



New College Durham



# FLEX & TRAVEL

For full-time further education students 2011/12

**FREE term-time, weekday travel to and from College**



# Welcome to Flex & Travel

New College Durham has teamed up with Arriva and Go North East to bring you Flex & Travel for full-time further education students. You can use your bus tickets throughout the academic year until the end of the summer term when attending College.

## Flexible Study

Flex & Travel lets you select the transport options which best suit your studies at College. You may want to stay later to use the Learning Resource Centre, the internet, or you may want to get to College earlier to study before your classes; the choice is yours. You can only use your bus ticket between College and your home address, please see terms and conditions for details.

## FREE travel to and from College

Flex & Travel offers you travel to and from College on weekdays during term time only, on services operated by Arriva or Go North East depending on your ticket choice. Although we have outlined the key terms and conditions of the Flex and Travel Scheme in this document, you should check with each bus operator for more information, please see terms and conditions for details.

# Applying for FREE travel is easy

## Qualifying criteria for all students

All students will need to meet the College's qualifying requirements of:

- Attending a full-time further education course
- Living at least 2 miles from the College
- Having an attendance record of 90% or greater
- Having a satisfactory tutor report and being up-to-date with all course work/assignments
- Having satisfactory behaviour both at the College and whilst travelling on Arriva/Go North East transport
- Any grants or bursaries received from the Government, Council or other bodies for transport must be utilised in full prior to any support provided by the College.

# The FLEX & TRAVEL Scheme

New College Durham currently operates a Flex & Travel Scheme which complements support provided by Durham County Council for those students who are continuing on their studies. Durham County Council and New College Durham will continue to operate this current scheme in 2011/12 (see continuing student section).

Continuing students must make an application to Durham County Council for this support.

All new students who qualify for our new Flex & Travel scheme, or those continuing students starting a new qualification, should make an application to New College Durham.

## Applying to your chosen bus operator

Please refer to the 'How to get your student travel ticket' pages for further details. Failure to make an early application may result in a delay of the issue of your bus ticket.

EMERGENCY ENGINE STOP UNDER DOOR

New College Durham  
See you there

PULL TO OPEN

BUS STOP

# **Aged 16-18 continuing students (second year of current course) living in County Durham**

**(under 19 years of age on 31 August 2011)**

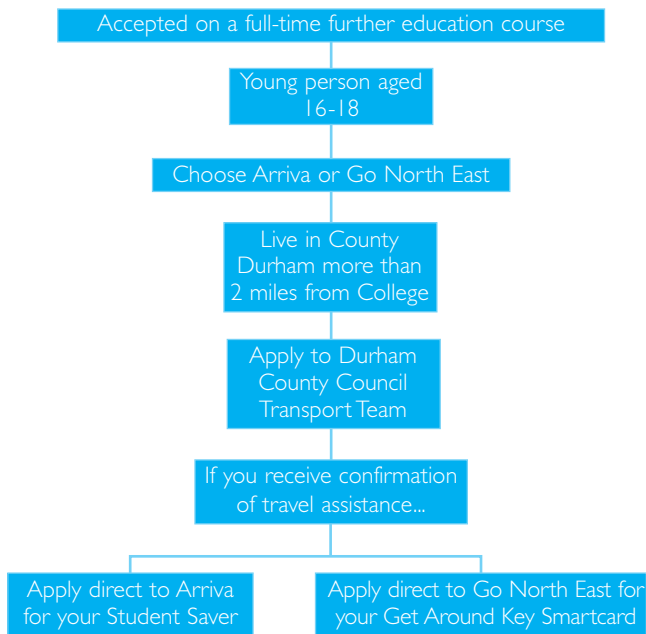
For those students continuing on the same qualification from 2010/11 there will be no change to the Flex & Travel application process. If you are unsure if you will qualify as a continuing student, a full list of courses are available at [www.newcollegedurham.ac.uk/travel](http://www.newcollegedurham.ac.uk/travel). Alternatively, please contact the Access Fund Administrator on 0191 375 4205 or email [access.fund@newdur.ac.uk](mailto:access.fund@newdur.ac.uk). If your application to Durham County Council is approved, the College will pay any outstanding balance directly to your chosen bus operator each term if you are eligible.

**All continuing students must apply direct to Durham County Council as early as possible. For further information on eligibility and an application form call the County Hall Transport Entitlement Team on 0191 383 5500. On the application form from Durham County Council you will be asked to select a bus operator, this should be the one which provides the best service between your home and the College.**

It is essential that you make your application to Durham County Council early, as the bus operators will not release any bus tickets until they receive confirmation from Durham County Council and the College. If your application is approved, Durham County Council will pay the travel assistance award directly to your chosen bus operator each term and the College will make up the difference to the full ticket price.

# Aged 16-18 continuing students (second year of current course) living in County Durham

## How to apply



# All other students aged 16-18 starting a new qualification living in County Durham

(under 19 years of age on 31 August 2011)

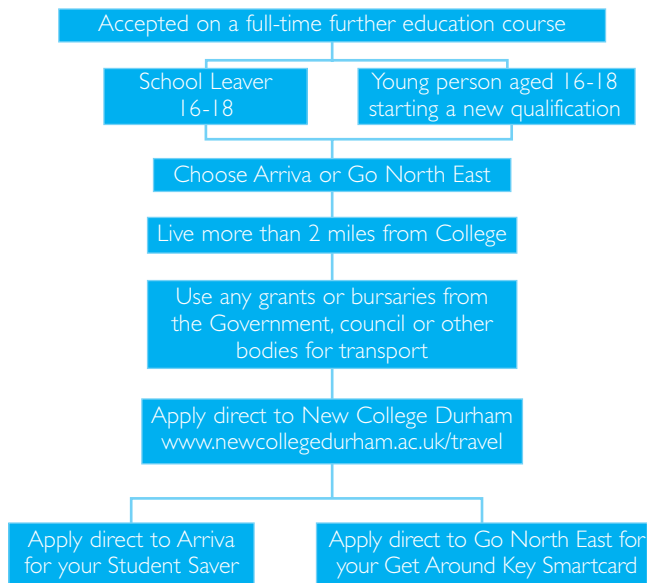
If you are a new or current student starting a new qualification at the College and you meet the College qualifying requirements, you will be eligible.

Students starting a new qualification who meet our qualifying requirements must apply direct to the College for free travel assistance. For further information on eligibility please refer to the terms and conditions detailed in this leaflet. You will be required to register your chosen bus operator at the time of application. All travel tickets will be issued by your chosen bus operator and sent direct to your home address.

You must apply either online at [www.newcollegedurham.ac.uk/travel](http://www.newcollegedurham.ac.uk/travel) or contact the Access Fund Administrator on 0191 375 4205 or email [access.fund@newdur.ac.uk](mailto:access.fund@newdur.ac.uk) for an application form.

# All other students aged 16-18 starting a new qualification living in County Durham

## How to apply



# Aged 16-18 continuing or starting a new qualification living outside County Durham

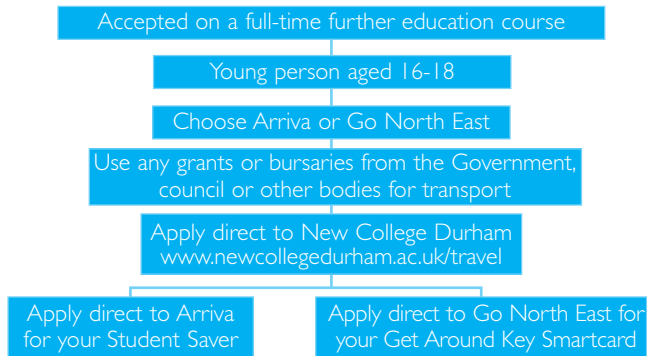
(under 19 years of age on 31 August 2011)

If you live outside County Durham and are under 19 years at the start of your full-time further education course, you must apply to your Local Education Authority for any travel subsidy available. New College Durham may reimburse the difference of the cost of your bus tickets.

All students must apply direct to the College for free travel assistance. For further information on eligibility please refer to the terms and conditions detailed in this leaflet. You will be required to register your chosen bus operator at the time of application.

You must apply either online at [www.newcollegedurham.ac.uk/travel](http://www.newcollegedurham.ac.uk/travel) or contact the Access Fund Administrator on 0191 375 4205 or email [access.fund@newdur.ac.uk](mailto:access.fund@newdur.ac.uk) for an application form.

## How to apply



# Aged 19+ at the start of your course

(over 19 years of age on 31 August 2011)

If you are over 19 years at the start of your full-time further education course, New College Durham may reimburse the cost of your bus tickets. In addition to meeting the aforementioned College qualifying requirements you will also need to have a joint household income below £20,817, or if living independently less than £11,810.

You must apply either online at [www.newcollegedurham.ac.uk/travel](http://www.newcollegedurham.ac.uk/travel) or contact the Access Fund Administrator on 0191 375 4205 or email [access.fund@newdur.ac.uk](mailto:access.fund@newdur.ac.uk) for an application form. You will be required to register your chosen bus operator at the time of application.

## How to apply

Accepted on a full-time further education course

Adult aged 19+

Apply direct to New College Durham  
[www.newcollegedurham.ac.uk/travel](http://www.newcollegedurham.ac.uk/travel)

Purchase bus ticket  
from bus operator

# How to get your student travel ticket (aged 16-18)

Once you have checked out which is the best bus service for you, you also need to apply to your chosen bus operator as soon as possible.



If you have chosen Arriva your student travel will be a 'Student Saver' ticket.

You can download an application form by clicking on the students section at [www.arrivabus.co.uk](http://www.arrivabus.co.uk), or request an application form from the customer services team on 0844 800 44 11.

Once the College has confirmed your eligibility with the bus operator, your 'Student Saver' ticket will be issued by Arriva and sent directly to your home address.

Information can also be found on the Arriva website [www.arrivabus.co.uk](http://www.arrivabus.co.uk) or you can contact the Arriva Customer Services Team on 0844 800 44 11.

# How to get your student travel ticket (aged 16-18)



If you have chosen Go North East your student travel will include a 'Get Around' ticket which is credited onto a 'Get Around' key smartcard, which also acts as ID.

To apply for your Get Around key smartcard, you can complete an online application form at [www.simplygo.com/getting-your-key](http://www.simplygo.com/getting-your-key) or call the customer services team on 0845 60 60 2 60.

Once the College has confirmed your eligibility with the bus operator, your 'Get Around' key smartcard will be remotely credited by Go North East.

Information can also be found on the Go North East website at [www.simplygo.com/getting-your-key](http://www.simplygo.com/getting-your-key) or you can contact the Go North East Customer Services Team on 0845 60 60 2 60.

# Planning your journey

A good journey using Flex & Travel starts with finding out...

- which bus(es) to use?
- where you need to board them and at what time?
- if you need to change between services?

The Traveline website can help you plan your route. This website has a journey planner which contains all the local routes and timetables. You can use the IT facilities at the College to help plan your journey.

Log onto [www.traveline.org.uk](http://www.traveline.org.uk) or call 0871 200 22 33

Information can also be found on the Arriva website [www.arrivabus.co.uk](http://www.arrivabus.co.uk) or call Traveline on 0871 200 22 33.

Information can also be found on the Go North East website at [www.simplygo.com](http://www.simplygo.com) or you can contact the Go North East Customer Services on 0845 60 60 2 60.

You can also visit transport direct for travel planners to plan your journey.



# Example Arriva services to New College Durham

## SERVES

Bishop Auckland  
Shildon  
Newton Aycliffe  
Woodham  
Rushyford  
Chilton  
Ferryhill  
Spennymoor  
Tudhoe

## BUS SERVICE

6  
5/5A + 6  
7/7A  
7/7A  
7/7A  
7/7A  
7/7A  
6  
6  
  
21/21A, 33, 239 + X1  
21/21A, 33, 239 + X1  
21/21A, 33, 239 + X1  
21/21A, 33, 239 + X1  
X1  
55/56/56A/57, X1  
55/56/56A/57, X1  
55/56/56A/57  
55/56/56A/57, X1

## KEY

+ indicates a change of bus



Information was correct at time of going to print, always check with the bus operator before travelling.

## SERVES

## BUS SERVICE

South Hetton	N/A
Easington Lane	N/A
Murton	N/A
Cold Heslton	N/A
Seaham	N/A
Houghton le Spring	N/A
East Rainton	N/A
Hetton le Hole	N/A
Fencehouses	N/A

Annfield Plain	N/A
New Kyo	N/A
Stanley	N/A
Perkinsville	N/A
Ouston	N/A
Birtley	N/A
Great Lumley	N/A
Chester le Street	X2
Pelton	N/A
Grange Villa	N/A
Edmondsley	N/A
Sacrison	754

Leadgate	N/A
Shotley Bridge	N/A
Bridge Hill	N/A
Consett	N/A
Lanchester	N/A
Langley Park	754
Waterhouses	N/A
Esh Winning	43
Ushaw Moor	43



## SERVES

## BUS SERVICE

Thornley	22, 57
Wheatley Hill	22, 57
Wingate	22
Shotton Colliery	24
Peterlee	24
Horden	
Easington Colliery	23 + 24
Easington Village	23 + 24
Haswell Village	24
Haswell Plough	24
Sherburn Hill	24
Sherburn Village	24, 64
Sherburn Road Estate	24, 64
Gilesgate Bank	63, 64, 24
Stanhope	46A
Frosterley	46A
Wolsingham	46A
Tow Law	1B + 46
Sunniside	1B + 46
Stanley Crook	1B + 46
Billy Row	1B + 46
Roddymoor	1B + 46
Crook	46
Willington	46
Brancepeth	46
Meadowfield	46, 49
Langley Moor	46, 49

### KEY

+ indicates a change of bus



Information was correct at time of going to print, always check with the bus operator before travelling.

# Example Go North East services to New College Durham

SERVES	BUS SERVICE	FREQUENCY
Annfield Plain	44	every 30 minutes
Beamish	8 via CLS or Stanley	every 30 minutes
Belmont	20	every 10 minutes to DBS
Birtley	21	every 15 minutes
Bishop Auckland	21	every 30 minutes
Burnhope	X30 via Stanley	hourly
Burnopfield	43	every 30 minutes
Carrville	20	every 10 minutes to DBS
Catchgate	44	every 30 minutes
Chester le Street	21, 50/50A	at least every 15 minutes
Consett	15/15A	every 30 minutes
Dipton	44	every 30 minutes
Durham Bus Station	15,15A, 21, 43, 44, 50	every few minutes
Easington Lane	X35 via Hetton	every 30 minutes
East Rainton	20	every 10 minutes to DBS
Edmondsley	43/44	every 15 minutes
Esh Winning	n/a	



## KEY:

CLS - Chester-le-Street

DBS - Durham Bus Station



Information was correct at time of going to print, always check with the bus operator before travelling.

SERVES	BUS SERVICE	FREQUENCY
Fencehouses	71 via CLS	every 30 minutes
Frosterley	via BA	Frost to BA operated by WM
Gilesgate Bank	20	every 10 minutes to DBS
Grange Villa	78 via CLS	every 30 minutes
Great Lumley	71 via CLS	every 30 minutes
Hetton le Hole	65	hourly
Houghton le Spring	20	every 10 minutes to DBS
Kimbleworth	14	Hourly
Lanchester	15/15A	every 30 minutes
Langley Park	13/14	every 30 minutes
Leadgate	15	hourly
Middlestone Moor	21	every 30 minutes
Murton	65	hourly
Nevilles Cross	21	every 15 minutes (daytime only)
New Kyo	44	every 30 minutes
Ouston	34 or 34A via CLS	every 15 minutes
Pelton	8 or 78 via CLS	every 15 minutes

#### KEY:

CLS - Chester-le-Street

DBS - Durham Bus Station

BA - Bishop Auckland

WM - Weardale Motors

Frost - Frosterley



Information was correct at time of going to print, always check with the bus operator before travelling.

SERVES	BUS SERVICE	FREQUENCY
Perkinsville	34 or 34A via CLS	every 15 minutes
Plawsworth	21	every 15 minutes
Sacrison	43/44	every 15 minutes
Seaham	65	hourly
Shotley Bridge	45/46 via Consett	every 30 minutes
South Hetton	X35 via Hetton	every 30 minutes
Spennymoor	21	every 30 minutes
Stanhope	via BA	Stanhope to BA operated by WM
Stanley	43/44	every 15 minutes
Tanfield Lea	43	every 30 minutes
Tantobie	43	every 30 minutes
Tudhoe	21	every 30 minutes
Waldridge Park	50/50A	every 30 minutes
West Rainton	20	every 10 minutes to DBS
Witton Gilbert	13/14/15/15A	every 15 minutes
Wolsingham	via BA	Wols to BA operated by WM

**KEY:**

CLS - Chester-le-Street

BA - Bishop Auckland

DBS - Durham Bus Station

WM - Weardale Motors



Information was correct at time of going to print, always check with the bus operator before travelling.

# Terms and Conditions

## General and Conditions

- All students will need to meet the College's qualifying requirements of:
  - Living at least 2 miles from the College
  - Attending a full-time further education course
  - Having an attendance record of 90% or greater
  - Having a satisfactory tutor report and being up-to-date with all course work/assignments
  - Having satisfactory behaviour both at the College and whilst travelling on Arriva/Go North East transport
  - Any grants or bursaries received from the Government, Council or other bodies for transport must be utilised in full prior to any support provided by the College.
- Flex & Travel does not apply to apprentices, part-time further education students or students on higher education programmes.
- If a student fails to attend College, without notification for 4 weeks, the College will suspend the travel ticket.
- Travel is only permitted to and from College during term time weekdays. Minimum connecting times apply between services if you have to change buses to and from College.



## **Aged 16-18 continuing students (second year of current course) living in County Durham (under 19 years of age on 31 August 2011)**

- If you live in County Durham and are under 19 years of age at the start of your course and are continuing on the second year of your programme you must apply to Durham County Council for your travel assistance award. Allowance for travel costs is determined by the distance you live from the College. You must also apply to your chosen bus operator as early as possible.
  - If your application to Durham County Council is approved, the College will pay any outstanding balance directly to your chosen bus operator.
- The student bus ticket remains the property of Arriva/Go North East and will not be valid if you no longer attend the College. Your ticket must be returned to New College Durham if you no longer attend your course, failure to do so may result in individuals incurring the ongoing costs of the ticket.

## **All other students aged 16-18 starting a new qualification living in County Durham (under 19 years of age on 31 August 2011)**

- For all other students under 19 years of age at the start of your course you must apply direct to the College for free travel assistance. You must apply either online at [www.newcollegedurham.ac.uk/travel](http://www.newcollegedurham.ac.uk/travel) or contact the Access Fund Administrator on 0191 375 4205 or email [access.fund@newdur.ac.uk](mailto:access.fund@newdur.ac.uk) for an application form. You will be required to register your chosen bus operator at the time of application. All travel tickets will be issued by your chosen bus operator and sent direct to your home address.

- The student bus ticket remains the property of Arriva/Go North East and will not be valid if you no longer attend the College. Your ticket must be returned to New College Durham if you no longer attend your course, failure to do so may result in individuals incurring the ongoing costs of the ticket.

### **Aged 16-18 continuing or starting a new qualification living outside County Durham (under 19 years of age on 31 August 2011)**

- If you live outside County Durham and are under 19 years of age at the start of your course, you must apply to your Local Education Authority for any travel subsidy available. If you meet the aforementioned College qualifying requirements, New College Durham may reimburse the cost of your bus tickets. Please follow the application procedure for 'All other students aged 16-18 starting a new qualification'.

### **Aged 19+ at the start of your course (over 19 years of age on 31 August 2011)**

- If you are over 19 years at the start of your course and you meet the aforementioned College qualifying requirements and also have a joint household income below £20,817, or if living independently less than £11,810, New College Durham may reimburse the cost of your bus tickets. Please apply to the College for an application form.







New College Durham

New College Durham  
Framwellgate Moor Campus  
Durham DH1 5ES

[www.newcollegedurham.ac.uk](http://www.newcollegedurham.ac.uk)  
0191 374 4040

Every effort was made to ensure that the information in this booklet was correct at the time of going to print (April 2011).  
New College Durham reserve the right to amend information at any time.

