

*Tuition fee exemption and welfare allowances*

## FREQUENTLY ASKED QUESTIONS

### GENERAL

#### What is a preferred first name?

Individuals who are currently changing their civil status may specify which name they prefer to use.

#### What happens once my application form has been uploaded to the platform?

After filling the form out, you will receive a notification indicating that your application was submitted successfully. You will also be given an anonymous number which you will need to book an appointment with a social worker of the CROUS or the Student Health Centre to evaluate your current circumstances. Do not forget to save your completed application form.

Upon receiving your application form, the Student Life Office will consider your application and verify your supporting documents.

If any of the compulsory documents are missing, you will receive a notification indicating which documents you must submit.

In order to complete your application form, you must login to the platform by clicking on the link you will receive in the reminder email and upload any additional documents.

If we fail to receive your supporting documents within 8 days, your application will not be considered until the next committee meeting.

#### When must I book an appointment with a social worker?

You must book an appointment with a social worker as soon as your application form and supporting documents are submitted online. You can find the social workers' contact details on the Campus/Social page of the university's website.

#### Must I book an appointment with a social worker in order to apply for tuition fee exemption?

Students wishing to apply for an exemption from tuition fees are recommended to book an appointment with a social worker, although this is not compulsory.

If you are a PhD student, you **must** book an appointment with the social worker from the Student Health Centre. Without the social worker assessment, your application will not be considered.

#### Must I book an appointment with a social worker to apply for a welfare allowance?

All students applying for a welfare allowance must have their circumstances assessed by a social worker. Without the social worker assessment, your application will not be considered.

### What is the anonymous number for?

When you meet the social worker, you will be asked to provide the anonymous number you have received by email for the worker to be able to identify your application form on the platform.

For confidentiality reasons, your application will be assessed anonymously by the committee. The only people who will have access to your identity before the meeting of the committee are the staff of the Student Life Office and the social workers. Your anonymous number allows us to identify your application on the platform.

### What happens if I do not submit my application or upload my supporting documents before the deadline?

Your application will be assessed during the next committee meeting, so long as your application form is **completed by then. You will not be able to submit an application after the final deadline.**

### How will I be informed of the committee's decision?

You will receive a written notification (from the Student Office or through registered post) informing you of the committee's decision.

If your tuition fee exemption and/or welfare allowance application is accepted, no further action will be required.

If your application is rejected, you will have 2 months from the date you receive the notification to contest the committee's decision before the Administrative Tribunal of Bordeaux.

### What is an INE number?

An INE number is a student number which is allocated to you when you formally register at the University of Bordeaux. You can find it on your student card and your statement of student status. You must indicate this number on your online application form.

If you are not registered at the University of Bordeaux, you cannot apply for a tuition fee exemption or welfare allowance.

## SUPPORTING DOCUMENTS/COMPLETING THE FORM

### What proof of income must I submit in order to be exempt from tuition fees and/or obtain a welfare allowance?

- Your parents' tax declaration if you are a part of their taxable household or your own tax declaration. If you do not have a tax declaration: any document outlining your family's income (last pay slips, retirement benefits...) and/or your own income. If you cannot provide any of these: a declaration on your honour stating that you do not have a declared income in France.
- A valid scholarship statement if you are eligible for a scholarship.
- Your last 2 pay slips if you are employed during the academic year, and the pay slips obtained during the summer if you held a student summer job.
- Your statement of CAF benefits (housing benefits and/or other social benefits).
- Your Pôle Emploi statement if you benefit from such services.

**>You must also provide your partner's supporting documents if you are in a relationship (married, civil union or common-law partner)**

### What supporting documents do I need to provide as a proof of compulsory expenditure for a tuition fee exemption and/or a welfare allowance application?

- Your last rent receipt/accommodation certificate if you are in housing.
- Your last electricity, water and gas bills and rental costs statement.
- Your council tax if you live in accommodation other than CROUS student halls.
- Your transport costs: Bordeaux transport card (TBM), SNCF card.
- Your last phone bill (phone and internet subscription).
- Your invoice/payment plan if you have private medical insurance.
- All other invoices related to health and hospital costs, studying costs (buying books, etc.), and compulsory internship costs, etc.
- Your reimbursement plan if you are currently repaying a loan.
- If you have a bank overdraft: please provide a document stating your bank account balance **only**.

**>You must also provide your partner's supporting documents if you are in a relationship** (married, civil union or common-law partner)

### Which compulsory administrative supporting documents must I provide for a tuition fee exemption and/or welfare allowance applications?

- For international students (non-EU/EEA): a valid student residence permit or waybill.
- Your own bank or postal details.
- Your transcripts for all higher education courses taken outside of the University of Bordeaux.
- A cover letter.
- A signed copy of your application form.

### Which supporting documents are not compulsory?

- Living expenses (hygiene and food costs).
- Parental help and maintenance allowance.

### If I have no income or living costs to declare, must I provide supporting documents?

If you have no costs or expenses to declare, please state an amount of €0 in the relevant box. You will not be required to provide supporting documents. However, the services involved in your application may ask for further information in order to better assist you.

Updated: 24/08/2020