

# Student Services news

A blue circular badge with the text 'New Look' in white.

New  
Look

Keeping us connected

Student Services

NHS Student Bursaries

Social Work Bursaries

Education Support Grant

Learning Support Fund



# Welcome to Student Services News

Student Services

NHS Student Bursaries

Social Work Bursaries

Education Support Grant

Learning Support Fund

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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](mailto:nhsbsa.studentservices@nhs.net) with your full contact details and we'll add you to our distribution list.



# Introduction

from Brendan Brown, Head of Student Services



Welcome to your new-look stakeholder newsletter! We have given it a new name to reflect the changes taking place in Student Services and this will replace the former Bursary News.

Firstly, let me start by explaining that I now head up Student Services from April 2017, among other consumer facing services delivered by the NHS BSA. I have worked for the organisation since 2009 and I'm supported by a great team of colleagues within Student Services which will be led by Louisa Ruman. Please be assured our aim remains that you and our students have access to first class services and I am looking forward to working with Louisa and the wider team to make sure we deliver service excellence.

Kerry Hemsworth is now Head of Service - Operational Readiness and will be dedicated to making sure everything is ready and in place for the healthcare funding reforms which are due to start from 1 August this year. For those of you with students affected by the changes I'm sure you'll agree this is an extremely busy time, and we are working hard with colleagues from the Department of Health and other organisations to ensure the new policies and supporting materials will be ready in time for the start of the academic year. We appreciate that while the policies are still being finalised it is a time of some uncertainty and we appreciate your patience on this. You can read more about the reforms on page 7. We will also keep our website up to date with the latest information so please keep checking for updates.

Speaking of the website, we are pleased to announce the launch of our new website. This offers users an improved digital experience with a refreshed look and feel; we hope the improvements made following extensive user research make it easier to navigate the site. The website is now in beta phase, which means we are encouraging all users to provide us with feedback on what you like and what we could further improve. Over the course of the beta phase we will be regularly reviewing the feedback and making further improvements where needed to ensure we end up with the best experience for online users.

I hope you find the articles featured in the newsletter of interest.

**Brendan Brown**  
**Head of Student Services**

# Operational update



We are pleased to report that business as usual activities for continuing, medical and dental students and social work bursary students is good. All our work streams are progressing well and we are working within our Key Performance Indicators (KPIs).

We would like to say thank you to those universities who are encouraging their students to apply for their bursaries early and would ask that you continue.

This will help us to process continuing students' applications in plenty of time before the new work streams begin in September as a result of the reforms.

“ Thank you to those universities who are encouraging their students to apply for their bursaries early. ”



# Meet the Team

Name of Team:  
Health Education Funding Reforms Project Team

Where are you based: Fleetwood and Newcastle

Who is in the team:  
Kerry Hemsworth – Project Executive  
Alison Porter  
Dave Lord  
Mike Lee  
Adam Musa



The Project Team is supported by many business and technical project delivery team members who currently manage the operational activity to provide bursaries to students. We look at all aspects of work, from scanning evidence – processing applications – payment to student and customer service support.

Due to the Health Education Funding Reforms (HEFR) the team is designing and implementing the new processes necessary to process applications to the new Learning Support Fund and Transitional Arrangements for the various programmes which are affected by these reforms.

Activities include collaborative workshops with various members of staff from within Student Services who will be running the day to day operational side of the processing. The workshops look at process design, all stakeholder (internal & external) communications, identify rules and technical solutions that can be developed within the timeframe to meet our customer's requirements ready for Go Live.



## Health Education Funding Reforms update

Further to the article in the February edition of Bursary News, the Student Services team has been working with colleagues both internally and externally on developing the systems and processes for students to claim the Learning Support Fund. Our primary aim is to have an online application process ready for when eligible new students have commenced their studies (programmes commencing on or after 1 August 2017), and the system name will be the **Learning Support Fund Application System**. As soon as the system is live the link will be available on our website.

We are continuing to work with our Department of Health colleagues to finalise the policies for the NHS Bursary Scheme 2017/18, the Transitional

Arrangements 2017/18 and the Learning Support Fund. Alongside the policies we are producing additional guidance and literature which will be made available when the policies are published on gov.uk.

Health Education England (HEE) colleagues are leading the work associated with student movements, with the aim of applying a standard definition set to ensure consistency in decisions. At present we have a number of applications from students who have either deferred their studies, taken a period of interruption or other similar scenarios which is resulting in them applying as a new student for Autumn 2017. We are unable to deal with these applications until we have a decision from HEE on each individual case, however we are

working closely with the Local Offices of HEE to expedite the process.

If anyone has any queries relating to the funding reforms, please contact us at [heienquiries@nhs.net](mailto:heienquiries@nhs.net)

The Q&A document compiled from the questions raised at recent stakeholder events has been finalised however, as we are now in a pre-election period, or Purdah, we are unfortunately unable to distribute at this time. This document, and further updated information will be available after the General Election in June. We apologise for any inconvenience this may cause.



# Expansion of Undergraduate Medical Education

The [consultation](#) on Expansion of Undergraduate Medical Education was launched on 14 March 2017 and closes on 2 June 2017. As highlighted in the consultation, the proposal is to increase the number of medical student places in England by up to 1,500 per year – approximately 500 places in 2018/19 and a further approximately 1,000 places from 2019/20.



# New Student Funding

We have put together a flyer to let students know that those starting certain courses on or after 1 August this year may need to apply to the Student Loans Company (Student Finance England provisions).

You can find a copy of this flyer on our website and please use this in your own channels to let students know. We have also been working with SFE who have produced their own flyer advising students of the new funding arrangements and you can find a copy of this [here](#).

## Educational Support Grant Update

REMINDER: The ESG03 form is due in by 31 May!

Please can all universities ensure the form is signed and dated by the authorised signatory before returning to us.

Thank you.



Business Services Authority

## The way some healthcare courses are funded is changing from 1 August 2017



If you're starting a Nursing, Midwifery or Allied Health Professional (AHP) course (those included in the reforms) on or after 1 August, you'll need to apply to the Student Loans Company for your tuition fees and maintenance loan\*



Students in receipt of a student loan may be eligible to receive additional funding support through the Learning Support Fund.

You can find more information about these changes, including eligibility by visiting [www.nhsbsa.nhs.uk/Students](http://www.nhsbsa.nhs.uk/Students)



\*Students on some part-time courses, Dental Therapy, Dental Hygiene or Postgraduate courses have different arrangements for 2017/18 courses. Please visit the website for more information.

## NHS Students



Most new students starting an NHS course can now apply to Student Finance England for all of their funding

Eligible nursing, midwifery and Allied Health Professional students can now get the same package of support as students on other undergraduate courses.

- This includes:
- loans to help pay for your tuition fees and living costs, and
  - extra help if you have a disability, including a long-term health condition or mental-health condition, or if you have children or an adult who depends on you financially.

Check with your university or college to find out if you're being offered an NHS-funded place. Students studying medicine and dentistry will still apply through the NHS for funding.

For more information on NHS courses visit [www.nhsbsa.nhs.uk/Students](http://www.nhsbsa.nhs.uk/Students)  
You can also find more information on our dedicated student finance zone at [www.thestudentroom.co.uk/studentfinance](http://www.thestudentroom.co.uk/studentfinance)





“ If you visit our new-look site you will immediately notice a crisp, fresher look and feel and easier navigation. ”

# The new Student Services Website is LIVE!

We are pleased to confirm the new NHS Business Services Authority website went live on 19 April. If you visit our new-look site you will immediately notice a crisp, fresher look and feel and easier navigation.

help us make further improvements to ensure that at the end of the beta phase the website of the best it can be to provide an excellent user experience. Take a look around and let us know what you think!

The website is currently in beta phase; this means that it should still be classed as a work in progress and we encourage visitors to the site to provide us with feedback. This will

➡ [www.nhsbsa.nhs.uk/student-services-0](http://www.nhsbsa.nhs.uk/student-services-0)



# Social Work Bursary Applications

The application window for Social Work Bursary applications is now open until 1 November.

## Students can apply now for their Social Work bursary



Application window now open until 1 November 2017

# Reporting concerns of fraud

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

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

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Telephone:

0800 028 40 60

(Monday to Friday 8am to 6pm)

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Email: [nhsfraud@nhsprotect.gsi.gov.uk](mailto:nhsfraud@nhsprotect.gsi.gov.uk)  
(anytime)

Online: [www.reportnhsfraud.nhs.uk](http://www.reportnhsfraud.nhs.uk)  
(anytime)



Stop Fraud

# 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**