

Student Services

NHS Financial Support for Healthcare Students 2017/18 – Guidance for students Learning Support Fund



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Disclaimer

New and prospective students should not rely on the arrangements described in this booklet when planning for subsequent academic years as these may be subject to review in the future and as a result may be liable to change.

Further information about the Learning Support Fund will be posted on the [Student Services website](#) as and when it is made available.

Students are advised to check the website on a regular basis.

The Department of Health (DH) and NHS Business Services Authority (NHSBSA) Student Services will not accept responsibility for any loss incurred (financial or otherwise) by students as a result of relying on current rules and allowances to alter their circumstances.

Policy

The full rules and conditions applying to the Learning Support Fund for 2017/18 are set out in the policy document [NHS Financial Support for Health Students \(First Edition\): Learning Support Fund](#), which accompanies the guidance in this booklet.

Who is this Guide for?

The information in this guide is aimed at new students who are commencing a pre-registration healthcare course starting between 1 August 2017 and 31 July 2018 and are eligible for funding from the Student Loans Company (SLC).

If you meet these requirements you may also be eligible to access the supplementary funding provided by the Learning Support Fund.

Other students

If you fall under one of the categories below, you will **not** be eligible to apply to the Learning Support Fund (LSF).

Continuing students

If you started your course before 1 August 2017, have not changed your study pattern or had a break in training and are receiving an NHS Bursary you will be regarded as a continuing student and will not be eligible to apply for any element of the Learning Support Fund.

New students under Transitional Arrangements

New students starting any of the following courses between 1 August 2017 and 31 July 2018 are included under the 2017/18 Transitional Arrangements and may be eligible to receive an NHS Bursary:

- Designated part-time¹ pre-registration undergraduate healthcare courses;
- Postgraduate (including PGDip and MSc) pre-registration healthcare courses;
- Dental Hygiene or Dental Therapy courses.

If you are attending one of the above courses, you should refer to the information on [our website](#) under 'Transitional Arrangements'.

¹ Students attending one of these courses can apply for the Exceptional Support Fund element of LSF.

1. What is the Learning Support Fund?

The Learning Support Fund (LSF) provides supplementary funding to the higher education student loans support from the government, for eligible new students who are starting pre-registration healthcare courses on or after 1 August 2017.

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

The LSF consists of three different award allowances, as shown below. Eligible students can apply to the NHSBSA for some or all of these allowances, depending on their own personal circumstances.



The LSF application window for the 2017/18 academic year will open on **1 November 2017²**.

Am I eligible to apply?

To apply for any of the LSF allowances, students must meet **all** of the criteria detailed below. In addition, each of the allowances has its own specific requirements which are explained in more detail further on in this guidance.

² If you are assessed as eligible for LSF and you apply for the Child Dependants Allowance, any CDA payments you may be entitled to will be backdated to the beginning of your academic year.

Your course



Applicants for any of the Learning Support Fund allowances must normally be eligible for tuition fee and maintenance loan support from the Student Loans Company (SLC).³

When you apply online for any of the LSF allowances, you will be asked to provide us with your current student loan award notification⁴ to show that you meet their eligibility criteria.

If you are not in receipt of a student loan because you have chosen not to apply for one for personal or religious reasons, please see the additional information on page 8.

³ *The Student Loans Company covers Student Finance England (SFE), Student Finance Wales (SFW), Student Finance Northern Ireland (SFNI), or the Student Awards Agency for Scotland (SAAS), depending on your usual place of residence in the UK.*

⁴ *Issued by SFE, SFW, SAAS or SFNI.*

General eligibility requirements

Please note:

You must be studying on a nursing, midwifery or allied healthcare course which leads to professional registration in one of the subjects listed in the table overleaf;

Your course must have **started on or after 1 August 2017**

You must be studying at a university in England

You must be actively in study, whether academic or practice learning

You must not be an assisted student

(This is a student who is employed by an organisation but relieved of normal duties or given leave of absence to enable them to attend a healthcare course OR a student who is in receipt of any other form of sponsorship that is supporting the majority of the cost of their education)

Residency

You must meet the eligibility criteria defined by one of the following (depending on which UK country you are normally resident):

- [Student Finance England \(SFE\)](#)
- [Student Finance Wales \(SFW\)](#)
- [The Student Awards Agency for Scotland \(SAAS\) or](#)
- [Student Finance Northern Ireland \(SFNI\)](#)

In most cases, this will be demonstrated when you provide us with your student loan award notification.

Exception to student loan requirement

Students who choose not to claim a student loan (either on religious grounds or personal reasons) may still be eligible to access the Learning Support Fund; however, their eligibility will be assessed by us on a case by case basis.

Students will still be required to demonstrate that they meet all of the eligibility criteria above (apart from the student loan requirement), as well as demonstrating that they would have met the additional eligibility criteria defined by either SFE, SFW, SFNI or SAAS, if they had been able to apply to them for a loan. If you are not in receipt of a student loan, contact us on 0300 330 0521. Our helpline will arrange a callback from a Funding Assessor who will advise whether you would be eligible for help through the Learning Support Fund.

How do I apply for the LSF allowances?

You should register for an online account via the Learning Support Fund Application System, which you can access from our website.

You will be asked to provide some basic details in order to create an account and once this has been done, you will be able to apply for any of the three award allowances as and when required.

When you first apply for one of the LSF allowances, you will need to send us a copy of your full student loan notification letter, along with a copy of your LSF student cover sheet, which can be printed off from your LSF account. All documents should be posted to us using the address on the sheet.

Please note that registering for an LSF account is not a guarantee that you will receive any of the LSF allowances. You must meet the eligibility criteria outlined in this guide and your personal eligibility will not be fully determined until you actively submit a claim for CDA, TDAE or ESF.

You should not base your financial plans for the academic year on receiving any of these allowances.

The screenshot displays the 'Learning Support Fund Application System - Student Record' interface. At the top, it shows the NHS Business Services Authority logo and a 'Logout' button. The user is logged in as 'TEST, Student (Mr) - LSF000005'. Below this, there are two tabs: 'Student Details' (selected) and 'Payment Summary'. The 'Student Details' tab is divided into three sections:

- Account Details:** Includes fields for Date of birth (01/01/1980), Email (StudentGenericEmail@sb.nhsbs), Username (Student100), and Student reference (LSF000005).
- Student Details:** Includes fields for SLC number, Title (Mr), First name (Student), Last name (Test), Previous names, House number/name (1), Address line 1 (Street), Address line 2, Town/city (Town), Country (England), Post code (PO1 1ST1), Mobile telephone number (123456789), and Alternative telephone number.
- What Do You Want To Do?:** Contains two sub-sections:
 - Apply For:** Lists Child Dependents Allowance (CDA), Travel and Dual Accommodation Expenses (TDAE), and Exceptional Support Fund (ESF).
 - Change My Details:** Lists Password, Email Address, Student Details, Equality and Diversity Answers, Bank Details, and Security Question Answers.

At the bottom, there is a 'Documents' table:

Document Name	Date Rec.
Student Declaration	22/09/2017
Student Coversheet	22/09/2017

“You can apply for all LSF allowances once you have created your online account.”

2. Child Dependants Allowance (CDA)

The CDA is intended to provide additional support for eligible full-time students who have parental responsibility for a dependent child or children under the age of 15 (or under the age of 17 if the child has special educational needs) on the first day of the academic year for which they are applying and who are likely to have additional costs as a result of attending practice placements. A non-repayable grant of **£1000 per eligible student** is available for each academic year of the course.

The £1000 is a fixed amount and does not depend on the actual number of children you may have parental responsibility for; the only requirement is that applicants have at least one dependent child who meets the criteria above⁵. You must also meet the general eligibility requirements set out in [Section 1](#) of this guide.

Typical annual amounts are shown below:

Length of your part-time course	Total amount of CDA payable
4 years (75% of FT rate payable)	£750 per year
5 years (60% of FT rate payable)	£600 per year
6 years (50% of FT rate payable)	£500 per year

The CDA allowance of £1000 per student with dependants, per academic year is being awarded to ensure that those students with child dependants can continue to study and attend clinical placements. This will not affect students' access to childcare support provided by the standard higher education support system and any benefits awarded by DWP.

Part-time students

If you meet the criteria in Section 1 of this guide, are studying on a part-time basis, and your course is **not** one of the [designated part-time commissioned courses](#) included under the Transitional Arrangements for 2017/18 you will receive a pro rata amount of CDA (depending on your study pattern).

“A non-repayable grant of £1000 per eligible student is available for each academic year of the course.”

⁵ Students who have a child or children with an ex-partner/spouse should only apply for CDA if shared parental care applies. You must have actual care of the child and parental responsibility on a regular basis even if this only weekly or fortnightly. You are not entitled to CDA solely on the basis that you are making maintenance payments.

Applying for CDA

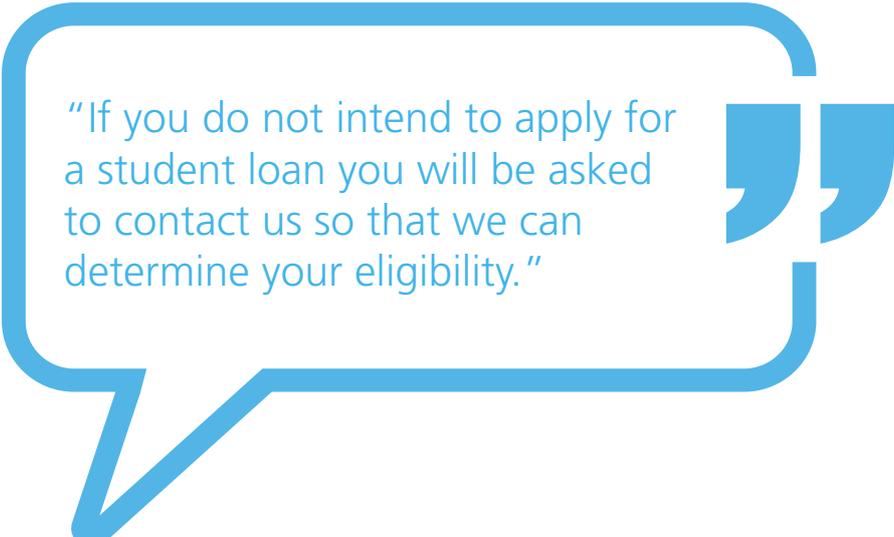
Once you have registered for an LSF account, and logged on, select Child Dependants Allowance from the main screen. This will allow you to complete and submit the online form.

When you first apply for CDA, you will be required to provide us with your Student Loan notification letter. This should be sent with your student coversheet which can be printed off from your LSFAS account.

If you do not intend to apply for a student loan you will be asked to contact us so that we can determine your eligibility. In most cases you will be asked to supply additional evidence as well as an explanation as to why you have not applied for loan funding.

Please refer to the information on page 8 under 'Exception to the student loan requirement' for further details.

You will need to apply for CDA each academic year you are in training for as long as you and/or your dependants remain eligible.



"If you do not intend to apply for a student loan you will be asked to contact us so that we can determine your eligibility."

Payment

If your CDA application is accepted, your CDA will be paid to your bank account over the academic year in three termly instalments. For full time students this will be scheduled as follows:

Term 1	Term 2	Term 3
■ £250	■ £250	■ £500

At a point in the academic year, your university will be required to confirm your attendance. This will enable the CDA payments to continue at the set times above. If we do not receive this confirmation your payments will stop until such time as your attendance is confirmed.

What happens to my CDA if I leave my course?

If you are in receipt of CDA, you **must** inform us as soon as possible, and no later than ten days after the event, if for any reason you stop attending your course.

When we receive notification we will stop any further instalments of CDA which may have been due to you in the current academic year, and will work out if you are owed any payment or part-payment of CDA or whether an overpayment has occurred.

If you are overpaid, we will contact you to advise of the amount and how to repay it. **The sooner you let us know that you are no longer attending your course, the sooner we can take action to help prevent overpayment.**

“If you are overpaid, we will contact you to advise of the amount and how to repay it.”

3. Travel and Dual Accommodation Expenses (TDAE)

Students who meet the general eligibility criteria in [Section 1](#) are entitled to have some of the additional costs of attending a practice placement as part of their course reimbursed to them during the academic year.⁶

How do I claim reimbursement of TDAE?

Once you have registered for an LSF account, you can log on and select Travel and Dual Accommodation Expenses from the main screen.

This will allow you to download the claim form which you will need to complete and submit to your university, remembering to include the appropriate receipts. Please remember to include a copy of your LSF coversheet with your TDAE claim form and receipts.

Our guidance booklet *Completing your TDAE claim – a guide for students and universities* is available from [our website](#) to guide you through this process. You are strongly advised to refer to the guide when completing your claim to ensure

you have provided the correct details. Claims will be checked and authorised by your university and the details will be sent to us. We will arrange payment to you via the bank account you nominated when you registered for an LSF account, within 30 working days of receiving your form.

You must submit all TDAE claims no later than nine months after you incurred the travel or accommodation costs. Ideally, you should submit a claim after you have completed each placement.

“We will arrange payment to you via the bank account you nominated when you registered for an LSF account, within 30 working days of receiving your form.”

⁶ From 1 August 2017 to 31 July 2018.

What can I claim?

Travel costs

You are able to claim back expenses for travel to practice placements each day for costs incurred over and above your usual daily travel costs to attend university. If you are staying in temporary accommodation whilst on placement, different arrangements for claiming travel costs apply. These are explained in the Temporary placement accommodation section on [page 15](#). Below are some example scenarios you may come across when claiming TDAE.

Example 1

Student A's travel costs are as follows:

Journey	Cost of daily return journey
Travel from term time address to university/normal place of study :	£5.75
Travel from term time address to practice placement site	£9.00

Student A can claim reimbursement of £3.25 per day (£9.00 less £5.75) via TDAE towards their placement travel costs for the duration of this placement. This is because their placement travel costs are in excess of their normal daily travel to and from university.

Example 2

Student B's travel costs are as follows:

Journey	Cost of daily return journey
Travel from term time address to university/normal place of study :	£10.00
Travel from term time address to practice placement site	£8.50

Student B cannot claim reimbursement via TDAE towards their placement travel costs for this particular placement. This is because it does not cost them an excess amount to travel to their placement site when compared to their normal daily return travel to university⁷.

⁷ If Student B is later required to attend another placement during the academic year and their daily travel costs for that placement were in excess of their normal daily travel to university, they would then be able to receive reimbursement for the new claim.

More information about the reimbursement of placement accommodation costs under TDAE is set out [below](#).

Example 3

Student C's placement is for five weeks and is not easily accessible by public transport at the times they need to attend. As Student C does not have access to their own car they take up temporary accommodation near to their placement site.

As well as the cost of the placement accommodation, Student C can claim the cost of one weekly return journey between their accommodation at the hospital and their term time address, providing this is in excess of their normal return cost to travel to university each day.

Method of travel

Students are expected to travel by the cheapest form of transport available where it is reasonably practical to do so. If you choose to travel to placement in your own private motor vehicle, rather than public transport, it is your responsibility to ensure that you have adequate insurance cover for all risks associated with its use and that you have agreed this with your university in advance of the placement.

Students travelling to and from their placement site by private motor vehicle do so at their own risk. The reimbursement of the costs of travel by private motor vehicle does not constitute any acceptance of liability by your university, the NHS Business Services Authority or any other NHS body.

If you receive a lift

You will be unable to claim for costs associated with any journeys to placement where you received a lift.

“Students are expected to travel by the cheapest form of transport available where it is reasonably practical to do so.”

Car hire

You can only claim the cost to you of hiring the car, the appropriate mileage rate and the cost of any car parking/tunnel tolls, if agreed and authorised by your university.

Travel by taxi

We will not normally reimburse any costs you have incurred when travelling by taxi unless this has been specifically recommended and agreed by your university due to exceptional circumstances.

Rates payable 2017/18

Cost	Claim limited to
Public transport	Actual cost
Travel in or on the student's own vehicle	
Pedal Cycle	20p per mile
Motor vehicle	28p per mile
Eligible passenger/s (your passenger must meet the general eligibility criteria and be travelling to a practice placement)	5p per mile
Parking, Tolls and Ferries	Actual cost

Temporary Placement Accommodation

As part of the TDAE arrangements, you may be able to claim the cost of taking temporary accommodation near to your practice placement site if it is not possible or practical for you to travel there from your normal term time address on a daily basis.

If you stay with your parent/s in their home for the purpose of attending your placement, reimbursement of accommodation costs will not be available to you, but you may still be able to claim the cost of one weekly return journey between this address and your term time address.

Placement accommodation rates

Commercial accommodation	Non-commercial accommodation
Up to £55 per night	Up to £25 per night

If you are required to stay in temporary accommodation whilst you attend your placement, you may also claim for travel costs as follows:

- any excess cost arising from one weekly return journey between your normal term time accommodation and your temporary placement accommodation, (as described in the example below) **and;**
- any excess cost arising from daily travel between your temporary placement accommodation and your practice placement site. Your placement travel costs must still be in excess of normal daily travel to university

Overseas placements

If you are required to attend a part of your course outside the United Kingdom you may be reimbursed for some of your additional costs to travel to your placement site, providing these:

- have been necessarily incurred (either within or outside the UK) **and;**
- are in excess of the normal daily return cost of travel between your normal term-time accommodation and your university.

In addition, any essential associated costs such as accommodation, medical insurance, tests and any fees for visas may also be reimbursed to you.

What if I am receiving help with my travel costs through Disabled Students Allowances (DSAs)?

The help provided by the Travel and Dual Accommodation Expenses (TDAE) award element in 2017/18 is completely separate to any travel associated costs that may be awarded through the DSAs administered by the Student Loans Company.

However, you should only claim for additional placement travel or accommodation related costs that are **not** already met through the DSAs.

For example, if you are being funded through the DSAs, administered by SLC, for daily travel to your university or in order to get to your placement site, you should not claim for this via TDAE.

4. Exceptional Support Fund (ESF)

What is the ESF?

The ESF enables us to award funds to support eligible healthcare students who find themselves in genuine and unforeseen financial hardship during their studies. The ESF is not intended as a replacement for any hardship funding available through most universities. It is a supplementary short-term hardship fund applied for in exceptional cases, where there is evidence of a shortfall between income and expenditure and a student may need extra financial help to meet costs not already being met from other

sources of funding.

To calculate whether you may be encountering a shortfall between your available income and necessary expenditure we will look at a combination of the following types of financial support that may be available to you:

Statutory	Student support from the government for higher education, including your student maintenance loan, tuition fee loan and other allowances such as a Childcare Grant, Adult Dependents Grant
Institutional	Bursary/scholarships/grants/hardship support from your university or other funding body or organisation (not including student loans)
Household	The income available to you and/or others members of your family if you live with a partner and/or any children
Personal	Income you may receive as an individual, such as part-time or casual employment, means-tested benefits, contributions from parents, savings etc.

Your own income and expenditure will be assessed, along with that of your partner, if you have one. Your full student support entitlement will also be taken into account together with any additional support you may be receiving.

Any hardship funding received from your university as well as any other recognised sources of hardship funding will be counted as income.

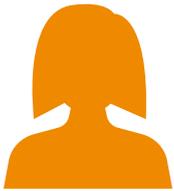
Who can apply?

To be eligible for assistance from the ESF you must:

be an **eligible student** under the general criteria set out in Section 1 of this guide.



be in genuine hardship.



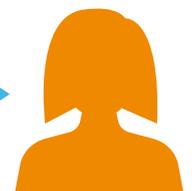
demonstrate that there is a shortfall between your income and expenditure, which you are unable to manage by your own actions.



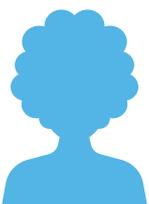
demonstrate that you have exhausted all other available avenues of funding support, including student loans, benefits and university funds, including hardship.



be an eligible student under the general criteria set out in Section 1 of this guide.



have received at least your first term's Student Loan payment, where applicable.

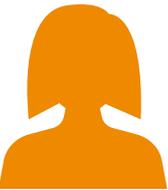


What is not covered under the ESF?

We cannot award ESF funds to:



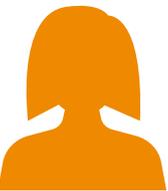
cover emergency payments, for example repairs to essential household equipment, replacing stolen items or non-routine car repairs.



help meet the costs of your course tuition fees if you are eligible for, but have not taken out, a tuition fee loan.



substitute funds where there is evidence of money mismanagement, such as overspending on holidays, gym memberships, luxury items, online gambling, etc.



make good a default in any assessed contribution to a student loan by a parent, spouse, civil partner or partner.



meet a **temporary** shortfall in your income, such as where you are waiting for payment of a maintenance award, university hardship funds, reimbursement of travel expenses or a bridging loan.

How much is available?

We can award **up to** a maximum of £3000 per academic year to students whose applications we accept, however all cases are looked at on an individual basis and only in the most severe circumstances would the maximum amount be awarded.

Students can apply for ESF more than once within an academic year, if they are still experiencing financial hardship and they have not already been awarded the maximum amount.

ESF Application window – when can I apply?

For 2017/18, the application window for all Learning Support Fund allowances, including ESF, opens from 1 November 2017.

You can make an ESF application at any point during your academic year, providing you have received at least your first term's instalment of your student loan.

How do I apply for ESF and what evidence will I need to provide?

Once you have registered for an LSF account, you can log on and select Exceptional Support Fund from the main screen. This will allow you to download the application form which you will need to complete and post to us. Please remember to include a copy of your LSF coversheet when posting your form to us.



“We can award up to a maximum of £3000 per academic year to students whose applications we accept.”

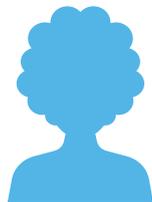
In all cases you will be asked to provide:



a copy of your current student finance award letter for the 2017/18 academic year. (however, see page 8 for exceptions to this)



your bank statements from the last 90 days, and those of your partner, if you have one.



evidence you have applied for university hardship funds and the outcome of that application.



completed university authorisation on the relevant section of your application form.

In some cases, we may ask you to provide further documentary evidence, if we believe this is necessary to fully assess your application.

Dependent children

If you have dependent children, you will be expected to apply for the [Child Dependents Allowance](#) before we can consider your ESF application further.

As part of our ESF assessment procedure, we will check your LSFAS record to see if you have applied for this and whether it has been awarded to you.

What if I have been turned down for hardship funding by my university?

Providing your university has completed the relevant authorisation section of your application form, your application to us will still be considered.

How are ESF applications assessed?

We will firstly determine your eligibility, and if we are satisfied you meet the criteria, the actual amount we pay you will be calculated by looking at your individual financial circumstances, using the information you provide to us to calculate whether there is a demonstrable shortfall between the total income available to you and your essential expenditure.

Assumed income

Students are expected to have made provision for their basic living costs before commencing their studies.

When calculating income for the ESF, we assume that most students are able to supplement their income - for example, through part-time or holiday work, savings, bank loans and/or family contributions. So, instead of taking the actual amount of income gained in this way, the assessment uses the following fixed amounts for all students instead:

Course year	Amount
Full-time students who are not in their final year	£1869
Final year full time students	£623

Assumed income will not be applied in the case of students with dependents or those with caring responsibilities.

Expenses

We will look at your rent or mortgage, any childcare costs you have, council tax, any priority debts, and how much it costs for your travel to and from university, amongst other things.

Priority and non-priority debts

The priority debts that we will look at are listed below alongside some non-priority debts that will not be taken into account:

Priority debts	Non-priority debts ⁸
Secured loans	Bank overdrafts
Rent arrears	Unsecured loans
Council tax	Credit card debts
Fines, maintenance & compensation orders	Gambling debts
Charges for utilities	Catalogue and hire purchase debts
TV licence	
Tax and VAT	
National Insurance Contributions	
Hire purchase/conditional sale agreements for goods that are essential for the debtor to retain	

Debts where the student has agreed a realistic repayment agreement, including court-determined repayment plans, may also be counted as part of a person's expenditure.

Composite living costs and variable expenditure

All students have to pay for essential items such as food, bills, clothes and leisure/entertainment, these are known as Composite Living Costs and we will apply one-off fixed amounts for these as follows:

Student profile	Living outside London (Weekly)	Living in London (Weekly)
Single	£78	£121
Student with partner	£122	£165
Children* (each)	£72	£72

⁸ Other types of debt may also be treated as priority if they could lead to serious personal or financial problems within the student's family. These will be considered on a case-by-case basis.

*In addition, we will add an extra one-off family premium cost of £20 where a student has at least one child.

This is to ensure that all students are treated fairly, regardless of where they are living and studying and what their individual lifestyle circumstances may be.

However certain expenses such as rent, travel and childcare, will vary quite substantially between students. Because some students may be required to spend more than others on these, known as variable expenditure, we do not apply fixed amounts for these.

The table below shows the types of expenses where we will apply a fixed amount (Composite Living Costs) and those where the actual cost will be taken into account (Variable Expenditure).

Expense	Composite Living Costs (CLCs)	Variable Expenditure
Rent/mortgage		✓
Council Tax		✓
Food	✓	
Utilities	✓	
Childcare		✓
Mobile phones	✓	
TV licence	✓	
Clothes	✓	
Travel		✓
Home contents insurance	✓	
Buildings insurance		✓
Medication		✓
Entertainment	✓	
Clubs and societies	✓	

Payment

If your application for ESF is successful we will contact you by email to notify you how much you have been awarded. Payment will normally be made in a lump sum and we will notify you of the date this is expected to be in your account when we contact you.

We will also contact your university's Student Money/Welfare Advisor (or equivalent) to let them know the outcome of your ESF application for their records.

Withdrawal from training

If you have applied for or received an ESF payment from us, it is important that you contact us if you withdraw from your course or transfer to another course which is not eligible for the Learning Support Fund, so that we can cancel your application.



“If your application for ESF is successful, we will contact you by email, to notify you how much you have been awarded.”

5. Changes to your circumstances

If your circumstances change in any way that may affect your eligibility for the Learning Support Fund allowances, or you are unsure, you should seek advice from us as soon as possible.

Changes that might affect your LSF entitlement and which you **must** tell us about can include:

Reason for the change	What we need to know and why
Withdrawal from your course	We would need to know whether this was temporary or permanent withdrawal and the reason for this.
Transfer to any other course at the same or a different university	We will need to establish whether your new course is eligible for LSF.
Interruption to training due to maternity or adoption	Students who take a period of temporary withdrawal from their course for maternity or adoption leave will not normally be eligible for any of the LSF allowances, unless there are mitigating circumstances. If so, Child Dependents Allowance and Exceptional Support Fund payment/s may, exceptionally, be paid. Please refer to the policy document Financial Help for health students: Learning Support fund for further information.
Illness or injury	Students may continue to receive Child Dependents Allowance and Exceptional Support Fund payments for periods of authorised absence due to a medically certified illness or injury of up to 60 days in an academic year.
Requiring an extension or extra time to complete your course	If you cannot complete your course in the time normally required because of maternity or adoption leave, or because your university requires you to repeat part of your course, Learning Support Fund provisions and any payments may be extended for up to 12 months to allow you to complete your training.
You are in receipt of CDA but cease to have parental responsibility for any dependent children	You would no longer be entitled to CDA, so your payments would need to be stopped from the next available term.
A change to your personal contact details	Please log on to your LSF account and update your details as soon as possible.
A change to your bank account details	As above.

Fraud

If you knowingly withhold information, or provide false information, in order to receive more funding than you are entitled to, you will be committing fraud. If at any time we suspect that a claim is fraudulent a referral will be made to our Local Counter Fraud Specialists for further investigation.

Students are reminded that if they commit fraud, and it is found at a later date, as well as repaying any LSF payments, they may be removed from the register by their professional body.

Reporting suspected fraud

If you suspect that someone may be claiming funding support from the LSF fraudulently, you can use the Freephone NHS Fraud and Corruption Reporting Line (FCRL) to pass on information anonymously. All calls are treated in confidence and investigated by professionally trained staff. Alternatively, you can report suspected fraud online anonymously at www.reportnhsfraud.nhs.uk.

If a person is found to be guilty of fraud following an investigation, they may be liable to prosecution and/or civil proceedings.



6. LSF reviews and appeals

Scenario	First step	Next steps
<p>If you are concerned about the way in which your Learning Support Fund application or payment has been dealt with.</p>	<p>Contact us by telephone on 0300 330 0521.</p> <p>This is generally the fastest way to resolve any issues you may have about a current LSF application or payment</p>	<p>If you remain dissatisfied, you may make a written complaint to us, under the NHSBSA's complaints handling policy by email: nhsbsa.lsfcomplaints@nhs.net</p> <p>Or by post: The Review Section NHSBSA Student Services Hesketh House 200-220 Broadway Fleetwood FY7 8SS</p>
<p>If you disagree with the actual outcome of your Learning Support Fund application</p> <p>(For example, you disagree with the decision on the amount of funding payable, or you believe your LSF funding has been incorrectly suspended reduced or terminated without good reason)</p>	<p>Request a review by writing to:</p> <p>The Review Section NHSBSA Student Services Hesketh House 200-220 Broadway Fleetwood FY7 8SS</p> <p>Or email: nhsbsa.lsfcomplaints@nhs.net</p> <p>This should normally be requested within 28 days of receiving the initial decision.</p>	<p>If after being informed of the result of the review you still believe the decision we have made in relation to your Learning Support Fund award is incorrect, you can appeal to the Department of Health. This must be done within 28 days of receiving the NHSBSA's decision.</p> <p>Write to: Learning Support Fund Appeal F.A.O: Amanda Shaw Health & Social Care Workforce Strategy Quarry House Quarry Hill LEEDS LS2 7UE</p>

