

Student Grant (2023/24 School Year)

Frequently Asked Questions

Eligibility Criteria

Q1 : Who are eligible for the student grant?

A1: The student grant is non-means-tested. All students¹, as at the date of application, studying in secondary day-schools, primary schools and special schools (including public sector schools, Direct Subsidy Scheme (DSS) 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 holders 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 but attend 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. Under such circumstances, applicants are required to 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 : What are the differences between a pre-filled e-form and a blank e-form?

A4: “Continuing Applicants”, those having received the student grant in the last school year, will be given a pre-filled e-form when their identity has been successfully verified with a one-time verification code. A pre-filled e-form is pre-filled with the basic information of the student as well as that of the applicant. “Continuing Applicants” are only required to check the pre-filled information of the student and the applicant therein and fill in the class name of the student, and then make an e-submission with digital signing.

New applicants or applicants whose identity cannot be successfully verified through the e-platform have to fill in a blank e-form. Applicants should fill in all the information of the student and the applicant as required. They may add other student information so as to make e-submission for all eligible children in one go.

Q5 : If applicants are unable to submit online applications within the opening period of the e-platform, will EDB still accept online applications?

A5: 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.**

Q6 : How can applicants know that their online applications have been received by EDB and how can they enquire about the progress of applications?

A6: EDB will inform the applicants when their online applications have been received and other related matters via SMS and/or email. Applicants may check the application progress, and also update/amend information or upload supplementary document on the e-platform upon the request of EDB.

Q7 : Can applicants submit online applications for students studying in kindergartens or private schools?

A7: At this stage, applicants **cannot** submit online applications for students studying in kindergartens or private schools. They can return the completed paper application forms to schools.

Q8 : When will EDB fully introduce electronic submission of student grant application to all schools?

A8: Starting from the 2023/24 school year, applicants may submit online applications for the student grant for their children who are studying in government, aided (special schools included), caput or Direct Subsidy Scheme (DSS) schools. EDB will review the situation and make preparation for extending the e-submission gradually to all schools concerned.

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" in EDB website (www.edb.gov.hk) (Home > Students and Parents Related > Support and Subsidies > Student Grant) for more information. 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 for the needs of individual parents, apart from making e-submission, applicants can still choose to return the completed paper application form to schools for onward submission.

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 as well as that of the applicant (applicable to students who received the student grant last 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 have transferred to another school in this 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 parents. Can parents submit the completed application forms to EDB directly?

A12: The Application Form A is uploaded onto EDB website for individual parents or students who have lost or damaged the application forms and need a new form. As schools have to verify the student status, the application forms must be 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 period specified, schools may return the completed paper application forms together with the Notification Slip to EDB by batches.

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

A14: If the students concerned are transferees, parents may apply for this grant through the school they previously attended or the admitting school, but **no duplicated application is allowed.**

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

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

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

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

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

A17: EDB will provide schools with progress reports on the applications via the 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 parents on issues concerning the student grant. If individual parents 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 parents 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 in the student grant application form, parents 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 parents is incorrect or incomplete, a copy of the information provided will be sent to the school for follow-up. Parents 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 subsidy is disbursed via bank transfer only but not by other means?

A19: As parents generally possess local bank accounts, the subsidy will be disbursed to parents 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 subsidy 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 application form for verification on account information from the bank. Otherwise, the autopay may be rejected.

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

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

Q22 : How can parents know that the subsidy has been disbursed?

A22: EDB will notify the parents when the subsidy has been successfully disbursed via SMS and/or email.

Education Bureau

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