year, you must be aged 19 or over on 31<sup>st</sup> August 2024.

Eligibility is also based on household income. For the purposes of this policy, household income includes:

- Income from employment/self-employment
- Job seekers allowance
- Employment & support allowance

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<sup>1</sup>[Adult skills fund: funding rules 2024 to 2025 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/adult-skills-fund-funding-rules-2024-to-2025)

- Universal credit
- Pension (both old age and private)
- Working tax credits

For the purposes of this policy, benefits excluded from household income are:

- Housing benefit
- Child benefit
- Disability Living Allowance (DLA) or Personal independence payments (PIP)

This policy states the eligibility criteria and process for the administration of the funds. The rules within this policy are subject to change at any time from the ESFA.

**By applying for any Government funded bursary, students are agreeing to pay back any funds already received if they withdraw from college within the first 6 weeks of the course.**

## 1. Learner Support (19+ bursary)

The Learner Support bursary provides financial support to help students overcome the specific financial barriers to accessing college so they can remain and succeed on their course.

The bursary can be used for essential items the student would otherwise need to pay for to participate in the course. It can help with costs such as travel, childcare whilst at college or timetabled placements, essential books and equipment, and university interviews/open events (restrictions apply).

The bursary cannot be used to support students with any extra-curricular activities or for learning support such as mentoring, tutoring or counselling and cannot be used to support the household cost of living.

### 1.1 Eligibility

Financial eligibility is primarily based on the level of household income (including all benefits) as follows:

- For single people - net income up to £19,360 pa
- For single parents, couples or families - net income up to £25,120 pa

### 1.2 Awards

All awards are based on individual circumstances and actual financial need.

In the academic year 24-25, the bursary awards will support students as follows:

Type of Support	Books, Equipment, Uniform	Travel (for all students living more than 1 mile from college)	Childcare (on timetabled days)	University open day trips & Interviews
Amount Covered	Actual course costs as per listed on the	Awarded a set amount towards travel costs	Award offered once all other forms of financial	Awarded on a case-by-case basis and

	website, supplied by academic staff or held within the Advice Shop.	(based on distance from college and number of days attendance). See Matrix below.	support have been accessed e.g. Early Years funding, UC etc. Support only offered for when students have timetabled classes or placements. Case by case basis.	recognising that Norfolk is a rural County. Up to a maximum of £150 per student. Funds dependent.
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**Travel award matrix**

Distance	Days at College		
	1 day	2 days	3+ days
<b>1 - 3.9 miles</b>	£70	£140	£210
<b>4-9.9 miles</b>	£120	£240	£360
<b>10-19.9 miles</b>	£170	£340	£510
<b>20-29.9 miles</b>	£220	£440	£660
<b>30-39.9 miles</b>	£260	£520	£780
<b>40+</b>	£320	£640	£960

Where applicable, it is the student’s responsibility to report any financial support received from college to the Department for Work and Pensions as any payments may affect their eligibility to state benefits.

**1.3 Payments**

Payments for books, equipment and uniform will be paid in the first pay run of the academic year. In the year 2024-25 this will be the last Friday in September. Where possible, students should purchase their necessary equipment ready for the start of term. Curriculum areas will have some equipment available to borrow/use in class until individual purchases can be made. The bursary team cannot pay the equipment suppliers directly. Receipts will be required as proof that the bursary money has been used as intended for the purchase of equipment/uniform/books. Receipts will also be required before any reimbursement can be made.

Payments for travel will be awarded in equal monthly instalments on the last Friday of each month starting in September.

Where applicable, payments for childcare will only apply for days when the student has timetabled

classes or placement/work experience. Students should access all other forms of financial support available towards childcare costs first such as 'Early Years Funding' if the child(ren) are over 2 years of age, 'Universal Credit' if the student is aged 20+ or 'Care to Learn' if the student is aged 19. Students can then apply to the bursary for any additional costs not covered. Childcare costs will be reimbursed once the childcare has taken place. Students will need to pay for their childcare initially. If students pay for childcare after the childcare has taken place, they will be reimbursed on the next available pay run providing all invoices and proof of payment have been provided.

Payments will be made by BACS into a bank account which should be in the student's own name. Students without bank accounts at the time of application should make effort to open a bank account prior to the first payment being made. Payments into a nominated bank account should only be for exceptional circumstances. CCN (City College Norwich) cannot accept responsibility if incorrect bank details are provided or if payments made do not reach the nominated account.

## 1.4 Attendance

Student attendance is monitored and should be a minimum of 90%. All absences must be authorised and notified to the college through the absence line immediately. Awards will be made as follows based on the following attendance levels unless confirmation is received from academic staff for extenuating circumstances. Attendance monitoring does not apply to students who have justified absences or have been suspended without prejudice.

Attendance thresholds (based on the month prior to payment)	Payment
100-90%	100%
75-89%	75%
50-74%	50%
0-49%	0%

## 1.5 How to apply

The college uses an online bursary administration system called Pay My Student. The link can be found on the College website or by clicking on this link [City College Norwich \(paymystudent.com\)](http://City College Norwich (paymystudent.com)). Students will need access to the email address they used on the application form for their college course, details of their household income and their bank account details to hand. If students require any help completing the application, then they can contact the bursary admin team at [bursaryadmin@ccn.ac.uk](mailto:bursaryadmin@ccn.ac.uk) or on 01603 773063.

## 1.6 Application timeline

Applications open in July prior to enrolment. Students will need to have an active college course application before they can apply for the bursary. We will only issue an award once applicants have been enrolled. If students have not made an application prior to enrolment, they must apply as soon as they can once they have enrolled. Funds are limited and are dealt with on a first come, first served basis.

We reserve the right to suspend or close the bursaries at certain times throughout the year, as necessary. However, we will consider applications to all forms of financial support throughout the academic year if emergencies arise.



All applicants must provide evidence of household income which can then be documented as required by the ESFA. Applications cannot be assessed and/or bursaries awarded without evidence.

## 2. 19-24 Care Leavers, Asylum-Seeking Care Leavers & 19+ Asylum Seekers

In recognition of the vulnerability of Care Leavers, Asylum Seekers and Asylum-Seeking Care Leavers, the college will provide additional support within the parameters of Government guidelines. All awards will be based on financial need.

### 2.1 Eligibility

Students must provide documentation as proof of status i.e. letter from social worker or ARC card.

### 2.2 Awards

Students will be awarded in kind payments for books, equipment, uniform and travel, as necessary. Where students require equipment for their course, and do not have funds to purchase these initially, they should contact the financial advisers at [financialadvice@ccn.ac.uk](mailto:financialadvice@ccn.ac.uk) or on 01603 773063.

Type of Support	Books, Equipment, Uniform	Travel
Amount Covered	Actual course costs as per listed on the website, supplied by academic staff, or held within the Advice Shop.	Awarded termly bus pass for each term enrolled at college. Cash equivalent may be awarded if enrolled mid-term.

### 2.3 Payments

Where possible, awards will be paid in kind through the purchase of travel passes or payment direct to the supplier. Cash awards will only be provided where an in-kind payment is not appropriate or in exceptional circumstances. Receipts will be required as proof that the bursary money has been used as intended for the purchase of equipment/uniform/books. Receipts will also be required before any reimbursement can be made.

### 2.4 Attendance

Student attendance is monitored and should be a minimum of 90%. All absences must be authorised and notified to the college through the absence line immediately. Awards will be made as follows based on the following attendance levels unless confirmation is received from academic staff for extenuating circumstances. Attendance monitoring does not apply to students who have justified absences or have been suspended without prejudice.

Attendance thresholds (based on the month prior to payment)	Payment
90-100%	100%
75-89%	75%

50-74%	50%
0-49%	0%

## 2.5 How to apply

The college uses an online bursary administration system called Pay My Student. The link can be found on the College website or by clicking on this link [City College Norwich \(paymystudent.com\)](http://City College Norwich (paymystudent.com)). Students will need access to the email address they used on the application form for their college course, details of their household income and their bank account details to hand (if they have one). If students require any help completing the application, or require the information in another language, then they can contact the bursary admin team at [bursaryadmin@ccn.ac.uk](mailto:bursaryadmin@ccn.ac.uk) or on 01603 773063.

## 2.6 Application timeline

Applications open in July 2024 prior to enrolment. Students will need to have an active college course application before they can apply for the bursary. We will only issue an award once applicants have been enrolled. If students have not made an application prior to enrolment, they must apply as soon as they can once they have enrolled. Funds are limited and are dealt with on a first come, first served basis.

We reserve the right to suspend or close the bursaries at certain times throughout the year, as necessary. However, we will consider applications to all forms of financial support throughout the academic year if emergencies arise.

All applicants must provide evidence of household income which can then be documented as required by the ESFA. Applications cannot be assessed and/or bursaries awarded without evidence.

## 3. Advanced Learner Loan Bursary (ALL Bursary)

The ALL Bursary is only available to students studying a course which is being funded by an Advanced Learner Loan and meet the financial eligibility requirements as set out for the 19+ Learner Support Bursary.

The bursary can assist with costs associated with studying such as travel, childcare whilst at college or timetabled placements, essential books and equipment, and university interviews/open events (restrictions apply).

Students assessed as requiring classroom assistance for a disability or learning difficulty can apply for funds to support this need.

Where applicable, students who have accommodation costs due to living away from home to study may also be eligible to apply.

The ALL Bursary fund is a limited amount. The College reserves the right to suspend or close the bursary at certain times throughout the year, as necessary. However, we will consider applications to all forms of financial support throughout the academic year if emergencies arise.

### 3.1 Eligibility

To be eligible for the ALL bursary;

- Students must be enrolled and have received a letter approving the Advanced Learner Loan

for their course (proof required).

And

- Meet the financial eligibility requirements as set out in the 19+ Learner Support Bursary in section 1.1.

### 3.2 Awards

All awards are based on individual circumstances and actual financial need.

In the academic year 24-25, the ALL bursary awards will support students as follows:

Type of Support	Books, Equipment, Uniform	Travel (for all students living more than 1 mile from college)	Childcare (On timetabled days)	University open day trips & Interviews	Accommodation costs	Classroom Assistance for Learning Difficulty or Disability
<b>Amount Covered</b>	Actual course costs as per listed on the website, supplied by academic staff, or held within the Advice Shop.	Awarded a set amount towards travel costs (based on distance from college and number of days attendance). See Matrix below.	Award offered once all other forms of financial support have been accessed e.g. UC or Care to Learn. Support only offered for when students have timetabled classes or placement. Case by case basis.	Awarded on a case-by-case basis and recognising that Norfolk is a rural County. Up to a maximum of £150 per student. Funds dependent.	By application only. Case by case basis.	By application only. Case by case basis.

## Travel award matrix

Distance	Days at College		
	1 day	2 days	3+ days
<b>1 - 3.9 miles</b>	£70	£140	£210
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<b>30-39.9 miles</b>	£260	£520	£780
<b>40+</b>	£320	£640	£960

Where applicable, it is the student's responsibility to report any financial support received from college to the Department for Work and Pensions as any payments may affect their eligibility to state benefits.

### 3.3 Payments

Payments for books, equipment and uniform will be paid in the first pay run of the academic year. In the year 2024-25 this will be the last Friday in September. Where possible, students should purchase their necessary equipment ready for the start of term. Curriculum areas will have some equipment available to borrow/use in class until individual purchases can be made. The bursary team cannot pay the equipment suppliers directly. Receipts will be required as proof that the bursary money has been used as intended for the purchase of equipment/uniform/books. Receipts will also be required before any reimbursement can be made.

Payments for travel will be awarded in equal monthly instalments on the last Friday of each month starting in September.

Where applicable, payments for accommodation costs due to living away from home will be awarded in equal monthly instalments on the last Friday of each month starting in September.

Where applicable, payments for childcare will only apply for days when the student has timetabled classes or placement/work experience. Students should access all other forms of financial support available towards childcare costs first such as 'Early Years Funding' if the child(ren) are over 2 years of age, 'Universal Credit' if the student is aged 20+ or 'Care to Learn' if the student is aged 19. Students can then apply to the bursary for any additional costs not covered. Childcare costs will be reimbursed once the childcare has taken place. Students will need to pay for their childcare initially. If

students pay for childcare after the childcare has taken place, they will be reimbursed on the next available pay run providing all invoices and proof of payment have been provided.

Payments will be made by BACS into a bank account which should be in the student's own name. Students without bank accounts at the time of application should make effort to open a bank account prior to the first payment being made. Payments into a nominated bank account should only be for exceptional circumstances. CCN cannot accept responsibility if incorrect bank details are provided or if payments made do not reach the nominated account.

The College completes a pay run for every week during term time. Any missed or delayed payments will be processed the following week in term time.

### 3.4 Attendance

Student attendance is monitored and should be a minimum of 90%. All absences must be authorised and notified to the college through the absence line immediately. Awards will be made as follows based on the following attendance levels unless confirmation is received from academic staff for extenuating circumstances. Attendance monitoring does not apply to students who have justified absences or have been suspended without prejudice.

Attendance thresholds (based on the month prior to payment)	Payment
100-90%	100%
75-89%	75%
50-74%	50%
0-49%	0%

### 3.5 How to apply

The college uses an online bursary administration system called Pay My Student. The link can be found on the College website or by clicking on this link [City College Norwich \(paymystudent.com\)](http://City College Norwich (paymystudent.com)). Students will need access to the email address they used on the application form for their college course, details of their household income and their bank account details to hand. If students require any help completing the application, then they can contact the bursary admin team at [bursaryadmin@ccn.ac.uk](mailto:bursaryadmin@ccn.ac.uk) or on 01603 773063.

### 3.6 Application timeline

Applications open in July 2024. However, we advise applicants to apply for their ALL first as the College will only issue awards once applicants have been enrolled and provided us with proof of ALL funding. If students have not made an application prior to enrolment, they must apply as soon as they can once they have enrolled. Funds are limited and are dealt with on a first come, first served basis.

We reserve the right to suspend or close the bursaries at certain times throughout the year, as necessary. However, we will consider applications to all forms of financial support throughout the academic year if emergencies arise.

All applicants must provide evidence of household income which can then be documented as required by the ESFA. Applications cannot be assessed and/or bursaries awarded without evidence.

## 4. HE Hardship Fund

The HE Hardship fund is for HE students who are facing financial hardship. It is a limited amount, with a maximum award of £1000 per student, per academic year. Awards are processed on a first come, first serve basis and can be awarded to help students who might fit into the following categories;

- a student with children, especially single parents
- a mature student with existing financial commitments
- from a low-income family
- disabled
- a student that was previously in care (a 'care leaver')
- homeless or living in a foyer

Students do not need to pay any money back. Awards can be paid in lump sums or instalments and students can make more than one application until they have reached the £1000 award limit.

#### 4.1 Eligibility

Students need to be enrolled on an HE course at Easton or City College Norwich.

#### 4.2 Awards

Students can request an amount of, or under, £1000 for a specific need. Each case will be assessed individually and take into consideration the following; household income, maintenance loans, children in the family, personal circumstances. This is not an exhaustive list and all applications will be considered until the funds have been depleted.

Awards may be split into instalments depending on the reason provided for the financial support.

#### 4.3 Payments

Applications are processed within 21 working days and payment will be made within 10 days of the student receiving an award letter.

Payments will be made by BACS into a bank account which should be in the student's own name. Students without bank accounts at the time of application should make effort to open a bank account prior to the first payment being made. Payments into a nominated bank account should only be for exceptional circumstances. CCN cannot accept responsibility if incorrect bank details are provided or if payments made do not reach the nominated account. Receipts will be required as proof that the money has been used as intended. Receipts will also be required before any reimbursement can be made.

#### 4.4 Attendance

Student attendance is monitored and should be a minimum of 90%. All absences must be authorised and notified to the college through the absence line immediately. Where attendance drops below this level, the financial team will request authorisation from the CCN HE office to make an award. Attendance monitoring does not apply to students who have justified absences or have been suspended without prejudice.

## 4.5 How to apply

Students will need to complete an electronic Hardship Fund Application form which can be found on Student Services SharePoint or [here](#). Paper applications can be requested by emailing [bursaryadmin@ccn.ac.uk](mailto:bursaryadmin@ccn.ac.uk) or calling 01603 773063.

## 4.6 Application timeline

Applications open after HE enrolment in September 2024 and run until the current academic year's funds have been depleted. Students who are facing financial hardship after this time should still contact the financial advisers for advice and support by emailing [financialadvice@ccn.ac.uk](mailto:financialadvice@ccn.ac.uk) or calling 01603 773063.

# 5. Residential Access Funding

The Residential Access fund bursary is available in exceptional circumstances where a 19+ student is studying an FE programme and needs to live away from home because they cannot access their chosen course/specialist provision locally, or they need to access specialist provision which involves a residential element.

## 5.1 Eligibility

Students must meet the financial eligibility criteria as set out below;

- For single people - net income up to £19,360 pa
- For single parents, couples or families - net income up to £25,120 pa

Students should be studying a government funded further education course or an advanced learner loan funded course.

Students should also live more than reasonable daily travelling distance from their campus. City College define this as having a return journey of over 3 hours travelling time or living over 40 miles away.

## 5.2 Awards

Students will be awarded up to £4000 per year if full-time or pro rata if part-time.

## 5.3 Payment

Once an award has been made for accommodation, termly payments will be made via internal transfer to the College's finance department for accommodation. No funds will be paid directly to the student.

## 5.4 Attendance

Student attendance is monitored and should be a minimum of 90%. All absences must be authorised and notified to the college through the absence line immediately. Where attendance drops below this level, the financial team will request authorisation from the Curriculum Lead to make an award. Attendance monitoring does not apply to students who have justified absences or have been

suspended without prejudice.

## 5.5 How to apply

The college uses an online bursary administration system called Pay My Student. The link can be found on the College website or by clicking on this link [City College Norwich \(paymystudent.com\)](http://City College Norwich (paymystudent.com)). Students will need access to the email address they used on the application form for their college course, details of their household income and their bank account details to hand. If students require any help completing the application, then they can contact the bursary admin team at [bursaryadmin@ccn.ac.uk](mailto:bursaryadmin@ccn.ac.uk) or on 01603 773063.

## 5.6 Application timeline

Applications open in July 2024 prior to enrolment. Students will need to have an active college course application before they can apply for the bursary. We will only issue an award once applicants have been enrolled. If students have not made an application prior to enrolment, they must apply as soon as they can once they have enrolled. Funds are limited and are dealt with on a first come, first served basis.

## 6. Charity Bursaries

The college also administers and has information on local Charity Bursaries. There are various bursaries available with their own income thresholds and eligibility criteria. Where all other avenues of financial support have been exhausted, students can contact the Bursary Team to enquire after Charity funding and complete an application form or collect details of any Charities who administer their own applications. For further details please contact the Bursary team at [bursaryadmin@ccn.ac.uk](mailto:bursaryadmin@ccn.ac.uk) or on 01603 773063.

## 7. General information for all bursary applicants

### 7.1 Unsuccessful applicants

Unsuccessful applicants will be contacted by email via the Bursary administration system Pay My Student or emailed directly by a member of the student finance team. Applicant details will remain on the system for the remainder of the academic year and applicants will be contacted should they become eligible due to funding or income threshold changes.

### 7.2 Appealing a decision

Appeals should be directed to the Assistant Principal, Student Services via the Bursary Admin email [bursaryadmin@ccn.ac.uk](mailto:bursaryadmin@ccn.ac.uk) in the first instance. Should further evidence or re-assessment change the outcome of the application, then a letter will be sent via the Bursary administration system and the award payments will be set up. If no change is determined, then this will be communicated to you in writing.

### 7.3 Data Protection

Student records are kept for 6 years after the year of attendance in line with GDPR (General Data Protection Regulation), after which electronic records are deleted and paper records are securely disposed of. Please see our College Data Protection policy for more details<sup>6</sup>.



#### **7.4 Fraud**

The bursaries are Government funded and as such the college takes any cases of fraud very seriously. Any application which is found to be fraudulent through false representation of household income or of other eligibility rules may be cancelled. The money will be recovered, and the student will be subject to the College's disciplinary procedure. The college may refer the matter to the Police.