EMA Application Form
Resource Pack
EMA application form support document

Introduction

The emphasis of this document is to provide practical advice on the completion of an application for EMA.

The information contained in this document is correct at the time of publication but may be subject to change.

Whilst all application form images are from the 2009/10 (Green) application form, the information contained in this pack is just as relevant for the 2008/09 (Turquoise) application form.

Please note that this pack is designed to answer basic queries. For detailed queries that are not addressed in this pack or the application guidance notes, please advise the applicant or their parent/carer to contact the Learner Support Helpline on 0800 121 8989.

The following abbreviations appear throughout this document and have the meaning described:

EMA Education Maintenance Allowance
FE Further Education
e2e Entry to Employment
PLA Programme Led Apprenticeship formerly known as Programme Led Pathway (PLP)
LSS Learner Support Service
TCAN Tax Credit Award Notice
DWP Department for Work and Pensions
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Part 1: Which EMA application form?

Introduction

• This section will provide advice on which version of the EMA application form a young person will need to complete.

• When distributing application packs the following should be noted:
  o All FE learners in Year 11 should have obtained a 2009/10 (Green) Application Pack from their school before completing their compulsory education.
  o Providers should assist E2E/PLA learners and all other FE learners using the flowchart on the following page
  o 2008/09 (Turquoise) application packs are sealed in plain envelopes that show “EMA application form 2008/2009” in the bottom left hand corner and the slogan ‘Your EMA. Your choice’ on the reverse. If you wish to order these packs contact Prolog on 0845 60 222 60.
  o 2009/10 (Green) application packs are sealed in plain envelopes that show “EMA application form 2009/2010” in the bottom left hand corner and the slogan ‘Your EMA. Your choice’ on the reverse.

• When issuing an application pack, a number of factors need to be taken into account. These include the date when the young person was scheduled to leave compulsory education, their date of birth, the programme of study they intend to enter (FE or E2E/PLA) and its start date.

The EMA Guarantee

• Learners who were income assessed and have been paid EMA during the 2008/09 academic year do not need to reapply. The EMA Guarantee means that they will be eligible for support at the same level until the end of the academic year in which they turn 19.

• Learners who received an EMA payment during 2008/09 will automatically receive a continuing entitlement letter and an EMA Agreement before the end of May 2009. As a learning provider, you will use this continuing entitlement letter in exactly the same way as the EMA Notice of Entitlement, i.e. to add the learner to the payment system using the Learner Support Reference Number.

• Some learners may choose to reapply if their household income has reduced and they may be eligible for EMA at a higher rate.

• Learners who are enrolled on E2E programs of study that will not extend beyond 31 August 2009 and who have not received a full income assessment in the 2008/09 EMA year are not eligible for the EMA Guarantee and should reapply for support in 2009/10.
EMA 2009/10: Which Application Form?

This flowchart shows which EMA application form a young person will need to complete, based on the following:

- Their date of birth and when they left compulsory education.
- The learning programme they intend to follow (FE or e2e/PLA) and its start date.

**Please note:** Learner will be in compulsory education until Friday 26 June 2009 and cannot start a programme until Monday 29 June 2009.

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**Learner with date of birth between 1/9/1992 and 31/8/1993 (i.e. ALL 2008 Year 11 leavers)**

Learner completes the Green (2009/10) EMA Form in all instances, regardless of programme type or start date.

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**Learner with date of birth between 1/9/1990 and 31/8/1992 (i.e. 2008 Year 11 leavers and earlier)**

**Further Education**

- **Before 29 June 2009**
  - Use Turquoise (2008/09) EMA Form – 10 week rule applies

- **29 June 2009 – 30 August 2009**
  - Learners can not enrol on standard FE courses between these dates due to the 10 week rule

- **31 August 2009**
  - Use Green (2009/10) EMA Form

- **29 August 2010**
  - Use Green (2009/10) EMA Form**

**PLA or FE short course**

- **Before 30 August 2009**
  - Use Turquoise (2008/09) EMA Form 22 week extension rule applies*

- **31 August 2009**
  - Use Green (2009/10) EMA Form

- **29 August 2010**
  - Use Green (2009/10) EMA Form**

**e2e**

- **Before 30 August 2009**
  - Use Turquoise (2008/09) EMA Form with e2e declaration - 22 week extension rule applies*

- **31 August 2009**
  - Use Green (2009/10) EMA Form, Provider to complete e2e section on Part A, page 1

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* See EMA Guidance for detailed definitions of extensions rules.

**includes FE short courses starting on or after 30/08/09**

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Please see guidance on the EMA guarantee before advising a learner to complete any application forms.
Part 2: Walkthrough of EMA application form

Introduction

- This section will provide advice on how to complete an EMA application form

- Part 2 contains a high level walkthrough of each page of the application form highlighting all of the mandatory fields that must be completed

- Additional information on completing each section is provided in the comment boxes to the right of each question

- General advice on who should complete which parts of the application form is also given

- Please note that this pack is designed to answer basic queries. For detailed queries that are not addressed in this pack, or the application form guidance notes, please advise the applicant or their parent / carer to contact the Learner Support Helpline on 0800 121 8989.
The introduction sheet contains invaluable information regarding the EMA guarantee and EMA eligibility – the learner and their carer(s) should read this document before completing the application form.

The reverse side of the introduction sheet also contains a step-by-step guide to assist the learner and their carer(s) with their application.

The application form consists of an introduction to the scheme (which does not need to be completed or returned) and 3 distinct parts:

Part A of the form is for learner details and must be completed in all cases.

Part B should only be completed by the adults responsible for the young person.

Part C should only be completed if the applicant’s household was in receipt of DWP benefits.

Data Protection - where the young person needs further assistance completing the form, the onus should be on the learner or their carers to contact the helpline.

Navigation of the form:

Black boxes on the form provide instructions and advise which sections of the form the applicant should complete.

Green bordered boxes on the form provide additional information and guidance and are a good starting point for further advice when completing the form. To support this information, there are the guidance notes that are issued with each application and the Learner Support Helpline can be contacted on 0800 121 8989.
Questions in Part A capture the learner’s personal details – the information requested should be completed fully wherever possible.

The application form may be blank or have pre-printed details at the top of Page 1.

When the form does not have any pre-printed details at the top of this page, additional mandatory fields will need to be completed in Questions A1 – A3 of the form.

EMA Guarantee – if the learner is already in receipt of EMA, they may not need to re-apply for the payment. Please see page 3 of the Guidance notes included with the pack or page 5 of this document for further details.

Questions A1, A2 and A3 must be completed when there are no pre-printed details at the top of Page 1.

**e2e learners** – special arrangements apply for e2e learners. If the learner plans to complete an e2e programme of study, and has chosen their learning provider, they should get their learning provider to complete the e2e section of their form.

If they do this, parts B and C of the form do not need to be completed.

Completing this section will ensure that the learner receives the maximum EMA entitlement.

**For office use only** - this section is for internal use by the Learner Support Service, please do not complete or mark this part of the form.
Question A4 allows the learner to select their preferred contact method; it is not a mandatory field and if this question is not completed, all contact will be via post.

Question A5 is not a mandatory field; however, contact details for the young person can be invaluable should the application require further attention e.g. additional evidence.

Question A8 – is mandatory. The learner should indicate which residency condition best suits their circumstances and answer the question accordingly.

Further information on Residency Conditions is available on Pages 7 – 10 of the Guidance Notes that accompany the application form and additional advice can be obtained from the Learner Support Helpline on **0800 121 8989**

Question A7 captures bank or building society details.
- The account should be in the young person’s name
- Appropriate evidence will be required to verify the details shown at Question A7. This evidence can be a bank statement, a letter from the bank or the ‘Confirmation of Bank / Building Society Account Form’ which can be found on the back of the guidance notes, this should be completed by the young person’s bank or building society.
- We do not accept Post Office Card Accounts – as they will not accept BACS transfers from EMA.
**Question A8** Do you live with adults who are mainly responsible for you?
- Yes: Go to A12
- No: Go to A9

**Question A9** Are you in Local Authority care, a care leaver or living with foster parents?
- Yes: Go to A12
- No: Go to A10

**Question A10** Are you in a Young Offenders Institution (YOI), Secure Training Centre (STC) or Secure Children’s Home (SCH)?
- Yes: Go to A12
- No: Go to A11

**Question A11** Do you currently receive Income Support?
- Yes: Go to A12
- No: Call 0800 121 8989

**Question A12** Are you a parent yourself who is mainly responsible for at least one child?
- Yes: Call 0800 121 8989
- No: Go to A13

**Question A13** Equal Opportunities Monitoring (see guidance notes page 15)
- Are you: Male ☑ Female ☑ Prefer not to say ☑

How would you describe your ethnic origin?
- White: British ☑ Irish ☑ Any other white background ☑
- Mixed: White and black Caribbean ☑ White and black African ☑ White and Asian ☑ Any other mixed background ☑
- Black or Black British: African ☑ Caribbean ☑ Any other black background ☑
- Chinese or other ethnic group: Chinese ☑ Any other ☑ Prefer not to say ☑

**Question A14** How did you hear about EMA? Mark one box only
- Internet ☑ Bus/harner advert ☑ Press adverts ☑ Your Learning Provider ☑
- Radio ☑ Leaflets or posters ☑ Connexions ☑ Friend or family ☑ Support worker ☑

Now go to A15 on the next page.
**A15 Data Protection Statement and Young Person Declaration**

**DATA PROTECTION**

The information you provide on this form will be passed to the Learning and Skills Council (LSC). The LSC is responsible for funding, planning and encouraging education and training for over 16 year-olds in England, and is registered under the Data Protection Act 1998. The information you provide will be shared with other organisations for the purpose of administration, careers and other guidance, and statistical and research purposes. Other organisations which we may share information with include the Department for Children and Schools, the Department for Innovation Universities and Skills, Connexions, Higher Education Statistics Agency, Higher Education Funding Council for England, UCAS, Student Loans Company, educational institutions and organisations performing research and statistical work on behalf of the LSC or its partners.

The LSC is also a co-financing organisation and uses European Social Funds from the European Union to directly or indirectly part-finance learning activities helping develop deployment by promoting employability, business spirit and equal opportunities, and investing in human resources. Further information about partner organisations, and what they do, may be found at www.lsc.gov.uk

Mark box A if you **DO NOT** wish to tell Adult 1 (named in B3 of Part B of this form) about the progress of your application and payments.

Mark box B if you **DO NOT** wish to tell Adult 2 (named in B2 of Part B of this form) about the progress of your application and payments.

At no time will your personal information be passed to organisations for marketing or sales purposes. From time to time students are approached to take part in surveys by mail and phone, which are aimed at enabling the LSC and its partners to monitor performance, improve quality and plan future provision.

Mark box C if you **DO NOT** wish to be contacted by the LSC or its partners in respect of surveys and research. The LSC values your views on the education or training which you receive, and will use these to help bring about improvements for learners and others in England.

The LSC or its partners may wish to contact you from time to time about courses or learning opportunities relevant to you. Please mark box D if you **DO NOT** wish to be contacted about courses or learning opportunities by post.

**Declaration**

If you give false or incomplete information, you may be prosecuted. As part of our assessment process we will sample successful application forms and may ask for further evidence. If that evidence is not provided, or results in a lower award being due, we may stop any future payments and seek repayment of anything paid.

I have read and understood the guidance notes supplied with this form including the Data Protection Statement above and declare that the information given on this form is correct and complete to the best of my knowledge and belief.

I understand that:

- if I do not keep to my EMA Agreement, or if I leave my learning programme, I will not be eligible to receive further payments; and any EMA overpaid may need to be repaid by me;
- I am not allowed to receive EMA payments at the same time as any other government training or learning allowance;
- the information I have given may be shared with other agencies or organisations, as allowed by law, for the purposes of checking my application and/or the prevention of fraud;
- I may only claim EMA payments if I fulfil the conditions of residency on pages 7-10 of the guidance notes and I have self-certified my eligibility on question A6. I authorise the Department for Work and Pensions to disclose information regarding any benefits and allowances for the purposes of assessing an application for Education Maintenance Allowance.

**Important** – You are not required to sign and date your application, however by submitting this form and applying for EMA you are agreeing to all the statements and conditions above.

Now give the form to the adult(s) who are mainly responsible for you, so that they can complete their part of the application unless you are a young person living independently on Income Support, if so now fill in Part C.

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**The check boxes in Question A15 are not mandatory.**

These will determine the amount of contact the young person receives from the LSC with regard to surveys and research and / or courses and learning opportunities.

The question also contains 2 options allowing the Young Person to determine who the LSS can speak with regarding the application.

**Young person declaration**

Although the application form does not need to be signed by the Learner, they should read the declaration carefully.

**Please note** – the following applications will be complete at this stage:

- A young person in Local Authority care, those living with foster parents or where a young person is a care leaver;
  
  **or**

- Those learners planning to follow an e2e programme of study
  
  **or**

- A young person is in a Youth Offender’s Institution (YOI), a Secure Training Centre (STC) or a Secure Children’s home (SCH). In this instance the learner will not be able to receive EMA until after they are released.

The application will need to be supported by a letter from the Local Authority or YOI/STC/SCH on headed paper confirming the young person’s circumstances.
PART B: TO BE COMPLETED BY THE ADULT(S) RESPONSIBLE FOR THE YOUNG PERSON.

When a young person has responsibility for at least one child, they will be classed as the ‘responsible adult’ for their own household.

They must be advised to contact the Learner Support Helpline on 0800 121 8989 to determine what additional evidence would be required when processing their application.

**Question B1** - Has the form been marked to indicate that there are adults responsible for the young person applying for EMA?

If ‘I am / we are the adult(s) mainly responsible for the Young Person applying for EMA’ has been marked, **Question B2** will become a mandatory field.

**Question B2** – any responsible adults need to record their details in this section including National Insurance number(s). Any applications received without a National Insurance number will be returned.

**Question B3** – if the young person does not live with their responsible adult(s) at the given address, they should contact the helpline on 0800 121 8989 for further advice.

**Disability Discrimination Act** – if the responsible adults believe that the Disability Discrimination Act applies to their household as stated on the application form, they should contact the Learner Support Helpline on 0800 121 8989 for further advice.
If Question B4 is answered ‘Yes’, the application must be accompanied by a valid Tax Credit Award Notice (TCAN) showing household income for the last complete tax year – for the Turquoise application form, this will be 2008/09. Please see Page 23 of this guide for further advice.

If Question B5 has been answered ‘Yes’, the HAPB will verify this information directly with the DWP. Further information on which sections of Part C should be completed can be found on pages 18 and 19 of this guide.

Questions B4 – B12 are all about income evidence.

The flow of green arrows on the form and guidance in the black bordered boxes should be used by the applicant to determine what action they will need to take to complete their application.

Advice on whose income needs to be considered can be obtained from the Learner Support Helpline on 0800 121 8989.
Questions B6 to B12 should only be completed when:
- The applicant is not using a Tax Credit Award Notice as evidence
- Adults received any income from an employer, self employment or any other type of income listed on this part of the form.
- Adults did not receive DWP benefits listed on Part C for the entire previous tax year (2009/10 for the green application form and 2007/08 for the turquoise application form).

Question B6 should be completed when the responsible adult(s) was an employee during the last complete Tax Year. B6 requests a P60 or P60u, however, full guidance on the documentary evidence that can be accepted as evidence of income for this question can be obtained from the Learner Support Helpline on 0800 121 8989.

Question B7 should only be completed when the responsible adult(s) was eligible for employee benefits that were not included in the applicant’s salary e.g. rent paid directly to a landlord by their employer. Full details can be found on Pages 20 and 21 of the guidance notes.

Question B8 should be completed when the responsible adult(s) was self employed. If the adult(s) does not have a Self Assessment Tax Return from (SA302) for the last complete tax year, please contact the Learner Support Helpline on 0800 121 8989 for further guidance.
Question B11 should be completed when the responsible adult(s) were receiving other income listed during the last complete tax year. Pages 22 and 23 of the guidance notes provide an explanation for each income indicated and the adult(s) must provide a breakdown of any ‘Total other income’ over £300 using the boxes provided.

Although most income entered here will not require evidence, there are special considerations for ‘Foreign income’ – please see page 23 of the Guidance notes for further details.

Questions B10 & B11 should only be completed for the allowable deductions shown – we will not require any evidence of the figures quoted in these questions when processing the application. Page 24 of the guidance notes provides additional advice for Question B11.

Question B12 – it is advisable that the responsible adult reads Page 24 of the application form guidance notes before answering this question.

- Page 24 details how to complete this question and shows the kinds of income that we do not take into account for assessment purposes.
- We do not require any support documentation for this question so the applicant must be as specific as possible and include a clear indication of the dates this income was received.
**Adult declaration**

Although the application form does not need to be signed by the responsible adult(s), they should read the declaration carefully.

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**Page 8 of the application form features a checklist that should be used to ensure that all relevant sections have been completed and all appropriate evidence is enclosed.**
Part C:

Introduction

Part C should only be completed if the adult(s) responsible for the young person were in receipt of Social Security Benefits during the relevant Tax Year and where a Tax Credit Award Notice is not being used as Income Evidence.

If Question A11 or B5 has been answered as ‘Yes’, the completion of Part C is mandatory.

The version of Part C that is included with the Application pack MUST NOT be sent or taken to the DWP. It must be completed and returned, together with Parts A & B of the form, to the Learner Support Service. The information provided on this version of Part C will be verified with DWP. This version of Part C can be viewed on Pages 19 and 20 of this guide.

Where DWP is unable to verify the Social Security Benefits received, the Learner Support Service will write a letter of explanation to the person(s) who completed Part C and provide an ‘additional information request’ version of Part C for completion by a local or regional DWP office. Please note that this may not be the local DWP office as some benefits are issued from centralised locations and these offices will need to complete the relevant details. It is recommended that this further evidence version of Part C be posted for completion. This further version of Part C can be viewed on Pages 21 and 22 of this guide.

‘Adult 1’ will always be the adult who received Income Support, Income-based Jobseeker’s Allowance, Income-related Employment and Support Allowance or Pension Credit. If two adults are mainly responsible for the young person, and one of the adults received Income Support, Income-based Jobseeker’s Allowance, Income-related Employment and Support Allowance or Pension Credit for the whole of the tax year 2008/09, then that adult should fill in their details on the page headed ‘Part C – first adult’. In this case the second adult does not need to fill in their details on the page headed ‘Part C – second adult’.
There are 2 separate versions of Part C available for the Green application form. The standard version that is included with the application pack will be sufficient to verify the benefits that a household received for most applications and should be completed where appropriate. It must not be sent or taken to the DWP.

When required as income evidence, it must be completed by the Young Person and/or their carer(s) and returned to the Learner Support Service, together with the rest of the application form.

Should further clarification of the benefits received be required, this will be requested using the 'additional information request' version of Part C shown on Pages 21 and 22 of this guide.

The ‘Young Person details’ section allow the young person to indicate that they are currently in receipt of Income Support and (where appropriate) the date when their Income Support started.

‘Adult 1’ will always be the adult who received Income Support, Income-based Jobseeker’s Allowance, Income-related Employment and Support Allowance or Pension Credit. If two adults are mainly responsible for the young person, and one of the adults received Income Support, Income-based Jobseeker’s Allowance, Income-related Employment and Support Allowance or Pension Credit for the whole of the tax year 2008/09, then that adult should fill in their details here and the second adult does not need to fill in their details on the page headed ‘Part C – second adult’.
This section should only be completed when adult 1 was not in receipt of Income Support, Income-based Jobseeker’s Allowance, Income-related Employment and Support Allowance or Pension Credit for the whole year and where adult 2 received one of the benefits shown.
Questions C1 and C2 must be completed by the DWP.

In most instances the version of Part C that is included with the application form (see Pages 18 and 19 of this guide) will be sufficient to verify the benefits that a household received.

There will be a small percentage of applications that require further clarification from the DWP e.g. those where the information cannot be obtained electronically and, as such, an ‘additional information request’ version of Part C is also available. This is shown on Pages 21 and 22 of this guide.

This version of Part C is only despatched by the LSS when more evidence is required and is not part of the standard application pack. It should be posted by the applicant to the appropriate DWP office for completion. To be accepted as valid income evidence, it must be completed, stamped and signed by the DWP.

‘Adult 1’ will always be the adult who received Income Support, Income-based Jobseeker’s Allowance, Income-related Employment and Support Allowance or Pension Credit. If two adults are mainly responsible for the young person, and one of the adults received Income Support, Income-based Jobseeker’s Allowance or Pension Credit for the whole of the tax year 2007/08, then that adult should fill in their details here and the second adult does not need to fill in their details on the page headed ‘Part C –
Applicants must not write below this line

Question C3 must be completed by the DWP.

For this version of Part C to be accepted as valid income evidence, it must be signed and stamped by DWP.
Part 3: The main four types of income evidence

Introduction

• This section will provide advice on the four main types of income evidence that are required to support an application for EMA

• An image of what to look for on each piece of evidence is enclosed together with practical advice

• Each piece of evidence must be an original document, not photocopies. Additional evidence will be requested if the items of evidence received are not originals

• The relevant tax year for each of the types of evidence will be determined as follows:

  2009/10 (Green) application form – the tax year on the supplied evidence must cover the period 06 April 2008 to 05 April 2009

  2007/08 (Turquoise) application form - the tax year on the supplied evidence must cover the period 06 April 2007 to 05 April 2008

• Any queries regarding other income evidence should be referred to the Learner Support Helpline on 0800 121 8989.

The main four types of income evidence are:

• Tax Credit Award Notice (TCAN) – document received from the Inland Revenue detailing entitlement to Working Tax Credits or Child Tax Credits

• Part C – benefits statement issued as part of the application pack

• P60 – Statement of earnings from an employer

• Self assessment tax calculation form (SA302).
What to look for on a Tax Credit Award Notice (TCAN)

- Locate the section that shows the heading “Your income from…” on the current version of the TCAN this is usually found on Page 2 or 3 of the TCAN as seen in the enlargement below.

- Income should be for the last complete Tax Year (circled on both images) – please refer to Page 23 of this guide for further clarification.

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Claimants
Your tax credits are based on you being part of a couple. If you have separated, please tell us. You may be able to make a new claim to tax credits, either on your own or as part of a new couple.

MR KURT STONE
You work 19 hours a week.

MRS GRACE STONE
You claimed tax credits jointly with the person named above.
You work 18 hours a week

Qualifying children and young people
1 aged one or less.
3 aged between one and sixteen.
3 aged between sixteen and twenty.

Childcare costs
You have no qualifying childcare costs. If you start to pay for childcare and you qualify for Working Tax Credit you may be able to claim the childcare element of Working Tax Credit. Contact us for details.

Income
This is the information we have about your income. Please check that it is correct.

Your Income for the year 6 April 2008 to 5 April 2009

<table>
<thead>
<tr>
<th>Claimant</th>
<th>Earnings as an employee</th>
<th></th>
<th>Total income</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR KURT STONE</td>
<td>£10000.00</td>
<td>£10000.00</td>
<td></td>
</tr>
<tr>
<td>MRS GRACE STONE</td>
<td>£5000.00</td>
<td>£5000.00</td>
<td></td>
</tr>
</tbody>
</table>

Total income for the year from 6 April 2008 to 5 April 2009: £15000.00
What to look for on Part C – Additional information request i.e. version issued to applicant(s) by the LSS for completion by DWP

Please note that the information shown below is relevant only for the ‘additional information request’ version of Part C (as shown on Pages 21 and 22 of this guide). This version and the need to make these checks will only be applicable in a small minority of cases. The standard version of Part C included with the application pack will be sufficient for the majority of applicants and does not feature the fields shown here.

- Check that Part C has been stamped and signed by the DWP at the bottom of page EMA12.

- If Question A9 or B6 has been answered as yes, check that C1 has been completed on page EMA 11.

- Applicants should not write below the ‘For DWP office use only’ line.
What to look for on a P60

- Check that the P60 is for the last complete Tax Year (usually shown at the top of the document)
- Verify that the P60 is for the correct adult
- Locate the section that shows the income received – this will be shown on the P60 but there are many different formats of P60 and this information can appear in different places, but will usually be shown as ‘Total pay for year’, ‘Total Income received’ or ‘Gross Income’
- Check that the income matches that shown in Question B6

An example of a P60 showing points 1 to 3 can be seen overleaf. Please note that there are many different versions of P60s and the information may appear in different places on the document.
• P60 showing tax year (top left), income total for the year (mid right) and adult details (top right)
What to look for on an Self Assessment Tax Calculation (SA302)

- Check that the SA302 is for the last complete Tax Year* (this will be indicated within the document).
- Verify that the SA302 is for the correct adult.
- Locate the section that shows 'Total income received'.
- Check that the income matches that shown in Question B8.

*If the date shown is not for the last tax year, advise the applicant to contact the Learner Support Helpline on 0800 121 8989 for further advice.

An example of an SA302 showing points 1 to 3 can be seen overleaf.
- SA302 showing tax year (top left), adult details (top left) and total income received (bottom right)
Part 4: The main reasons for an application form requiring additional attention by the applicant(s)

Introduction

- This section will show the most common areas of the application form that require additional attention by the applicant(s)
- This section contains guidance that can help to reduce the number of requests for additional information that the learner will receive.
The most common reasons that application forms require further attention are as follows:

1. Missing / Incorrect Year Evidence

- There are a number of fields on the form that require evidence; these types of evidence are indicated in the guidance sections on the form itself. On the 2009-10 ‘Green’ version of the application form, these questions are:

  - **Part A - Questions A9 to A12 answered as ‘Yes’** - require the additional evidence listed in the guidance sections on the application form
    - **Question A7** requires original evidence of a valid bank account i.e. bank statement, letter from the bank or the completed ‘Confirmation of Bank / Building Society Account Form’ from the back of the guidance notes
  - **Part B - Question B4 answered as ‘Yes’** requires a valid original Tax Credit Award Notice
    - **Question B5 answered as ‘Yes’** requires Part C of the application to be completed
    - **Question B6 completed** requires a valid original P60 / P60U detailing any employment income
    - **Question B7 completed** requires a valid original P9D / P11D detailing ‘benefits in kind’
    - **Question B8 completed** requires an original Self Assessment Tax Calculation form (SA302)

- For the Green application form all of the income evidence indicated must be for the complete tax year 6 April 2008 – 5 April 2009

- For the Turquoise form, the evidence required would be: Question A15 requires original evidence of a valid bank account i.e. bank statement, letter from the bank or the completed ‘Confirmation of Bank / Building Society Account Form’ from the back of the guidance notes, Questions A10 – A13 would require the additional evidence requested in the guidance sections of the application form.

  - **Part B of the Turquoise form requires:**
    - **Question B5 answered as ‘Yes’** requires a valid original Tax Credit Award Notice
    - **Question B6 answered as ‘Yes’** requires Part C of the application to be completed
    - **Question B8 completed** requires a valid original P60 / P60U detailing any employment income
    - **Question B9 completed** requires a valid original P9D / P11D detailing ‘benefits in kind’
    - **Question B10 completed** requires an original Self Assessment Tax Calculation form (SA302)

- For the Turquoise application form all of the income proofs indicated must be for the complete tax year 6 April 2007 – 5 April 2008

- Further advice on acceptable income evidence can be obtained from the Learner Support Helpline on **0800 121 8989**.
2. Tax Credit Award Notice (TCAN) – wrong tax year

- The Tax Credit Award Notice (TCAN) must show income for the last complete tax year (on the current version of the TCAN this information will be usually situated on Page 2 or 3)

- Look for the heading “Your Income for…” (on Page 2 or 3 of the current version of the TCAN), the dates shown should be the last complete tax year
  - For the Green application form all of the income evidence indicated must be for the complete tax year 6 April 2008 – 5 April 2009
  - For the Turquoise application form all of the income proofs indicated must be for the complete tax year 6 April 2007 – 5 April 2008

- When a TCAN is not available, the parent / carer can use alternative evidence e.g. P60. Contact the Learner Support Helpline on 0800 121 8989 if further advice is required.

3. Invalid Bank Details

- Check the account is in the young person’s name (if this is not possible due to special circumstances the young person’s parent / carer should contact the Learner Support Helpline for additional advice on 0800 121 8989)

- The details provided must not be a Post Office Card Account – these will not accept BACS payment for EMA

- When Question A7 has been completed, check that there is evidence of a valid bank account (a bank statement, letter from the bank or completed ‘Confirmation of Bank / Building Society Account Form’ from the back of the application form guidance notes) that matches those details supplied on the EMA application form.
4. Missing Mandatory Fields

Check that all the relevant mandatory fields on Parts A, B & C of the form have been completed, as follows:

Green 2009/10 Application Pack

- **Part A**
  - A1 to A3 (Young Person details), A6, A7 and A8 – A12

- **Part B**
  - B2 where there are responsible adults and **at least 1 question** between B4 to B9 and / or B12 must be completed

- **Part C** - **Green form ‘additional information request’** only (EMA 11 and EMA 12 as shown on Pages 20 and 21 of this guide)
  - Cross in C1 (where appropriate), DWP stamp and signature.

  *Please note – the standard version of Part C issued with the Green 2009/10 application pack DOES NOT require these fields to be completed.*

Turquoise 2008/09 Application Pack

- **Part A**
  - A1 to A3 (Young Person details), A8, A9 – A13 and either A14 or A15

- **Part B**
  - B2 where there are responsible adults and **at least 1 question** between B5 to B11 must be completed

- **Part C** - **Turquoise form ‘additional information request’** only
  - Cross in C1 (where appropriate), DWP stamp and signature.

  *Please note – the standard version of Part C issued with the Turquoise 2008/09 application pack DOES NOT require these fields to be completed.*
Part 5: Other Resources that you may find helpful

- Aide Memoire: LSC-P-NAT-090006
- Main EMA Leaflet: LSC-P-NAT-090004

Also available in:
  - Braille: LSC-P-NAT-090004/BR
  - Large print: LSC-P-NAT-090004/LP

- EMA Posters:
  - EMA: “Choices” Poster LSC-P-NAT-080031
  - EMA: “Money” Poster LSC-P-NAT-080001

- EMA DVD: LSC-P-NAT-080004
- EMA Resource Pack for Providers: LSC-P-NAT-080120
- Application Pack: LSC-P-NAT-090013. Please note that this is the Application Form, as opposed to the Resource Pack

These documents are available in the ‘Involved in delivering EMA’ section of EMA website [www.direct.gov.uk/ema](http://www.direct.gov.uk/ema). Alternatively, any items with a product number can be requested by contacting Prolog on 0845 60 222 60 with the appropriate product reference number.