

## TEXTBOOK ORDERING FAQs:

### **Help! I can't afford the books for my courses, what can I do?**

College bursary funding may be available to you for recommended textbook purchases if your household income is below £27500. See Moodle under Student Info / Student Services tabs. *Please note: books purchased from bursary funding should be handed in at the LRC when you leave unless you intend to keep them for progression, e.g. further study.*

*If you are not eligible for bursary, we offer flexible payment instalments via Wisepay. Books can be ordered now, but not collected until you have paid for them. Full payment must be made by 31<sup>st</sup> March 2020. Where books are required for the course, rather than optional, the month the subject area first plans to use them has been indicated on the order form, so you can prioritise payments appropriately.*

### **Why, when some books have the same RRP, is college charging different amounts for them?**

The price you pay is driven by the discounts suppliers offer. College sells to you at "cost + 5% rounded up to the nearest 5p" to contribute to the cost of providing the service. At the time of going to print, prices offered on this form are in most cases cheaper than, or comparable to, a large, well-known, online retailer.

### **What if I miss the advertised deadline for ordering on Wisepay?**

The deadline for receipt of orders is **30 September**. If missed, please ask LRC staff to see if we can still help but be aware supplier prices may have increased or you may have to make alternative arrangements to buy the books recommended for your course.

### **What if I change subjects and need a different book from the one I bought through college?**

Options may be limited but we'll always try to help. Contact Elisabeth in LRC (Academy ground floor) to discuss options.

### **How do I access Wisepay to pay myself or for parents / guardians to pay on my behalf?**

Detailed Wisepay information is available on Moodle and you can link to Wisepay from Moodle or the college website [www.selby.ac.uk](http://www.selby.ac.uk) (scroll to the bottom of the page).

Your Wisepay username is your college email address, e.g. [Q192345@selby.ac.uk](mailto:Q192345@selby.ac.uk)

Your Wisepay welcome email goes to your college email account, e.g. [Q192345@selby.ac.uk](mailto:Q192345@selby.ac.uk).

Your Wisepay password is randomly generated and will be included in the Wisepay welcome email sent to your college email account.

When you log-in to Wisepay, **please change this random password to your chosen college password (minimum 14 characters), so you don't have to remember a different password to pay for other trips / activities during the year.**