

COURSE APPLICATIONS – Frequently Asked Questions

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FUNDING APPLICATIONS – Frequently Asked Questions

PLEASE NOTE : these answers relate to funding from Dundee College only, if you have applied to SAAS for funding then you need to view their website for information or contact a Student Advisor in College to help you.

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What's in each area of the portal?

From the **HOME Screen** you can view all data in the other screens, track the status of your application and respond to offers.

From **MAILBOX** you can view copies of the emails sent to you. Sometimes emails we send are blocked or end up in Spam, so you should always look in here to check you have read everything we have sent to you. You can send us a message if you need to from here by clicking on New Message.

The **Course Applications** Tab shows you the status of each application.

The **Appointments** Tab shows you details of interviews that have been arranged for you.

The **Funding Application** Tab shows details of your Funding Applications for Bursary/EMA.

From all of the above screens you can view this **Need Help?** Facility and Log Out of your account.

How do I track the progress of my application?

As your application(s) progresses through the process, the status will change, the current status can be viewed on the HOME screen or the APPLICATION screen.


My application status has changed but I don't know what it means

Application Status	Descriptions
Administration check	Your application has been reviewed and passed the administration check.
Application expired	The closing date for course applications has passed and your application was not submitted in time.
Cancelled	A staff member has cancelled this application, either because you have asked us to do this, or because you have repeatedly failed to attend for interview.
Conditional Offer	You have received a Conditional Offer and we are waiting on you to respond to it. A Conditional Offer means that you must meet certain conditions (detailed in the Offer email) and if you meet these then you will be given an Unconditional Offer of a place on the course.
Conditional Offer accepted	You have received and accepted a Conditional Offer.
Waiting List Conditional Offer	You have received a Waiting list offer with Conditions. This means that the course is full but should a place become available, and you meet the Conditions detailed in the Conditional Offer email, then you will get a place on the course.
Course not selected	You have created an online account but have not selected the course(s) you wish to apply for.
Interview complete	You have attended for interview and we are considering whether to offer you a place on the course or not.
No offer possible	We are not able to make you an offer for this course, the reason(s) why we cannot make an offer are detailed in the email sent to you. If you would like to discuss this with someone, or apply for another course, please contact Guidance Services on 01382 834915 for an appointment with a Student Advisor.
Offer rejected	You rejected an offer that was made to you
Referred to alternative course	We have reviewed your application and for some reason you have not met the entry criteria (certain qualifications, satisfactory reference etc) therefore we are referring you to a more suitable

	<p>course. Details of the new course, to which you have been referred can be found on the Home Page of your account.</p> <p>If you would like to discuss this with someone, or apply for another course, please contact Guidance Services on 01382 834910 for an appointment with a Student Advisor.</p>
Submitted	We have received your application and a member of the administration team is reviewing it.
Unconditional offer	An Unconditional Offer has been made to you and we are waiting on you to reply.
Unconditional offer accepted	An Unconditional offer has been made and accepted by you. Once you accept an Unconditional Offer then all other applications are cancelled.
Waiting List Unconditional Offer	The course is full and you have been placed on a Waiting List, if a place becomes available then we will send you an Unconditional Offer.
Unsubmitted	You have started but not yet submitted your application
Void	You have cancelled your application by deleting it.
We are arranging an interview for you and will email you the details	We have checked your application and will be inviting you in for an interview soon.
We are considering your application but cannot give you a decision at this time	Application is on hold
We are reviewing your application and will be in touch soon	Application has been checked and passed to the academic team to see if they want to invite you in for an interview.
We have arranged an interview for you and emailed you with details	An interview has been arranged for you and the details have been sent to you.
We need your reference and/or proof of qualifications	We are waiting to receive this documentation from you to allow us to progress your application.

I don't know how to complete the application form

We are currently preparing a short video which you will be able to view on the College website, it runs through completing the application form and tells you about the information you need to do this. This will be available very soon.

Please read the information provided on screen which explains the section you are completing, there are also information buttons  at the side of questions/sections which give further details for you.

If you still need help then please call 01382 834910 to arrange an appointment with the Guidance Services Team, they will help you complete the application online.

When must I submit my application by

All applications must be submitted to the College by **30th March 2012**. We hope to make a decision on these applications by 21st May 2012. Should courses still have places available these courses will re-open to receive applications on 21st May 2012.

How do I select a course?

Click on the down arrow, this will provide you with a list of courses which are currently open for applications.

I can't see the course I am looking for

If you selected January Start and do not see the course you are looking for, then please go to the Home Tab, click on the black cross to delete this application, this will return you to the "Apply for" screen, select Apply for August Start and use the arrow key to see the list of courses available for August/September 2012 start.

PLEASE NOTE : We are reviewing the full-time course programme for Session 2012/13 (August/September start), if your course is not there then please check back later or email application@dundeecollege.ac.uk with details of the course you are looking for.

I applied for, or want to apply for HNC but the course title says HND Year 1

The course titles are set by SQA and where there is a two year course, students apply for HND Year 1, the first year of the course is classed as the HNC but we do not offer a one year HNC in these courses, you should apply for HND Year 1. Technically, you could leave after Year 1 with an HNC qualification if you successfully complete all the necessary Units/Modules.

Open & Flexible Learning programmes have a different application process, please copy and paste this link to your browser <http://www.dundeecollege.ac.uk/Courses/Course-Search/Apply-Online> and select Part-Time Courses.

I'm not sure if I need to see someone from the Supported Learning Team?

Dundee College has a dedicated Supported Learning Team, who can discuss your support needs in confidence. We will make every effort to ensure your needs are met. The earlier that you can let us know what your needs are, the quicker we can get your support in place. If you've received Supported Learning at school, or think you will require assistance when in college in any way, please tick the interview box to arrange an appointment. It is better to alert us early that there may be a requirement than leave it till later.

I've requested an interview with Supported Learning but I've not heard from them?

When you submit your application, an email is automatically sent to the Supported Learning Team and they will contact you direct to arrange an appointment prior to you starting your course. If you have any concerns please call 01382 834910 or email supportedlearning@dundeecollege.ac.uk

Do I need a Reference?

The majority of courses at Dundee College require new students to have a Reference Form completed. Students who are continuing within the same subject area and ESOL applicants do not require to submit a Reference and should ignore the Reference Form which is automatically generated by the system for all applicants. If in doubt, please check with the department, tel 01382 834834 and tell them which course you have applied for.

Who should I ask to be my Referee?

A referee is someone who can comment on the character or qualifications of another person. Applicants currently attending, or who have recently left school are required to have their reference completed by their Guidance Teacher or Head Teacher. Other applicants should ask a person who knows them well, but is not a family member/friend.

I submitted the application without giving my Referees email address

If you did not give us your Referees email address then the reference form has been sent to you attached to the Submission Successful email (you can view this in your Mailbox within the system). You should either forward it to your referee, if you now have their email address, or print it and pass it to them to complete and return to us. Instructions for returning are on the form.

I've given you the wrong email address for my Referee or I did not put my Referee's email address on the form

If you submit the form with an email address for your referee then the reference request is automatically sent to that email address when your application is submitted.

If you submitted the form without an email address then the reference form was attached to the submission successful email we sent to you (check your mailbox within the system) and you can forward it to the referee yourself – instructions for return are on the form

Where do I send my Certificates/Reference?

Proof of Qualifications should be sent to Registry Services, Dundee College, Kingsway Campus, FREEPOST TY157, Dundee DD3 8ZR. Alternatively, scanned copies can be sent to application@dundeecollege.ac.uk

Please remember to include your name and the title of the course(s) you have applied for on anything you send to us by email or mail

References can be sent to this address as well or follow the instructions on the Reference Form.

Why do you need my mobile phone number?

Our application system automatically sends you a text alert when we email you about an Interview, an Offer or with Induction/Enrolment Information about joining your course. If we don't have your mobile phone number you will not get these texts.

Can I reply to you by text?

No, sorry. You cannot reply to the text we send during application, these are automated and there is no incoming text facility on the account, we will not respond to any texts you send to our application number (88020).

FOR INFO : We send texts to you once your course has started, you will receive a number and a KEYWORD to use for these text and you will be able to send/reply to texts to that number using your KEYWORD (more info will be provided once you enrol on your course).

Will I have to attend for an interview?

Some courses hold interviews, some don't. Where there are no interviews, entry is by set criteria – this is normally a set of qualifications which you must achieve/or be hoping to achieve, and a satisfactory reference.

What will happen at interview?

This will depend on the course you have applied for.

Some courses hold individual interviews where you will meet with the Curriculum Manager or Senior Lecturer who will tell you about the course, ask you questions about your aims and ambitions and assess whether you are right for the course and the course is right for you.

In some cases you may have to complete a written assessment. This is to check that you have the correct skills level to complete the course successfully and to ensure that the course you applying for is the right level for you.

Some courses hold Information Sessions where groups of applicants can come along and meet other people who have applied, find out about the course, view the college facilities, meet the staff and generally find out what college life is like.

Dance/Music applicants may be invited for audition, Sports students undertake fitness testing.

Details about your interview and anything you have to bring with you will be emailed to you if/when you are invited to attend.

I can't attend on the date/time you have given me for interview

In exceptional circumstances, we may be able to offer another date for interview if the date you have been given does not suit you, but delay in attending for interview means others are being interviewed and offered places before you. If you would prefer another date to attend for interview, please reply to the interview email and a new date will be sent to you.

If you repeatedly fail to attend for interview then your application may be cancelled, you will be notified by email if this happens.

Will I need to complete a Disclosure?

If you have applied for a course which has a placement (where you go out into the community as part of the course to work with children and/or vulnerable people) you will need to complete a Disclosure Scotland Application form.

How do I complete a Disclosure?

We will send you information about this. Normally you are invited into college to complete the Disclosure Application and staff are available to help you to do this. Please make sure that you bring all the information/documents with you – we will tell you what you need.

Should I tell you about any previous or pending conviction(s)/incident(s) that involved the police?

YES! Having a criminal conviction does not mean that you will not get a place on the course of your choice!

The Disclosure Certificate details any Convictions, Cautions or Other Relevant Information (normally about matters which have been reported to the Procurator Fiscal and are still pending, or that the Police feel should be brought to our attention).

If you know/think that you will not receive a clear Disclosure then please tell your interviewer about ANYTHING you think may come up

- Do not think that something that happened years ago will not be disclosed, if the police were involved and you received any sort of Caution or Conviction then we will be notified

Having a Conviction/Caution does not mean that you cannot attend College. Your Conviction/Caution may not affect your application in any way.

Can I talk to someone about my conviction(s)/previous incidents before interview?

Yes, please call Mike Bartle on 01382 834940 for confidential advice/information in relation to Disclosures.

I have already applied for a course, but want to add another course choice

You cannot add another course choice online once your application has been submitted. Please call 01382 834834 and tell us which course you would like to apply for and we can arrange to add this for you or alternatively you can e-mail this to us application@dundeecollege.ac.uk remember to include your name and date of birth on the email. Please note you can only submit 3 applications at any one time.

I want to change/update my application

Once you have submitted your application you cannot change it. We are dealing with the application with the information you have provided to us. Amendments are not allowed online, please email any changes to application@dundeecollege.ac.uk or call 01382 834834 – remember to include your name and date of birth on the email.

I've changed my email address

Please log in with your old email address, click on the My Account link (top right hand corner of the screen) and follow the instructions. Please remember that you can view all the emails we have sent to you on the MAILBOX Tab in your account.

My personal details have changed (e.g. name, address, telephone number etc) how do I update my records?

Please email application@dundeecollege.ac.uk telling us the old details and what you want them changed to, we will amend your records.

What will happen once I've submitted my application?

Your application will follow the application process, the process can vary, depending on which course you have applied for. Details of the application process can be found on our website.

When will I know if I've got a place or not?

All applications must be submitted to the College by **30th March 2012**. We hope to make a decision on these applications by 21st May 2012. Should courses still have places available these courses will re-open to receive applications on 21st May 2012.

In some cases our decision may take slightly longer, for example, if we have to discuss your application with external agencies (where your course involves a placement or ties in with another organisation following completion of your course at Dundee College).

If you are unable to attend for the first interview date provided, then this may also increase the length of time you have to wait for a decision on your application to be made.

I've received an offer, what do I do?

There are several types of offers – Conditional, Unconditional, Waiting List Conditional and Waiting List Unconditional (explanations of these are on pages 2 and 3). When you receive an Offer the status of your application will change to show this and the [Accept Offer](#) and [Reject Offer](#) links will show on the Home Page.

You must reply to an Offer within **2 weeks** of receiving it, either by accepting it or rejecting it (see below).

How do I accept an offer?

Follow the link in the email we have sent you or log into your account and on the Home Page you will see the [Accept Offer](#) and [Reject Offer](#) options next to the course(s) for which an offer has been made to you. To accept, click on Accept Offer.

You can accept as many Conditional Offers as you like – this will not affect the status of your other applications.

You can only accept ONE unconditional Offer. Once you ACCEPT an Unconditional offer, any other applications you have will be CANCELLED and removed from the system. If you have applied for other courses and do not yet know the outcome of these applications, you may wish to wait until you hear about these other courses. If you are happy to ACCEPT this offer and cancel the other applications, please select YES. If you want to wait until the result of any other applications are known then please select NO and make your decision once you have the outcome of all applications.

Once you have accepted your offer, you will be sent an e-mail and a link with details on how to complete your on-line enrolment and submission of your matriculation photo. (Please see further details and instructions on our website – application/enrolment process).

Do I have to accept an offer right away?

Once you have received decisions on all your applications, we expect you to respond to us within **2 weeks** of receiving an Offer.

I have received an offer, but want to reject it

Please log into your account and on the Home Page you will see the [Accept Offer](#) and [Reject Offer](#) options next to the course(s) for which an offer has been made to you. Click on [Reject Offer](#). Please note that once you reject an offer the application and offer are cancelled for this course and you will have to contact us if you change your mind, an Offer can only be re-instated if there are still places available on the course.

I want to cancel my application as I have changed my mind about coming to College

You can log into your account, on the Home Page click on the black cross next to the application to cancel it, repeat if you have applied for more than one course. Or you can email your name, date of birth and the title(s) of the course(s) you applied for to application@dundeecollege.ac.uk and tell us why you want to cancel your application.

Can I save my application and finish it later?

Yes, each time you move to a new page anything you have entered is saved automatically. If you want to leave the application and come back and finish it later please click on the save icon in the bottom right hand corner of the screen.



Can I print a copy of my application?

Yes – click on the print icon in the bottom right hand corner of the screen to print a copy of your application.



How do I log into my account once I've made an application?

To log back into your account, go to the Dundee College website www.dundeecollege.ac.uk click on Apply for F/T Courses and log in as an existing applicant using your email address and password.

I can't log in to my account

If you key in the wrong email address/password 5 times then your account will lock, we check these on a daily basis (Monday to Friday) and will email you when we unlock your account, you can email application@dundeecollege.ac.uk to alert us to the fact you cannot log in.

I can't access the application area

The application site is web based and like any other site there can be problems with the web. If you are having difficulty then please try again later.

I've forgotten my password, how do I get another one?

On the login in screen there is a Forgotten Password option, click here.

Enter your email address, an email will be sent to you with a new password, please follow the instructions in the email.

I'm not getting emails you are sending to me

Please check the SPAM folder – occasionally emails can be blocked or sent to your Spam Folder – we have identified that people with yahoo and hotmail accounts are more likely to have emails sent from the College put into their Spam Folder. Please remember that you can view any emails we have sent to you through the MAILBOX Tab on your account and you should log on regularly to check these and the status of your application.

How do I apply for funding?

You cannot apply for funding until you have accepted an offer of a place on a course. Once you have received and accepted an offer the link to apply for funding will appear on your Home Page click on this and it will take you to the correct Funding Application form. See also “When can I apply for funding?” below.

When can I apply for funding?

The online funding application, for **Higher Education Courses** will be available from end of May 2012, follow the link from the Home Page or go to www.saas.gov.uk to apply. If you are a continuing student with SAAS (you have had funding from them before) then you need your student reference number. This will be on your previous Award Notice. If you have never had funding from SAAS before then you are a new student and do not need a student reference number.

The online funding application for **Further Education Courses/EMA** will be available from late May 2012. We have to wait on policy and payment rates being agreed by the Scottish Government before we can open applications. Frequently Asked Questions about the Funding Process are on pages 11-12.

I've received my SAAS Award Letter, what do I do now?

The Award Letter says I have to bring this to College in order for my fees to be paid for my course. Dundee College **DO NOT** need you to bring your letter in to us. We operate an electronic notification system to SAAS and the Student Loans Company, your attendance is notified electronically to them once you enrol on your course.

When will I start College?

Once you have accepted your offer, you will be sent an e-mail and a link with details on how to complete your on-line enrolment and submission of your matriculation photo. (Please see further details and instructions on our website – application/enrolment process).

We will send you information around 2 weeks before you start college with all the details you need on your first day.

The dates for January courses vary, and they will start from week commencing 16 & 23 January 2011 onwards.

Most August courses start on Monday 27 August, some may hold Induction/Information days the week before that.

The arrangements for your course will be notified to you in early/mid August by email.

Can I get a timetable for my course?

Timetables are not finalised until just before the start of session and will be issued to you when you start the course. The normal college day is from 9.00 am until 4.30 pm with 1 hour for lunch (some courses operate outside these hours).

How can I contact you?

If you still need to contact us about your COURSE APPLICATION, please email application@dundecollege.ac.uk

FUNDING APPLICATIONS – Frequently Asked Questions

What happens if I can't get my documents to you within 7 days?

All documents/applications submitted to the funding office are dealt with in strict date order, therefore early submission will be beneficial.

We do realise that in some cases it may take longer to gather together some documents. We would recommend you submit as much information as possible immediately. Delays in providing supporting documentation will hold up the processing of your application/payments. Award Notices are normally sent out to students within 4 – 6 weeks of the submission of their documents.

How do I submit my Documents to you?

Full details of what evidence is required and how to submit this to us was given on an acknowledgement email which you can view in your personal email or alternatively you can also view this on the **mailbox** tab within your online student account.

I have applied for Fees Only, but I really want an EMA/Maintenance Award

In order for us to reassess your maintenance type you should submit in writing a letter/declaration stating which funding you are now applying for and enclose the following information which is now required:

- Household income details for tax year 2009/10 (i.e. P60's, benefit entitlements, Pensions, dividends, any other income etc.)
- Your bank details

I hope this information helps, but unfortunately without documentary evidence we would be unable to assess you for an Educational Maintenance/Bursary award.

Once we receive this information we will then be able to assess your eligibility for maintenance. Don't worry, if further information is required, the Student Funding Team will contact you.

I am an EU Student coming to study ESOL and I am unsure as to how to complete my online application for funding

Please do not worry about the completion of your funding application, this is something we can ask you to do once you are attending Dundee College.

I am going away on holiday and don't have time to complete the funding application before I go, can I do this on my return?

All applications/documents submitted to the Student Funding Office are dealt with in strict date order and therefore we would suggest that you complete your application as soon as it is possible for you to do so.

Since submitting my funding application my circumstances have changed

You are now required to email/write to us with the changes that are affecting your application and provide the necessary documentary evidence to allow us to verify the change and assess your application accordingly.

I am currently living within the EU and I am unsure about sending my original identification documents to you

As you will require your passport in order to travel to Scotland you can arrange for a photocopy to be sent to us at:

Dundee College
Student Funding Office
Kingsway Campus
Old Glamis Road
DUNDEE
Scotland
DD3 8LE

Alternatively, you can arrange for a photocopy to be made by Dundee College staff upon your arrival/enrolment at college.