

Student Services Customer Charter



Our commitment to you and the terms and conditions of your NHS or Social Work Bursary or Learning Support Fund

Student Services administer funding to students on behalf of the Department of Health and Health Education England. We cover the following areas:

- NHS Student Bursaries
- Social Work Bursaries
- Educational Support Grant

To do this successfully we are committed to working together with students, Higher Education Institutions, Health Education England and the Department of Health.

The service standards set out in this charter not only explain our commitment to you (our students) but the responsibilities of the Higher Education Institution (your university), Health Education England/Department of Health and what you're committing to when you receive an NHS Bursary or Social Work Bursary.

When you apply for an NHS Bursary or Social Work Bursary you will sign a declaration to confirm you accept the terms and conditions of this funding support including that you understand the relevant booklets for the funding you have applied for, which set out the allowances and terms of the bursary.



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Who does what?

Student Services is responsible for:

- providing financial support, in a timely manner, to eligible students studying on Health Education England (HEE) commissioned courses; these cover postgraduate, dental therapy, dental hygiene
- providing financial support, in a timely manner, to eligible students on medical/dental courses
- payment of tuition fees or contribution to tuition fees for eligible medical and dental students and postgraduate Social Work Bursary students
- providing financial support, in a timely manner, to eligible students studying a social work course
- providing Higher Education Institutions with funding to support social care placements for students
- protecting the public funds administered

Universities are responsible for:

- providing training programmes for HEE funded students and Social Work Bursary students
- informing Student Services in a timely manner of any changes in attendance that impacts a student's NHS Bursary or Social Work Bursary
- supporting the welfare of students through the submission of accurate and up to date information and guidance

Health Education England is responsible for:

- NHS Bursary funding for existing programmes and new Postgraduate and Dental Therapy/Dental Hygiene courses
- commissioning education programmes for existing programmes and new Postgraduate and Dental Therapy/Dental Hygiene courses
- funding tuition costs at universities for existing programmes and new Postgraduate and Dental Therapy/Dental Hygiene courses

The Department of Health is responsible for:

- the rules that describe the circumstances under which the Secretary of State will pay allowances under Section 63 (6) of the Health Services and Public Health Act 1968 to students
- agreeing and publishing the NHS Bursary Scheme rules annually
- providing Social Work Education Funding guidance annually

As a student, your key responsibilities are to:

- make a timely application
- complete your bursary application accurately and provide all the correct supporting information and documentation
- inform Student Services of any changes in circumstances that may affect your NHS Bursary or Social Work Bursary entitlement, within one month of the change occurring
- reapply in a timely manner each eligible academic year of training for your NHS Bursary or Social Work Bursary

Overpayments

What we need you to do

Repay any amounts that have been paid to you in excess of the amount to which you are actually entitled.

Never ignore overpayment or reminder letters we send. Please contact us if you are experiencing difficulties repaying so we can help.

Sometimes overpayments can be avoided. Tell us straight away if you experience a change in circumstances that could affect how much you are entitled to. This includes if you withdraw from your course as you will have to repay any bursary you receive when you are not in training.

“Sometimes overpayments can be avoided. Tell us straight away if you experience a change in circumstances that could affect how much you are entitled to.”

What we will do

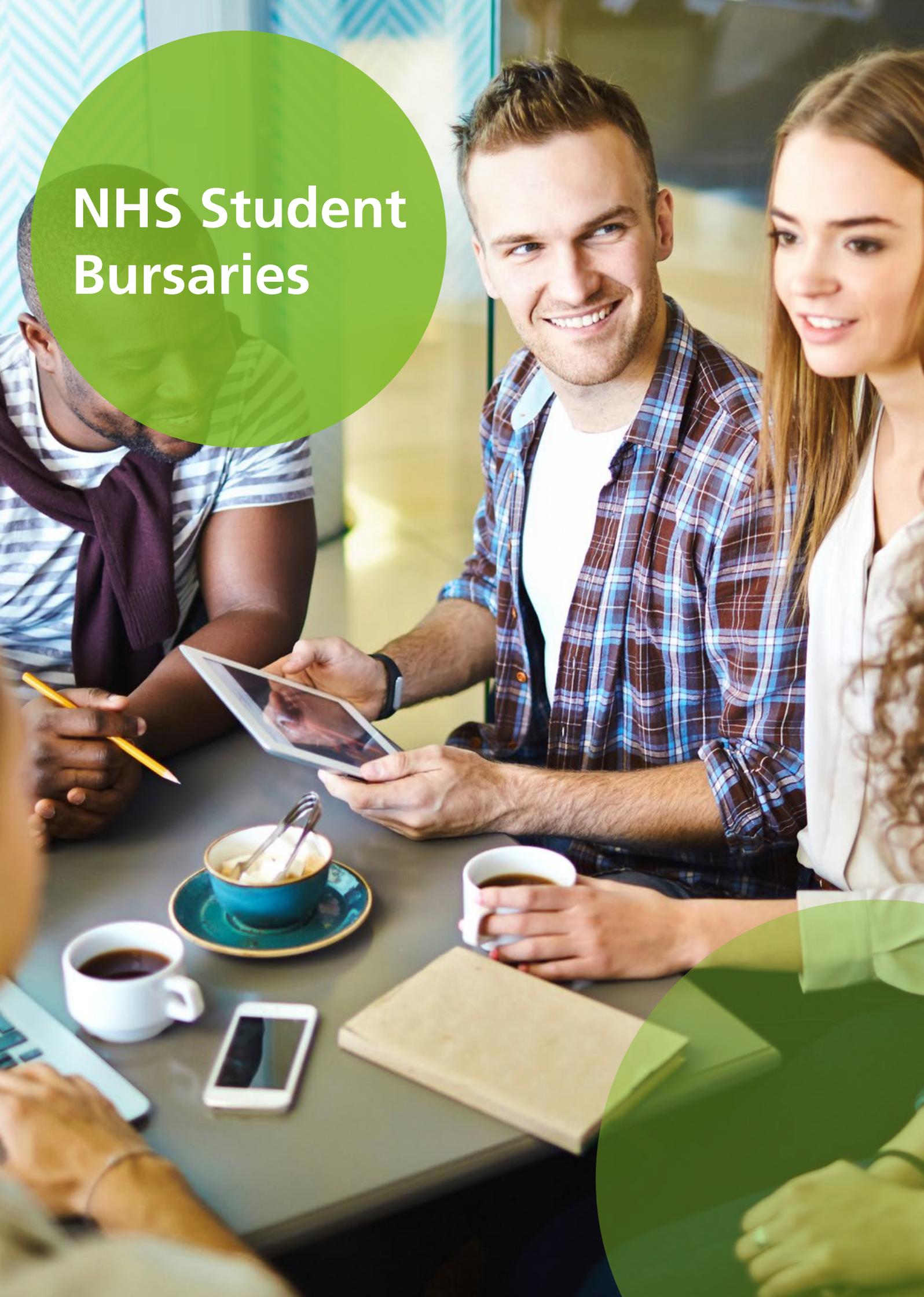
Inform you promptly when an overpayment has been identified.

Explain clearly how it has occurred.

Advise you how it can be repaid.



NHS Student Bursaries



Applying for your NHS Bursary

What we need you to do

If you are a new student on a Postgraduate, Dental Therapy, Dental Hygiene or part-time course, you should wait until you receive an offer of a bursary funded place from a university. For medical/dental students you should wait until you are approaching your first eligible year of NHS Bursary funding.

You should then refer to [our website](#) for information about when to create a Bursary Online Support System (BOSS) account and make your first bursary application. Provide all the required supporting evidence as specified **and** your student coversheet in a timely manner.

Make your application, including providing all your supporting evidence, **within nine months** of the first date of your academic year. Your application and supporting evidence must be received by this date.

Your university's role

When a university makes you an offer for one of their training programmes, they should advise you whether it is an NHS funded place and that you are eligible to apply for an NHS Bursary.

What we will do

On receipt of your online application we will specify which original documents you should post to us to support your application.

We will assess your NHS Bursary entitlement and make your award details available to view in your BOSS account.

Your application form is not considered a complete application and will not become active for assessment until we receive **all** of the requested supporting documents.

Our target times

Once you've completed your application through BOSS and we have received and scanned all your supporting documents, we aim to assess your bursary application within:

- 25 working days if you've met the required application window deadline
- 35 working days if you've not met the required application window deadline

Application windows are shown on [our website](#).



“Make your application, including providing all your supporting evidence, within six months of the first date of your academic year.”

Reapplying for your NHS Bursary

What we need you to do

All students must reapply for their bursary each academic year using the same account created when they first applied. You will be informed of when you can begin your application and what your deadline is via email and SMS. This information will also be available on our website, Facebook page and Twitter page nearer the time.

To reapply for your bursary, log onto your BOSS account using your existing log in details and click on the link *'apply/reapply for an NHS Bursary'*.

Provide all the required supporting evidence as specified **and** your student coversheet in a timely manner.

Reapply, which includes providing all your supporting evidence within nine months of the start date of your academic year.

Your university's role

Your university is required to confirm your attendance on an annual basis in line with our specified timescale.

"Provide all the required supporting evidence as specified and your student coversheet in a timely manner."

What we will do

On receipt of your online application we will specify which **original** documents you should post to us to support this.

We will assess your NHS Bursary entitlement and make your award details available to view in your BOSS account.

Your application form is not considered a complete application and will not become active for assessment until all the requested supporting documents are received.

Our target times

Once you have completed your application through BOSS and we have received and scanned all your supporting documents, we aim to assess your bursary application within:

- 25 working days if you have met the required application window deadline
- 35 working days if you have not met the required application window deadline

Application windows are shown on [our website](#).



Sending us your supporting documents

What we need you to do

We will require some personal documents to complete your application.

We need you to send us **all** the documents we request in one submission. Failure to do so will result in late or non-payment of your bursary.

You **must** include your student coversheet with all evidence supplied. This can be printed from the 'Documents' section of your BOSS account.

We recommend you use Special Delivery post to send your documents to us as this allows you to track your documents and claim for anything lost in transit through Royal Mail. You should also include a self addressed return envelope with Special Delivery paid on it so we can return your documents safely.

If a third party (your spouse/partner/civil partner and/or parents) wants us to return their document/s to a different address, they **must** include a covering letter stating this, **and** a self addressed envelope with Special Delivery paid on it. If they do not do this, we will send all supporting evidence back to your address by second class post.

All supporting evidence must be received with your application within nine months of the first date of your academic year.

What we will do

We will scan your documents and return them to you.

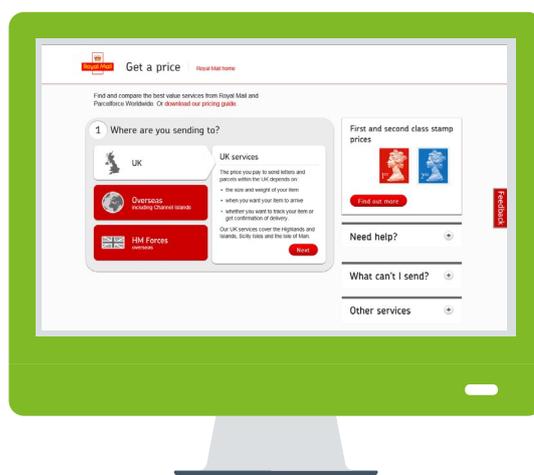
If you have provided a Special Delivery envelope, we will return your documents in it. If you have not enclosed a pre-paid envelope, we will return your documents using second class Royal Mail post.

We cannot be held responsible for lost or damaged documents.

Our target times

We will process and return your documents within 15 working days.

Please bear this in mind if you are going on holiday and will require your passport or driving licence.



Receiving your first NHS Bursary payment (new students)

What we need you to do

Once your application window opens (see link below), please apply as soon as you are offered a place.

In order for there to be no delays to your payment you need to apply within your publicised application window deadline date as shown on [our website](#).

You are required to enrol and physically attend your university course in order to receive your first bursary payment.

What we will do

Once your bursary application has been assessed and approved, we will arrange for your first bursary payment to be paid within the timeframe stated. Your first instalment will cover the first two months of your course (eligible medical/dental or students joining/ re-joining partway through an academic year do not receive a double payment).

Our target times

We will pay your first bursary payment within 10 working days of receiving confirmation from your university that you have enrolled and attended your course on the first day.

Your university's role

Your university is responsible for informing us that you have enrolled and attended your training course. Bursary payments will not be released until this confirmation is received and processed.



“You are required to enrol and physically attend your university course in order to receive your first bursary payment.”

Continuation of bursary payments (existing students)

What we need you to do

To ensure there are no delays to your payment you need to apply within your publicised application window deadline date as shown on [our website](#).

For payments to continue you are required to attend the course for which the bursary has been awarded.

What we will do

We will continue to pay your NHS Bursary on the third Friday of each month, providing you have reapplied within the specified timeframes and have remained on a HEE commissioned course.

Our target times

We will make continuous payments to your designated bank account on the third Friday of each month.

Your university's role

Reconfirm your attendance each academic year, when requested to do so by Student Services.

“We will make continuous payments to your designated bank account on the third Friday of each month.”



Discontinuing your course

What we need you to do

If you stop attending your eligible course, whether on a temporary or permanent basis, you must notify us immediately by contacting Customer Contact Services on 0300 330 1345 in order for your bursary payments to be suspended.

Failure to notify us could result in your case being referred to our Fraud Specialists for investigation.

You should also make your university aware that you do not intend to return to your course, if you have not already done so.

If you have been overpaid any amount of bursary you will be required to repay the money you were not entitled to. Therefore, early notification will eliminate/reduce your overpayment.

“Failure to notify us could result in your case being referred to our Fraud Specialists for investigation.”

What we will do

We will cease your bursary payments and write to you to confirm receipt of the notification.

We will recalculate your NHS Bursary entitlement once the university has notified us of your withdrawal date. If you are due any amount of bursary, this will be paid into your designated bank account on the next available payment run.

Our target times

We will suspend your bursary within five working days of being notified by either yourself or your university.

Your account will be updated within 25 working days of receipt of the notification of the temporary or permanent discontinuation from your university.

Your university's role

Your university is required to officially notify us within 10 working days of your temporary or permanent discontinuation from your training course.

The date they provide for your last date in attendance is the date we use to recalculate your bursary and confirm the amount you were entitled to for the duration of your attendance.

Returning to your course after a break

What we need you to do

This only applies if you have taken a formal break from your course and your university has confirmed you can return on a bursary funded place.

If you return to a course partway through an academic year, you must ensure that your university notify us of this immediately.

You must also contact us to find out if you are required to submit a new online application as a returning student.

If you are required to reapply, you must submit your bursary application form through your BOSS account and provide all the requested supporting documentation along with your student coversheet.

Your application, student coversheet and all supporting documentation must be received by us within nine months of the date you returned to training.

What we will do

We will resume your payments upon receipt of the notification from your university and an online application through BOSS (if required).

Our target times

We will update your BOSS account within 25 working days of receipt of the notification of your return to your course from your university.

Your university's role

Your university is required to officially notify us of your return to training. They can do this on or after the date you officially restarted and attended. The date they provide is used to accurately calculate your bursary entitlement. Payment will not be made (even if you have made an application) without your university notifying us that you have resumed your course.

“If you return to a course partway through an academic year, you must ensure that your university notify us of this immediately.”



Extensions to training

What we need you to do

If you are required to extend your training programme beyond the standard duration, you may be entitled to additional funding for this. This is subject to approval by the commissioning authority.

You must contact us to find out if you are required to reapply for your bursary.

If you are required to reapply, you must submit your bursary application form through your Bursary Online Support System (BOSS) account and send us all the requested supporting evidence along with your student coversheet.

Your application, student coversheet and all supporting evidence must be received by us within nine months of the date you returned to training.

What we will do

We will calculate your bursary entitlement for the period of your extension when we receive notification from your university and an online application from you through BOSS (if required).

Our target times

We will update your BOSS account within 25 working days of receipt of the notification of the extension from your university.

Your university's role

Your university is required to seek funding approval on your behalf from the commissioning authority, which is normally HEE's Local Education and Training Board. (This does not apply to medical and dental students.)

If funding is approved then your university is required to officially notify us of the duration of your approved extension.



“You must contact us to find out if you are required to reapply for your bursary.”

Tuition fee contribution (Medical and Dental students only)

What we need you to do

The NHS will contribute towards your tuition fees if you are on a medical or dental programme and have successfully applied and been awarded an NHS Bursary.

Your application, including providing **all** requested supporting evidence and your student coversheet must be received by us **within nine months** of the start date of your academic year.

If we have not received your application and all supporting evidence we cannot meet the cost of your tuition fee and you may be liable to pay the full amount to your university.

What we will do

On receipt of a valid invoice from your university, and providing your NHS Bursary application has been successfully assessed and approved, we will make payment directly to your university for your tuition fee contribution.

Our target times

We will make payment to your university within 20 working days of receiving a valid invoice from your university.

Your university's role

Your university is required to confirm your attendance via a *Confirmation of student eligibility form (BURR 99)* and send a valid invoice on or after 1 December.

“We will make payment to your university within 20 working days of receiving a valid invoice from your university.”



Childcare reconciliation

What we need you to do

When you apply for the NHS Bursary Childcare Allowance before the start of your academic year, you are asked to provide an estimate of the costs you expect to incur. To ensure you are receiving the correct amount of childcare, you will be asked to verify these costs four times per academic year.

At each point we contact you during the academic year, you should download a *Childcare reconciliation form* from [our website](#) and complete the relevant sections. Your childcare provider/s will also have to complete and sign the form to verify the costs each time and it is your responsibility to ask them to do this.

If you do not complete the *Childcare reconciliation form* your childcare payments will be suspended and you will have to pay back any money that we have paid to you.

You are also required to retain your childcare receipts for each academic year as these will be asked for periodically to prove the costs you have incurred.

If you do not provide receipts when requested, your Childcare Allowance payments will be suspended and all unreceipted payments that have been made to you within that academic year will have to be repaid.

What we will do

We will contact you at specific points within the academic year to ask you to complete a *Childcare reconciliation form*.

We will also send you reminders to do this as well as posting updates on our social media channels.

On receipt of your *Childcare reconciliation form* we will reconcile your estimated costs against the actual amount paid to you for childcare and inform you of the outcome after each reconciliation period.

If necessary, we will adjust your future Childcare Allowance payments to reflect the actual monthly childcare costs you are incurring.

Contact your childcare provider/s on a monthly basis to confirm they have completed and signed the relevant section of the *Childcare reconciliation form*.

Our target times

We aim to reconcile all Childcare Allowance payments for the current reconciliation period before we request the evidence for the next one, providing we have all the required information. This is usually completed within three months.

“We will contact you at specific points within the academic year to ask you to complete a *Childcare reconciliation form*.”



Maternity/adoption/maternity support leave

What we need you to do

If you require a period of maternity, adoption or maternity support leave during your studies you must inform your university immediately.

You will need to discuss and agree with your university an appropriate date for you to commence your leave.

Whilst you are on maternity or adoption leave, you are still required to reapply for your NHS Bursary each academic year when we invite you to do so.

Once your child is born, or from the date you legally adopt a child, you may be entitled to increased bursary payments.

You must complete a *Change of Circumstances form* through your BOSS account informing us of the change.

If your maternity leave includes the start of a new academic year you must reapply for your next year's bursary when invited to do so, even if you are not due to return to the course straight away, in order for your bursary payments to continue.

What we will do

We will update your BOSS account and continue to make payments to you when we receive confirmation from your university of your period of leave.

Your existing bursary payments will continue **with the exception of** Childcare Allowance, Disabled Students Allowance and Practice Placement Expenses.

Our target times

Your BOSS account will be updated within 25 working days of receipt of the notification of your period of leave from your university and payments will continue as normal.

The point at which you are required to reapply for your bursary for your next academic year is outlined on [our website](#).

Your university's role

Your university is required to officially notify us of your period of maternity, adoption or maternity support leave, including the start and end dates, before you commence your authorised absence.



“You will need to discuss and agree with your university an appropriate date for you to commence your leave.”

Claiming reimbursement for Practice Placement Expenses (PPE)

What we need you to do

If you are eligible to receive reimbursement for PPE, please complete the *PPE form*, sign it and submit it, with your receipts **and** your student coversheet, to your university who will approve or reject the claim. If they approve it, they will forward it to us for payment.

Step by step guidance on completing your claim form is available on [our website](#).

Failing to provide your student coversheet to your university so that they can send it in with your claim will delay your payment and may even result in your claim being rejected.

All claims must be received by us within **nine months** of the cost being incurred. Claims received after this date will be rejected and your travel/accommodation costs will not be reimbursed.

“If your claim is invalid, we will write to you to explain why it cannot be paid.”

What we will do

If your PPE claim is accepted, we will process it and make payment to you via BACS.

If we have to adjust the amount of your claim for any reason, we will inform you in writing and payment for the new amount will be made via BACS.

If your claim is invalid, we will write to you to explain why it cannot be paid.

Our target times

We will process all PPE claims within 25 working days and make payment within 30 working days of receipt of the approved claim from your university.

Your university's role

Your university is responsible for validating and authorising/rejecting your PPE claim.

Once authorised, it is the responsibility of your university to send your claim/s to us.

Our 25 working day processing times/30 working day payment commitment begins from the date **we receive** your claim from your university.

Applying for Dependants Allowance and Childcare Allowance

What we need you to do

You can apply for Dependants Allowance and Childcare Allowance either on your original bursary application or as a change of circumstances. All are applied for through your BOSS account.

In order to apply for the Childcare Allowance, you must firstly apply for Dependants Allowance by answering 'yes' to the question on BOSS that asks if you have someone who will be wholly or mainly financially dependent on you.

You must also complete a paper Childcare Allowance application form which must be countersigned by your childcare provider/s. The form is available on [our website](#) and you will need to post it to us along with any relevant supporting evidence **and** your student coversheet.

What we will do

We will assess your application for any additional allowance either as part of an original application or as a change of circumstances application.

Our target times

If you apply as part of an original bursary application, see the section *Applying for your bursary* for timescales.

If you apply as part of a change of circumstances application, see the section *Change in circumstances* for timescales.

“We will assess your application for any additional allowance either as part of an original application or as a change of circumstances application.”



Applying for Disabled Students Allowance (DSA)

What we need you to do

To apply for DSA you should complete the application form available through your BOSS account.

You must also send us evidence of your disability.

Once your DSA application has been approved, you must arrange to attend an Assessment Centre where your support needs will be assessed.

You will be required to provide receipts for any specialist equipment or consumable items purchased through the DSA.

Your university's role

Provide support and guidance to you by making reasonable adjustments to assist you to undertake your course.

What we will do

We will process your application and determine if you are eligible for DSA funding.

Following your Needs Assessment we will process your assessment report and confirm in writing which recommendations have been approved for DSA funding, and make any payment recommended for equipment, IT training or consumables or non-medical helper support, where applicable.

We will reconcile the receipts you provide for the specialist equipment and software you have made against the original recommendations in the Needs Assessment, if this is applicable to you.

Our target times

We will assess your initial DSA application and supporting evidence within 10 working days of receipt, by confirming your eligibility for support and authorising you to proceed with a Needs Assessment.

We will process your Needs Assessment and make any payments recommended within the report within 20 working days of receipt.



“To apply for DSA you should complete the application form available through your BOSS account.”

Change in circumstances

What we need you to do

If you have a change in circumstances which may affect the level of NHS Bursary you are entitled to, you must inform us by completing a *Change of Circumstances form* through your BOSS account and inform your university as soon as possible.

You must notify Student Services of any changes in circumstances within one month of the change occurring.

Any changes that you do not tell us about which will affect the amount of bursary you are paid may be investigated by our Fraud Specialists.

What we will do

If you have been underpaid, we will update your BOSS account and ensure any payments that are due to you are made.

If you have been overpaid for any reason, we will arrange for an invoice to be raised and a letter sent to you explaining how you can repay the money to us.

Our target times

Your BOSS account will be updated within 25 working days of us being notified and an amended Payment Schedule (if applicable) will then be viewable in 'My Account' on BOSS.

“You must notify Student Services of any changes in circumstances within one month of the change occurring.”



Social Work Bursaries



Applying for your Social Work Bursary (undergraduates and postgraduates)

What we need you to do

Please print the relevant application form off [our website](#) on or after **1 March** for the forthcoming academic year.

Complete the paper application and post it back to us, including **all** the requested supporting evidence, to:



Social Work Bursaries
PO Box 141
Hesketh House
200-220 Broadway
Fleetwood
FY7 9AS



Make your application by **1 November** (Autumn starters) or by **14 February** (Winter starters) for the academic year in which you are applying. Applications received after the deadline dates will not be accepted and there is no right of appeal.

Your university's role

Confirm whether you have been allocated in their bursary capping allocation and confirm your attendance on the course.

What we will do

Once we receive your completed Social Work Bursary application, including any supporting documentation, we will send you a letter explaining if you are entitled to the Placement Travel Allowance (PTA).

If we receive confirmation from your university that you are on their bursary capping list we will write to you confirming your bursary entitlement, subject to you attending the course.

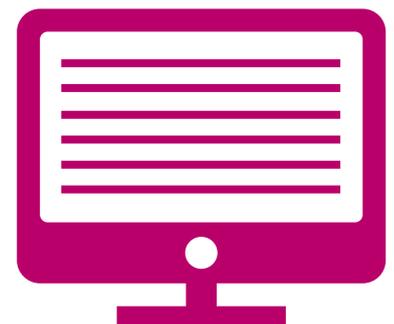
If you have not been selected by your university to receive a bursary, we will arrange to pay your PTA to you (if you are eligible).

Our target times

We aim to assess your bursary application and determine your eligibility for the PTA within 20 working days of receipt of your completed application and all supporting evidence.

If we need more information or supporting evidence, we will normally deal with your application within five working days of receiving the information or evidence we need.

“If you have not been selected by your university to receive a bursary, we will arrange to pay your PTA to you (if you are eligible).”



Reapplying for your Social Work Bursary

What we need you to do

All students must reapply for their bursary each academic year. The application window opens on 1 March and you can print the relevant application form from [our website](#).

You must complete the paper application and post it back to us, including **all** the requested supporting evidence, to:



Social Work Bursaries
PO Box 141
Hesketh House
200-220 Broadway
Fleetwood
FY7 9AS



Make your application by 1 November (Autumn starters) or by 14 February (Winter starters) for the academic year in which you are applying. Applications received after the deadline dates will not be accepted.

“On receipt of your application we will assess your bursary entitlement, subject to capping allocation.”

What we will do

On receipt of your application we will assess your bursary entitlement, subject to capping allocation.

Your application form is not considered a complete application and will not be assessed until all the requested supporting documents are received.

Our target times

Once you have completed your paper application and we have received it along with all your supporting evidence, we aim to assess your bursary application within 20 working days.

Your university's role

Confirm your attendance on an annual basis in line with our specified timeframe.



Sending us your supporting documents

What we need you to do

We will require some personal documents to complete the assessment of your application.

We need you to send us **all** the documents we request in one submission and with your application form. Failure to do so will result in late or non-payment of your bursary, if you are eligible for one.

You are strongly advised to use Special Delivery post to send your documents to us as this allows you to track your documents and claim for anything lost in transit through Royal Mail. You should also include a self addressed return envelope with Special Delivery paid on it for us to use to return your documents.

If a third party (i.e. your spouse/partner/civil partner) wants us to return their document/s to a different address, they **must** include a covering letter stating this, **and** a self addressed envelope with Special Delivery paid on it. If they do not do this we will send all supporting evidence back to your address by second class post.

All supporting evidence must be received before the deadline of **1 November** or **14 February**, depending on whether your course starts in Autumn or Winter. Any evidence that is received after the deadline date will be rejected and no bursary or additional allowances will be awarded.

What we will do

We will process your documents and return them to you.

If you have provided us with a Special Delivery envelope, we will return your documents in it.

If you have not enclosed a pre-paid envelope, we will return your documents using second class Royal Mail post.

We cannot be held responsible for lost or damaged documents.

Our target times

We will process and return your documents within 10 working days.

Do not submit your documents if you will need them within the next four weeks e.g. your passport for going on holiday.

“On receipt of your application we will assess your bursary entitlement, subject to capping allocation.”



Receiving your first Social Work Bursary payment (new students)

What we need you to do

Please apply as soon as the application window opens on or after 1 March.

Before you submit your application, check your eligibility. Full details are available on [our website](#).

If you're eligible to apply, but will not be entitled to a bursary because you have not been allocated a capping place by your university, you should still make an application. You may still be entitled to receive the PTA.

You are required to enrol and physically attend your university course in order to receive your first bursary payment.

If you have not been allocated one of your university's bursary capping places then you will not be eligible to receive the Social Work Bursary. The only funding that you may be eligible to receive if you satisfy the residency and other eligibility criteria will be the fixed contribution towards your placement travel expenses through the PTA.

"You are required to enrol and physically attend your university course in order to receive your first bursary payment."

What we will do

Once your bursary application has been assessed and approved, we will set up your first bursary payment.

Bursaries are paid in three termly instalments each academic year. Your first termly instalment will only be paid once we have received confirmation from your university that you are attending your course.

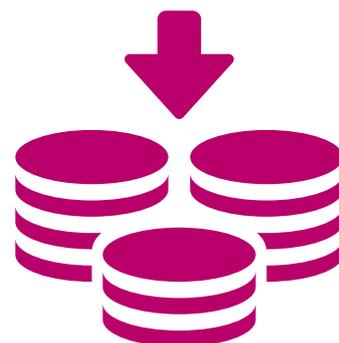
Our target times

We will pay your first termly bursary payment within 10 working days from the date we receive confirmation of your course enrolment, attendance and place on capping list from your university, or 10 working days from the date of your bursary notification letter, whichever is later.

Your university's role

Inform us that you have been allocated a bursary capping place, have enrolled and are attending your course.

Bursary payments will not be released until this confirmation is received and processed.



Continuation of bursary payments (existing students)

What we need you to do

You must reapply for your bursary for each academic year you are in attendance.

In order for there to be no delays to your payments you must apply within your publicised deadline date as shown on [our website](#).

To receive your bursary payments on a regular basis you must continue to attend your course.

Your university's role

Reconfirm your attendance each academic year.

What we will do

We will continue to pay your bursary on a termly basis, providing you have reapplied within the specified timeframes and you have remained on your course.

Our target times

We will make continuous payment to you on a termly basis and pay the first instalment of the academic year to you within 10 working days from the date of your bursary notification letter.

We will normally pay the second instalment in January (or April for Winter start courses), as long as you have received your first instalment.

The third instalment will normally be paid by April (or August for Winter start courses) as long as you have received your second instalment and we are not waiting for evidence of any estimated income for you or your partner (this will be noted on your bursary notification letter).

Click [here](#) for details of specific payment dates for the forthcoming academic year.

“We will normally pay the second instalment in January (or April for Winter start courses), as long as you have received your first instalment.”



Discontinuing your course

What we need you to do

If you stop attending your course for 15 days or more, whether on a temporary or permanent basis, you must notify us on 0300 330 1342 and also tell your university immediately in order for your payments to be suspended.

If you have been overpaid any amount of bursary you will be required to repay the money you were not entitled to. Therefore, early notification will eliminate/reduce your overpayment.

Failure to notify us could result in your case being referred to our Fraud Specialist for investigation.

Your university's role

Officially notify us within 15 working days of your temporary or permanent discontinuation from your university.

“If you are due any amount of bursary, we will credit this to your bank account on the next available payment run.”

What we will do

We will stop your bursary payments as soon as we are informed of your withdrawal.

We will reassess your bursary and PTA entitlement when we have received your official last date in attendance from your university.

Once completed, we will notify you of the outcome in writing.

Inform you of how to repay any bursary or PTA overpayment.

If you are due any amount of bursary, we will credit this to your bank account on the next available payment run.

Our target times

We will suspend your bursary within five working days of being notified by either yourself or your university.

Your entitlement will be reassessed within 20 working days of receipt of official notification of the temporary or permanent discontinuation from your university.

Returning to your course after a break

What we need you to do

This only applies if you have taken a formal break from your course.

You must be aware that if you withdraw, suspend, defer, step off or interrupt your course you may be able to retain your allocated, capped bursary place.

If you have not secured the support of your university to retain your allocated bursary place you will not automatically receive the same level of funding you had prior to leaving your course, regardless of whether you intend to return to the original course or start again from the beginning.

Once you have returned to your course you can ask your university to contact us to confirm this.

If your university has supported your return to the course and you are due to resume **in the same academic year**, you do not need to submit a new bursary application form.

If you are due to return in a **new academic year** and your university supports your absence, then you will be required to complete a new bursary application form. The application form will only be accepted if it is received prior to the appropriate deadline date.

“We will assess your application form (where applicable) and authorise payment within 20 working days.”

What we will do

If you return in the same academic year, when we have received confirmation from your university that they support your absence, you are back in attendance on your course and have confirmed whether you are repeating any part, we will contact you to advise you of any funding entitlement.

If you return in a different academic year, we will make a decision on your entitlement as soon as you have submitted the relevant application form. Your university also needs to confirm they are supporting your return to the course and they must also provide us with full details of your circumstances as well as their relevant academic year's capping list.

Our target times

We will assess your application form (where applicable) and authorise payment within 20 working days of either receiving notification from your university or receiving your application form and supporting evidence.

Your university's role

Confirm they are supporting your return to the course.

Provide us with full details of your circumstances.

Provide the relevant academic year's capping list.

Tuition fee contributions

What we need you to do

Postgraduate students only.

We will contribute towards your tuition fees if you are on a postgraduate programme and have successfully applied for and been awarded a bursary.

Your application, including providing **all** your supporting evidence, must be received by us by 30 November for Autumn start courses and 14 February for Winter start courses.

Applications/evidence received after the specified deadlines will be rejected and your tuition fee contribution will not be met. This means you will be liable to meet the full amount of tuition fee payable to your university.

If eligible, undergraduate students may access tuition fee loans via the Student Loans Company.

What we will do

If you are entitled to a payment towards your tuition fees, we will pay this directly to your university on or after 1 December for Autumn start courses and 1 March for Winter start courses.

If you withdraw from your course before this date, we are not responsible for any tuition fee contribution. You will be liable to pay your own tuition fee costs.

Our target times

We will make payment to your university within 20 working days of receiving a valid invoice from your university.

Your university's role

Confirm your attendance and send a valid invoice for your fees on or after **1 December** for Autumn start courses or on or after **1 March** for Winter start courses.

“If you withdraw from your course before this date, we are not responsible for any tuition fee contribution.”



Childcare reconciliation

What we need you to do

Postgraduate students only.

When you apply for Childcare Allowance before the start of the academic year, you are only required to provide an estimate of the anticipated charges that you are expected to incur. Your childcare provider/s must also sign a declaration to confirm you are intending to use them.

Please be aware that:

- we will contact your provider three times per academic year to verify your actual costs

By signing the declaration when you apply for Childcare Allowance, you provide written consent for us to contact your provider for the purposes of verifying the information on your application.

If eligible, undergraduate students may access similar support via the Student Loans Company.

What we will do

Near the end of each of your three academic terms, we will contact you sending a form which you will need to complete and return to verify your childcare costs for that term.

When the form is sent back to us, we will calculate your actual childcare costs for the previous term and contact you to let you know whether you have been underpaid or overpaid any Childcare Allowance, or whether you have received the correct amount.

If your estimated childcare costs in the previous term exceed your actual costs by £500 or more, we will hold all future payments of Childcare Allowance until you have submitted a new application showing revised estimated costs for any remaining terms.

Our target times

When we receive confirmation of your costs from your provider, we will process this within 20 working days.

Your next Childcare Allowance payment will then be made within a further 10 working days of this.



“Your childcare provider/s must also sign a declaration to confirm you are intending to use them.”

Change in circumstances

What we need you to do

You must inform us as soon as possible if you have a change in your circumstances that may affect the bursary funding you are receiving. This could be for reasons such as:

- a change of address (please contact us by email or telephone)
- a change in marital status such as divorce, separation, marriage or moving in with a partner (**postgraduate students only** may need to complete a new application form)
- a change of bank account details (you will need to complete a *Notification of change of bank account form* which is available from [our website](#))
- a change of course or university (please contact us directly)
- a new dependant (you may need to complete a new form for Adult Dependants Allowance (ADA), Parent Learning Allowance (PLA) and/or Childcare Allowance (CCA) if you have not applied previously)

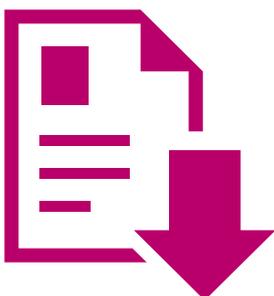
The above list is not exhaustive and you are advised to consult our [Ask Us service](#) in the first instance to find out what you need to do, depending on the type of change that has occurred.

What we will do

We will act on your notified change/s and inform you if this has any effect on your existing bursary award.

Our target times

We will process your change in circumstances within 20 working days of receiving the notification.



“We will act on your notified change/s and inform you if this has any effect on your existing bursary award.”

Placement Travel Allowance

What we need you to do

Apply for your bursary by the deadline date that is relevant to when your course started.

Complete your application form accurately and send all of the requested supporting documentation so we can determine your personal eligibility for either the full Social Work Bursary or the Placement Travel Allowance (PTA).

Please be aware that:

- If you are **not** allocated a capped bursary place by your university, the PTA is the maximum amount of funding that could be awarded to you. If you are personally eligible, you will receive it as one lump sum payment at the beginning of your first term.
- If you are allocated a capped place by your university and you are personally eligible for a bursary, your PTA entitlement will already be included within the basic bursary amount and will be paid in three instalments. It will not be paid as an additional or separate award. **PTA is paid to eligible postgraduate and undergraduate students.**

Your university's role

Your university will decide which of their students they wish to nominate for a Social Work Bursary and provide us with details of the applicable students at the start of the academic year.

What we will do

We will determine your eligibility and inform you of the outcome.

When we receive the capping list from your university we will process this and inform you if you have been selected to receive a bursary.

If you are eligible, but your university has not selected you for a capped bursary place, we will pay you your PTA.

Our target times

If you have been allocated and are eligible for a bursary, we will pay your first termly bursary payment which includes part of your PTA within 10 working days from the date we receive confirmation of your course enrolment, attendance and place on capping list from your university, or 10 working days from the date of your bursary notification letter, whichever is later.

If you are eligible, but you have not been allocated a bursary place, we will pay you your full PTA in one instalment, as above.

“Apply for your bursary by the deadline date that is relevant to when your course started.”



Applying for additional allowances for your dependants

What we need you to do

Postgraduate students only.

Only apply for these allowances if you are in receipt of the postgraduate Social Work Bursary.

Ensure you make an application for Adult Dependants Allowance (ADA), Parent Learning Allowance (PLA) and/or Childcare Allowance (CCA) prior to the applicable deadline date.

Ensure you download the correct application form/s to suit your circumstances and course as it may delay your funding if you send the incorrect application form or do not send all of the required supporting evidence.

You must reapply for these allowances each academic year as they will not be automatically reapplied to your bursary.

If you are applying for Childcare Allowance please download and complete a means tested *Childcare Allowance application form* from our website showing your full estimated weekly childcare costs for the year. Please do not include any costs that are covered through the Free Early Years education provisions.

If eligible, undergraduate students may access similar support via the Student Loans Company.

What we will do

We will assess your application and decide whether you are entitled to these allowances.

We will notify you of your entitlement in writing.

Our target times

Your very first ADA/PLA and/or CCA instalment will be paid along with your first main bursary payment, if these were applied for and assessed at the same time.

If they were not applied for at the same time, they will generally be paid within **10 working days** of the assessment, assuming we have already received confirmation of your attendance from your university.

“You must reapply for these allowances each academic year as they will not be automatically reapplied to your bursary.”

Applying for Disabled Students Allowance (DSA)

What we need you to do

Postgraduate students only.

If you have applied and have been considered eligible for a postgraduate bursary, please complete a **DSA application form**, from [our website](#).

Within your application you should include an explanation of your disability, condition or specific learning difficulty as well as supporting medical evidence. If you have more than one condition you must send evidence for each one.

If you have been allocated a postgraduate bursary you must complete a DSA application for each year of study. You will not be required to send medical evidence every year unless your condition has become more severe or you have another condition which was not diagnosed or was not included when you applied previously.

Ensure that you are completing the correct application for the year that you are applying for.

Please be aware that if you have not been nominated by your university to receive one of their allocated bursary places, you will not qualify for any DSA.

If eligible, undergraduate students may access similar support via the Student Loans Company.

What we will do

If your claim is accepted, we will confirm to you by letter that you can have a Needs Assessment, which we will pay for.

Once this has been carried out and we receive your Needs Assessment Report, we will send you a letter to confirm the support that we have authorised based on some or all of the recommendations in your report

When you apply for DSA in subsequent years, we will send you a notification letter detailing your entitlement for that year, once it has been assessed.

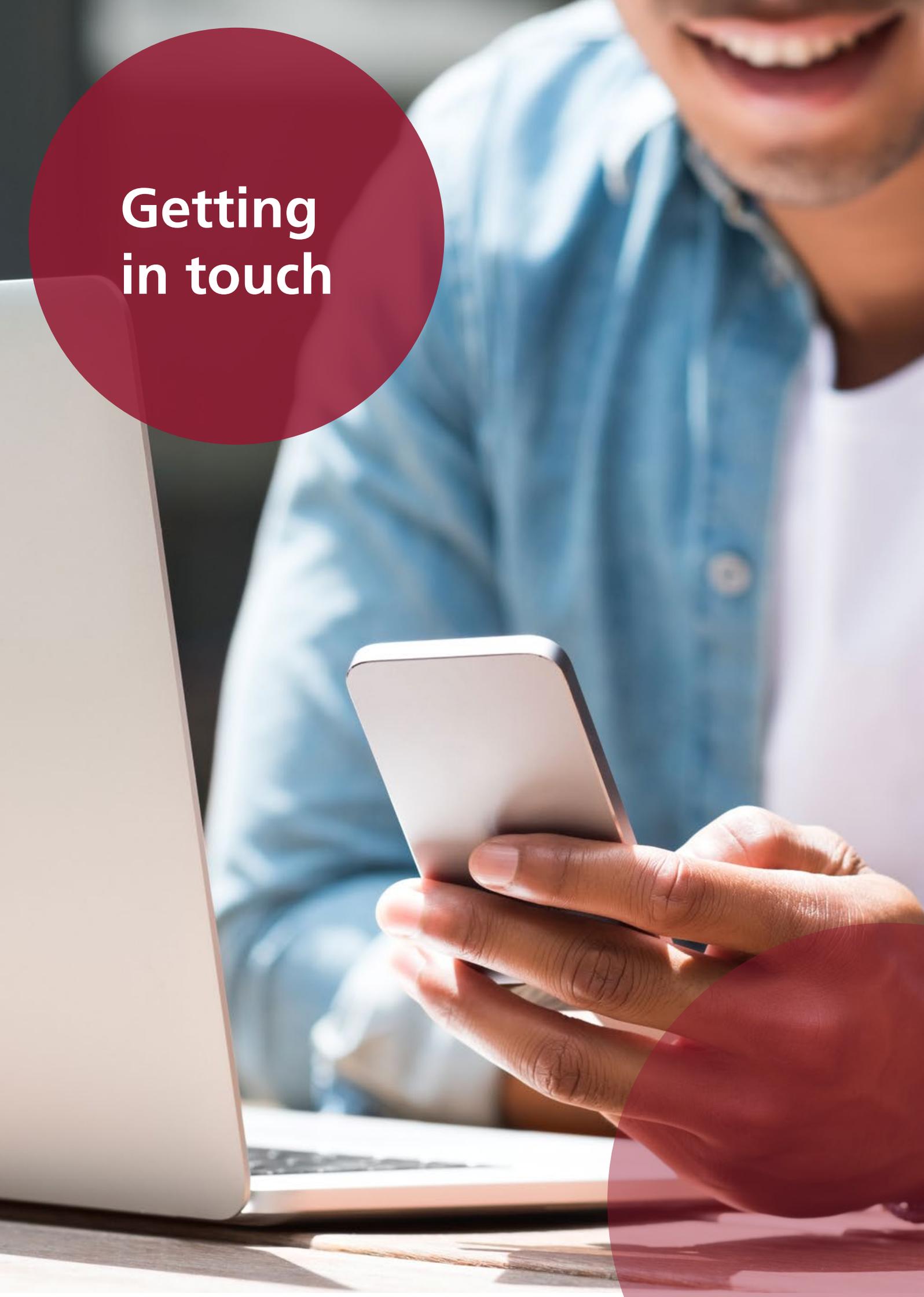
Our target times

We will assess your initial DSA application and supporting evidence within 10 working days of receipt, by confirming your eligibility for support and authorising you to proceed with a Needs Assessment.

We will process your Needs Assessment Report and make any payments recommended within the report for equipment, IT training and consumables within 20 working days of receipt.

Your university's role

Provide support and guidance to you by making reasonable adjustments to assist you to undertake your course.

A close-up photograph of a man with a beard, wearing a blue button-down shirt over a white t-shirt, smiling as he uses a silver smartphone. He is sitting at a desk with a silver laptop open to his left. The scene is brightly lit, suggesting an office or home workspace. Two semi-transparent maroon circles are overlaid on the image: one in the upper left containing the text 'Getting in touch', and another in the lower right.

**Getting
in touch**



Customer service

What we need you to do

You can get answers to your queries 24 hours a day, seven days a week from Ask Us on our website <http://ow.ly/IoYUJ>.

Alternatively, we can answer general queries on our Facebook and Twitter pages

Student Bursaries:

 www.facebook.com/NHSstudentbursaries

 [@NHSBSA_Students](https://twitter.com/NHSBSA_Students)

Social Work Bursaries:

 www.facebook.com/socialworkbursaries

 [@SWB_NHSBSA](https://twitter.com/SWB_NHSBSA)

There is also a [BOSS guidance video](#) available for NHS Bursary students.

If you cannot find the information you require, you can contact us by telephone or email. All of our contact details can be found [on our website](#).

NHS Bursary students can find details of their payments and application progress through 'My Account' on [BOSS](#).

If contacting our helpline, always have your student reference number, date of birth, full name and BOSS account password (if applicable) ready.

What we will do

We are committed to answering your query quickly and, where possible, at the first point of contact.

Our target times



Telephone

- The average waiting time for calls does not exceed 120 seconds.
- Our aim is to resolve your query at first contact and we do this in over 93% of calls.
- If we can't resolve your query at first contact, we will call you back within three working days with a detailed response.



Email

We will respond to your email within five working days.



Letter

We will respond to your letter within 10 working days of receipt.



You can find our full contact details on our website.

www.nhsbsa.nhs.uk/student-services

Making a complaint

What we need you to do

NHS Student Bursaries



You can contact us by email at:
nhsbsa.bursarycomplaints@nhs.net

Alternatively, you can write to us at:



NHS Student Bursaries
Hesketh House
200-220 Broadway
Fleetwood
Lancashire
FY7 8SS

Social Work Bursaries



You can contact us by email at:
nhsbsa.swbteam@nhs.net

Alternatively, you write to us at:



Social Work Bursaries
PO Box 141
Hesketh House
200-220 Broadway
Fleetwood
FY7 9AS

What we will do

We aim to resolve customer concerns as quickly, fairly and thoroughly as possible.

We will make every effort to help you with your complaint as quickly as possible. If we are unable to resolve it informally, we will assist you with the next stage of our complaints procedure.

We will always try to resolve a complaint at the earliest opportunity without escalating to the formal procedure. If this is not possible, then there is a formal process available.

Where applicable, we will take action to ensure that a similar problem does not happen again.

Our target times

Informal complaints will receive a response within 10 working days.

Formal complaints (Stage 1) will receive a response within 25 working days.

Formal complaints (Stage 2) will receive a response within 15 working days.

We will respond to your letter within 10 working days of receipt.

