Introduction

The emphasis of this guide is to provide practical advice on the completion of an application for Education Maintenance Allowance (EMA).

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

While all application form images are from the 2007/08 (Purple) application form, the information contained in this pack is just as relevant for the 2006/07 (Green) 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 EMA helpline on 0808 10 16219.

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

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<td>EMA</td>
<td>Education Maintenance Allowance</td>
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<td>FE</td>
<td>Further Education</td>
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<td>E2E</td>
<td>Entry to Employment</td>
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<td>PLA</td>
<td>Programme-led Apprenticeships (formerly known as PLP – Programme-led Pathways)</td>
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<td>Assessment and Payment Body</td>
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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.
  – All further education (FE) learners in Year 11 should have obtained a 2007/08 (Purple) application pack from their school before completing their compulsory education.
  – All FE learners in Year 12 who are currently enrolled and have been in receipt of EMA in the 2006/07 EMA year will be sent a pre-populated 2007/08 (Purple) application pack over the April/May period. Learners who do not receive their pack by the end of May should contact the young persons/parents/carers helpline on 0808 10 16219.
  – All FE learners in Year 13 who are currently enrolled and have been in receipt of EMA in the 2006/07 EMA year will be sent a letter inviting them to request a 2007/08 (Purple) application pack if they intend to continue their learning. Year 13 learners who do not receive a letter by the end of May should be advised to contact the young persons/parents/carers helpline on 0808 10 16219 if they intend to continue their learning.
  – Providers should assist learners on Entry to Employment (E2E) and Programme-led Apprenticeships (PLA) (formerly known as PLP – Programme-led Pathways) and all other FE learners using the flowchart on the following page.
  – 2006/07 (Green) application packs are sealed in envelopes featuring an A4 picture and “EMA application form 2006/2007” in the bottom left-hand corner. If you wish to order these packs after 31 March 2007 you must call the partners helpline on 0800 056 2811.
  – 2007/08 (Purple) application packs are sealed in envelopes that show promotional artwork (as shown below) and “EMA application form 2007/2008” in the bottom left-hand corner.

• 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.
EMA 2007/08: 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.

**Learner completes the Purple (2007/08) EMA Form in all instances, regardless of programme type or start date.**

**Use Green (2006/07) EMA Form.**

22 week extension rule applies **

See EMA Guidance for detailed definitions of extensions and course length rules.

**Use Purple (2007/08) EMA Form.**

**Use Green (2006/07) EMA Form.**

FE 10 week course length rule applies **

No learner is able to start an FE course between these dates as they will not meet the FE 10 week course length criterion. **

Please note: Learner will be in compulsory education until 29 June 2007 and cannot start a programme until 2 July 2007. They may start an E2E/PLA programme from 2 July 2007, but NOT start an FE programme until 27 August 2007.

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**Learner with date of birth between 1/9/1990 and 31/8/1991 (i.e. ALL 2007 Year II leavers)**

- Learner completes the Purple (2007/08) EMA Form in all instances, regardless of programme type or start date.

**Please note:** Learner will be in compulsory education until 29 June 2007 and cannot start a programme until 2 July 2007. They may start an E2E/PLA programme from 2 July 2007, but NOT start an FE programme until 27 August 2007.

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**Learner with date of birth between 1/9/1988 and 31/8/1990 (i.e. 2006 Year II leavers and earlier)**

- Which programme will the learner be following and when will they start?

  **E2E/PLA**

  - Before 27 August 2007
  - Use Green (2006/07) EMA Form. 22 week extension rule applies **

  **Use Purple (2007/08) EMA Form.**

  27 August 2007 – 31 August 2008

  **Use Purple (2007/08) EMA Form.**

  Before 27 August 2007

  **Use Green (2006/07) EMA Form.**

  27 August 2007 – 31 August 2008 **

  **See EMA Guidance for detailed definitions of extensions and course length rules.**

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**Further Education**

- Before 2 July 2007

  **Use Green (2006/07) EMA Form.**

  **FE 10 week course length rule applies **

  No learner is able to start an FE course between these dates as they will not meet the FE 10 week course length criterion. **

- 2 July – 26 August 2007

  Learners born between 1/9/1987 and 31/8/1988

  **Learners should contact their Connexions Personal Advisor who will be able to advise if they can qualify for an additional year of EMA support.**

  **If they do qualify for an additional year of EMA support, they will need to use the Purple 2007/08 Form.**

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*PLA – Programme Led Apprenticeship was formerly known as Programme Led Pathway – PLP*
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 EMA student/parent helpline on 0808 10 16219.

The application form consists of three 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 Department for Work and Pensions (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:

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

• Black 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, guidance notes are issued with each application and the helpline can be contacted on 0808 10 16219.
Part A: to be completed by the young person

The application form may be blank or have pre-printed details at the top of page EMA 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 on page EMA 2 of the form.
Questions A1 to A6 capture the learner’s personal details – the information requested should be completed fully wherever possible.

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

Question A4 is not a mandatory field; however, contact details for the young person can be invaluable should the application require further attention, for example an incomplete application.

Question A5 should only be completed when a young person is applying for their second or subsequent year of EMA.

Question A6 captures bank details.

- The account should be in the young person’s name.
- Valid bank evidence would be required to verify the details shown at Question A6. This evidence can be a bank statement, a letter from the bank or the banking proforma from the back of the guidance notes 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.

Please note: either Question A5 or Question A6 must be completed in ALL instances.
Questions A7 to A10 are for the young person to indicate their personal circumstances. Additional information is shown in the purple-bordered boxes underneath each question and indicates the additional evidence that would be required to process their application.

The purple boxes under each of the check boxes advise the applicant which questions they should complete next.

Question A10 — if the young person crossed the “Yes” box they may be eligible for help with childcare costs with the Care to Learn scheme if they:

* are using Ofsted-registered childcare for their child/children; and
* are aged under 20 when their learning starts; and
* are following any publicly funded programme of learning.

Visit the website www.dfes.gov.uk/caretolearn or call the Care to Learn helpline on 0845 600 2809.

Question A11 is about equal opportunities.

The answers given here will have no bearing on the young person’s eligibility for EMA; the crossing of the boxes will be used for survey purposes and to ensure that we are reaching all sections of the community.
Please note – applications for a young person in local authority care, living with foster parents or who is a care leaver; or where the young person is in a Youth Offender’s Institution (YOI), a Secure Training Centre (STC) or a Local Authority Secure Children’s Home (LASCH) will be complete at this stage. The application will need to be supported by a letter from the local authority or YOI/STC/LASCH on headed paper confirming the young person’s circumstances.

The check boxes in Question A12 are not mandatory. They will determine the amount of contact the young person receives from the Learning and Skills Council (LSC) with regard to surveys and research and/or courses and learning opportunities.

The question also contains two options allowing the young person to determine who the Assessment and Payment Body (APB) can speak with regarding the application.

The young person declaration must be signed.

Before signing, the young person must read the declaration.

The signature provided must be that of the young person applying for EMA (although special circumstances apply if the young person is unable to sign the declaration – these cases should be referred to the helpline on 0808 10 16219).

Please note – applications for a young person in local authority care, living with foster parents or who is a care leaver; or where the young person is in a Youth Offender’s Institution (YOI), a Secure Training Centre (STC) or a Local Authority Secure Children’s Home (LASCH) will be complete at this stage. The application will need to be supported by a letter from the local authority or YOI/STC/LASCH 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 helpline on 0808 10 16219 to determine what additional evidence will be required when processing their application.

Question B1 – has the form been crossed showing 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 crossed, Question B2 will become a mandatory field.

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

Question B3 – if the young person does not live with their responsible adults at the given address, they should contact the helpline on 0808 10 16219 for further advice.

Question B4 – if the responsible adults believe that the Disability Discrimination Act applies to their household as stated on the application form, they should contact the helpline on 0808 10 16219 for further advice.
Questions B5 to B13 are all about income evidence.

The flow of purple 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 helpline on 0808 10 16219.

If Question B5 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 Purple application form, this will be 2006—07.

If Question B6 has been answered “Yes”, the APB will verify this information directly with the DWP. Further information on which sections of Part C should be completed can be found on pages 16 and 17 of this guide.

Question B7 – it is advisable that the responsible adult reads Page 17 of the application form guidance notes before answering this question.

- Page 17 explains how to complete this question and details the kinds of income required.
- We do not require any supporting documentation for this question so the applicant must be as specific as possible, including a clear indication of the dates this income was received.
Questions B12 and B13 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 EMA 7 should only be completed when:
- the applicant is not using a TCAN as evidence;
- adults received any income from an employer, self-employment or any other type of income listed on this part of the form;
- the household did not receive DWP benefits listed on Part C for the entire previous tax year (2005–06 for the Green application form; 2006–07 for the Purple application form).

Question B12 should be completed when the responsible adults were receiving other income during the last complete tax year. While B8 requests a P60 or P60U, full guidance on the documentary evidence that can be accepted as evidence of income is available from the helpline on 0808 10 16219.

Question B9 should only be completed when the responsible adults were eligible for employee benefits that were not included in the applicant’s salary, for example rent paid directly to a landlord by their employer. Full details can be found on Pages 20 and 21 of the application form guidance notes.

Question B10 should be completed when the responsible adults were self-employed during the relevant tax year. If the adults do not have an SA302 (self-assessment tax return summary) for the last complete tax year, please contact the helpline on 0808 10 16219 for further guidance.

Question B11 should be completed when the responsible adults were receiving other income during the last complete tax year. Pages 22 to 24 of the application form guidance notes provide an explanation for each type of income indicated and the adults must provide a breakdown of any “Total other income” using the boxes provided.

Questions B12 and B13 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.
The form must be signed at Question B14. Before signing, the adults must read the declaration. A signature should be present for each responsible adult who received income during the last complete tax year as indicated in either Part B or Part C. If an adult is unable to sign the form for a particular reason, please ask the applicant to contact the helpline on 0808 10 16219.

Page EMA 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: to be completed if the applicant’s household was in receipt of DWP benefits

Introduction

Part C should only be completed if the adults responsible for the young person were in receipt of Social Security benefits during the relevant tax year and where a TCAN is not being used as income evidence.

If Question A9 or B6 has been answered “Yes”, the completion of Part C is mandatory.

Part C must not be sent or taken to the DWP. It must be completed and sent, together with Parts A and B, to the APB. This version of Part C will be included as part of the application form. It can be seen on pages 16 and 17 of this guide.

This Part C will be sent by the APB to DWP. Where DWP is unable to verify the Social Security benefits received, the APB will write a letter of explanation to the persons who have completed Part C and provide an “additional information request” version of Part C for completion by a local or regional DWP office. This version of Part C can be seen on pages 18 and 19 of this guide. It is recommended that this Part C be posted for completion.

“Adult 1” will always be the adult who received Income Support, Income-based Jobseeker’s 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 2006–07, then that adult should fill in their details on page EMA 9. In this case the second adult does not need to fill in their details on page EMA 10.
"Adult 1" will always be the adult who received Income Support, Income-based Jobseeker’s 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 2006–07, 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”.

The “Young Person” details 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.

There are two separate versions of Part C available for the Purple 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 must be completed in the first instance. 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 APB, together with Parts A and B.

Should further clarification of the benefits received be required this will be requested using the “additional information request” version of Part C found on pages 18 and 19 of this guide.

Part C — Version included with application form pack. All applicants will receive this version of Part C
“Adult 2” should only be completed when the first adult was not in receipt of Income Support, Income-based Jobseeker’s Allowance or Pension Credit for the whole year and where the second adult received one of the benefits shown.

Part C – Version included with application form pack. All applicants will receive this version of Part C.
Questions C1 and C2 must be completed by the DWP.

"Adult 1" will always be the adult who received Income Support, Income-based Jobseeker’s 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 2006–07, 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”.

In most instances the version of Part C that is included with the application form (see pages 16 and 17 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, for example those where the information cannot be obtained electronically. For these applications, an “additional information request” version of Part C is available. This is shown on this page and page 19 of this guide.

This version of Part C is only despatched by the APB 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.

Applicants must not write below this line.

Questions C1 and C2 must be completed by the DWP.
Part C – Additional information request.
This version is NOT included in the application pack

This section should only be completed when the first adult was not in receipt of Income Support, Income-based Jobseekers Allowance or Pension Credit for the whole tax year.

Additionally, the second adult should have been in receipt of at least one of the benefits listed.

Applicants must not write below this line.

Questions C1 and C2 must be completed by the DWP.

For Part C to be accepted as valid income evidence, it must be signed and stamped by DWP.
Part 3: The four main 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 shown, together with practical advice.

• Each piece of evidence must be an original document, not a photocopy. The application form will be returned if the items of evidence are not originals.

• The relevant tax year for each of the types of evidence will be determined as follows:
  – 2006/07 (Green) application form – the tax year on the supplied evidence must cover the period 6 April 2005 to 5 April 2006.
  – 2007/08 (Purple) application form – the tax year on the supplied evidence must cover the period 6 April 2006 to 5 April 2007.

• Any queries regarding other income evidence should be referred to the helpline on 0808 10 16219.

• The four main types of income evidence are:
  – Tax Credit Award Notice (TCAN) – document received from Her Majesty’s Revenue & Customs 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;
What to look for on a Tax Credit Award Notice

- Locate the section that shows the heading “Your income for…”; on the current version of the TCAN this is 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 20 of this guide for further clarification.
What to look for on Part C – additional information request i.e. version returned to applicant(s) by APB 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 18 and 19 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 EMA 12.

- If Question A9 or B6 has been answered as yes, check that Question 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 B8.

An example of a P60 showing the first three points to look for can be seen overleaf. Please note that there are many different versions of P60 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 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 B10.

*If the date shown is not for the last tax year, advise the applicant to contact the helpline on 0808 10 16219 for further advice.

An example of an SA302 showing the first three points to look for can be seen overleaf.
• SA302 showing tax year (mid left), adult details (top left) and total income received (mid right).
Part 4: The top five reasons for an application form being returned to the applicants

Introduction

- This section will illustrate the five most common causes for the return of application forms to the applicants.
- Each section contains guidance that can help to reduce the number of returned application forms.
- All statistical data is from the week commencing 25 December 2006 (cumulative to date).
The top five reasons for return are as follows:

1. Missing/incorrect year evidence

Accounting for 56 per cent of all returns to 25 December 2006

- 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 both the Purple and Green versions of the application form, these questions are:

  - Part A – **Question A6** requires original evidence of a valid bank account.
    
    Questions **A7 to A10 answered as “Yes”** require the additional evidence listed in the guidance sections on the application form.

  - Part B – **Question B5 answered as “Yes”** requires a valid original TCAN.
    
    **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 SA302 (self-assessment tax return form).

- For the Purple application form (2007/08) all of the income evidence indicated must be for the complete tax year 6 April 2006 to 5 April 2007.

- For the Green application form (2006/07) all of the income proofs indicated must be for the complete tax year 6 April 2005 to 5 April 2006.

- Further advice on acceptable income evidence can be obtained from the helpline on **0808 10 16219**.
2. Tax Credit Award Notice for wrong tax year

Accounting for 24 per cent of all returns to 25 December 2006

• The TCAN must show income for the last complete tax year (on the current version of the TCAN this information will be 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 Purple application form (2007/08) all of the income evidence indicated must be for the complete tax year 6 April 2006 to 5 April 2007.
  – For the Green application form (2006/07) all of the income proofs indicated must be for the complete tax year 6 April 2005 to 5 April 2006.

• When a TCAN is not available, the parent/carer can use alternative evidence, for example a P60. Contact the helpline on 0808 10 16219 if further advice is required.

3. Invalid bank details

Accounting for 8 per cent of all returns to 25 December 2006

• 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 helpline for additional advice on 0808 10 16219).

• The details provided must not be a Post Office Card Account as they will not accept BACS payment for EMA.

• When Question A6 has been completed, check that there is evidence of a valid bank account (a bank statement, letter from the bank or completed banking pro-forma from the back of the application form guidance notes) that matches those details supplied on the EMA application form.
4. Form not signed

Accounting for 6 per cent of all returns to 25 December 2006

- Always check that Question A12 has been signed.

- Check that Question B14 has been signed by the responsible adult(s) in the household.
5. Missing mandatory fields

Accounting for 6 per cent of all returns to 25 December 2006

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

  – Part A – Questions A1 to A3 (young person’s details), either Question A5 or Questions A6, A7 to A10 and a signature in Question A12.
  – Part B – Question B2 where there are responsible adults, Question B14 and at least one question from Questions B5 to B11 must be completed.
  – Part C* – Green form or Purple form “additional information request” only (pages EMA 11 and EMA 12 as shown on pages 18 and 19 of this guide).
    – cross in Question C1 (where appropriate), DWP stamp and signature.

*Please note that the standard version of Part C issued with the Purple 2007/08 application pack DOES NOT require these fields to be completed.
Part 5: Other resources that you may find helpful

• “Which Application Form 2007/08 – pocket guide”. This is a convenient pocket size fold-out flowchart giving advice on which application form to use in 2007/08. The product number is LSC-P-NAT-070036.

• “Be In The Know: A Guide for Practitioners Working with Young People”. This is the document formerly known as the Aide Memoire. The product number is LSC-P-NAT-070001.

• EMA DVD “You Decide”: LSC-P-NAT-060476. Our award winning DVD is a flexible resource that can be used by schools, learning providers, Connexions services and individuals. Schools are encouraged to use the DVD in conjunction with EMA lesson plans, which can be found in the “Resources to help you” section of the EMA website www.direct.gov.uk/ema.

• Main EMA leaflet: LSC-P-NAT-070002. This is also available in:
  – Braille: LSC-P-NAT-070002/BR;
  – large print: LSC-P-NAT-070002/LP;

• EMA posters:
  – Young Person (male image): LSC-P-NAT-060046;
  – Young Person (female image): LSC-P-NAT-060024;
  – Parents Poster: LSC-P-NAT-070010.

• 2007/2008 Application pack: LSC-P-NAT-070003. Please note that this is the application form, as opposed to the resource pack.

• The resources detailed above are available by contacting LSC Publications on 0845 60 222 60 with the appropriate product reference number.

• You can order further copies of this pack from LSC Publications on 0845 602 2260 Fax: 0845 603 3360 Minicom: 0845 605 5560. The product number is LSC-P-NAT-070021.