



## Transport for London

### Customer Experience, Revenue Policies: Staff Briefing Notice **10**

#### 18+ Student Oyster photocard scheme

Effective date:	1 September 2012
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#### Changes for the 2012/2013 academic year

The Government has made changes to the financial support package available to students. These changes apply to **new** students starting a course from 1 September 2012.

In previous academic years, part-time students on low income received a tuition fee grant. From September 2012 onwards this will change to a tuition fee loan. Unlike the grant, this new loan is not dependent on income and can be accessed by all UK/EU students regardless of their financial circumstances.

The 2012/2013 **part-time** 18+ Student Oyster photocard eligibility criteria have been updated to reflect this:

*The scheme is only available to part-time students, who are 18 years of age or over, resident in London during term time, enrolled on a part-time course lasting a period of at least 14 weeks AND*

- *a part-time student receiving NHS bursary money*  
*OR*
- *a part-time postgraduate student receiving financial help from the Access to Learning fund*

Existing part-time students holding multi-year 18+ Student Oyster photocards will continue to benefit from the concession, subject to confirmation of eligibility.

An email explaining the changes will be sent to part-time students with active 18+ Student Oyster photocards, and registered establishments on 31 August 2012.

#### Annual confirmation of eligibility exercise

At the start of each academic year, multi-year 18+ Student Oyster photocard holders need to confirm that they are still eligible.

To confirm, they need to:

- Re-enroll at their education establishment
- Log onto their 18+ web account
- Click on the reconfirmation link
- Confirm their details and accept the 2012/2013 Terms and Conditions

All applications for continued eligibility will be sent to the relevant education establishment for approval. Multi-year 18+ Student Oyster photocard holders must confirm their continued attendance **by 31 October 2012** or their card will stop working.

An email explaining the process will be sent to all existing multi-year card holders on 31 August 2012. Further reminders will be sent before the re-application deadlines.

### **18+ web accounts**

All active card holders have access to their 18+ web account, where they can get regular updates on the status of their application.

### **InNovator records**

An 'event' will show on the card holder's InNovator record for:

- each email sent
- when education establishment reconfirmation approval/rejection has occurred.

### **18+ reconfirmation process for registered education establishments**

All education establishments will be reminded of the application and reconfirmation arrangements and that they need to authorise applications.

Education establishment can correct course end details. If they do some cards may expire before the date printed on the front.

Students who are marked as no longer attending by their education establishment will have their Student rate travel concession stopped.

### **Hotlisting**

Existing multi-year card holders that fail to confirm their continued eligibility or those that have been rejected by their establishment will have their Student-rate travel concession stopped. Cards will be hotlisted at the beginning of December 2012. Further details will be provided nearer the time.

## **Raising awareness**

- Dedicated information is available to help customers at [www.tfl.gov.uk/photocard](http://www.tfl.gov.uk/photocard)
- An article, encouraging students to apply and reminding existing card holders to confirm their continued attendance, will feature in The Metro in mid-September.
- Adverts will be displayed in The Metro on 20<sup>th</sup> and 27<sup>th</sup> of September
- An advert will be displayed on the Journey Planner pages during September





*If you have any questions, comments or suggestions concerning this briefing please email  
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