Enrolment Frequently Asked Questions

What is enrolment?

- Enrolment is the process whereby you become a registered student. It involves you checking that the information that we have for you is correct, sending us any information that we're missing and confirming that you will be studying with us on your chosen programme.

Where can I get help with online enrolment?

- Take a look at our [Plumpton College Enrolment Video](#)
  This video walks you through the form, which you can pause as you proceed through your online enrolment. If you need additional help please call our Registry team on 01273 890454.

What information do I need to complete online enrolment?

All students need to upload three things to complete an enrolment:

1) Photo ID, such as a passport or drivers' licence.
2) Head and shoulders photo.
3) Qualifications certificates.

In addition, if your over 19:

- You will be asked if you're in receipt of benefits or on a low income. For these you will need to attach a recent payslip or latest tax return; and/or a benefit statement, such as Universal Credit, JSA. Please note that Personal Independence Payments cannot be accepted as proof of benefits.
- Your National Insurance Number.

What do I do if I don't have any qualification certificates?

- Some students, particularly those aged14-16, may not have qualification certificates. Online enrolment requires that a document is attached – please upload a Word document stating 'Qualifications Document Not Available' to proceed with enrolment.

What do I do if I don't have electronic copies of information needed for online enrolment?

- The easiest way is to take a photograph with a smart phone and save the image for uploading. If you're stuck you can make an appointment to bring in the physical documents.

I am already a student at Plumpton College, why do I need to enrol again?

- This is likely due to the fact you are enrolling onto a new qualification.

I'm retired, what do I need to do?

- In the Employment Section, put 'unemployed not looking for work' and, in Length of Unemployment, put how long you have been retired.

I'm using a Mac, why can't I enrol?

- Unfortunately, online enrolment doesn't work on all Apple devices. Please try again with a PC or if you're stuck you can make an appointment to enrol at College.

I'm getting an error message, what do I do?
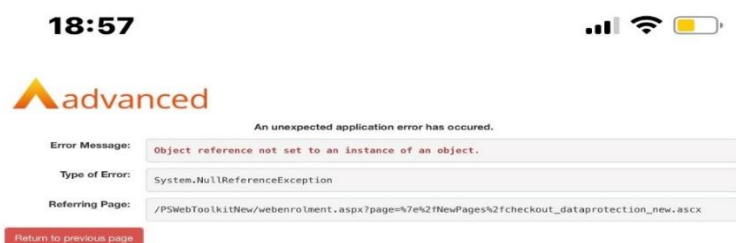
- There is a system time limit, you may be timed out and that is why you get an error. Unfortunately, in this case, you will need to complete the form again from the beginning. Do not just use the back arrow to go back to the form.

Error message 'Error in filling in the form – missing information, what do I do?

- Check that all fields are completed. Mandatory fields are in BOLD. You may have to do the form again but do not just use the back arrow to go back to it.

I haven't received an enrolment link?

- Please call our Enquiries Advice and Guidance team on 01273 890454.

I've not applied yet, how do I apply for a course?

- The easiest way is to select the course on the College website and use the 'Apply now' button. Alternatively, you can call our Enquiries Advice and Guidance team on 01273 890454.

I didn't get the grades I wanted, can I still enrol?

- Please still complete the online enrolment process. You will receive additional information on contacting us to discuss this.

How can I check my enrolment status?

- You'll receive an email once you've completed the online enrolment.
- You will receive another email once your enrolment has been processed. If we require additional information, a member of the Student Records team will contact you.
- Nearer to the start of the course, you will receive joining instructions.
- You can also refer to our website for additional information.

I made a mistake during enrolment, what do I do?

- Please call the Registry team on 01273 890454

I haven't received any emails about enrolment, what do I do?

- Emails are sent to the personal email address you applied with, please check your junk folder. If you haven't received anything, you can call our Enquiries Advice and Guidance team on 01273 890454.

How do I apply for a bursary?

- You can get information and apply for a bursary online [College Bursary Application - Plumpton College](#)

What's my first day in College?

- You will receive joining instructions nearer to the start of your course.
- You can also refer to Plumpton College website for term dates.

How do I get my lanyard and ID card?

- You'll receive your lanyard and ID card during Registration Week once you've signed your Learner Agreement.