



Department  
of Health

# **NHS Financial Support for Health Students (First Edition)<sup>1</sup>**

## **Learning Support Fund**

**Information for academic authorities and  
students for the 2017/18 academic year (1<sup>st</sup>  
Edition)**

**Prepared by the NHS Business Services Authority on behalf of the Department  
of Health**

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## **Disclaimer**

Students and prospective students should not rely on the current Learning Support Fund rules and allowances when planning for subsequent academic years. These rules may be subject to review in the future and as a result may change. Further information on the Learning Support Fund will be posted on the [NHS Business Services Authority](#) (NHSBSA) website. Students are advised to check the website on a regular basis. The Department of Health and NHSBSA Student Services will not accept responsibility for loss of any type suffered by students who have relied on current rules and allowances whether for the current academic year, academic year to begin or indeed for subsequent academic years.

# Introduction

The information in this document is made in association with the *NHS Bursary Scheme - New Rules - Sixth Edition 2017/18*, which are made pursuant to Section 63(6) of the Health Services and Public Health Act 1968.

The Government's Response to the consultation *Reforming healthcare education funding: creating a sustainable future workforce* stated the following:

*Through the consultation process, the Department has received evidence of the need for supplementary funding to the higher education student loans system in the case of healthcare students. The Department considers that this funding is needed, given the unique case of healthcare students, to prevent a fall in both the number and diversity of these students, and otherwise to ensure there is a continued workforce supply of healthcare workers.*

Thus, three elements of supplementary funding are being made available for eligible students<sup>2</sup> to apply for. In summary these are:

## Travel and Dual Accommodation Expenses

Eligible students will be able to apply for reimbursement of essential expenses incurred, over and above their normal daily travel costs, as a result of attending practice placements. The expenses will be payable to eligible students for a full **academic year** for eligible programmes that commenced between 1 August 2017 and 31 July 2018.

The government will publish the arrangements for 2018/19 onwards in due course.

## Child Dependants Allowance

Eligible students with eligible child dependants will be able to apply for a grant of £1000 per student, per **academic year**. This is to ensure that they are able to continue to study and attend practice placements. This grant does not affect students' access to childcare support and other means of funding support available through the higher education support system or other sources.

## Exceptional Support Fund

Eligible students facing severe financial hardship, having exhausted all other available sources of funding, will be able to apply for additional funding. This is an income-assessed non-repayable grant of up to £3000 per student per year.

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<sup>2</sup> New nursing, midwifery and allied health professional students (those professions included in the scope of the funding reforms) commencing undergraduate pre-registration healthcare programmes on or after 1 August 2017. This excludes students included in the Transitional Arrangements 2017/18 (see separate guidance) but includes any new **part-time** pre-registration healthcare students (those professions included in the funding reforms) not studying in a capped place. See [Table 1](#), page 5 for a list of eligible professions.

# 1. General Eligibility Criteria

For each of the three elements of the Learning Support Fund detailed in the following chapters, there are specific criteria that relate directly to the funding support available, however there are general overarching eligibility criteria that apply to all elements. These are:

## Eligible Programmes

- 1.1 Students must be studying on a nursing, midwifery or allied health professional programme<sup>3</sup> that leads to professional registration\* as listed in the table below:

**Table 1 - list of eligible programmes**

Programmes commencing between 1 August 2017 and 31 July 2018	
Nurse (Adult)	Orthotist/Prosthetist
Nurse (Child)	Physiotherapist
Nurse (Learning Disabilities)	Podiatrist
Nurse (Mental Health)	Diagnostic /Therapeutic Radiographer
Nurse (dual qualification programmes)	Speech and Language Therapist
Nurse/Social Worker (joint)	Operating Department Practitioner
Midwife	Occupational Therapist
Dietitian	Orthoptist
<b>*List does not include:</b> - Postgraduate healthcare courses in the above professions - Part-time undergraduate courses for which a bursary maintenance award is payable (these students will not be eligible for Child Dependents Allowance or Travel and Dual Accommodation Expenses, however may be eligible to apply for the Exceptional Support Fund)	

## Students eligible for and in receipt of tuition fee and maintenance support from Student Loans Company

- 1.2 In order to qualify for the Learning Support Fund, students must be eligible for tuition fee and maintenance support from the Student Loans Company<sup>4</sup>. Students will ordinarily be required to provide evidence in the form of the original letter from Student Loans Company that demonstrates they are in receipt of a loan for tuition fees and/or maintenance support.

## Students eligible for tuition fee and maintenance support from Student Loans Company who are not in receipt of a student loan

- 1.3 Some students for personal reasons, such as religious grounds and other specific reasons, may not claim a student loan. Dependent upon individual circumstances these students may be eligible to access the Learning Support Fund. NHSBSA Student Services will handle such cases directly with the

<sup>3</sup> New nursing, midwifery and allied health professional students (those professions included in the scope of the funding reforms) commencing undergraduate pre-registration healthcare programmes on or after 1 August 2017

<sup>4</sup> Use of the term 'Student Loans Company' throughout this document may refer to Student Finance England, Student Finance Wales, Student Finance Northern Ireland or Student Awards Agency for Scotland as appropriate.

individual concerned. Students will need to demonstrate that they meet the required eligibility criteria in order to receive the Learning Support Fund (see **Eligibility** paragraph below).

### **Active Study**

- 1.4 In order to be considered for any elements of the Learning Support Fund, students must be actively in study, whether academic or practice learning. Any students not in **active study** may be considered for elements of the Learning Support Fund if there are exceptional and mitigating circumstances. **Section 5** provides further details.

### **Eligibility**

- 1.5 In order to receive any support from the Learning Support Fund, students must meet eligibility criteria as defined by either: [Student Finance England](#), [Student Finance Wales](#), [Student Finance Northern Ireland](#) or [Student Awards Agency for Scotland](#).
- 1.6 In addition, students who meet the eligibility criteria as specified in **paragraph 1.5** must be studying at an **academic authority** in England.

## 2. Travel and Dual Accommodation Expenses

2.1 This chapter sets out the provisions for the reimbursement of excess travel and dual accommodation costs incurred by eligible new students whilst undertaking a practice placement during the **academic year**. The expenses will be payable to eligible students for a full **academic year** for eligible programmes that commenced between 1 August 2017 and 31 July 2018.

2.2 Students who meet the eligibility criteria as set out in [Section 1](#) are entitled to have some of the additional costs arising from attendance at a practice placement reimbursed to them, provided that a valid claim is made within nine months of the cost being incurred.

These costs are specified in [paragraphs 2.3](#) and [2.4](#), and calculated on the basis of the rules in [paragraph 2.8](#), subject to the limits set out in [Table 2](#) below.

2.3 The costs are those of a type described in [paragraph 2.4](#) below and are necessarily and reasonably incurred in attending either:

- (a) a part of the course which constitutes supervised clinical practice at premises other than those of the **academic authority** providing the course; or
- (b) an educational institution overseas where attendance overseas is a necessary part of the course.

2.4 The types of cost that can be added while on practice placement are as follows:

- (a) the cost of **temporary accommodation** near the clinical practice site where it is not practicable for the student to travel there from his or her **normal accommodation** on a daily basis, provided that the **temporary accommodation** is not the **parental home**;
- (b) the costs of travel arising from the practice placement that exceed the daily costs of travel in term time between the student's **normal accommodation** and the **academic authority** providing their course.

This will either be:

- (i) Any excess cost arising from daily travel between the students **normal accommodation** and the practice placement site, or
- (ii) Any excess cost arising from one weekly return journey between the student's **normal accommodation** and their **temporary accommodation**, and;

(iii) Any excess cost arising from daily travel from the **temporary accommodation** to the practice placement site.

(iv) the additional cost of being required to travel to visit other practice placement sites or the homes of patients while on practice placement, where the student is not given free transport.

(v) Where the student is attending a part of the course overseas, the additional travelling costs necessarily incurred within or outside the **UK** that are in excess of the student's normal daily cost of travel between their **normal accommodation** and the **academic authority** they normally attend, and any essential associated costs such as accommodation, medical insurance, tests and any fees for visas

2.5 Other costs arising in connection with practice placements such as the costs of refreshments, tips and phone calls will not be reimbursed.

### Means of Travel

2.6 Students are expected to travel by the cheapest form of transport available where it is reasonably practical to do so. A student may claim reimbursement of costs of using a **private motor vehicle** if:

(a) It is agreed with the **academic authority** concerned in advance that is the most appropriate form of transport and;

(b) The **academic authority** is satisfied in advance that the student has adequate insurance cover for all risks associated with this use of the motor vehicle.

2.7 Students travelling in a **private motor vehicle** should understand that they do so at their own risk. The provision in these rules for re-imbursement of the costs of travel by **private motor vehicle** do not constitute any acceptance of liability by the **academic authority**, the NHSBSA or any other NHS body for the risks arising from the use of the **private motor vehicle** concerned.

### Calculation of the Amount to be Reimbursed

2.8 For the purposes of these rules the cost to be reimbursed is calculated on the following basis:

(a) For travel, the costs are:

(i) the receipted cost of travel by the most direct route by public transport using the most favourable rates, concessionary schemes or facilities available to the student; or



(ii) where the student travels in a **private motor vehicle**, or hire car where appropriate, the distance travelled by the most direct route at the mileage rate set out in [Table 2](#), and the actual receipted cost of any parking, tolls or ferries necessarily incurred on that journey;

(iii) less the cost of daily travel in term time between the student's **normal accommodation** and the student's **higher education institution** for the relevant period and calculated as described in (i) and (ii) above.

(b) For **temporary accommodation**, the costs are the actual receipted cost of the **temporary accommodation** up to the limits set in [Table 2](#) below.

(c) For all other costs reimbursable under the rules above, the actual receipted cost

### **Application for Reimbursement**

2.9 Students must submit claims for travel and dual accommodation expenses, including the appropriate receipts, to their **academic authority**. All claims must be checked by the **academic authority** before they are sent to the NHSBSA. The NHSBSA will not require the receipts to be submitted following the checks undertaken by the **academic authorities**.

### **Time Limit**

2.10 No reimbursement will be made in respect of claims presented more than nine months after the relevant costs were incurred.

**Table 2: Limits on Reimbursable Travel and Dual Accommodation Expenses**

<b>Cost</b>	<b>Limit</b>
(a) Public transport	Actual cost
(b) Travel in or on the student's own vehicle:	
Pedal Cycle	20p per mile
Motor vehicle up to 125cc	28p per mile
Other motor vehicle	28p per mile
Additional reimbursement per eligible passenger (must meet General Eligibility Criteria and be travelling to a practice placement)	5p per mile
Parking, Tolls and Ferries	Actual cost
(c) <b>Temporary Accommodation:</b>	
Commercial Accommodation (e.g. hotel, bed and breakfast)	£55 per night
Non-commercial Accommodation	£25 per night

**Important note:** The travel and dual accommodation expenses do not include any provisions for any travel costs associated with Disabled Students Allowances as administered by the Student Loans Company.

### 3. Child Dependants Allowance

This chapter sets out the provisions for the 2017/18 **academic year** for eligible students

3.1 To claim the Child Dependants Allowance students must:

- (a) Be an eligible student under [Section 1](#)
- (b) Have **parental responsibility** for a child who is under 15 years of age on the first day of the **academic year** for which they are applying, or under 17 years of age if the child is registered with special educational needs on the first day of the **academic year** for which they are applying.

3.2 Eligible students can claim a non-repayable grant of £1000 per student, per annum. This is regardless of the number of **dependent** children for which the student has **parental responsibility**.

3.3 The NHSBSA will pay the total allowance of £1000 to each student in termly instalments.

3.4 Students must claim within nine months of the first day of the current **academic year** of their programme.

3.5 Any students studying on a **part-time** basis who are not included in the **part-time** Transitional Arrangements 2017/18 will receive a pro rata award.

#### **Students who withdraw or transfer**

3.6 The Child Dependants Allowance (CDA) will be awarded and will remain payable to the student providing the student continues to attend their course.

3.7 The student must inform the NHSBSA as soon as possible and in any event no later than one month after the event if he or she -

- (a) abandons or withdraws from the course; or
- (b) is expelled from the course; or
- (c) ceases to attend the course and does not intend or is not permitted to return; or
- (d) transfers to another course, whether or not the new course is an eligible course and whether or not it is at the same institution;
- (e) any other relevant change in circumstances that may impact on their eligibility to receive CDA.

3.8 On receiving notification of any of the circumstances which fall under [paragraphs 3.7 \(a\) to \(c\)](#), the NHSBSA will

(a) terminate any subsequent instalments of CDA which were due to the student. Where an award is terminated, the NHSBSA will decide the date of termination, and this date may be different to the date on which the student abandoned, withdrew or was expelled from the course.

(b) determine whether the student is owed any payment or part-payment of CDA or whether an overpayment has occurred. Where an overpayment is determined, the student must promptly repay this amount when requested to do so in writing by the NHSBSA.

- 3.9 During each academic year the NHSBSA will ask **academic authorities** to provide and confirm student attendance data in order to ensure CDA payments are being paid appropriately.

## 4. Exceptional Support Fund

- 4.1 The Department of Health recognises that, in a small number of cases, there may be scenarios where students find themselves facing severe financial hardship. Under the reformed system, all nursing, midwifery and allied health students within the scope of these reforms will be under the purview of the Director for Fair Access. However, the Department recognises that, even with this level of additional support, there may potentially be some exceptional cases where students still consider ending their studies prematurely due to severe financial hardship.
- 4.2 This section therefore sets out the provisions under which the NHSBSA can award funds to support exceptional cases where eligible nursing, midwifery and allied health students find themselves in severe financial hardship in the 2017/18 **academic year**.
- 4.3 To be eligible for assistance from the Exceptional Support Fund (ESF) a student must:
- (a) be an eligible student under [Section 1](#);
  - (c) be in genuine hardship;
  - (d) satisfy the NHSBSA that there is a demonstrable shortfall between their income and expenditure, which they are unable to manage by their own actions;
  - (e) satisfy the NHSBSA that they have exhausted all other available avenues of funding support, including **academic authority** hardship funds as described in the **academic authority's** Office for Fair Access (OFFA) agreements.
- 4.4 Assistance from the ESF will only be made where the student signs an undertaking to repay any sums which are overpaid, or paid in circumstances where it later becomes clear that the student was ineligible for the grant.
- 4.5 Where the NHSBSA agrees that a student meets the conditions in [paragraph 4.3](#) and subject to the criteria in [paragraph 4.6](#), a non-repayable grant of up to £3000 per year may be made to assist the student.
- 4.6 ESF awards will **not** be made in the following circumstances:
- (a) For the purpose of making emergency payments, such as repairs to essential household equipment, stolen items, car repairs (this list is not intended to be exhaustive);
  - (b) Helping to meet the costs of tuition fees where the student is eligible for, but has not taken out, a tuition fee loan;

- (c) Where there is evidence of money mismanagement;
- (d) Making good a default in contribution by a **parent**, spouse, civil partner or **partner**;
- (e) Meeting a temporary shortfall in income, such as where a student is awaiting payment of a maintenance award or **academic authority** hardship funds reimbursement of travel expenses or requires a loan.

### Calculation

4.7 The income assessment model for the ESF award will be fully detailed in the NHSBSA Exceptional Support Fund Application Pack and will be calculated on the standard rates of:

- (a) Living costs and
- (b) Allowable expenditure

available at the time of application. (**London** rates and weighting will be applied where relevant)

### Expected income

4.8. Students are expected to have made provision for their living costs before commencing their studies, therefore when calculating income for the ESF, the NHSBSA will assume that all students have the normal standard amounts of living support costs available to them (**London** rates and weighting will be applied where relevant).

### Student expenditure

4.9 Students have to pay for essential items such as food, bills, clothes, leisure, rent, travel and course costs. As some students may choose, or be required to, spend more than others, a system of reasonable expenditure values will be applied in each assessment.

### Application and evidence

4.10 An application for Exceptional Support funding must be made in such a form and with such supporting information as the NHSBSA may require in order to assess the application. The student must also provide:

- (a) evidence that he or she has taken up all the **student loan** funding to which they are entitled (see [paragraph 1.3](#) for specific exceptions);
- (b) evidence that he or she has applied for hardship funds to their **academic authority**, where there is provision for these at their institution and details of the final outcome;

(c) details of their income and expenditure in the format prescribed by the NHSBSA;

(d) confirmation that their application is supported by the **academic authority** providing the course;

### **Student withdrawal**

4.11 Funding, or a proportion of the allotted funding, may be recoverable if student:

(a) abandons or withdraws from the course; or,

(b) is expelled from the course; or

(c) ceases to attend the course and does not intend or is not permitted to return; or

(d) transfers to another course which is ineligible for any of the Learning Support Fund elements; or

(e) any other change in circumstances that may impact on their eligibility to receive ESF.

## 5. Changes in Circumstances

- 5.1 As described in [Sections 3 and 4](#), any relevant changes in circumstances must be notified to NHSBSA within one month of the change happening.
- 5.2 In any instances where a student's circumstances change in a way which may affect their eligibility for the Learning Support Fund, or any of the payments they are entitled to under the learning Support Fund, or the student's ability to meet the conditions attaching to the Learning Support Fund, the student should seek advice from the NHSBSA as soon as possible.

### Illness, Injury or Disability

- 5.3 A student may continue to receive Child Dependents Allowance and Exceptional Support Fund for periods of authorised absence due to a medically certified illness or injury of up to 60 days in an **academic year**, including any holidays which intervene between continuous periods of absence due to illness or injury at the end of one term and the beginning of the next. This would need to be as agreed by the Student Loans Company in relation to the maintenance loan in order to be applicable to these allowances.
- 5.4 Any payments to the student from either the Child Dependents Allowance or the Exceptional Support Fund where relevant would cease from the date of last attendance which may include the authorised 60 days.
- 5.5 Any students with disabilities should contact the Student Loans Company who is responsible for the administration of Disabled Students Allowances.

### Maternity and Adoption

- 5.6 Any students who take a period of temporary withdrawal from their course for maternity leave or adoption leave will not normally be eligible for any elements of the Learning Support Fund.
- 5.7 Any students who are on an authorised period of maternity leave or adoption leave from their course may be considered for the Child Dependents Allowance and Exceptional Support Fund if there are exceptional mitigating circumstances applicable. Students should contact their **academic authority** to discuss their circumstances in the first instance. The **academic authority** can contact NHSBSA to discuss the case and determine if there is evidence of exceptional mitigating circumstances. NHSBSA in conjunction with Department of Health will be responsible for determining whether any cases are deemed to be exceptional and mitigating to warrant a funding award. This would also be dependent on the student being authorised for continued maintenance loan support from the Student Loans Company for the period concerned.



## Extending the Time Normally Required to Complete the Course

- 5.8 If a student cannot complete the course in the time normally required because of maternity or adoption leave, the Learning Support Fund provisions will be extended for up to 12 months to allow the student to complete the course.
- 5.9 Where the **academic authority**, with the prior approval of the NHSBSA, requires the student to repeat part of the course, the Learning Support Fund provisions may be extended for up to 12 months to allow the student to complete the course.
- 5.10 If a student cannot complete the course in the time normally required for any other reason, the Learning Support Fund provisions may be extended for up to 12 months to allow the student to complete the course. However, in these circumstances an extension will only be granted if the NHSBSA, after consulting the **academic authority**, concludes that there is a reasonable prospect of the student qualifying.

## 6. Conditions Applying to an Award from the Learning Support Fund

6.1 The Learning Support Fund is awarded and payable subject to all of the following conditions:

(a) The student continues to attend the course for which the Learning Support Fund is awarded, unless granted authorised leave of absence under [Sections 3 and 4](#).

(b) The student is not expelled from the course or refused permission to complete the course.

(c) The student completes the course within the period ordinarily required for completion of the course unless a repeat year or other extension is approved under [Section 5](#).

(d) The student supplied the NHSBSA with such information it considers to determine eligibility and any payment pursuant to it within 1 month of the request being made.

(e) The student informs the NHSBSA as soon as possible and in any event no later than 1 month after:

(i) he or she abandons or withdraws from the course; or

(ii) he or she is expelled from the course; or

(iii) he or she ceases to attend the course and does not intend or is not permitted to return; or

(iv) he or she transfers to another course, whether or not the new course is an eligible course and whether or not is at the same **academic authority**; or

(v) he or she interrupts training temporarily for reasons of maternity or adoption; or

(vi) he or she is absent from the course without the prior agreement of the **academic authority** for any period for any other reason; or

(vii) there is any change in the date for starting or completing the course; or

(viii) it becomes clear that the student cannot complete the course and qualify in the relevant healthcare profession; or

(ix) there is any change in his or her contact details; or

- (x) there is any change in the bank or building society account into which Learning Support Fund payments are to be made.
  - (f) The student has not knowingly or recklessly supplied the NHSBSA with information which is false in a material particular.
  - (g) The student promptly repays any overpayment of Learning Support Fund when requested to do so by the NHSBSA.
  - (h) The student has not fraudulently obtained or fraudulently attempted to obtain any of the Learning Support Fund or payment thereof.
  - (i) The student has not in any other way shown by their conduct that it would be inappropriate to grant a Learning Support Fund award.
- 6.2 The NHSBSA may suspend, reduce or terminate a Learning Support Fund award, or disqualify a student from future eligibility for an award if, after consulting the **academic authority**, it appears that the student is in breach of the conditions in [paragraph 6.1](#) or if any other misconduct by the student while receiving an award is such, as to show it would be inappropriate to grant them a Learning Support Fund award. The NHSBSA may also suspend payment if requested to do so by NHS Protect or by the NHSBSA Local Counter Fraud Specialists pending enquiries concerning possible fraud in relation to the payment of the Learning Support Fund.
- 6.3 The NHSBSA may also disqualify a student from future eligibility for the learning Support Fund if, after consultation with an NHSBSA Local Counter Fraud Specialist, it is concluded that any breach of the condition set out in [paragraph 6.1](#), or if any other misconduct by the student while receiving an award is such, as to show that it would be inappropriate to grant them any award from the Learning Support Fund at any point in the future.
- 6.4 Where the NHSBSA suspends or reduces a Learning Support Fund award because of the student's unauthorised absence, or the student's suspension by the **academic authority**, the suspension or reduction of the award may only be in relation to the period, including any holidays, between the start of the unauthorised absence or suspension and the student's return to the course.
- 6.5 Where an award is terminated, the NHSBSA will decide the date of termination, and this date may be different to the date on which the student abandoned, withdrew or was expelled from the course.

## 7. Applying for the Learning Support Fund

- 7.1 A student must apply to the NHSBSA for each **academic year** in which the course runs, as required by the NHSBSA.
- 7.2 The re-application for another year's funding must be made in the form prescribed by the NHSBSA and within the first nine months of the current **academic year** of study, except in the case of the Exceptional Support Fund where applications will be accepted at any point during the **academic year**.
- 7.3 The applicant must give a written undertaking that the particulars given are correct to the best of his or her knowledge or belief, and that he or she will notify the NHSBSA promptly of any change which might affect his or her eligibility for an award or the payments which he or she receives under an award.
- 7.4 The applicant, or if he or she is under the age of 18 years a person with parental responsibility for them, must give a written undertaking that, where any payment under the Learning Support Fund exceeds the amount payable under these rules for the **academic year** concerned, the person signing the undertaking will, if called on to do so, repay the excess amount.
- 7.5 The applicant must provide such evidence as the NHSBSA may require in order to demonstrate his or her eligibility, in particular the copy of the relevant correspondence from the Student Loans Company.
- 7.6 For all elements of the Learning Support Fund, **academic authority** must provide appropriate authorisation in the form required by the NHSBSA to confirm that the student is in attendance on an eligible course and in **active study** at the point of application for funding or at the point required by the NHSBSA as stated elsewhere in this document.
- 7.7 A student can only apply for the Learning Support Fund when they have enrolled on the first **academic year** of study on the course. Applications in advance of course commencement will not be accepted by the NHSBSA.

## 8. Complaints, Appeals and Reviews

### Complaints

- 8.1 If a student is concerned about the way in which a Learning Support Fund application, funding payment or any other matter in relation to the Learning Support Fund is being dealt with, the student should first contact the NHSBSA on **0300 330 0521**. This is likely to be the fastest way to resolve any issues about a current payment or application.
- 8.2 If a student remains dissatisfied with the way in which a Learning Support Fund application, funding payment or any other matter in relation to an NHS Bursary has been dealt with, the student may make a formal complaint to the NHSBSA in writing to:

The Review Section, NHSBSA Student Services  
Hesketh House  
200-220 Broadway  
Fleetwood FY7 8SS  
Or by email to: [nhsbsa.lsfcomplaints@nhs.net](mailto:nhsbsa.lsfcomplaints@nhs.net)

- 8.3 The Secretary of State for Health has asked the NHSBSA to treat all complaints in a fair, objective and consistent manner; to take corrective and remedial action where possible; and to identify any areas for improvement in the operation of the Learning Support Fund.
- 8.4 If a student has exhausted the NHSBSA formal complaints procedure and believes their complaint has been inappropriately or unfairly dealt with by the NHSBSA, the student may complain to the Department of Health in writing. A student should include in their letter their explicit consent that the Department of Health may share the necessary personal information with the NHSBSA in order to investigate their complaint fully. This is to ensure compliance with the Data Protection Act. The Department aims to respond to complaints within 20 working days, A student should write to:

Learning Support Fund Complaint  
F.A.O. Ian Newton  
Senior Policy Lead, Health & Social Care Workforce Strategy  
Quarry House  
Quarry Hill  
Leeds LS2 7UE

### Reviews

- 8.5 Where a student believes a decision made by the NHSBSA in relation to an award from the Learning Support Fund is incorrect, they may ask for the

decision to be reviewed. Such a review can include, but is not limited to, the following matters:

- (a) the outcome of a funding application,
- (b) a decision on the amount of funding payable,
- (c) suspension, reduction or termination of funding.

8.6 The request for a review should be made within 28 days of notification of the decision.

8.7 Any application for a review must be made in writing to:

The Review Section, NHSBSA Student Services  
Hesketh House  
200-220 Broadway  
Fleetwood FY7 8SS  
Or by email to: [nhsbsa.lsfcomplaints@nhs.net](mailto:nhsbsa.lsfcomplaints@nhs.net)

## Appeals

8.8 If after being informed of the result of a review a student continues to believe that a decision made by the NHSBSA in relation to the Learning Support Fund is incorrect the student may appeal to the Department of Health.

8.9 The request for an appeal should be made within 28 days of notification of the decision of the review. The Department aims to respond to appeals within 20 working days.

8.10 Any application for an appeal to the Department of Health must be made only after the review process has been completed by the NHSBSA and be made in writing. A student should include in their letter their explicit consent that the Department of Health may share the necessary personal information with the NHSBSA in order to investigate the student's appeal fully. This is to ensure compliance with the Data Protection Act. A student should write to:

Learning Support Fund Appeal  
F.A.O .Ian Newton  
Senior Policy Lead, Health & Social Care Workforce Strategy  
Quarry House  
Quarry Hill  
Leeds, LS2 7UE

## Glossary

Words and Phrases with Special Meanings	Special Meaning in These Rules
Academic authority	Institution of higher education that is recognised by the Department of Health and the NHS as offering a course for which the Learning Support Fund may be payable.
Academic year	The <b>academic year</b> is a period of 12 months starting from the first date of the first term in that period, as provided to the NHSBSA by the relevant <b>academic authority</b> .
Active study	A student is deemed to be in <b>active study</b> if they are attending the premises of the <b>higher education institution</b> for academic learning, on a recognised study period at other premises (such as designated study weeks) or attending premises associated with practice learning.
Dependent	A person is <b>dependent</b> if they wholly or mainly financially rely on the other person for their day-to-day needs. But a person is not <b>dependent</b> if they are wholly or mainly supported by state benefits.
Full-time	In relation to an eligible course, a course in which the student is required to attend the course for at least 30 weeks in each <b>academic year</b> except the final year of multi-year courses, and at least 8 weeks in the final <b>academic year</b> of multi-year courses; and to undertake in each <b>academic year</b> an average of at least 21 hours a week in study or practice placement or other work experience required by the course. In relation to a student, a student attending such a course.
Islands	The Channel <b>Islands</b> and the Isle of Man.
London	The area comprising the City of London and the Metropolitan Police District as defined by section 76 of the Greater London Act 1963 prior to its substitution by section 323(1) of the Greater London Authority Act 1999.
Normal accommodation	A student's accommodation in term time, whether at the <b>parental home</b> or away from the <b>parental home</b> .
Parent/Parents	A <b>parent</b> or <b>parents</b> by nature or legal adoption. But not

	a guardian step-parent, or foster parent (unless they have legally adopted the student concerned).
Parental home	The home of a <b>parent</b> or guardian of the student or, for members of a religious order, a house belonging to that religious order.
Parental responsibility	Exists where a person has the same legal rights, duties, powers, responsibilities and authority as a <b>parent</b> for a child and for the child's property.
Partner	A person who is ordinarily living with the student as if they were the student's spouse or civil partner.
Part-time	In relation to a course, any course that does not satisfy the definition of a <b>full-time</b> course above. In relation to a student, any student attending a course that does not satisfy the definition of a <b>full-time</b> course above.
Private motor vehicle	Includes a pedal cycle, motor vehicle up to 125cc and any other motor vehicle owned by the student or otherwise used by the student with the owner's consent, other than a hire vehicle and subject to the requirements in <a href="#">Para 2.7</a>
Student loan	A loan provided by the Student Loans Company.
Temporary accommodation	The <b>temporary accommodation</b> taken by a student while attending a practice placement which forms part of his or her course.
UK	The United Kingdom of Great Britain and Northern Ireland, comprising England, Scotland, Wales and Northern Ireland but not the <b>Islands</b> .