**EMA Service Review Forums 2025**

**FAQ – Wales**

**Question:** When applying online, once you have set up an account can you choose which academic year you want to apply for? As 2024/25 and 2025/26 will be available at the same time is it based on what you put in as your academic year start date?

**Answer:** For EMA we have screens that capture the term start date and for WGLG we capture course start date, from there the logic built into SF and will render the relevant academic year screens. Depending on the time of year we will have two academic years open, as an example when we launch 2025/26 this year customers can still apply for 2024/25 up until the relevant cut off date.

**Question:** Can learners change their Learning Centre on their online account after they have applied if they decide to go to college rather than school for example?

**Answer:** No, once an application is submitted, they cannot change the LC. They would need to call SFW.

**Question:** Will we prompt learners where they have started but not completed their application?

**Answer:** If a learner starts online then stops, they will not be prompted to go back online to finish their application.

**Question:** Will a partially started application be removed after a certain length of time if it is not completed?

**Answer:** Yes, they will be deleted if started and not completed after the relevant timeframe.

**Question:** Can you clarify that twins cannot both apply online; one will have to apply on paper due to shared personal details?

**Answer:** When creating accounts in Customer Portal it will not let the second twin create an account and will send them down the paper route.

**Question:** If they apply on paper, can they create an account to upload evidence? Or do you have to stick on the same path you applied with?

**Answer:** Yes, if the user creates an account after they have applied on paper then they should be able to use the generic upload option.

**Question:** Isthe CYI (current year income) form only available to complete on paper? Or can this be done online?

**Answer:** This is paper only.

**Question:** Applications not available in multiple languages – could AI generator be used to translate?

**Answer:** This will be investigated further.

**Question:** Can learners update or change personal information on the online application such as address?

**Answer:** Yes, they can change their personal details online. Email, address, mobile number etc.

**Question**: When is the best time to remove year 14 students who have not returned to learning from the portal?

**Answer:** The auto rollover usually happens in June, so you can remove students who will not be returning to learning in the next academic year any time after the auto rollover has happened.

**Question**: If a student is excluded from school or college should they still be paid their EMA for that week?

**Answer:** As exclusion is an authorised absence, the 2-day rule should be applied. If the student fully attended school or college for 2 days or more in the week that they were excluded then they should be paid.

**Question:**  Year 11 students start to go on study leave so launch end of April is not ideal (face to face engagement window has disappeared).

**Answer:**  Promotional materials have been available since February, We would suggest reaching out to parents via Parent pay (or similar) to ensure they are aware of EMA and how to apply etc.

**Question:**  Can students still be paid if they are absent from school or college long term?

**Answer:**  As per the guidance, with evidence you can pay for 3 weeks, after that if the student is not able to engage in any learning you would need to stop paying until they are able to return to learning, whether that is online or at the school or college.

**Question:**  If a student has been misbehaving can we stop the EMA?

**Answer:** EMA is an attendance-based allowance and behaviour should be managed by the school or college.

**Question:**  Up until what point do we continue to confirm year 13 students’ attendance who are leaving this year?

**Answer:** You should continue to confirm attendances weekly up until the week of their last exam. After that you should mark them as on holiday each week until the end of the year.

**Question:** If students apply online, when will their application received date be?

**Answer:** It will be when they first save or submit their application.

**Question:** Can students make changes to their personal details online?

**Answer:** Yes, they can.

**Question:** Can students upload a copy of their birth certificate?

**Answer:** Yes, they can.

Full guidance to help you with EMA/WGLG can be found on the LC Services website

<https://www.lcservices.slc.co.uk/ema-wales/guidance/>

<https://www.lcservices.slc.co.uk/welsh-government-learning-grant-fe/guidance/>