

Student Services

NHS Learning Support Fund



NHS LSF HEI Portal Guide

BETA This is a new service - your [feedback](#) will help us to improve it.

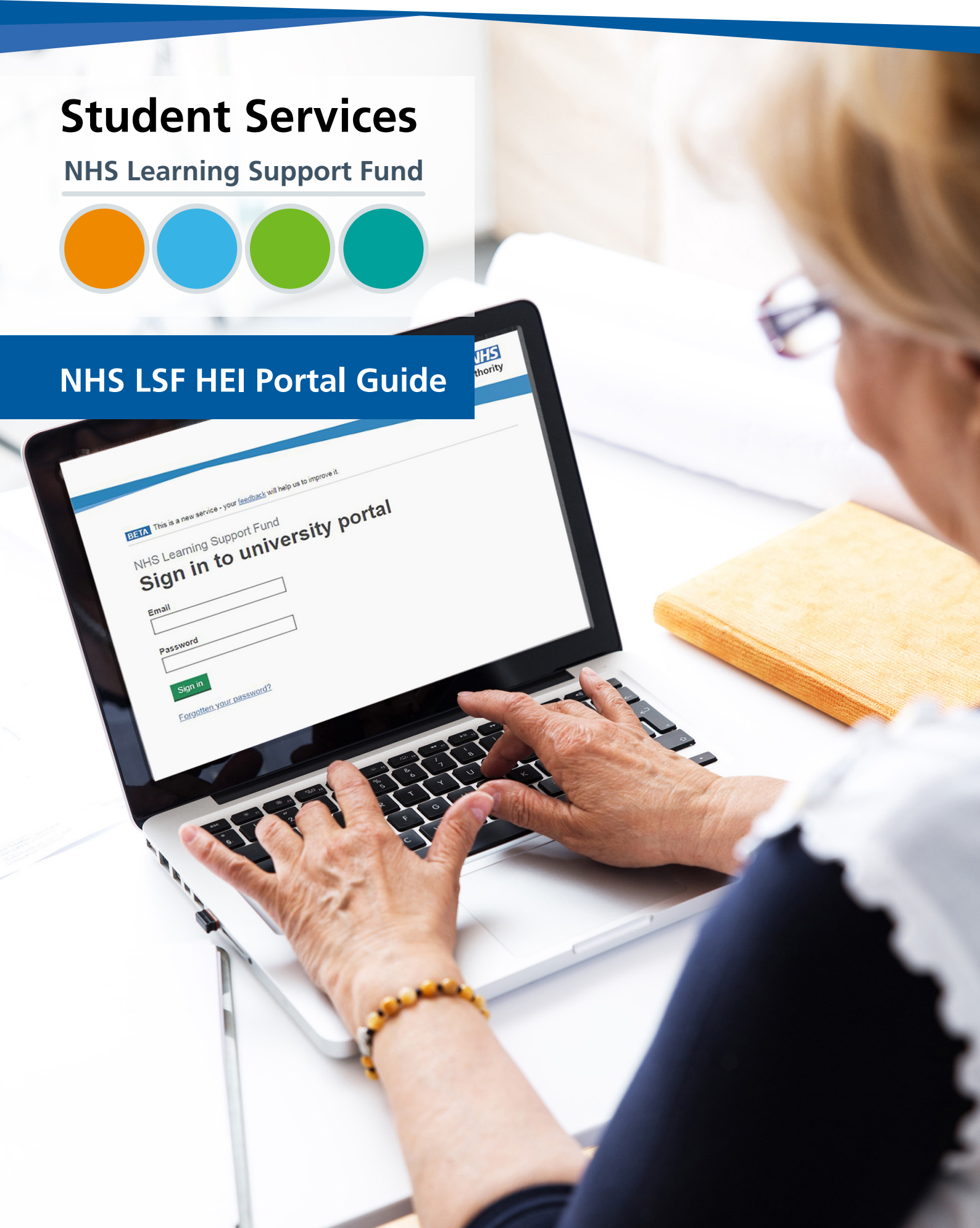
NHS Learning Support Fund Sign in to university portal

Email

Password

[Sign in](#)

[Forgotten your password?](#)



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1. Introduction

The NHS Learning Support Fund (NHS LSF) provides supplementary funding for eligible pre-registration healthcare students in receipt of a student loan. Eligible courses are:

- dental therapy/dental hygiene (level 5 and 6 courses)
- dietetics
- midwifery
- nursing (adult, child, mental health, learning disability, joint nursing/social work)
- occupational therapy
- operating department practitioner (level 5 and 6 courses)
- orthoptics
- orthotics and prosthetics
- paramedics (bachelors and masters courses are eligible, DipHE and FD courses are not eligible for NHS LSF)
- physiotherapy
- podiatry/chiropractic
- radiography (diagnostic and therapeutic)
- speech and language therapy

The NHS LSF is administered by the NHS Business Services Authority (NHSBSA) Student Services.

The NHS LSF is made up of five elements of supplementary funding. Pro rata amounts are paid to part time students. These are:

- Training Grant - £5,000 per year academic for all new and continuing students
- Specialist subject payment - £1,000 for all new students studying a specialist subject
- Parental Support - new and continuing students with childcare responsibilities will have access to £2,000 per academic year
- Travel and Dual Accommodation Expenses - reimbursement of additional travel and any temporary accommodation costs incurred as a result of attending a practice placement
- Exceptional Support Fund - up to £3,000 per academic year for students who find themselves in unforeseen financial hardship.

2. Feedback

This is **your** portal; your feedback is important if we are to shape future development to deliver the best experience for you.

As part of our continuous improvements, we carry out Stakeholder and User Research sessions to help us improve the functionality of the NHS LSF HEI portal.



Based on the feedback received during the sessions we have made some updates to the HEI portal making the system more efficient and user friendly.

If you would like to provide feedback regarding the portal, when logged in please use the link at the top of the page as highlighted here.

We welcome all feedback and will analyse all contributions to inform development of future functionality.

3. Purpose

The functionality available to you will be determined by your assigned role and the point in the year in relation to the start of a new academic year. There are two key windows of activity for each academic year where the portal should be utilised:

Cohort	Window 1	Window 2
	Access to View Students	Access to Provide Enrolment Confirmation
September/October	Student Approved Application	1 November
January/February	Student Approved Application	1 March
March/April	Student Approved Application	1 May

Window 1 restricts all users to read-only access, for approved applications only, this offers an opportunity to sense-check in advance of the enrolment confirmation window opening (window 2). You'll be able to see how any students are listed against each academic year of each course, compare this to the numbers and individuals you would expect to see, and use this to influence behaviour if you notice discrepancies.

For example, a week before the enrolment confirmation window opens, have the majority of your students applied and done so correctly? If not, it's likely there will be multiple students with delays to their payments and you may need to take pro-active action with your students to ensure they have done everything they need to do to apply for NHS LSF so you can provide enrolment confirmation. Please check the following:

- Cohort – Has the student applied for the correct cohort?
- Repeat study – Has the student applied for additional funding? For example, the student has not progressed into their next academic year and will require additional funding. Is the course year correct?
- Course – Has the student applied for the correct course?

Window 2 opens on 1 November for new starters, however for continuing students, late starters/rejoiners can be logged prior to this. This is explained in more detail in the **Dashboard - Courses** section of this document.

4. Logging in

In order to log into the portal, you need to have an account. Accounts come in two types (see **Dashboard - User administration section**).

Once an account is created, the user will receive an activation link via email and then be asked to create a password.

Upon creating a password, the account will then be accessible.

You can gain **access to the portal** by typing in your email and password.

Once logged in, your email address will appear in the upper right corner of the portal along with an option to logout.

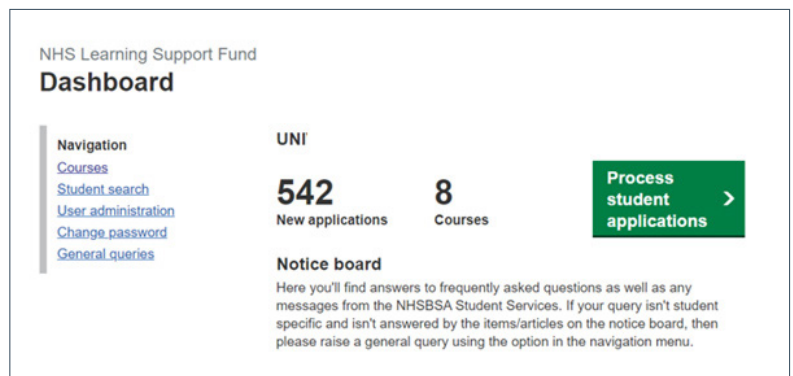


5. Welcome to your dashboard

Upon logging into your account, you will land on the portal dashboard. From here, you will have a quick reference snapshot of the courses and students linked to your university.

There is a Notice Board where we will post relevant and useful documents and articles to address common themes/questions and this will evolve over time.

The navigation menu is how you access the different functions within the portal. You access different functions within the portal, using the menu.



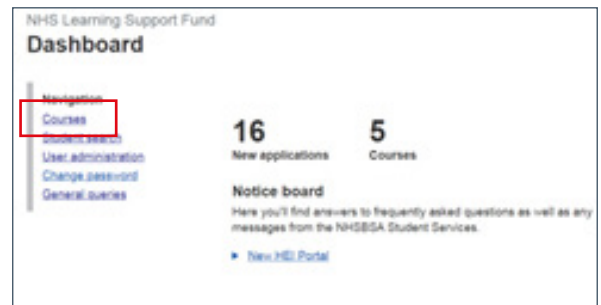
6. Courses

The courses section of the portal gives you all the detail you should need about the courses assigned to your university, with a list of students linked to each academic year and course year.

You will also perform enrolment confirmation from this area of the portal.

The list of students you see for each course is defined by the selections a student makes as part of their NHS LSF application. This information remains editable to the student until a payment is made and we actively encourage all students to maintain this information if their university/course changes.

Select 'courses' from the navigation menu of the dashboard and you will be presented with a list of courses linked to your university. Lists will be grouped by course type and study year (e.g. a 3 year Adult Nursing course will have three rows, one for each study year).



Clicking 'View intake' for each row will allow you to provide an enrolment status for that group of students.

2020 courses

September 2020 course details

Course name	Study year	Intake	Action
Adult Nursing	Year 1	4 2 NEW	View intake
Adult Nursing	Year 2	3	View intake
Adult Nursing	Year 3	7 5 NEW	View intake

This is the view you can use during window 1 to sense-check the students who have applied for your university and course as described in the '**purpose**' section of this document.

When the date for window 2 is reached, you will be able to provide enrolment confirmation for your students. Enrolment confirmation is a matching exercise where we need you to verify that each student listed is attached to the correct course/study year/attendance type and you will need to provide a status for each student. As students can apply up to 6 months from the start of the academic year, you will need to check the lists on a regular basis for

Course details
Adult Nursing

Academic year
September 2020

Study year
Year 1

Intake contains 4 students

Name	Date of birth	Attendance type	Status
Joe JACKSON	05/08/1990	Full time	Information mismatch
Peter PARKER	01/01/2000	Full time	Discontinued
Kelly PURPLE	01/05/1983	Full time	Pending status
John WHITE	01/01/1970	Full time	Pending status

Save changes

any new applications in order to match them in attendance. Once the 6 month deadline has passed, the option to match students in attendance will be removed. You will need to contact us directly, please see the '**Dashboard - General queries**' section of this document.

Once you have a list of students to provide an enrolment status, you need to update the status for each row using the 'Status' drop down list. The details of the course and course year you're confirming for are displayed at the top of the screen.

Possible statuses are as follows:

Pending status is the default status assigned by the system where we need you to update the status for a student.

Matched student - In attendance is the status you should use where you can match the details of a listed student to an individual who has enrolled and is in attendance on the course and study year selected. **This status will release payment to the student** and the student will be notified of this via email. Once payment has been released, the status cannot be edited. For example, for a student on a September cohort. Has the student enrolled and in active study on the 1 November? If yes, this status should be selected.

Information mismatch should be used where something isn't accurate with the information that's displayed for the student. It could be they are appearing against the wrong course, study year or their name is incorrect. It's good practice for the name used by a student on the NHS LSF system matches the details held at their university.

When you confirm this status, the NHS LSF system sends an email to the student to explain that an element of their data isn't correct and needs correcting with instructions on how to do this via their NHS LSF account.

Once the student amends their information, their status will be reset to Pending status and they will be represented in a course list for a second attempt at an enrolment status, hopefully this time with a positive match.

Discontinued should be selected where a listed student started the course as expected but discontinued before the enrolment confirmation window (**window 2**) opened. For example, for a student on a September cohort. The student started their course as expected, however interrupted their course on the 20 October before window 2 opened.

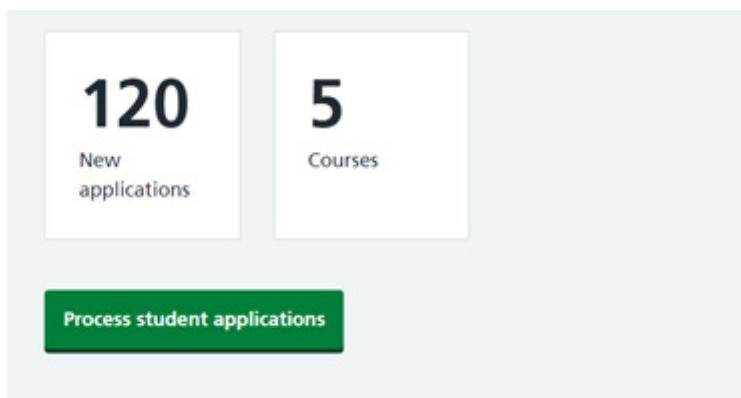
Not enrolled is the status to select where a student didn't start the course. Or when a continuing student has not progressed into the next academic year. Reasons for not continuing is due to academic failure alone with no mitigating circumstances.

Late starter/rejoiner should be selected if a student has interrupted in a previous academic year prior to window 2 opening.

Once you have completed amending statuses, click 'Save changes' and this will commit your updates to the system and you students will be notified of updates to their status via email with 'PENDING NHSBSA' this will place holds on any future payments to the student while the recalculation of award is being carried out.

7. Filter statuses

From your dashboard select 'Process student applications' and you will be presented with a list of courses linked to your university. Lists will be grouped by course type and study year (e.g. a 3 year Adult Nursing course will have three rows, one for each study year).



120
New applications

5
Courses

Process student applications

Clicking 'View intake' for each row will allow you to provide an enrolment status for that group of students.

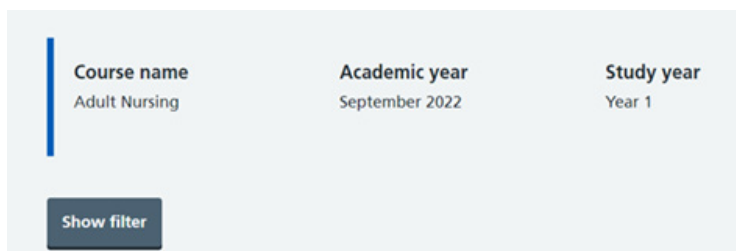
2020 courses

September 2020 course details

Course name	Study year	Intake	Action
Adult Nursing	Year 1	4 NEW	View intake
Adult Nursing	Year 2	3	View intake
Adult Nursing	Year 3	7 NEW	View intake

You will now be able to click on 'show filter' where you will be able to search and filter by using the following categories

- **Student name** - The ability to search for a student by name.
- **Status** - The ability to search or filter depending on the student's status on their NHS LSF account, such as Discontinued, Information Mismatch, Interruption, Matched Student – In Attendance, Not Enrolled, Pending, Pending NHSBSA.



Course name
Adult Nursing

Academic year
September 2022

Study year
Year 1

Show filter

8. General queries

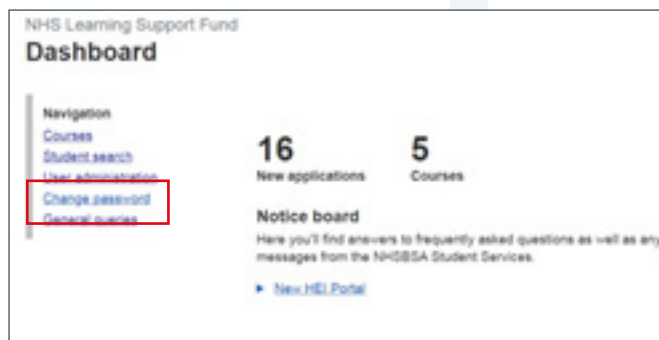
Once a student has been matched in attendance, student specific queries can be logged on the students account.

If your query isn't in our frequently answered questions section on the Notice Board and isn't student specific, you can raise a general query using the relevant option in the navigation menu.

You'll be presented with this e-form to complete. Some of the fields will be autocompleted based on your account information.

You should provide as much information as possible in the 'query' box, which can be expanded using the circled icon in the lower right corner if required.

Once complete, click 'submit' and this will be sent directly to a member of our team who will be able to assist you.



General query

If your query is not answered in our frequently asked questions, you can email us directly and a member of the team will be able to assist you.

Name

Email

Phone number (optional)

University

Query

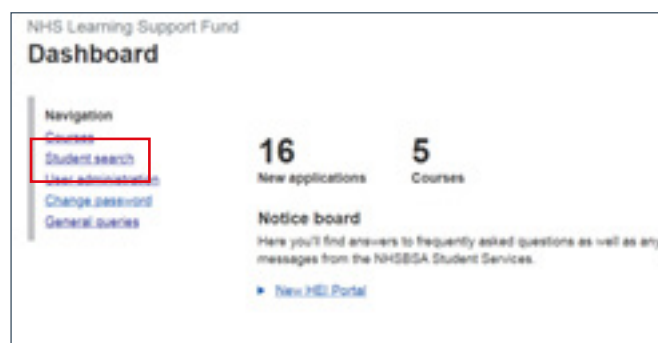
1000 characters remaining

Submit

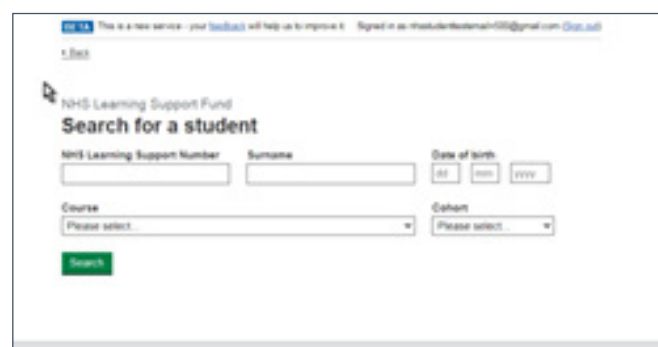
[Cancel](#)

9. Student search

If you want to quickly find a student studying at your university, you can use the search function by selecting it in the navigation menu.



Clicking 'search' will return results for all students who have selected your university. If you want to refine your search, you can use any number/combination of the parameters presented.



Search results will list all students who meet the following three criteria:

- Created an NHS LSF account and made an application
- Are linked to your university via the selection they made on their application
- Their application is approved

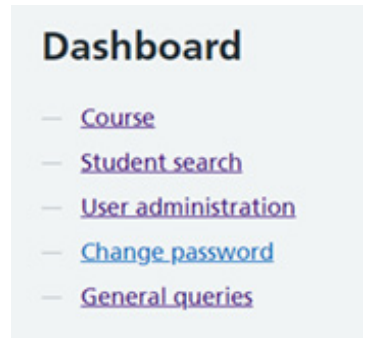
If the student you are searching for doesn't meet all of the above criteria then they will not be returned in results and they should check the information on their NHS LSF account.

Students have full control of the information that links them to your university, so should alter this if it is incorrect via their NHS LSF account.

10. Student specific general queries

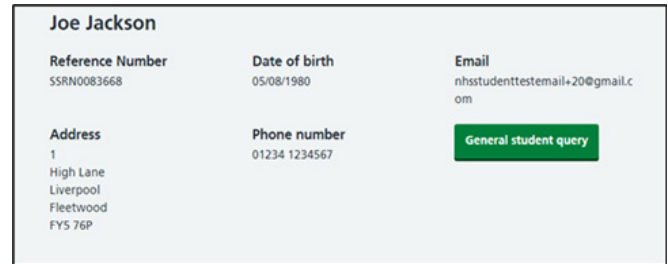
The student specific general query option has now been moved from Change Requests as university staff were unable to log a student specific general query if no payments had been released to the student.

In order to log a general student query, you will need to search for the relevant student, by selecting Student Search in the navigation menu.



You will now be able to search for the student using a number of searches, such as

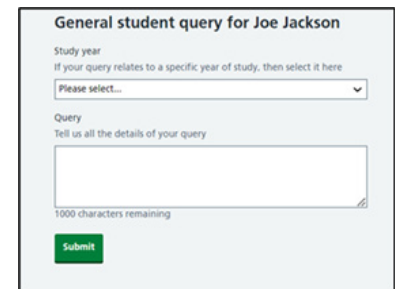
- NHS LSF number
- Surname
- Date of birth
- Course
- Academic year



A screenshot of a student profile card for 'Joe Jackson'. It contains the following information: Reference Number (SSRN0083668), Date of birth (05/08/1980), Email (nhsstudenttestemail+20@gmail.com), Address (1 High Lane, Liverpool, Fleetwood, FY5 76P), and Phone number (01234 1234567). A green button labeled 'General student query' is located at the bottom right of the card.

You will also be able to use a number of combinations to search for a student.

By 'clicking' on the student's name this will open the student's details screen where the general student query option can now be accessed.



A screenshot of a form titled 'General student query for Joe Jackson'. It includes a 'Study year' dropdown menu with the text 'Please select...' and a 'Query' text area with the prompt 'Tell us all the details of your query'. Below the text area is a character count '1000 characters remaining' and a green 'Submit' button.

11. Change requests

If a withdrawal happens before the enrolment confirmation window is open, you should select either 'Discontinued' or 'Not enrolled' status (explained on Page 7) as part of enrolment confirmation. In doing so, it means changes should only need to be referred to NHSBSA Student Services once payments have been extracted.

If a change needs to be confirmed after payment has been made, you can locate the student using the 'student search' option in the navigation menu. Select the student and the option of 'Change request' will be visible against the applicable academic years in the 'Course application history' section.

Name	Date of birth	Attendance type	Start date	Status	Action
shajix SIX	11/11/2011	Full time		Interruption	Change request

Once 'Change request' is selected, you can choose from one of the following options:

What change do you want to make for Dave Marshall?

Interruption

Additional funding

Resume student

Change course details

[Next](#)

- **Interruption** – to confirm the student is no longer in active study and their NHS LSF funding needs to be paused for a period of time. You will need to provide the last date in attendance, Interruption type, and a brief description of the reasons for interruption.

Interruption (Joe Jackson)

Course name: Adult Nursing | Academic year: September 2020 | Study year: Year 1 | Attendance: Full-time

Interruption type: Please select...

Last date in attendance: Day, Month, Year

Mitigating reason for interruption: 1000 characters remaining

Comments: 1000 characters remaining

[Submit](#)

- **Resume student** – confirmation a student has resumed into active study. This will allow us to establish if the student is eligible for additional funding to complete the study year. You will need to provide what cohort they will be joining, is their an expectation the student will complete the academic year and are they repeating any part of the study year.

Resume student (Joe Jackson)

Course name: Adult Nursing | Academic year: September 2020 | Study year: Year 1 | Attendance: Full-time

Effective date: Day, Month, Year

Cohort joining: For example, September 2022

Is there an expectation that the student will complete the academic year? Yes/No

Are they repeating any part of the study year? Yes/No

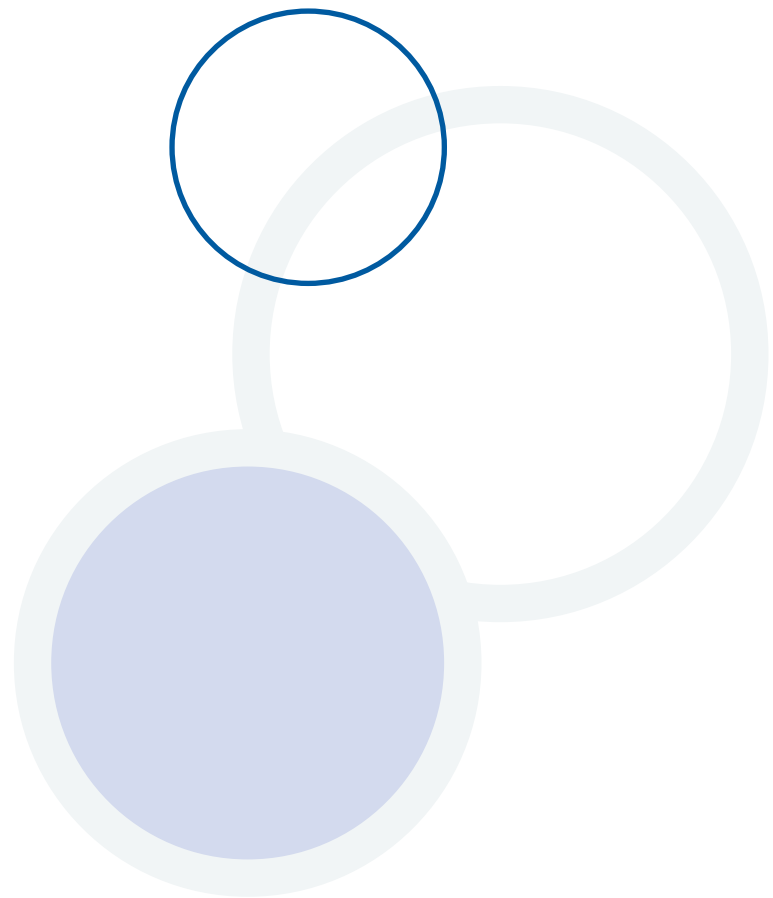
Comments: 1000 characters remaining

[Submit](#)

- **Change course details** – confirm a change to course, attendance type, duration, additional funding requests for both mid-course and final year students.

You will then be asked to provide some information to allow us to process the request. Please note additional funding cannot be paid for reasons of academic failure alone, mitigating circumstances must be provided.

Once you have completed your change request, click 'save changes' and this will commit your updates to the system and your students will be notified of updates to their status via email with 'PENDING NHSBSA' this will place holds on any future payments to the student while the recalculation of award is being carried out.



12. Additional funding for students

The Department of Health and Social Care (DHSC) have confirmed that additional NHS LSF support will again be made available in the 2022 to 2023 academic year for those students who are required to undertake additional periods of study/training because of exceptional or mitigating circumstances.

Repeats and extensions now come under the umbrella term of 'Additional funding'. An eligible student can receive up to a maximum of 12 months additional funding throughout their course. This can be for a period of additional study that is required within an academic year or for further funding that may be needed at the end of the course, or a combination of these, depending on individual circumstances.

The NHS LSF does not automatically provide additional funding beyond the student's normal course duration as it is intended as supplementary funding to mainstream student loans. NHS LSF allowances are generally only available for the time that it normally takes a student to complete their course.

However, in cases where exceptional or mitigating circumstances apply and the student requires additional financial support from the NHS LSF due to matters beyond their control, additional NHS LSF payment will be considered by NHSBSA Student Services.

Requests for students who require additional NHS LSF payments must be submitted through the NHS LSF university portal as a course change request.

Circumstances that could reasonably be expected to cause disruption include

- mental ill-health
- physical illness and injury
- bereavement
- a caring responsibility

Please refer to submitting a request for additional funding later in this section.

Circumstances where further funding will not be considered

You should not submit a course change request for additional funding if the following circumstances apply:

- Academic failure – where academic failure applies with no other mitigating circumstances
- COVID-19 - this will no longer be accepted as a reason for additional funding on its own.

If you have any questions regarding additional funding, please contact us through the queries button in the portal.

13. Submitting an additional funding request

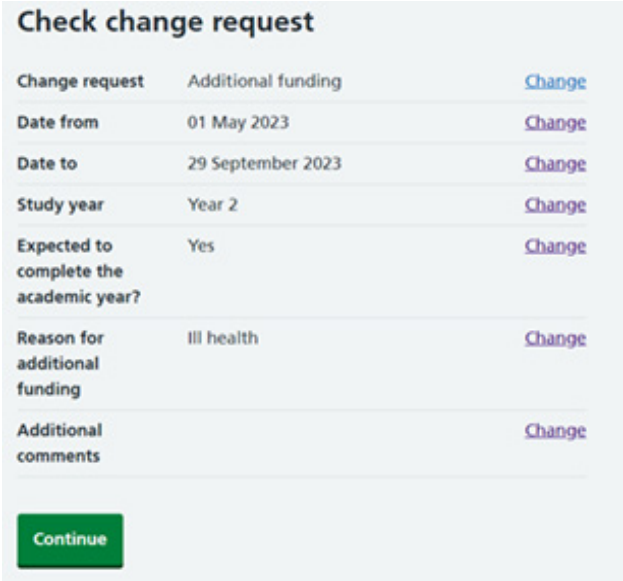
This section of the portal allows you to request additional funding for a student. This request has been added to the portal to prevent having to use the email process. As part of this request, you will be asked to confirm.

- What are the dates for the additional funding?
- Which study year does the additional funding relate to?
- Is the student expected to complete the academic year?

Once you have answered all the questions above, you will be presented with a free text box to enter the reason(s) why a student requires additional funding.

Before submitting the request to the NHSBSA Student Services a 'Check change request' page will be displayed giving you the ability to amend any of the information provided by clicking 'change' on the section you need to amend.

Once you click 'Submit' on any change request you will be presented by a screen confirming the request has been submitted to the NHSBSA Student Services.



Check change request

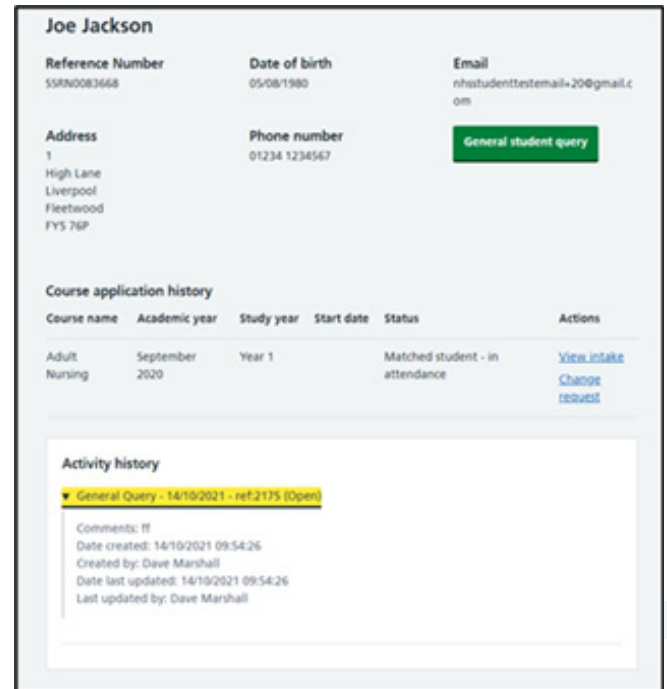
Change request	Additional funding	Change
Date from	01 May 2023	Change
Date to	29 September 2023	Change
Study year	Year 2	Change
Expected to complete the academic year?	Yes	Change
Reason for additional funding	Ill health	Change
Additional comments		Change

[Continue](#)

14. Activity history

To view the activities log you must select Student Search in the navigation menu and click on the student's name to open the student's details screen. This screen now displays the activity history in date order. Each activity will have a status of open or closed.

- Open – Not yet actioned by NHSBSA Student Services
- Closed – Actioned by NHSBSA Student Services



Joe Jackson

Reference Number
55RN0083668

Date of birth
05/08/1980

Email
nhstudenttestemail+20@gmail.com

Address
1
High Lane
Liverpool
Fleetwood
FY5 76P

Phone number
01234 1234567

[General student query](#)

Course application history

Course name	Academic year	Study year	Start date	Status	Actions
Adult Nursing	September 2020	Year 1		Matched student - in attendance	View inSaf Change request

Activity history

▼ General Query - 14/10/2021 - ref:2175 (Open)

Comments: ff
Date created: 14/10/2021 09:54:26
Created by: Dave Marshall
Date last updated: 14/10/2021 09:54:26
Last updated by: Dave Marshall

15. User administration

We have created three types of user for the portal and their permissions are as follows:

HEI Admin this role can only be assigned and managed by the NHSBSA Student Services. Any user with this role has control over other users at their university and can manage these (including creation of new users, amendment to current users and deactivating accounts for users no longer required) via the 'User administration' section. They also have write access to the 'Courses' section, where enrolment confirmation will be provided and post-payment, details of any changes to circumstances for a student, including withdrawals, resumptions, changes of course and other student specific queries.

If you need multiple HEI admin accounts then you will need to request these from NHSBSA Student Services.

HEI Admin users assume responsibility for managing the other users at their university and it is expected that the user list will be maintained, including the deactivation of accounts where required.

If a HEI admin leaves their organisation, NHSBSA Student Services should be notified so the defunct admin account can be removed and another allocated if required.

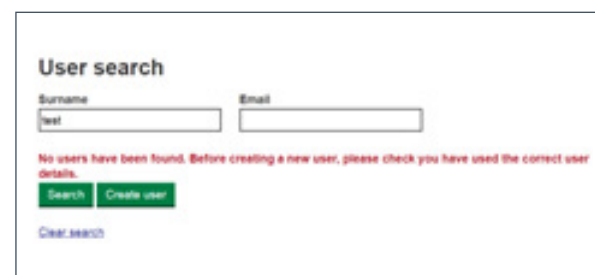
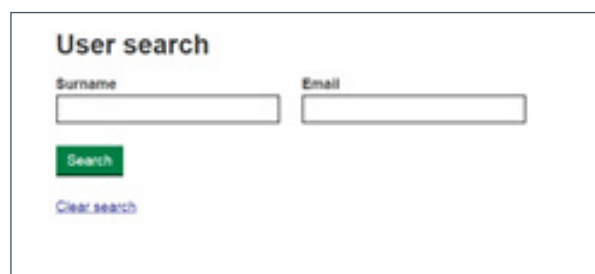
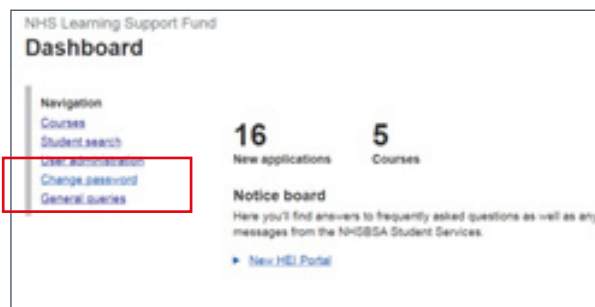
HEI User will have write access to the 'Courses' section, where enrolment confirmation will be provided and post-payment, details of any changes to circumstances for a student, including withdrawals, resumptions, changes of course and other student specific queries.

HEI Read will give the user a read-only view of the portal. They will be able to see the information but won't be able to make any changes.

User administration can be accessed by clicking the relevant option of the navigation menu.

Once here, you'll be prompted to enter a surname and/or email address for the user, then click 'Search'. If the user exists, the portal will return a result.

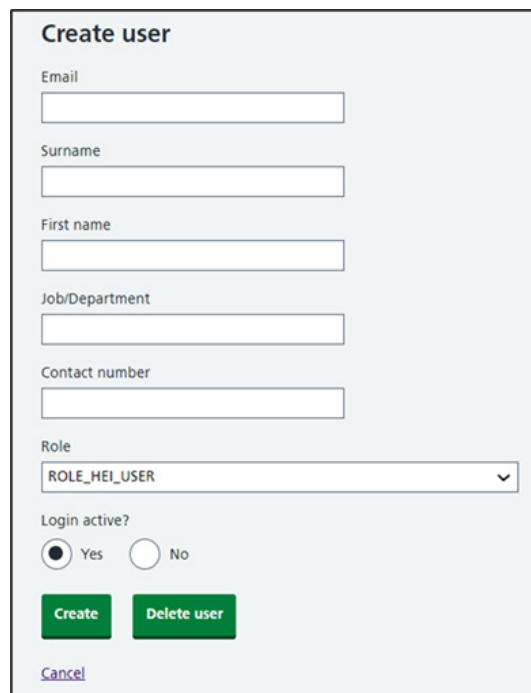
If no search results are presented, this means there is no existing account for the user and you need to create one by clicking 'create user'.





Here you will need to provide the email address, surname, first name, Job/department, contact number and intended role type for the user and indicate whether the account is active or not.

Once this information is correct, click 'create'. This will email the new user with an activation link and next steps to activate their account.



Create user

Email

Surname

First name

Job/Department

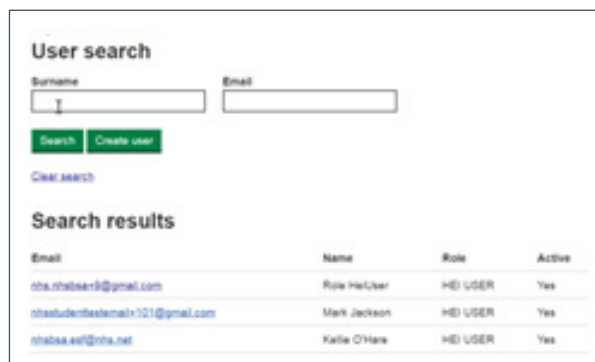
Contact number

Role
ROLE_HEI_USER

Login active?
 Yes No

[Cancel](#)

Alternatively, immediately clicking 'search' will display a list of all existing users associated with your university.



User search

Surname Email

[Clear search](#)

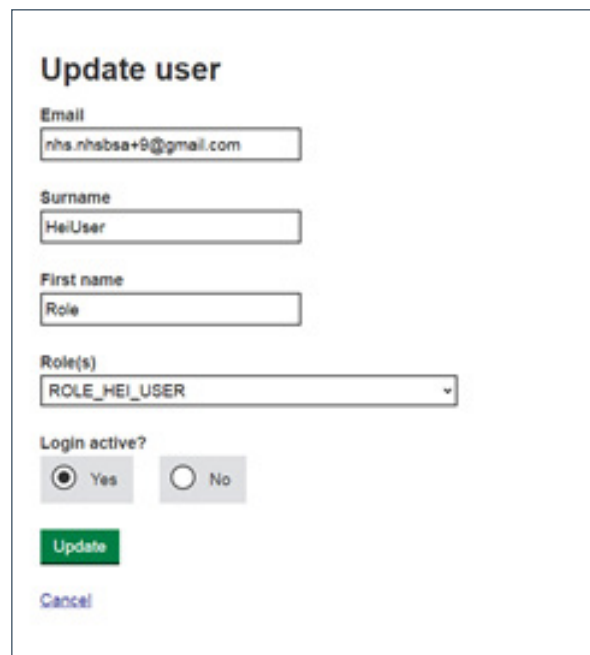
Search results

Email	Name	Role	Active
nhs.chelsea9@gmail.com	Role HeUser	HEI USER	Yes
nhsstudentbestemail101@gmail.com	Mark Jackson	HEI USER	Yes
nhsba.st@nhs.net	Katie O'Hare	HEI USER	Yes

Clicking a users' email address will present the details for the selected account. Actions here include:

- Changing details for the account owner
- Amending the role
- Making the account active/inactive

Any changes you make to the account can be committed by clicking 'update' or aborted by clicking 'cancel'.



Update user

Email

Surname

First name

Role(s)
ROLE_HEI_USER

Login active?
 Yes No

[Cancel](#)