If you're from a university, college or assessment centre that works with students who are eligible for NHS or social work bursaries, please subscribe to Bursary News. Email us at nhsbsa.studentservices@nhs.net with your full contact details and we'll add you to our distribution list.
Welcome to this edition of Bursary News, providing information and updates from Student Services.

Looking back at 2015, I’m very proud of what we’ve achieved during the year. Our service delivery has yet again improved in key areas such as:

• reducing customer calls by further developing and promoting our Ask Us service and social media channels
• significantly reducing Bursary Online Support System (BOSS) downtime
• most importantly, making payments to students on time.

Our service developments have proved successful with the new Childcare Allowance Reconciliation service now fully embedded and a seamless transfer of Social Work Bursaries and the Education Support Grant functions from Newcastle to Fleetwood.

As we look forward over the coming year, we’re anticipating challenging times ahead. We’re committed to continuing to provide excellent service to our customers whilst managing any transitions resulting from the policy changes announced in the government Spending Review. We will be actively encouraging all students to apply as early as possible for the Autumn 2016 new intakes and returning cohorts to help us manage the workflow during our peak period.

I hope you find this edition of Bursary News useful and welcome any ideas you have for any future articles. Please email us at: nhsbsa.studentservices@nhs.net with your suggestions.

Kerry Hemsworth
Head of Service - Students
Operational update for NHS Student Bursaries

All NHS students who are eligible to apply for a bursary must make an online application every year through their Bursary Online Support System (BOSS) account. For more information about reapplying and about BOSS, please visit our website at http://www.nhsbsa.nhs.uk/Students/3942.aspx

Your students can find the application window tables on our website at the appropriate link below. These tables clearly show students when they can apply/reapply for their NHS Bursary and what their deadline is. Other useful guidance on making a bursary application is also provided on these web pages.

**Continuing Students**

**New Students**

The tables below outline our current position for the 2015/16 intake:

**New students: Autumn term 2015**

<table>
<thead>
<tr>
<th>Total applications expected</th>
<th>22,801</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total applications approved</td>
<td>23,493</td>
</tr>
<tr>
<td>Total applications in process</td>
<td>49</td>
</tr>
<tr>
<td>Total applications pended (awaiting evidence/further evidence)</td>
<td>2,003</td>
</tr>
<tr>
<td>Total number of students not applied</td>
<td>0</td>
</tr>
</tbody>
</table>

(We have received approximately 3,000 more new student bursary applications than confirmed commissioned numbers)

**Continuing students: Autumn term 2015**

<table>
<thead>
<tr>
<th>Total applications expected</th>
<th>48,974</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total applications approved</td>
<td>47,918</td>
</tr>
<tr>
<td>Total applications in process</td>
<td>67</td>
</tr>
<tr>
<td>Total applications pended (awaiting evidence/further evidence)</td>
<td>1,353</td>
</tr>
<tr>
<td>Total number of students not applied</td>
<td>0</td>
</tr>
</tbody>
</table>
New students: Non-standard starters 2016 (January-May)

<table>
<thead>
<tr>
<th>Total applications expected</th>
<th>5,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total applications approved</td>
<td>1,931</td>
</tr>
<tr>
<td>Total applications in process</td>
<td>155</td>
</tr>
<tr>
<td>Total applications pended (awaiting evidence/further evidence)</td>
<td>1,091</td>
</tr>
<tr>
<td>Total number of students not applied</td>
<td>1,823</td>
</tr>
</tbody>
</table>

Continuing students: Non-standard starters 2016 (January-May)

<table>
<thead>
<tr>
<th>Total applications expected</th>
<th>7,472</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total applications approved</td>
<td>3,032</td>
</tr>
<tr>
<td>Total applications in process</td>
<td>309</td>
</tr>
<tr>
<td>Total applications pended (awaiting evidence/further evidence)</td>
<td>1,918</td>
</tr>
<tr>
<td>Total number of students not applied</td>
<td>2,213</td>
</tr>
</tbody>
</table>

Please ensure your students are aware that if they miss their application window deadline, there may be a delay to their bursary payments for that academic year.

In all cases, students should make their bursary applications (which must include all supporting evidence) within six months of the first date of their academic year.

Confirmation of Student Attendance (COSA) forms

We are currently processing COSA forms for new January 2016 courses. If you haven’t yet emailed us your COSA, please send it as soon as possible to nhsbsa.HEIForms@nhs.net.
We are currently assessing applications for January 2016 students. The deadline for these students to apply for the academic year 2015/16 is 14 February 2016.

Social Work Bursary application forms for the academic year 2015/16 can be found on our website at [www.nhsbsa.nhs.uk/students/986.aspx](http://www.nhsbsa.nhs.uk/students/986.aspx).

The tables below outline our current position for all cohorts in the 2015/16 academic year.

**Postgraduate students**

<table>
<thead>
<tr>
<th>Total applications expected</th>
<th>3,899</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total applications approved (subject to capping data from universities/awaiting confirmation of enrolment)</td>
<td>3,365</td>
</tr>
<tr>
<td>Total applications in process</td>
<td>18</td>
</tr>
</tbody>
</table>

**Undergraduate students**

<table>
<thead>
<tr>
<th>Total applications expected</th>
<th>5,562</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total applications approved (subject to capping data from universities/awaiting confirmation of enrolment)</td>
<td>5,514</td>
</tr>
<tr>
<td>Total applications in process</td>
<td>0</td>
</tr>
</tbody>
</table>
Spending Review implications

On 25 November 2015, Chancellor George Osborne gave his Autumn Statement 2015 relating to the Spending Review. In his speech he outlined that, for new healthcare students, direct funding would be replaced with loans. The Department of Health has since provided further information.

In summary, from 1 August 2017, new nursing, midwifery and allied health students will no longer receive NHS Bursaries. Instead they will have access to the same student loans system as other students. It’s intended that students studying as a second degree will also be able to access student loans. Existing bursary students are unaffected. A consultation is planned for early 2016 to ask how the reforms can be delivered successfully.

We’ll be working closely with the Department of Health, Health Education England and other relevant agencies to deliver any agreed changes while assuring continuity of service for students who will continue to receive bursaries during their courses.

Customer Charter

On 8 January Student Services published its new, revised Customer Charter. It sets out our commitment to our students and the terms and conditions of their NHS or Social Work Bursary.

The service standards within the charter also explain the responsibilities of universities, Health Education England/Department of Health and what students are committing to when they receive their NHS Bursary or Social Work Bursary.

We have given the new version a fresh look to help students easily understand the terms of their bursaries. We also felt it was important to show the relationships and timescales and how they work within the process.

Please take a look here to view our new Customer Charter.
The Priory Rooms in Birmingham hosted our most recent national stakeholder event on 23 November. Over 130 delegates attended the event from universities and various stakeholder organisations, and a team from Student Services supported our largest event to date.

The event included workshops on:

- general changes in NHS Student Bursaries
- fraud
- the Student Journey
- Social Work Bursaries and the Education Support Grant
- Practice Placement Expenses
- independence/estrangement

We also held a drop in session where Student Services staff were available to answer any questions.

Feedback on the day and through the online survey held after the event has been extremely positive. We always use the feedback received to shape future events.

If you missed the event but would like to see the slides relating to one of the topics above, please email us at nhsbsa.studentservices@nhs.net

You can follow all our events on Twitter using #StakeholderEvent.

The next Student Services national stakeholder event is kindly being hosted by Greenwich University on Thursday 28 April.

The event is free to attend and it’s your opportunity to hear the latest updates from the Student Services team. Full details of the event and the interactive workshops that we will host on the day will be sent out before the day.

If you’d like to book a place, please email j.twissell@nhs.net with your full contact details.

We look forward to seeing you there.

You can follow all our events on Twitter using #StakeholderEvent.
Special Interest Group (SIG) update

The first Social Work Bursaries (SWB) SIG will be held on Friday 4 March 2016 at Liverpool John Moores University. The more information, including the agenda and Terms of Reference, will be sent out to those who’ve registered for the event within the next few weeks.

Details of the Disabled Students Allowance (DSA) SIG will be released once we have agreed draft guidance.

The aim of the SIGs is to focus on specific areas of the bursary. The structure is tailored to meet the group’s needs and we will continue to work with group members to develop the agendas.

If you would like to join either the SWB or DSA SIG or if you have ideas for other SIGs, please email Glyn Stead.
Digitisation in Student Services

The NHS Business Services Authority is working towards making all of its services, including Student Services, ‘digital by default’.

To support this aim, we’ll now only be providing communication products, such as booklets, posters and leaflets through digital channels.

This means that none of the usual NHS Bursary or Social Work Bursary A5 booklets will be printed for the 2017/18 academic year, and no delegate packs will be printed for the next Stakeholder Event in April 2016 or any future events.

These A5 booklets, along with our full suite of products for you and your students, will still be available online, and we’re working on offering more user-friendly formats. Agendas and presentation slides for events will be emailed to delegates in advance.

We will continue to use email and text messaging as our primary way of getting in touch with your students. However, due to the current systems in operation, for the time being we’ll also have to use postal channels on occasion for Social Work Bursary students and some finance correspondence.
Reconfirmation of Attendance exercise for NHS Bursary students update

On 26 October 2015 a template was issued for completion and return by 30 November 2015. To date, we’ve received replies from 76% of universities and we are currently working through them. Thank you to all universities for their support during this exercise, and if you haven’t yet provided us with this information, please do so as soon as possible by emailing your completed forms to nhsbsa.attendanceconfirmation@nhs.net.

This process replaces the exercises previously conducted by Health Education England (HEE) twice a year to confirm student attendance. It was introduced to reduce the administrative burden on you to provide information to both Student Services and HEE separately.

We will update you as this exercise progresses but if you have any queries or feedback, please email us at nhsbsa.attendanceconfirmation@nhs.net.

Disabled Student Allowance (DSA) guide

We’re still working on the Student Services DSA guide (for both NHS and Social Work Bursary students) and we’ll let you know when we have an agreed publishing date.
Thank you for taking part!

A big thank you to all of your students who completed our annual NHS Bursary and Social Work Bursary customer satisfaction surveys in December 2015.

We received 2,664 responses to the NHS Bursary survey and 1,021 responses to the Social Work Bursary survey. This is an increase in the number of responses we received last year and the information gathered will help us to understand students’ needs and improve the service we provide.

We will publish the key findings from both surveys in the next issue of Bursary News, as well as on our website and social media channels.

Tuition fees for medical/dental students

In the last issue of Bursary News, we proposed to streamline the invoicing process for universities to receive the payment of 2015/16 medical and dental tuition fees from Student Services.

The majority of universities took advantage of the change and we were able to authorise and make payment for over 8,200 students in December 2015.

Feedback from these universities has been extremely positive and has shown that having the facility for you to send one invoice for a list of ‘pre approved’ students (rather than sending us one invoice per student), has saved time for all departments concerned.

If you require further information or would like to provide an email contact for the process, please contact Paula Morgan.
Reporting concerns of fraud

Do you have any suspicions of bursary fraud happening in your university?

Suspicions can be reported in confidence to trained personnel through the NHS Protect Fraud Corruption Reporting Line (FCRL).

**Telephone:** 0800 028 40 60
(Monday to Friday 8am to 6pm)

**Email:** nhsfraud@nhsprotect.gsi.gov.uk
(anytime)

**Online:** www.reportnhsfraud.nhs.uk
(anytime)

Your dedicated helplines

If you have a query and can’t find the answer on Ask Us, our online self-help enquiry system, you can call our advisors on:

**NHS Student Bursaries**
0300 330 1372

**Social Work Bursaries**
0300 330 1342