NHS

Business Services Authority

Student Services
NHS Learning Support Fund

NHS LSF

HEI Portal Guide

Contents

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 master's courses are eligible, DipHE and FD courses are not eligible for NHS LSF)
- physiotherapy
- podiatry/chiropody
- 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.
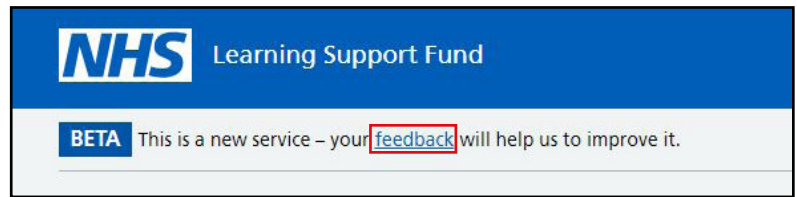
As part of our continuous improvements, we carry out Stakeholder and User Research sessions to help us improve the functionality of the NHS LSF HEI portal.

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 time remaining until the start of a new academic year.

The table below details the start and end date for when you can start to confirm a student's attendance to ensure the student receives payment on the first payment date for that term.

You will still be able to confirm a student's attendance after the enrolment confirmation deadline for payment to be administered on our next weekly payment run.

	Enrolment confirmation window opens	Enrolment confirmation deadline	First payment date
September/ October	1 November	12 November	19 November
January/February	1 March	11 March	18 March
March/April	1 May	13 May	20 May

You can view all approved applications in advance of the enrolment confirmation window opening. You will 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, if students have not applied correctly it is likely there will be delays to their payments. You may need to take pro-active action with your students to ensure they have done everything they need to do in their application so you can confirm their enrolment. Please check the following:

- 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?
- Has the student applied for the correct course?

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.
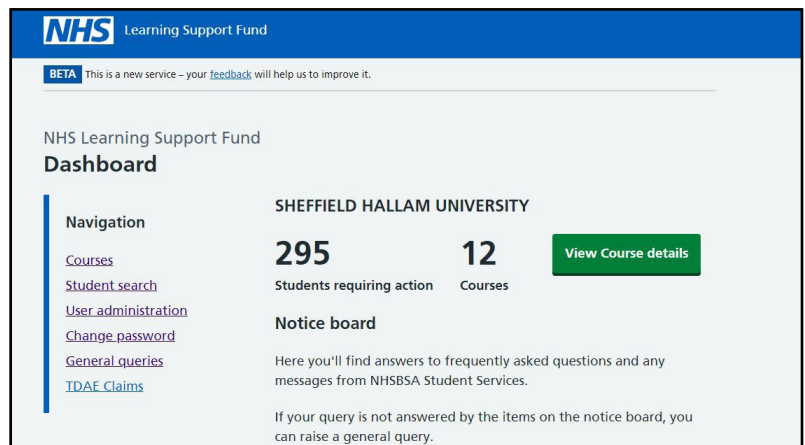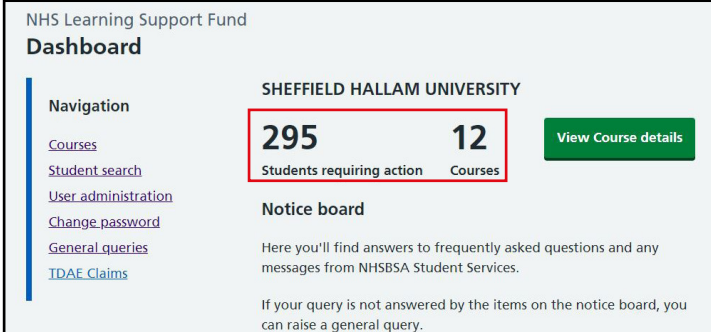

The navigation menu is how you access the different functions within the portal. You access different functions within the portal, using the menu.

6. View course details

The 'View course details' button on the portal takes you to the details of all 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 depends on 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 update this information if their university or course changes.

Select 'View course details' from the dashboard to see a list of courses linked to your university.

You will now be presented with the following screen which will be listed in groups by course type and study year (e.g., a 3 year Adult Nursing course will have three rows, one for each study year).

In each group it will be breakdown, detailing the students who have applied for each term where you are required to take action.

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

This is the view you can use to sense check the students who have applied for your university and their course as described in the 'Purpose' section of this document.

Enrolment confirmation is a matching exercise where you should verify that each student listed is attached to the correct course, study year and attendance type. You will need to provide a status for each student. As students can apply up to six months from the start of the academic year, you will need to check the lists on a regular basis for any new applications in order to match them in attendance. Once the six 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 – Student specific general queries' section of this document.

7. Student statuses

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/in full active study 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 is not accurate with the information that is displayed for the student. It maybe they are appearing against the wrong course, study year or their name is incorrect. The name used by a student on the NHS LSF system should match 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 how to rectify 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.

This is only available in term 1. If the student changes their name during the academic year, when it is time to confirm term 2 or term 3, please contact the student and ask them to update their account or log a 'Student Specific General Query'.

Discontinued should be selected where a listed student started the course as expected but discontinued before the relevant enrolment confirmation window 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 the enrolment confirmation window opened.

Not enrolled is the status to select where a student did not start the course, orwhen a continuing student has not progressed into the next academic year.

Late starter/rejoiner should be selected if a student has interrupted in a previous academic year prior to the enrolment confirmation window opened.

Maternity Leave is used once an interruption for maternity leave has been submitted.

8. Termly Confirmation of Student Attendance (COSA)

On your dashboard you will be able to view the termly COSA window. This screen will display each term, the dates of the term and whether the enrolment confirmation window is open; this will be displayed under the status section as 'Open' or 'Closed' and will change throughout the academic year.

When a termly window is open you will be able to confirm a student's enrolment status and to do this you will need to click on 'Review attendance'.

NHS Learning Support Fund
Course details for Diagnostic Radiography at SHEFFIELD HALLAM UNIVERSITY

Course name	Academic year	Study year
Diagnostic Radiography	March 2022	Year 1

Review the attendance status of students

Term	Window opens	Window closes	Status	Action
Term 1	1 November 2023	31 March 2023	Open	Review attendance
Term 2	1 January 2023	31 May 2023	Closed	Review attendance
Term 3	1 April 2023	31 August 2023	Closed	

View all students on this course

Term 1

You will see an Attendance overview for term 1. This screen will display the number of students who have had an application approved for NHS LSF. To confirm a student's attendance, you will need to click 'Confirm attendance'.

‹ Go back to students studying Adult Nursing

NHS Learning Support Fund
Attendance overview for term 1

Course name: Adult Nursing
Academic year: September 2023
Study year: Year 1

8
Students needing confirmation

Confirm attendance

Select attendance status

Here you will be able to download details you need to confirm attendance in a CSV file. You will also be able to select the students in attendance in bulk by clicking 'Select all' or alternatively you can confirm a student's attendance individually.

‹ Go back

NHS Learning Support Fund
Confirm students who are attending

Course name: Diagnostic Radiography
Academic year: September 2023
Study year: Year 1

Download details of students you need to confirm attendance for (CSV, 432KB)

Select students who are attending this course.
You can review students that you have not selected later.

Select all	Name	Date of birth	Attendance type
☐	Joe Bloggs	15 June 2003	Full time
☐	Joe Bloggs	15 June 2003	Full time
☐	Joe Bloggs	15 June 2003	Full time
☐	Joe Bloggs	15 June 2003	Full time

Once you have selected all the students in attendance you will need to click 'Save and continue'.

< Go to Attendance overview for term 1

NHS Learning Support Fund
Students who told us they're attending

Course name: Diagnostic Radiography
Academic year: September 2023
Study year: Year 1

These students have told us they are attending.

You can:

- Select the status of individual students
- confirm the attendance of multiple students
- download details of students who told us they're attending (CSV, 432KB)

Name	Date of birth	Attendance type	Action
Emmit Mar	15 June 2003	Full time	Select status
Emmit Mar	15 June 2003	Full time	Select status
Emmit Mar	15 June 2003	Full time	Select status

If a mistake has been made, click 'Review termly COSA' to change the student's status. This is only available before any payments have been released for that term.

< Go back

NHS Learning Support Fund
All students studying Dual Mental at Anglia Ruskin University

Course name: Dual Mental
Academic year: September 2023
Study year: Year 1

Show filter

Download details of students who are on this course (CSV)

Intake contains 1 students

Name	Date of birth	Attendance type	Attendance status	Change
Test Ed	05 January 2000	Full time	Student not responded for term 2	Change request
				Review termly cosa

1   Showing 1 - 1 of 1 students

Should you have a student who has a status of either not enrolled, information mismatch, discontinued or maternity leave, you will need to confirm this by clicking on 'Select status'.

Here you will need to click the relevant attendance status for the student from the options shown on the screen

< Go back

NHS Learning Support Fund
What is the status of Emmit Mar?

Course name: Diagnostic Radiography
Academic year: September 2023
Study year: Year 1

○ In attendance

○ Discontinued

○ Information mismatch

○ Not enrolled
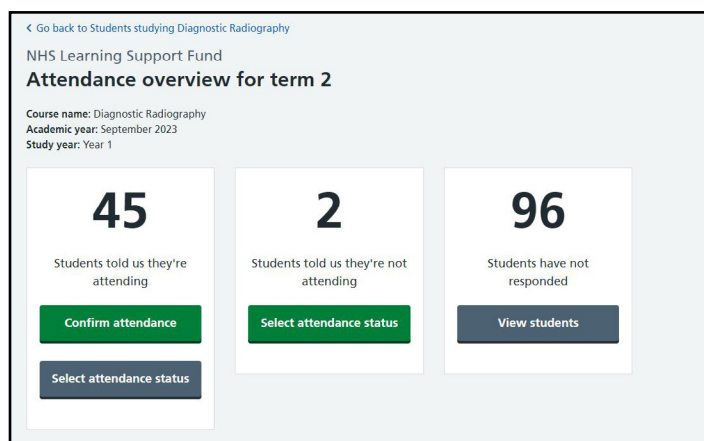
○ Maternity leave

Save and continue

Term 2 and Term 3

The enrolment confirmation for terms 2 and 3 will be led by the students confirming their attendance status. This will be done by the students being invited to log onto their NHS LSF account and select their relevant attendance status.

Once the student has confirmed their attendance status they will appear in your portal view. This will be split into three separate sections:

- Students told us they are attending.
- Students told us they are not attending.
- Students have not responded.

The enrolment confirmation for terms 2 and 3 will be led by the students confirming their attendance status. This will be done by the students being invited to log onto their NHS LSF account and select their relevant attendance status.

To ensure the student receives payment on the main payment date both the student and HEI must meet the deadline dates detailed in the table.

September or October cohort

| Academic term | Student window | | University window | | |
	Opens	Closes	Opens	Closes	Payment date
Term 1	Not applicable	Not applicable	1 Nov 2024	12 Nov 2024	19 Nov 2024
Term 2	17 Feb 2025	5 March 2025	17 Feb 2025	11 March 2025	18 March 2025
Term 3	23 June 2025	8 July 2025	23 June 2025	15 July 2025	22 July 2025

November cohort

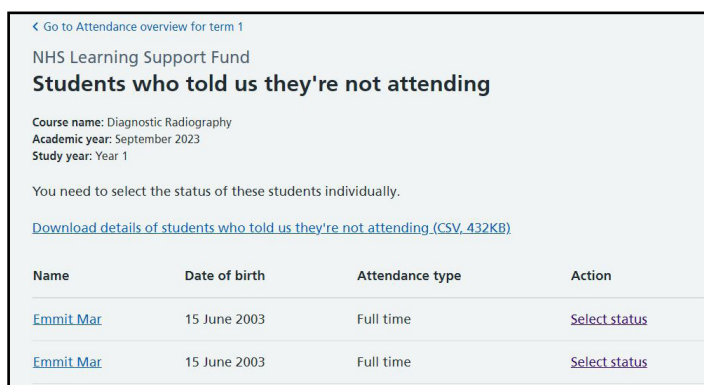| Academic term | Student window | | University window | | |
	Opens	Closes	Opens	Closes	Payment date
Term 1	Not applicable	Not applicable	1 January 2025	14 January 2025	21 January 2025
Term 2	21 April 2025	06 May 2025	21 April 2025	13 May 2025	20 May 2025
Term 3	25 August 2025	09 Sept 2025	25 August 2025	16 Sept 2025	23 Sept 2025

Both Student and HEIs will still be able to confirm a student's attendance after the enrolment confirmation deadline for payment to be administered on our next weekly payment run.

When selecting:

Students told us they are attending – Please follow the steps detailed in **Term 1**.

Students told us they are not attending - You will be presented with a list of students who have confirmed that they are not attending. Here you will need to click 'Select status'.
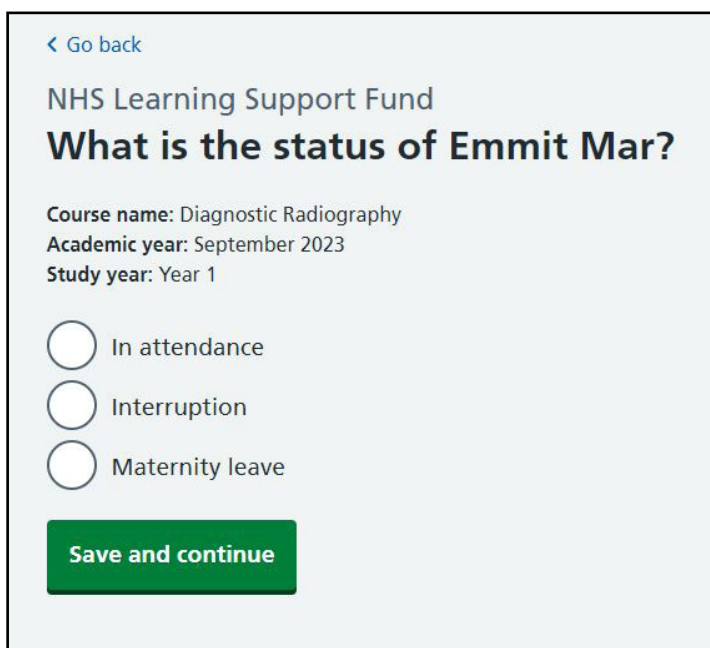
COSA Conflict - If a student ticks 'No' to the above question, they will be asked for a reason. You will be able to see this information when confirming their attendance. A student may have selected the incorrect response, for example still registered and in full active study on your system. Please contact the student before you continue through the portal and ask them to change their response by logging in their account.

If conflicting information is provided from student and HEI, this will be reviewed by the NHSBSA and may delay payment.

You will then be able to review and update the student's attendance confirmation, using the options given on the 'What change do you want to make' screen. When you select the relevant status, you will then be presented with another screen. Please refer to the either 'Change requests' or 'Additional funding' section of this guidance for further processing information.

Students have not responded – A list will be displayed of all the students who have not responded. The screen displayed will also detail the student's email should you wish to contact them. We would recommend contacting any students who have not completed their part of the process as any delays may cause a delay in their next termly payment.

< Go to Attendance overview for term 1

NHS Learning Support Fund
Students who have not responded

Course name: Diagnostic Radiography
Academic year: September 2023
Study year: Year 1

These students have not told us their attendance status yet.

We emailed them using the addresses listed. They need to respond using the link on the email or the notification in their LSF dashboard.

Download details of students who have not responded (CSV, 432KB)

Name	Date of birth	Attendance type	Email
Emmit Mar	15 June 2003	Full time	emmit.mar@email.com
Emmit Mar	15 June 2003	Full time	emmit.mar@email.com
Emmit Mar	15 June 2003	Full time	emmit.mar@email.com
Emmit Mar	15 June 2003	Full time	emmit.mar@email.com

9. Filter statuses

From your dashboard select 'View course details' and you will be presented with a list of courses linked to your university.

NHS Learning Support Fund
Dashboard

Navigation

Courses
Student search
User administration
Change password
General queries
TDAE Claims

SHEFFIELD HALLAM UNIVERSITY

295   **12**

Students requiring action   Courses

View Course details

Notice board

Here you'll find answers to frequently asked questions and any messages from NHSBSA Student Services.

If your query is not answered by the items on the notice board, you

You will then need to click 'View terms' for the course you want to apply your filter

< Go back

NHS Learning SupportFund
Viewing all course details for SHEFFIELD HALLAM UNIVERSITY

| 2022 courses | 2021 courses | 2020 courses | 2019 courses |

September 2022 course details

Course name	Study year	Total students	Action required	Action
Diagnostic Radiography	Year 1	92	47	View terms

March 2022 course details

Course name	Study year	Total students	Action required	Action
Diagnostic Radiography	Year 1	92	45	View terms

This will then take you to a screen where you will need to click on 'View all students on this course' following on from this you will then be presented with a screen where you will need to click on 'Show filter'

NHS Learning Support Fund
Course details for Diagnostic Radiography at SHEFFIELD HALLAM UNIVERSITY

Course name	Academic year	Study year
Diagnostic Radiography	March 2022	Year 1

Review the attendance status of students

Term	Window opens	Window closes	Status	Action
Term 1	1 November 2023	31 March 2023	Open	Review attendance
Term 2	1 January 2023	31 May 2023	Closed	Review attendance
Term 3	1 April 2023	31 August 2023	Closed	

View all students on this course

< Go back

NHS Learning Support Fund
All students studying Diagnostic Radiography at SHEFFIELD HALLAM UNIVERSITY

Course name: Diagnostic Radiography
Academic year: September 2023
Study year: Year 1

Show filter

Name	Date of birth	Attendance type	Attendance status	Change
Emmit Mar	15 June 2003	Full time	Student not responded for term 1	Change request
Emmit Mar	15 June 2003	Full time	University confirmation needed for term 1	Change request

This will then open the following screen allowing you to search and filter by using the following categories

- **Student name** - The ability to search for a student by name.
- **Term** – This will display all the students in each term
- **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. For further information on the student status please refer to 'Student Statuses' section of this guidance.

Hide filter

Filter

Student name

Term
Select the terms you want shown.
- [ ] Term 1 (96)
- [ ] Term 2 (0)
- [ ] Term 3 (0)

Status
Select the statuses you want shown.
- [ ] Student not responded (5)
- [ ] University confirmation needed (1)
- [ ] In attendance (2)
- [ ] Discontinued and Interrupted (1)
- [ ] Information mismatch (7)
- [ ] Not enrolled (15)
- [ ] Maternity leave (4)

Apply filters

To view information in the category, you have selected you will need to click 'Apply filter'

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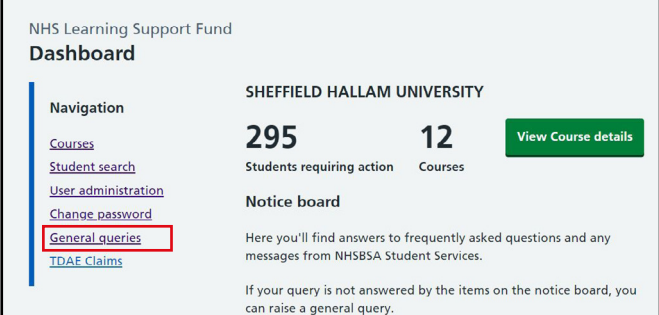
Once a student has been matched in attendance, student specific queries can be logged on the students account.

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.

NHS Learning Support Fund
Dashboard

SHEFFIELD HALLAM UNIVERSITY

Navigation

Courses
Student search
User administration
Change password
General queries
TDAE Claims

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Students requiring action

12
Courses

View Course details
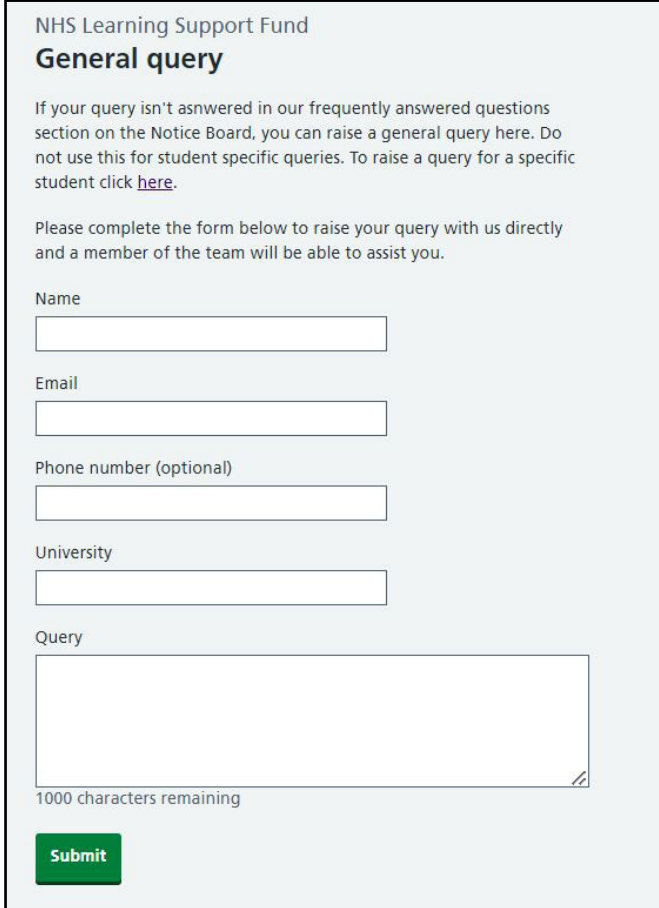
Notice board

Here you'll find answers to frequently asked questions and any messages from NHSBSA Student Services.

If your query is not answered by the items on the notice board, you can raise a general query.

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.

NHS Learning Support Fund
General query

If your query isn't asnwered in our frequently answered questions section on the Notice Board, you can raise a general query here. Do not use this for student specific queries. To raise a query for a specific student click here.

Please complete the form below to raise your query with us directly and a member of the team will be able to assist you.

Name

Email
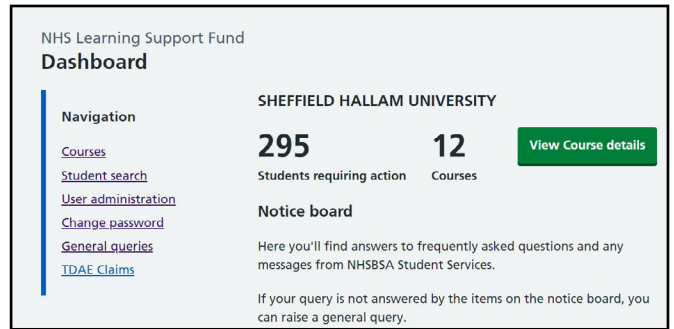
Phone number (optional)

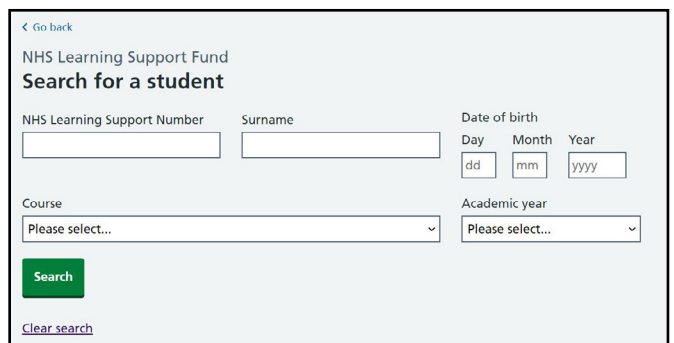University

Query

1000 characters remaining

Submit

11. 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.

12. 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

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.
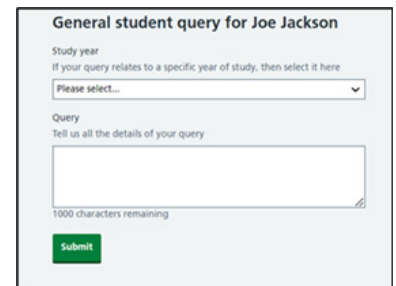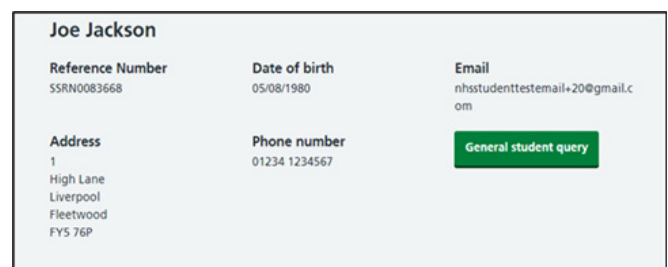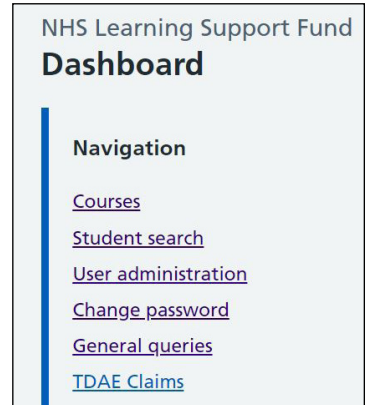
13. Change requests

If a withdrawal happens before the enrolment confirmation window is open, you should select either 'Discontinued' or 'Not enrolled' status as explained in the **Student Statuses** section, as part of enrolment confirmation. This 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.

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

- **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. This should be logged on the student's last date of attendance or within the academic year they interrupted.

A student is eligible for up to a maximum of 60 days continued funding due to illness, but only when this is covered by an authroised fit note. For example, if the student has a two-week fit note, they will only be entitled to two weeks' funding and an interruption must be logged.

If a student interrupts from their current course and switches to a new discipline or changes cohort, starting again from scratch (year one, day one), you need to log a 'interruption'. This enables the student to submit a 'New Training Grant application'. For example, if a student starts in September, interrupts, and starts again in January. This should not be confused with a resumption.

If a student interrupts due to Maternity, select this a the reason from the drop down. The student's entitlement will then be calculated and their status will be changed. During the termly COSA process, you need to confirm they remain on maternity leave.

If a student pauses their studies due to Paternity leave, they are eligible to four weeks' paternity pay and you will not need to notify us of this. Anything longer than this, you will need to log an interruption.

Additional funding. A student is eligible to up to a maximum of 12 months' additional funding to enable them to complete their course. Please note additional funding cannot be paid for reasons of academic failure alone – mitigating circumstances must be provided.

Circumstances that could reasonably be expected to cause disruption include:
- mental ill-health
- physical illness and injury
- bereavement
- a caring responsibility

- **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.

- **Change course details** – confirm a change to course, attendance type (full time to part time) duration. This should not be used for interruption, additional funding requests, and so on.

- **Maternity** - log an Interruption - giving the reason as maternity. The student entitlement will then be calculated, and their status will be changed. During the termly cosa process, please confirm they remain on maternity leave.

- **Late starter/rejoiner** - see section 7

You will then be asked to provide some information to allow us to process the request.

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.

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:

- **Pended** – Not yet actioned by NHSBSA
- **Approved** – actioned by NHSBSA
- **Rejected** – actioned by NHSBSA

Test ED

Reference Number	Date of birth	Email
SSRN0096822	05/01/2000	nhsstudenttestemail+4185@gmail.com

Address	Phone number	
25 Plod Lane Plod Lane Fleetwood FY8 7YR	07867486906	General student query

Course application history

Course name	Academic year	Study year	Start date	Status	Actions
Dual Mental	September 2023	Year 1	01/12/2023	Student not responded for term 2	View terms Change request

Activity history

▸ Late starter rejoiner - 25/09/2024 - ref:2645 (Approved)

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.

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

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'.

Please remember:

- Do not share your password with anyone else as this creates a security risk to the student's accounts and across the wider systems.
- If someone requires a different user access level, please speak to your designated admin user in the first instance.
- It is important you notify us when users no longer require access so their accounts can be closed. By failing to notify us of a staff member no longer needed access, this creates a security risk to the students' accounts and the wider system.