

## Student Guidance Notes to applying for the Bursary online

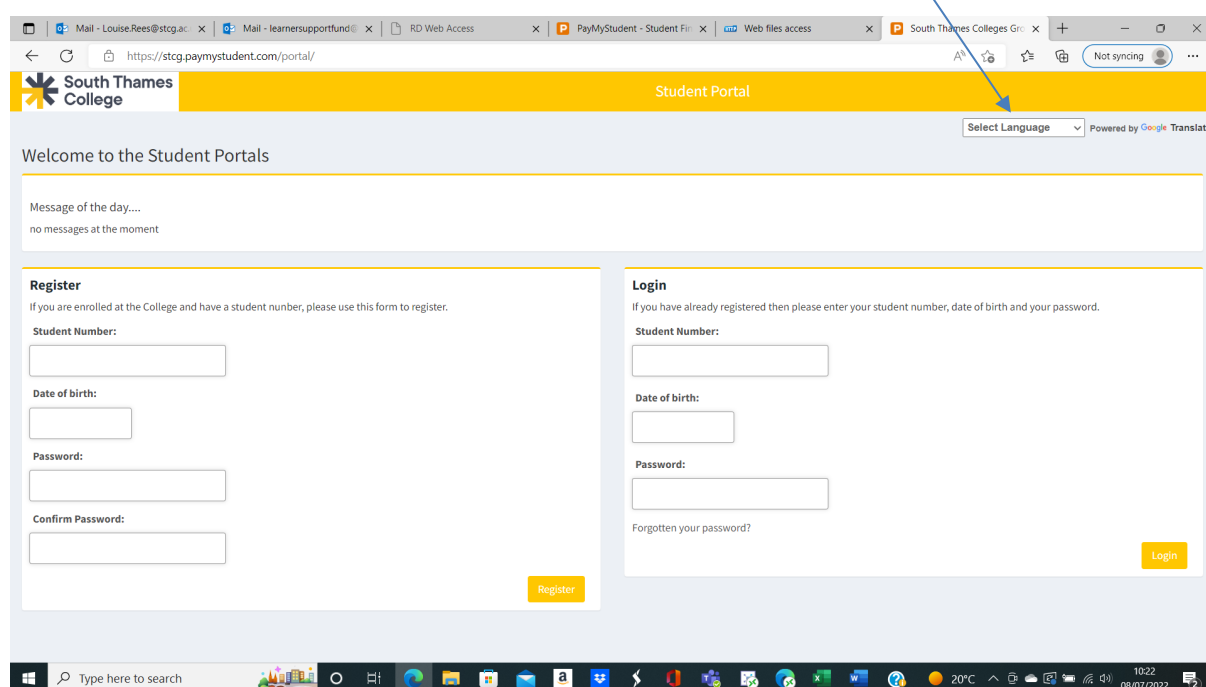
### Adult Learners – 19+ and 20+ Childcare Bursary

During the online process, please read all notes and guidance to ensure that your application is completed successfully and your assessment is not delayed.

Log onto the online portal using the link: <https://stcg.paymystudent.com/portal>

The screen below will display.

Note you can use Google Translate to select your preferred language.



The screenshot shows a web browser window displaying the South Thames College Student Portal. The page has a yellow header with the college logo and the text 'Student Portal'. Below the header, there is a 'Welcome to the Student Portals' message and a 'Message of the day...' section. The main content area is divided into two columns: 'Register' and 'Login'. The 'Register' section includes fields for 'Student Number', 'Date of birth', 'Password', and 'Confirm Password', with a 'Register' button at the bottom. The 'Login' section includes fields for 'Student Number', 'Date of birth', and 'Password', with a 'Login' button and a 'Forgotten your password?' link. A 'Select Language' dropdown menu is visible in the top right corner, with a blue arrow pointing to it from the text above. The browser's address bar shows the URL 'https://stcg.paymystudent.com/portal/'.

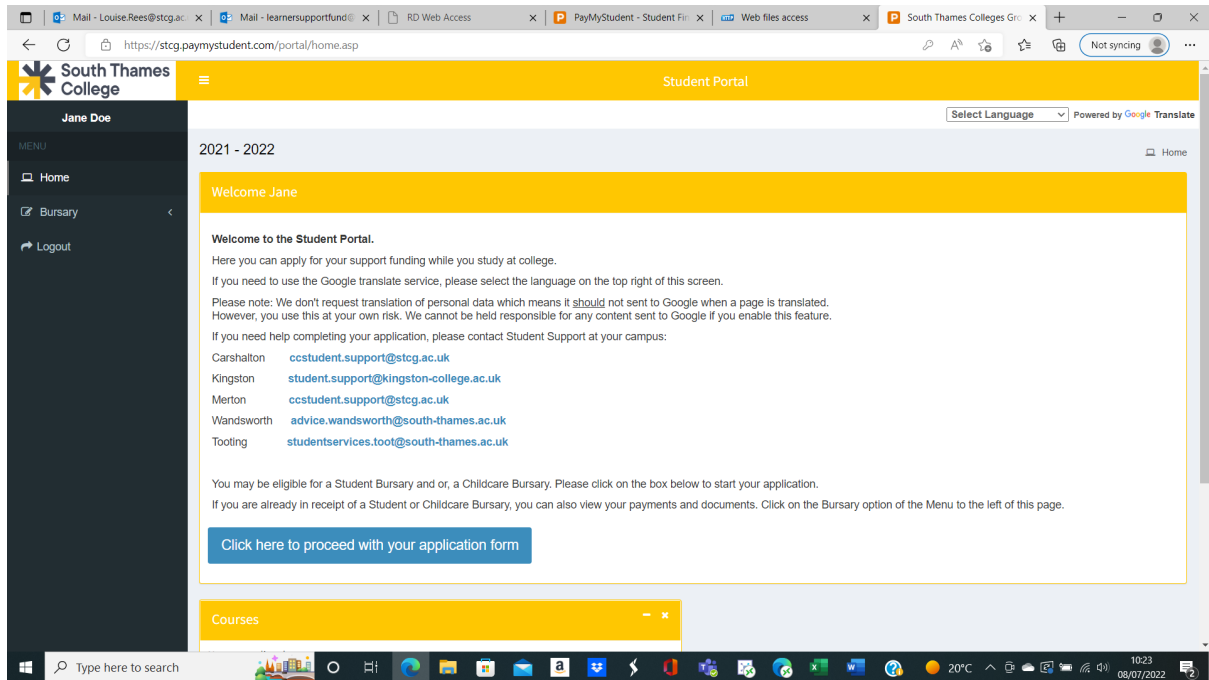
If you already have an online account, please log in using your Student ID, date of birth and password. If you have forgotten your password, please click on the 'Forgotten password' link, follow the instructions given and re-set.

If you are new to online, please register, follow the instructions to activate your account and create a password.

*Please note that any communication will be sent to the contact details you have supplied at enrolment and on your student record. If you do not receive your activation email/text, please ensure that you check this information with Student Support.*

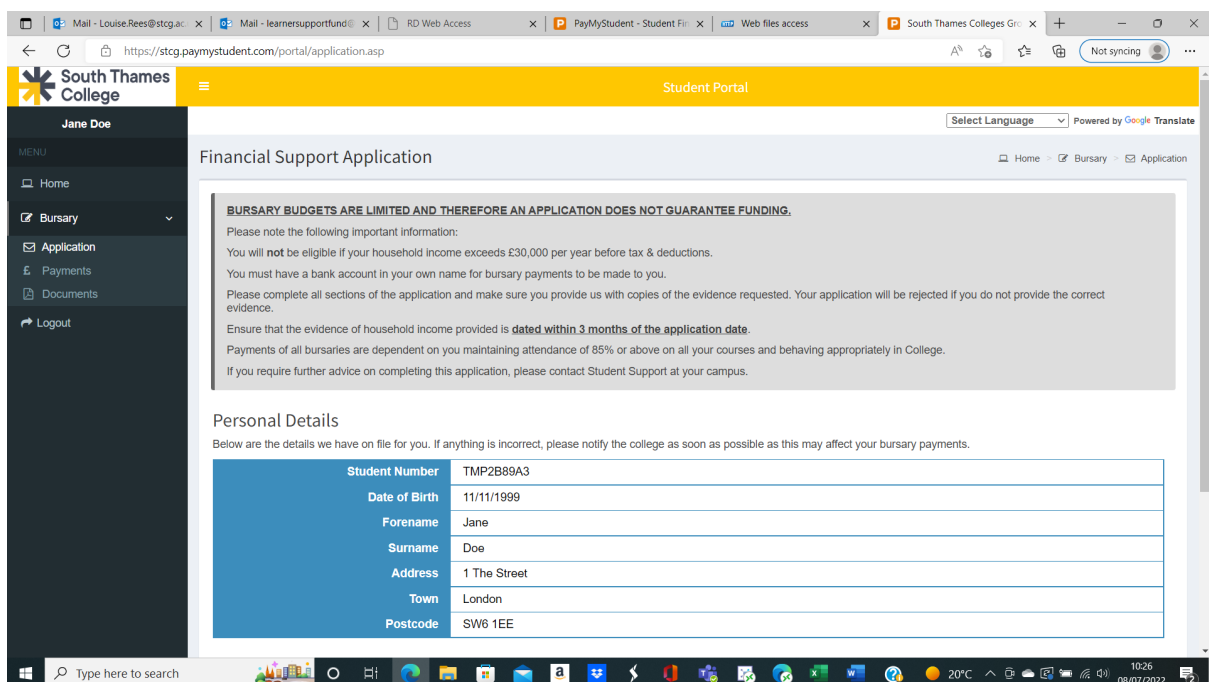
Once you have successfully logged in, you will be taken to the Welcome page.

Please read the statement and click the blue box to proceed, if you meet the criteria to apply.



The following page will display your details held by the College. Please ensure these are correct and if necessary, contact the Student Support/Admissions at your Campus to amend before proceeding.

Then click Next.



This page is to be completed if you are 20+ and would also like to apply for support with Childcare whilst you are studying at College.

Please follow the prompts and provide details of any children you wish support for and details of their Childcare provision. We can help for a maximum of 6 children, below the age of 12.

If you do **not** require assistance with Childcare, please click on the Next button to exit this page. This will take you straight through to the application.

The screenshot shows a web browser window displaying the 'Financial Support Application' page on the South Thames College Student Portal. The user is logged in as Jane Doe. The page title is 'Childcare and Dependents'. The main content area contains the following text:

Your age indicates that you may be eligible for help with childcare. We need to know firstly if you have any children. Telling us that you have children does not automatically make you eligible for support. There are further questions to answer which will confirm whether you are eligible for help with childcare. If you do not have any children please ignore this and just click on the Next button below

If you have any children please provide their names and their dates of birth. You may add up to six children. Enter the details for each child separately. Once you have entered their details, click on the **Add Dependent** button to add your child to the list. You can also change the details of a child by clicking on the **Edit** button next to their name and then clicking the **Save Dependent** button which will appear when you click the Edit button. To remove a child from the list, click on **Remove** next to their details.


Below the text, there is a form with three input fields: Forename, Lastname, and Date of Birth. An 'Add Dependent' button is located below these fields.

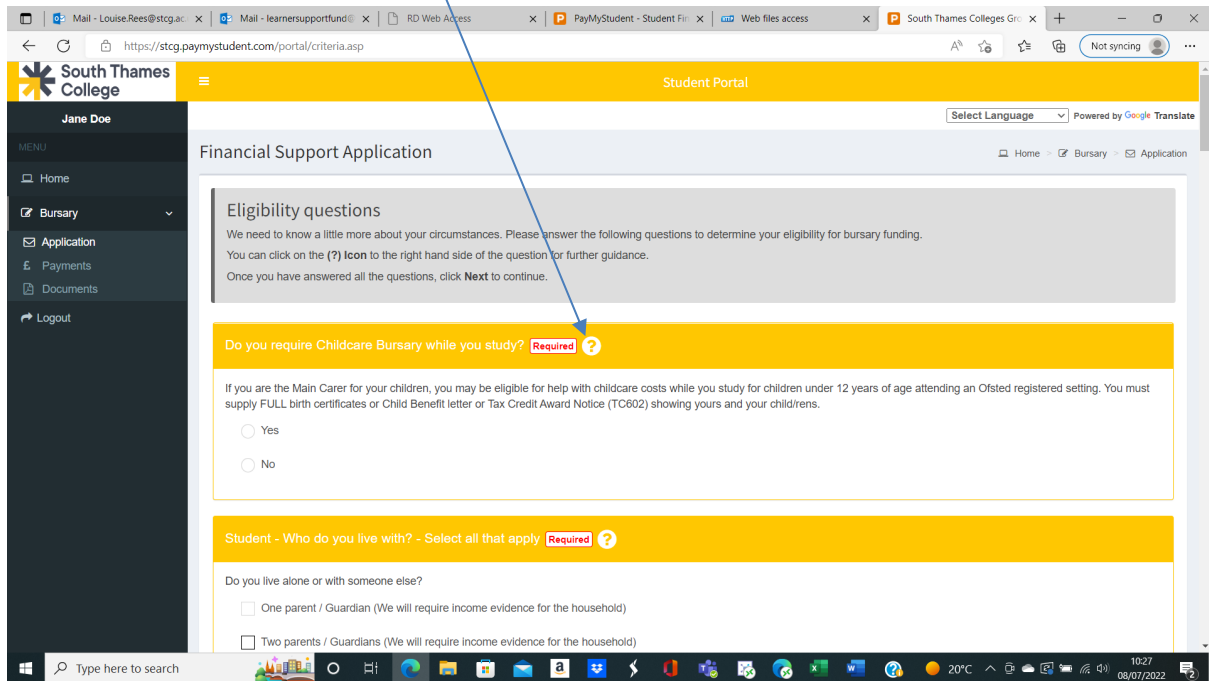
Below the form, there is a table with the following data:

Name	DoB		
Daisy Doe	01/01/2020	Edit	Remove

Below the table, there is a message: 'Please click on the Next button to proceed whether you have entered any child details or not.'

At the bottom of the page, there are two buttons: '<< Back' and 'Next >>'. The 'Next >>' button is highlighted in yellow.

This page asks questions regarding your eligibility, please answer all of them to ensure we can provide the most suitable support. Extra guidance notes are available under each question and by clicking on the  icon.



The screenshot shows a web browser window with the URL <https://stcg.paymystudent.com/portal/criteria.asp>. The page is titled "Financial Support Application" and is part of the "Student Portal" for South Thames College. The user is logged in as "Jane Doe". The page contains a section for "Eligibility questions" with the following text: "We need to know a little more about your circumstances. Please answer the following questions to determine your eligibility for bursary funding. You can click on the (?) Icon to the right hand side of the question for further guidance. Once you have answered all the questions, click Next to continue." There are two questions visible: "Do you require Childcare Bursary while you study?" and "Student - Who do you live with? - Select all that apply". Both questions have a "Required" label and a question mark icon. The first question has radio buttons for "Yes" and "No". The second question has checkboxes for "One parent / Guardian (We will require income evidence for the household)" and "Two parents / Guardians (We will require income evidence for the household)". A blue arrow points from the text above to the question mark icon on the first question.

When you have answered all questions, please click Next.

You will then be taken to the evidence upload page, where you will be prompted on the type of evidence you will need to provide.

### **Student requesting Childcare Support**

If you selected Yes to requiring **Childcare Bursary**, then you will have answered additional questions regarding your children and childcare provision.

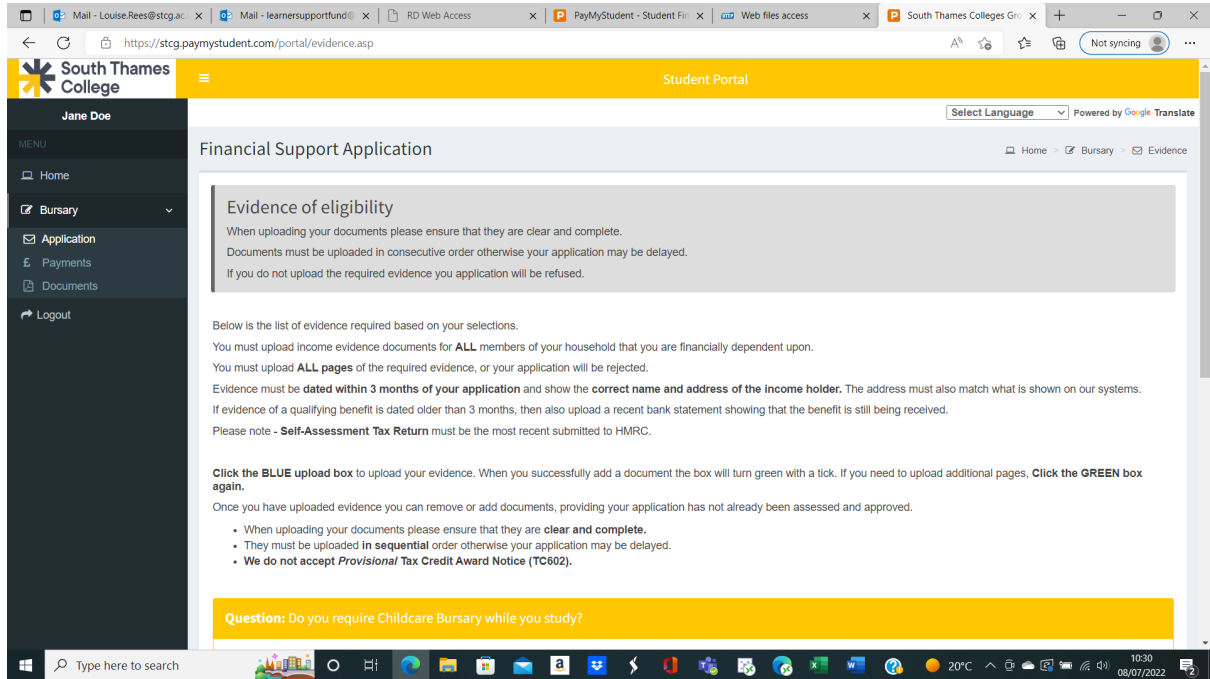
Students that received childcare bursary in the previous academic year will already have received a Childcare Bursary Fees Form and supporting documents via email.

You are required to upload a copy of the completed Childcare Bursary Fees Form, evidence of your child(ren) and Childcare Providers Public Liability Insurance Certificate, on this page, along with evidence of your financial situation.

When you submit your online application, you will be emailed a Childcare Bursary Fees Form, Help with Childcare Costs leaflet, Student Guidance notes and Provider Guidance Notes.

You can return to your application and upload them at a later date if necessary.

Upload evidence of total household income. **Please note:** Follow the instructions carefully on how to upload your documents, making sure they are clear and in consecutive order. Evidence will only be accepted when all requested pages have been submitted in the advised format. **Not doing so will delay in the processing of your application and a request for re-submission of evidence.**



Then click Next

The next page is the bank details screen, where you should **carefully** enter your information.

Please note that bank details must be in your **own** name. If you are unable to open a bank account, please contact Student Support/Admissions at your Campus for further guidance.

If you do not provide details, your application will be rejected.

The screenshot shows a web browser window displaying the South Thames College Student Portal. The page title is "Financial Support Application". The user is logged in as "Jane Doe". The main content area is titled "Bank details" and contains the following text:

In order to be able to provide you with bursary payments we need your bank details. Your bank account number and sort code will be validated when you click on **Next**. Please make sure the details you enter are correct.

**Please Note:** The bank details must be in STUDENT's own name.  
If you do not have a bank account, you will be required to open one.  
**If you do not provide bank details, then your application will not be processed.**  
If you are unable to have a bank account, please contact Student Support at your campus.  
We encrypt all bank account numbers for security reasons and so will only ever show you the last 4 digits of your account number once the details have been saved.

The form fields are:

Sort Code	Account Number	Bank Name	Account Holder Name
090000	****0001	Santander UK	Miss J Doe

Below the form fields, there is a yellow button that says "Click here to make changes to your bank details".

At the bottom of the form, there is a "Please click on the Next button to proceed" instruction, a "<< Back" button, and a yellow "Next >>" button.

When you have completed this section, please click Next.

The last screen is the Application Summary page, where you are invited to check all the information you have supplied. If any details are incorrect, you can use the back buttons to make any amendments in previous pages.

In the Declaration section, please read, tick and input your full name in the signee name/s box.

Then you will need to click on **submit application**.

**If you do not click on submit application, it will remain incomplete and will not be processed.**

5. I understand that the College is under a duty to protect the funds it administers and to this end may use the information provided in this application to prevent and detect fraud.

6. I give my consent for the information in this application being disclosed to Walter St John's Educational Charity or any other body providing the College with Learner Support funding.

7. The College reserves the right to reclaim any monies provided should I withdraw or be excluded, before completion of my course.

8. I understand that payments of awards may be withheld if my attendance at college is below the minimum requirement of 85% across each **half term** for Childcare Bursary, **weekly** for Learner Support Fund. That I will be responsible for any outstanding charges to my Childcare Provider.

9. For Childcare Bursary applications, I confirm that I am the legal parent/guardian of the child/ren and that I have read and agree to the 'Childcare Bursary Guidance Notes for Students 2021/22'

10. I understand that I must inform the College if I change my childcare arrangements and that if I fail to do so then I will be responsible for any notice fees or charges payable.

11. I understand that if I take my child/ren to the childcare provision before the bursary has been confirmed I may be liable for fees incurred.

**Privacy Statement**  
The data you are providing is required to support your application for funding. The College is required to retain this data to evidence funding claims and to make payments to you and / or the provider.  
More information on how we use your data can be found in our privacy statement, published on the College website. More information about your rights can be found on the ICO website at <https://ico.org.uk/>

I agree to the declaration as stated above.  
If any of the details shown above are incorrect, please use the '<<Back' button to amend them before submitting your application.  
Tick the above 'I agree to the declaration' box, complete the 'Signee' section below with your full name then click 'Submit Application'.  
If you do not click 'Submit Application' your application will not be processed.

Signee Name/s

<< Back Submit Application

## What happens now?

Your application will go into a queue for the Student Payments Team to assess your evidence for eligibility, in order of priority and Completed Application date. This is the date when you FULLY completed AND submitted your application.

You will be notified of the outcome of your assessment which we aim to do within 5 working days, by email. If approved, your access to free meals will be flagged and available within 24 hours of receiving the letter.

A further assessment to calculate any funding will be done shortly afterwards and advised by email.

If your application for Childcare Bursary is successful then your Childcare provider will also be emailed confirmation of Childcare Bursary.

## Other Information

You are also able to use this portal to view your payments, the week commencing date they are for, when they are due and their status. This will help you keep track of when you should receive a payment and whether it has been approved.

You can also view any documents that have been sent to you.

The screenshot shows a web browser window with the URL <https://stcg.paymystudent.com/portal/home.asp>. The page content includes:

- A "Logout" link in the top left.
- A "Welcome to the Student Portal" message with instructions on how to use the portal and contact support.
- A list of contact emails for different campuses: Carshalton, Kingston, Merton, Wandsworth, and Tooting.
- A blue button labeled "Click here to proceed with your application form".
- A "Courses" section with the text "No courses listed yet".
- A "Recent Payments" table with columns: W/C Date, Due Date, Amnt, Method, Status, Award, Last Updated. The table is currently empty with the text "No payments found".
- A "Recent Documents" table with columns: Document, Produced. The table is currently empty with the text "No documents found".

Blue arrows from the text above point to the "Click here to proceed with your application form" button, the "Recent Payments" table, and the "Recent Documents" table.