

South Devon College

Transport Guidelines 2021-2022

South Devon College aims to remove all transport barriers for students wherever possible. Our SDC Travel Scheme offers travel passes to all students and staff.

Please note that the bursary funds are managed in line with Government guidance, this can be found here; <https://www.gov.uk/guidance/16-to-19-education-financial-support-for-students>

1. SDC Travel Pass Offer

We are delighted to announce that, working in partnership with Stagecoach, an exclusive bus pass offer is available for all students and staff, offering unlimited travel 24/7 on the Stagecoach network within the Dayrider or Explorer zone throughout the academic year.

1.1 Free Bus Pass

High School and 16-18 full time FE students are eligible for free travel if their earned household income is under £25,000 and household savings/bank balance of under £30,000. 19+ learners are eligible for free travel if their earned household income is under £35,000. Students must fully complete a Bursary application form and must provide evidence of household income to be eligible for support. Examples of income evidence can be found on the Bursary application form. The income assessed is that of their parents/guardians or whoever financially supports them. If the student lives alone and is on Income Support, they also qualify for travel support. Students who are in care or are classed as 'care leavers' are also eligible for travel support, Social Services/Social Worker evidence must be submitted as evidence. Adult learners can also apply for travel support by applying for the Adult Bursary Fund. This fund can award petrol money or a travel pass, depending upon the amount awarded to the learner. Those who do not qualify for bursary support but are in financial hardship can apply to the college charity, Friends of South Devon, for support.

1.2 Discounted Bus Pass

Anyone who does not qualify for travel support can apply for the SDC Travel Pass which is available at a heavily discounted cost. The Stagecoach Dayrider pass costs £312 (£104 a term) for the full academic year (September – July) and the Stagecoach Explorer bus pass will cost £465. Other passes will also be available including the Dayrider + Ferry pass £492 and the Kingsbridge coach pass £465. These can be paid by; cheque payable to South Devon College, cash paid to the Cashiers Office located in the Helpzone, by 10x Direct Debit instalments + £15 admin fee (If set up before July as the final payment must be made in April 2022) and therefore the later the application, the fewer instalments available and therefore the higher the instalments) Annual and termly bus passes can also be purchased through our Online Shop <http://shop.southdevon.ac.uk/>

2. Types of Bus Pass Available:

The type of bus pass issued is dependent upon where the student lives, there are several types including Stagecoach, Ferry passes and privately a hired Coach to transport our Kingsbridge students to Vantage Point in Paignton. In exceptional, reasonable, and acceptable circumstances, the College may be able to provide a train pass where necessary (subject to reasonable grounds and Helpzone authorisation).

3. How to apply:

Students can obtain the Transport application form or Bursary form from the Helpzone in our Vantage Point Campus or they can be downloaded/ applied for on our website; <http://www.southdevon.ac.uk/> where more transport information can also be found. From 18th May 2021, students will be able to apply for a bursary online. Forms can also be posted out to students by requests made to the Helpzone. Students paying in full or termly for their bus pass can also do so through our Online Shop (address stated in 1.2)

All application forms must be returned to:

Funding and Transport Team
South Devon College
Long Road
Paignton
Devon
TQ4 7EJ

4. Benefits of the SDC Travel Pass

Any South Devon College student with a valid Stagecoach SDC Travel Pass will be able to travel on any Stagecoach bus in their area 24/7 for free. The pass offers unlimited travel in the Dayrider or Gold/Explorer areas, depending upon the student's hometown. The passes are valid from 1st September 2021 until 31st July 2022. Students receiving a free Dayrider bus pass can choose to upgrade their pass to a Gold/Explorer pass by paying £153 (3 termly payments of £51), this will extend the areas they can travel as far as Plymouth, Exeter, Buckfastleigh, Ashburton, Chudleigh, South Brent and Ivybridge.

5. Taxi Support for 16-18 Full Time FE Students

Taxis may be provided for students based on medical grounds if they are unable to use public transport. Taxi provisions are assessed and provided by the student's local authority, Torbay Council or Devon County Council. Decisions are made by the Local Council, not South Devon College. Standard costs apply, if household income is below £25,000 a year and there are household savings/bank balance of under £30,000, the student can apply to the 16-18 Bursary Fund and the taxi will be free to the student and the Bursary Fund will pay directly for the taxi. If income is above £25,000 then the student is required to pay a £312 contribution towards the taxi and

South Devon College will fund the rest. The student pays SDC and SDC will pay for the taxi charge in full directly to Torbay or Devon County Council.

To apply for a taxi the student can indicate on the SDC Travel Application Form/Bursary form that they require a taxi. SDC will then issue the student with the relevant forms and will liaise with the Local Authority's provider to arrange the taxi and payment etc.

South Devon College will support the learner's applications to their Local Authority as much as possible. Families are encouraged to contact the Helpzone if they have any queries or require support.

6. Electronic Travel Passes

Our SDC Dayrider & Explorer Bus Passes and Kingsbridge Coach Passes are all electronic. Once students have enrolled onto their course, their MyID Travel Pass is valid from 1st September 2021. Whether they have had it funded through bursary or purchased they can access it through our SDConnect App following these steps below:

- Download and open the SDConnect app
- If you have not yet logged into the app, login with your student details
- Click on the 'MyID' icon on your Homepage (located around halfway down the screen) After following these steps, you will now have access to your Electronic Travel Pass on the SDConnect app.

The MyID is only available for Dayrider, Explorer and Kingsbridge Coach Travel Passes. Ferry Passes will be posted out your home address in card form.

If the student requires a physical printed travel card, they should contact us via email transport@southdevon.ac.uk to request one. If a student has a printed card and loses it, the Helpzone team can re-print the pass for a £5 fee. The student must pay this fee before the pass can be printed.

- All lost Stagecoach passes are dealt with by the Helpzone
- All non-Stagecoach passes are issued through Devon County Council and therefore any lost passes are re-printed by DCC. These students must apply for a replacement pass using the online service found on this web page: http://www.devon.gov.uk/index/learningschools/getting_to_school/school_transport/trans-replacing_your_pass.htm

7. Cancellations and Refunds

In order to cancel a travel pass and payments, if the travel pass is a physical printed card it must first be returned to the Funding and Transport Officer or other Helpzone staff. Instruction to cancel any further direct debit payments will then be made to the Finance team. Refunds and credits may only be issued for whole, unused months. Therefore, if a bus pass is returned during December, only payments for January onwards can be cancelled or refunded. The cost of a travel pass can be split into a maximum of 10x Direct Debit instalments. No refunds are available for the Summer Term whatsoever. Any refunds throughout the year are at the discretion of the Finance department, due to exceptional circumstances only.

8. Code of Conduct

South Devon College students must abide by the South Devon College Code of Conduct. This can be found on the SDC website, on the Travel page. By applying for travel support, the learner is agreeing to abide by this, as stated on the application form.

Failure to adhere to the terms of the code of conduct may result in the pass being confiscated and the South Devon College disciplinary procedure may be brought against you.

9. Withholding Passes

South Devon College may withhold activating an electronic travel pass/ printing a physical card if a student's attendance is considered to be poor. If a tutor requests this or if the Funding and Transport Officer believes that the student has left their course. If the student had paid for the bus pass then a refund/Direct Debit cancellation will then be processed in due course, if applicable.

10. How to Contact the Helpzone Transport and Funding Team

The Helpzone is located on Level 3 of the *Vantage Point* Paignton Campus. All Helpzone staff are trained to deal with transport related queries and are able to refer queries accordingly. The Helpzone Freephone number is 08000 380123.

Transport enquiries can also be sent to: transport@southdevon.ac.uk or enquiries@southdevon.ac.uk

Further information and the Transport and Bursary application forms can be found on our Transport web page: <http://www.southdevon.ac.uk/contact-and-travel/free-discounted-travel> and <http://www.southdevon.ac.uk/about-us/financial-support>.