

QUICK GUIDE TO THE EMA PROCESS

1. Student receives application form and guidance notes from his/her Learning Establishment.
2. Student and parent(s)/carer(s) must read the guidance notes before completing and signing the application form.
3. Student and parent(s)/carer(s) need to obtain the relevant documentation which provides the required evidence/proof.
4. The fully completed and signed application form, together with the required evidence/proof, is then sent to the EMA section at Fairfield House. **If hand delivering, the application and supporting documentation MUST be placed in an envelope, addressed to the EMA Section. Please note that due to the volume of applications received NO application can be checked whilst you wait.**
5. EMA section does an assessment of the application form and evidence/proof.
6. The evidence/proof is then returned to the student/parent/carer with an acknowledgement letter, and in some circumstances this letter may request further information.
7. Once all relevant information has been obtained and assessed, the application form will then be processed.
8. If **awarded**, an Award Pack will be sent to the student. If **refused**, a Refusal Letter will be sent to the student.
9. An Award Pack includes the following:
 - Award Letter *
 - Provisional Payment Schedule *
 - Change of Bank Details Form *
 - Learning Agreement

**These documents should be kept in a safe place as the student may need to refer to them during the 2017/18 session.*
10. Student and the Parent/Carer complete and sign the Learning Agreement, the student then takes the Learning Agreement along to his/her Learning Establishment for authorisation.
11. The Learning Establishment will then send the Learning Agreement to the EMA section.
12. EMA section will then process the Learning Agreement.
13. The student should check his/her bank account to see if payments have commenced on stated payment day (*see Payment Schedule*), once the Learning Agreement has been completed by their Learning Establishment.
14. The **student** should refer any payment queries to their **Learning Establishment** in the first instance.

PLEASE NOTE THE EMA SECTION CAN ONLY HAVE DISCUSSIONS WITH THE STUDENT REGARDING PAYMENTS