FAQs for Financial Support

Am I eligible for financial support?	Anybody with a household income below £35,000 is welcome to apply for financial support. Eligibility will depend on what course you are studying and what evidence you use to apply.
How do I check what I have been awarded?	If you application has been successful, you will receive an award letter from Paymystudent@blackpool.ac.uk detailing what you will be receiving. It is your responsibility to read the letter. The letter will be sent to your student email account. Alternatively, when you log into your Pay My Student Account, if you scroll down to the bottom and on the right, you will see a box called **Recent Documents**. This contains all the letters that we have sent, if you click on the Document (Which will be in Blue), it will download as a PDF to your device.
How do I claim my bus pass?	If you're eligible for a bus pass, then you will receive an email from Blackpool Transport to your student email (your student email is your studentnumber@blackpool.ac.uk and you must use Microsoft Outlook). Once you see the email from Blackpool Transport, it will have a code on it. You will need to create an account on the Blackpool Transport App and redeem the code in the Mobile Tickets section. If you have any issues with logging into your student emails, please contact our IT Service Team on 01253 504222.
If my support is declined due to being over the Household Income threshold, how can I appeal the decision?	If your support is declined due to being over the Household Income, you will need to speak to the Finance Support team to appeal the decision. Their email is financesupport@blackpool.ac.uk.
How do I contact Student Finance England regarding my Advanced Learner Loan or my Course Fees / Maintenance Loan while on my degree?	To contact Student Finance England, please ring them on 0300 100 0607 or you can go to: Contact Student Finance England - GOV.UK

Does Blackpool and the Fylde college offer fundings for laptops for Further Education (FE) students?	No, we don't offer funding for Laptops for further education (FE) students. Laptops can be borrowed from College Libraries, or you can use computers in the Learning Resource Centre in Bispham or University Centre or use Public Libraries.
How do I appeal if my payment hasn't been made due to not reaching the attendance threshold?	If there are reasons for the absences or missing register marks that can be authorised by your tutor, please speak to your tutor, who can update the register for this period on the system. This will in turn update your attendance on the next working day in the Recent Payments Box and you will be able to see if your attendance is over the required attendance criteria. If your tutor cannot authorise the absences, or after your tutor has updated the register and your attendance is still under the attendance criteria threshold on the next working day, you will need to ask them if they are willing to write a supporting statement authorising payment for each period you are appealing for, this must be emailed from your tutor to ssfunds@blackpool.ac.uk.
How do I apply for extra support if I am struggling financially?	If you are an Adult Student or a Higher Education student is struggling financially, you may be able to able to apply for extra financial support. Extra Financial Support is assessed on a case-by-case basis. If you speak to the Finance Support Team, they will tell you what evidence you will have to provide and to see if you're eligible for extra financial support based on what you have provided. Their email is financesupport@blackpool.ac.uk.
What Evidence do we accept?	If you're claiming any of these Means Tested benefits: Universal Credit, Child or Working Tax Credits, Income Related Employment and Support Allowance, Income

	Support, Guaranteed element of Pension Credit or Housing Benefit. PIP and DLA can only be used for students who meet the Vulnerable Students requirements only set out by the Government. If you're working, then you can use P60(s) from Tax Year Ending 2025 or if you're self-employed, the most recent Self-Assessment 302 form that you have. If you're retired and have a Private Pension, you can use your P60 from Tax Year Ending 2025 from your private pension. If you're not working and not claiming any means tested benefits, then you can use Council Tax Reduction/Support. (Please be aware that we don't accept 25% Single Discount Occupancy for this option.) You can also use your Aspen Card or all pages of your Bail 201 Notice Letter.
What's the difference between a working and a non-working parent if I require Childcare?	To find out if you're a working parent, please visit: Get free childcare if you're working: Check if you're eligible - GOV.UK