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?

[Plumpton College Enrolment 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 892006.

What information do I need to complete online enrolment?

All students will need to upload 3 things to complete an enrolment

1. Photo ID, such as a passport or drivers' licence
2. Head and shoulders photo, for your student ID card

In addition, if you're over 19:

- You will be asked if you're on a low income. For these you will need to attach a recent payslip, latest tax return or Universal Credit statement
- Your National Insurance number

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

Some students, particularly those aged14-16, may not have qualification certificates. Please continue to complete your online enrolment
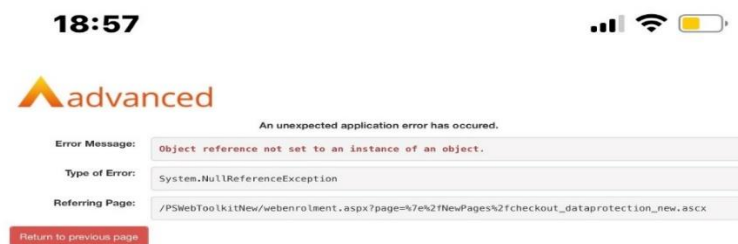
What do I do if I don't have electronic copies of information needed for online enrolment?

The easiest way is to take a photograph with a smart phone and save the image to upload onto the enrolment form. Any issues, call our Registry team on 01273 892006 for guidance.

Why am I having trouble completing the enrolment form?

Unfortunately, online enrolment sometimes doesn't work on Apple devices or mobile phones. Please try again with a PC/ Laptop. If you continue to experience issues, call our Registry team on 01273 892006

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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.

You need to complete your enrolment form in one go, therefore please ensure you have all documents ready – copy of ID, income evidence and photo for your ID badge. Unfortunately, if you are timed out, you will need to complete the form again from the beginning. Do not use the back arrow to go back to the form, please click on the link again.

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**.

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 form. 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 form.

- You will receive another email once your enrolment has been processed. We are processing high volumes at this time, and it may be a few days before you hear from us.
- 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 892006

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 [Financial Support (Bursaries) - Plumpton College](#)

When is 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 and other useful information to help you prepare [Info Hub for Students, Parents and Guardians - Plumpton College](#)

How do I get my lanyard and ID card?

You'll receive your college lanyard and ID card on your first day in College, once you've signed your Learning Agreement.