

FAQ's

PAYMYSTUDENT AND THE APPLICATION PROCESS FOR FINANCIAL SUPPORT

When can I apply?

You will be able to apply through PayMyStudent the day after you receive your offer from the College, and you should receive communications via email from our Admissions and Marketing team when applications open for the next academic year, so there is no need to wait until enrolment to apply for your financial support. You will need your student ID number which will be on an email from the College. Please make sure you do not include any 0s before the number or the email that follows the numbers. If you are unsure of your student ID number, or have not received this yet, please contact our Admissions Team on admissions@ccsw.ac.uk

Am I eligible for support?

The threshold for support is for household income to be less than £40,000 but may depend on course type and home address. You can view the full 16-19 Bursary guidance notes here:

[16-19 Bursary Fund Guidance Notes](#)

How do I apply?

Applications are made online through the PayMyStudent portal using your student ID number, and date of birth. You can access PayMyStudent using this link here - [Cheshire College Online 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 college application to study form. You will 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.

I live in Wales, can I apply?

Yes, students that live in Wales can apply for support with transport and meal support, if eligible. Welsh learners may also be able to apply for financial support through an Education Maintenance Allowance (EMA) from Student Finance Wales.

Where do I find my student ID number?

After you are given an offer to study, your student ID number 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 01270 654654 or email admissions@ccsw.ac.uk

What evidence is needed?

After answering the questions in the application, you will be advised 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.

Any payslips or P60's will need to have the employee's name, and ideally their address on. Evidence of income from Universal Credit needs to be the complete statement including the recipient's name and address, each section through to the final payment amount at the end. Evidence in the form of letters from ESA, PIP, or Income Support will need to be as recent as possible, show the income amount received, as well as the recipient's name and address.

I had free school meals at high school. Will this support continue into college?

Government guidance has now changed for free meals in FE Colleges. From the start of the 2026 to 2027 academic year all students from households in receipt of Universal Credit will be entitled to receive a free meal. Please ensure you have the correct supporting documentation to confirm that you will be eligible for free meals.

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.

Do I need to provide bank details in my application?

Students are asked to provide bank account details for any refunds for transport, or essential kit, to be processed but these can be added at a later date. This section can be skipped in order to submit the application, and if we require bank details in order to make a payment to you, we will contact you by email.

The portal will not let me register or says that the information I am providing is incorrect.

For data protection purposes, only prospective students that have an active offer to study will be able to access the PayMyStudent platform. You should have received an email regarding your study offer from our Admissions team, but if you are unsure, please contact them on admissions@ccsw.ac.uk.

Make sure that you are not including any 0s at the start of your student ID number, or any part after that is not a number.

In order to activate your account, we need to have a valid email address for you on our system – this will be the email you provided when you applied to the College. If you think this may be incorrect, or have not provided an email address, please contact us on bursary@ccsw.ac.uk and let us know your full name, student ID number, and the details that need to be updated. If you still cannot register, let us know and we will investigate further.

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.

What if my application is declined?

You have the right to appeal. Any appeal must be in writing to bursary@ccsw.ac.uk and include any further information or evidence that supports your need for financial support. Any appeals received before the start of the academic year, or in September, will be considered from the 1st of October.

How do I apply for childcare?

Funding for childcare is included within your application on PayMyStudent, you will need to add your child/children's names and dates of birth as part of your application, and if you select 'Yes' in requiring support with childcare, you will be asked to supply their birth certificate, or notification of child benefit.

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

If you have an application open, you can log in at any time to access to your application so if changes need to be made, please access your account. Once your application has been approved, you will not be able to make any changes to the questions or evidence that has been submitted. If you have anything that needs updating after your application had been approved, please speak to a member of the team in the Student Hub, or get in touch at bursary@ccsw.ac.uk

Still have questions?

Contact our Financial Support Team at bursary@ccsw.ac.uk and they will be happy to help.