Student Grant (2024/25 School Year)

Frequently Asked Questions

Eligibility Criteria

Q1：　**Who are eligible for the student grant?**

A1：　The student grant is non-means-tested. All students[1], who are as at the date of application, studying in secondary day-schools, primary schools and special schools (including public sector schools, Direct Subsidy Scheme schools, English Schools Foundation schools and private schools) as well as kindergartens (whether having joined the kindergarten education scheme or not) offering local or non-local curriculum in Hong Kong, are eligible for the grant. Students of evening schools, students of private studies, holders of student visas for entry into Hong Kong for studies and students holding of Recognizance Forms issued by the Immigration Department are not within the scope of subsidy.

Taking into account that there are some students who should meet the eligibility criteria above but are enrolled in other programmes owing to special circumstances, we also deem the following students eligible for the grant:
- children at the age of two years and eight months or above as at 1 September of the school year concerned attending Special Child Care Centres subsidised by the Social Welfare Department owing to special needs;
- newly arrived children attending the full-time Initiation Programme funded by the Education Bureau (EDB); and
- students taking full-time programmes for Secondary 3 school leavers offered by the Vocational Training Council.

[1] Kindergarten students have to be at the age of two years and eight months or above as at 1 September of the school year in order to be eligible for the student grant.

Q2：　**If there are over-aged students attending secondary, primary or special schools, will their age affect their eligibility under the grant?**

A2： No. All students who are studying in kindergartens, secondary and primary schools (including special schools), regardless of their age, are eligible for the grant.

Q3： If an individual student is newly admitted during the school term, can he or she apply for the student grant?

A3： Newly admitted students (usually newly arrived students) who are enrolled before 30 June of the school year can still apply for the student grant. In such cases, applicants should submit the completed paper application form to EDB through the schools on or before the specified date in July of that school year according to the relevant Circular Memorandum.

Application Procedure

e-Submission of Applications

Q4： How can applicants submit the electronic submission of student grant applications?

A4： Applicants must have an "iAM Smart+" account with a digital signing function. They may log in to the online service of "e-Submission of Student Grant Applications" via the "iAM Smart" App direct, or click the link (https://stgsesweb.edb.gov.hk) to log in to the e-submission platform during its opening period to submit electronic applications for all their eligible children in one go.

To cater for the needs of individual parents, apart from making e-submission, parents can still opt to fill out the paper application form and submit it to the school for further processing. However, only one application, either in electronic form (e-form) or paper form, can be submitted for each eligible student.

Q5： How can applicants receive the student grant pre-filled e-form?

A5： Applicants who received the student grant in the previous school year will be given a pre-filled e-form upon identity verification which may necessitate entering a one-time verification code.

They simply need to verify the pre-filled student and applicant information in the e-form and enter the student's class before proceeding with e-submission using digital signing. Applicants can also amend the information on the e-form if necessary.

Applicants who cannot obtain the pre-filled e-form can fill in a blank e-form direct, which is also convenient and efficient.

Q6 : **If applicants are unable to submit online applications within the opening period of the e-platform, will EDB still accept online applications?**

A6 : If applicants are unable to submit online applications within the opening period of the e-platform, they can still return the completed paper application form to the schools for onward submission. However, **only one application, either in electronic form (e-form) or paper form, can be submitted for each eligible student.**

Q7 : **How can applicants know that their online applications have been received by EDB and how can they enquire about the progress of applications?**

A7 : EDB will inform the applicants of the application status and other related matters via SMS and/or email. Applicants may check their application status, and also update/amend information or upload supporting document on the e-platform as requested by EDB.

Q8 : **Can applicants amend the information in the pre-filled e-form?**

A8 : Applicants can amend the information on the e-form if necessary. If they would like to amend the bank account information, they have to ensure the accuracy of the bank name and bank account number or they may not receive the grant via bank transfer successfully.

Q9 : **Will EDB provide any reference materials to assist applicants in filling the e-form?**

A9 : Applicants may scan the QR codes below for details on the guide on application procedures of e-submission and to browse the video on how to fill in an e-form:

Guide on Application Procedures

Video on e-form Filling

Applicants can refer to the "Parent's Guide on e-Submission of Student Grant Applications" on EDB website for more information about e-submission. In

addition, they can also refer to the "General FAQs" on e-submission by logging in to the e-platform.

Q10： **If applicants do not have a user account of "iAM Smart+", can they submit online applications for the student grant?**

A10： Applicants must have a user account of "iAM Smart+" with digital signing function to submit online applications for the student grant. To cater to the needs of individual parents, apart from making e-submission, parents can still opt to fill out the paper application form and submit it to the school for further processing.

Paper Application

Q11： **What are the differences between Form B and Form A?**

A11： For the "Student Grant paper application forms, there are **Form B** and **Form A**. Form B is pre-printed with the basic information of the student and the applicant (applicable to students who received the student grant in the previous school year and are studying in the same school) while Form A is a blank form (applicable to students who are newly admitted to a school or those who have transferred to another school in the current school year). Applicant may fill in the application forms according to the circumstances set out below –

Form B:
- ✧   In general, applicants are only required to check the accuracy of the pre-printed information. If there is no need to change the pre-printed information, applicants should **put a "✓" in the confirmation box** at the bottom part of the paper form, sign and submit the application form to EDB through schools.
- ✧   If the essential student particulars pre-printed on Part I of Form B (i.e. Student's Name in English, Name of Day-school or School Type) require amendment(s), applicants of the students concerned should use Form A for application.
- ✧   If other pre-printed information on Form B requires updating (information other than the essential student particulars), applicants should make the amendment(s) in the space above the relevant information in BLOCK letters using black or blue ball pen (correction fluid or tapes should not be used for making amendment(s)), leave the confirmation box at the bottom part of the form blank and submit the application form to EDB through schools.

Form A:
  ◇ For students who are newly admitted to a school, have transferred to another school, individual students without Form B provided by EDB or those with essential student particulars requiring amendment(s), applicants should use Form A for application.

Q12： **The application Form A is uploaded onto EDB website and can be downloaded by applicants. Can applicants submit the completed paper application forms to EDB directly?**

A12： The application Form A is uploaded onto EDB website for individual applicants or students who have lost or damaged the application forms and need a new form. As schools have to verify the student status, the paper application forms <u>must be</u> submitted through schools.

Q13： **What can schools do if they cannot submit the application forms before the end of the period specified as individual students could not submit the applications before the end of the period specified?**

A13： If individual students cannot submit the application within the specified period, schools may return the completed paper application forms together with the Notification Slip to EDB in batches.

Q14： **If the students concerned are transferees, how can applicants submit the applications?**

A14： If **the students concerned are transferees**, applicants may apply for this grant through the school they previously attended or the admitting school, but **duplicate applications are not permitted**.

Q15： **If applicants have submitted their applications through schools, how can they know whether their applications have been received by EDB?**

A15： EDB will inform the applicants via SMS and/or email when their applications have been received.

Q16： **Applicants are required to choose the language of SMS notifications (Chinese/English) in the application Form A. If applicants have not made the choice, will they receive the SMS?**

A16： If applicants have not chosen the language of SMS notifications, they will receive the SMS in Chinese.

Q17： By what means can applicants enquire about the progress of their student grant applications?

A17： EDB will provide schools with progress reports on the applications via Student Grant System (https://stgsfile.edb.gov.hk/) on a regular basis, which will help schools better understand the progress of the applications and communicate with applicants on issues concerning the student grant. If individual applicants have enquiries about their student grant applications, please contact Student Special Support Section Kwun Tong Office of EDB (email: stgenquiry@edb.gov.hk; hotline: 3850 2000). Please provide student name, school name, parent name and contact number to facilitate follow-up.

Q18： If applicants receive a notification from EDB that amendments of the given information are needed and an amendment form of the student grant has been sent to the school, what can they do?

A18： When filling out the student grant paper application form, applicants should provide correct information, such as student's name, applicant's name, bank account number, etc., and the bank account holder's name registered with the bank must be the same as the applicant's name. If EDB finds that the information provided by applicants is incorrect or incomplete, a copy of the information provided will be sent to the school for follow-up. Applicants are required to contact the school as soon as possible after receiving EDB's notification and return the amendment form to the school for further processing.

Disbursement of Grant

Q19： Why the grant is disbursed via bank transfer only but not by other means?

A19： As parents generally possess local bank accounts, the grant will be disbursed to them via bank transfer.

Q20： Why must the applicant's name be the same as the account holder's name registered with the bank?

A20： As the grant will be directly deposited into the applicant's sole-name bank account via bank transfer, the applicant's name must be the same as the account holder's name provided in the paper application form for verification on account information from the bank. Otherwise, the autopay may be rejected.

Q21： Why does the grant have to be disbursed to a sole-name local bank account? Is it acceptable for parents to receive the grant through a joint account?

A21： To avoid disputes, no joint account will be accepted for disbursement of grant.

Q22： How can applicants know that the grant has been disbursed?

A22： EDB will inform the applicants when the grant has been successfully disbursed via SMS and/or email.

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