

# FAQs

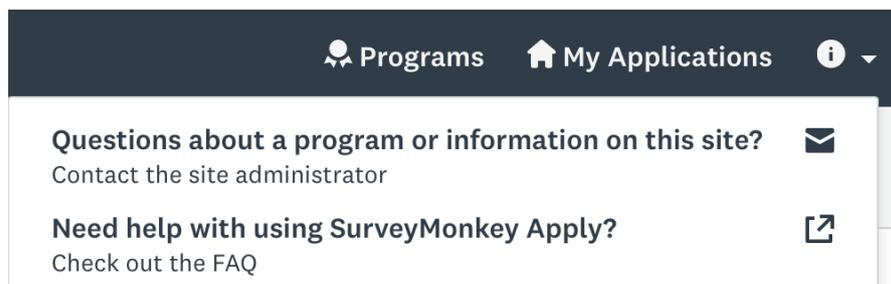
Please read the following FAQs carefully before submitting your application and before contacting us.

To provide some clarification of the eligibility criteria and application process, and based on real questions we've received in the past, we trust that these FAQs help. If you are still unsure if your application will be considered you may contact the CCSF at [scholarship@canadianscholarshipfund.co.uk](mailto:scholarship@canadianscholarshipfund.co.uk). Please note that we volunteer our time to the CCSF, and it may take **several days** to prepare a response to your query.

## Frequently Asked Questions

### **FAQ 1: I am having problems using the online application software. Where can I find help?**

The CCSF uses the SurveyMonkey Apply online application system and although it has been thoroughly tested, please do let us know if you are having problems. If you are able to start your application, you will find an information icon at the top right of your screen. By clicking on the arrow next to it, you will see the following help options:



Not all the SurveyMonkey Apply FAQs are relevant to our particular application, but address a wide range of problems. If you are unable to log in to see this help, don't hesitate to contact the CCSF at [scholarship@canadianscholarshipfund.co.uk](mailto:scholarship@canadianscholarshipfund.co.uk). Please put 'SurveyMonkey Apply help' in the subject line.

### **FAQ 2: I am currently enrolled in a one year Masters course in the**

**UK and may do a PhD in future. Can I apply for CCSF funding now so that the money can be used to help with my PhD fees?**

No. The CCSF will only look at applications for students who are currently undertaking a full-time, multi-year postgraduate programme. Students enrolled in a one-year Masters programme are not eligible. Even if you have obtained assurance of a place for your PhD, you can apply only after you have started.

**FAQ 3: I am doing a two-year postgraduate programme and will finish in June. I understand that although interviews are held in May, funds aren't awarded until September. Am I still eligible?**

No. To be eligible, applicants must be returning to their current programme of study the next academic year with a minimum of one full-time term remaining.

**FAQ 4: The website says that students must be available for interview in London on a specific date, but as I'm based outside London can interviews be held using Skype or via videoconferencing?**

A face-to-face interview is a fundamental requirement for eligibility. Remote interviews are not permitted. The CCSF will refund travel expenses from the short-listed candidate's UK study location to the interview location in Central London (from within the UK). We ask that all candidates try to secure the best possible travel fares. If you cannot attend the interview, you are more than welcome to apply again in future.

**FAQ 5: I meet all the eligibility requirements and will apply, but I am having financial problems now. When will the CCSF notify successful applicants and can the CCSF help with emergency funds?**

The CCSF is not able to provide emergency funds. Students should contact their course/university advisors to discuss options for obtaining emergency financial assistance. Approximately one month after the closing date for applications, short-listed students will be invited to attend an interview, scheduled for mid May. Successful students will be notified by the end of June. Payment of the award will be made at the end of September.

**FAQ 6: I have seen the website but the deadline for applications hasn't yet been announced. Can I start the process by using the application form from last year?**

The 'Information for Students' on the CCSF website will advise you on what to expect once applications are open, but as eligibility and the form may change each year, you should not start the process

until the website announces that applications are open.

**FAQ 7: I have undertaken several undergraduate degrees. Do you need official transcripts for all past degrees completed?**

We require you to upload an electronic copy (JPG or PDF) of your official transcript for your most recently completed degree.

**FAQ 8: Do references need to be related to my programme of study?**

At least one of the two references needs to be from your current supervisor and both need to be recent. The second reference should ideally be either directly involved in your current programme of study or have been involved in your previous study. If your current UK supervisor is unable to complete an online reference, please contact the CCSF to confirm a replacement.

**FAQ 9: It would save me time if I could submit my standard CV but it is 6 A4 pages. I don't wish to lower the chance of my success by cutting out relevant information. Is this OK?**

You'll note that we state a preference for a short CV. Although academic CVs may be longer, it would be sufficient to state your most recent articles/exhibitions/concerts etc, with an indication of the total number over the years.

**FAQ 10: Can I submit my application in French?**

Bien sûr. Nous sommes heureux d'accepter toute demande d'application rédigée en français. The online application system is only available in English but your Personal Statement & Programme Overview, uploaded documents and references may be in French.