

# Student Services news



Keeping us connected

Student Services

NHS Student Bursaries

Social Work Bursaries

Education Support Grant

Learning Support Fund



# Welcome to Student Services News

## Contents

Introduction

4

Operational update  
NHS Student Bursaries

5

Operational update  
Social Work Bursaries

6

Learning Support  
Fund is now LIVE!

7

Stakeholder event  
update

8

New communications  
materials available

10

Meet the Team

12

Reporting concerns  
of fraud

14

Your dedicated  
helplines

15

Learning Support Fund Stakeholder Event 2017

If you're from a university, college or assessment centre that works with students who are eligible for NHS or social work bursaries or students who may be eligible for the new Learning Support Fund, please subscribe to Student Services News for quarterly updates.

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 Louisa Ruman, Student Services Manager



Welcome to the Autumn issue of Student Services News.

We’ve had a busy few months since our last edition, with a lot of work taking place to get us ready for the launch of the new Learning Support Fund. Our team has created a new online application system for students; based on the existing BOSS system but with new and improved functionality to ensure a positive customer journey. You can read more about LSF on page 7.

Within our service we have recently undergone a management restructure. The new management team is now established and you can read more about our Team Managers on page 10.

I’m pleased to report that we are meeting all our Key Performance Indicators (KPIs) for all service work streams and you can find these on pages 5 and 6.

Finally, the Learning Support Fund is now live and within the first 24 hours we had over 1200 student applications! We’d be grateful if you could help us spread the word about LSF with your students and colleagues. We’ll be undertaking a refresh of our contact list shortly, however if you or a colleague wish to receive LSF updates and don’t already do so, please let us know by emailing [nhsbsa.studentservices@nhs.net](mailto:nhsbsa.studentservices@nhs.net).

Thank you for your continued support.

**Louisa Ruman**  
**Student Services Manager**

“We’ve had a busy few months since our last edition, with a lot of work taking place to get us ready for the launch of the new Learning Support Fund.”

# Operational update

## 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 the BOSS system please visit the NHS Bursary Students section of our [website](#).

Your students can find the application window tables on our website at the appropriate link below. These tables 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.

Please encourage your students to reapply for their bursary as soon as possible rather than waiting until close to their application window deadline date. This ensures we do not get a bottleneck of applications just before the deadline and helps us to assess applications and set up payments in a far more timely manner, ready for the start of their academic year.

The tables below outline our current position for the 2017/18 intake:

Total applications expected	43,359
Total applications approved	36,683
Total applications in process (in the queue)	234
Total applications pended (awaiting evidence/further evidence)	2,306
Total number of students not applied	4,136

# Operational update

## Social Work Bursaries

The bursary application window deadline for autumn term starters closed on 1 November 2017.

The bursary application window deadline for January term starters is 14 February 2018. Social Work Bursary application forms for the 2017/18 academic year can be found in the Social Work Bursary section of the [website](#). Please encourage your January starters to apply for a Social Work Bursary as soon as possible.

The capping/attendance process is progressing well, with all capping data now received and the majority of attendance lists already received. The tables below outline our current position.

Postgraduate students	
Total applications expected	3,505
Total applications approved (subject to capping data from universities/awaiting confirmation of enrolment)	2,972
Total applications in process	50
Total number of students not applied	483

Undergraduate students	
Total applications expected	5,355
Total applications approved (subject to capping data from universities/awaiting confirmation of enrolment)	4,470
Total applications in process	49
Total number of students not applied	836

# Learning Support Fund is now LIVE!

On 1 November the Learning Support Fund Application System went live!

From Wednesday 1 November, students were able to register for an account on the new Learning Support Fund Application System (LSFAS). The application system has been created in-house and is a testament to the hard work of the project team who developed it. The system is based on the existing BOSS accounts used by NHS Bursary students, however the team has updated it to provide new and improved functionality to make the student's journey as easy as possible. Students can apply for any or all of the three LSF elements as they need and can also update their

account details including name, bank details and contact information. In the first 24 hours of the system going live, we received over 1200 registrations for the new account. We will be collating any feedback on the new online system and the process in general to help inform any future improvements. If you or your students have any comments they wish to make please contact us at [nhsbsa.studentservices@nhs.net](mailto:nhsbsa.studentservices@nhs.net).



# Stakeholder event update

During October we held two stakeholder events, one in London and the other in Manchester to launch the new Learning Support Fund (LSF).

Attendees were shown the new [LSF guidance video](#) which shows a student's journey from registering an account to applying for the different elements of the fund. The days were well attended and we'd like to say a big thank you to everyone who came along!

We also trialled a new (for us) audience interaction tool called Slido which allowed attendees to ask questions throughout the presentations. We have collated the questions from both days and have put them into an FAQ document which you can find on our [website](#).



Really like using Slido. Very effective. Well done.

Good and useful event... well done to the team!



Great event, very informative, head's full - thank you!

This sort of session much better than workshop style. Slido was a great addition. Excellent venue. Well done to everyone.



# New communications materials available

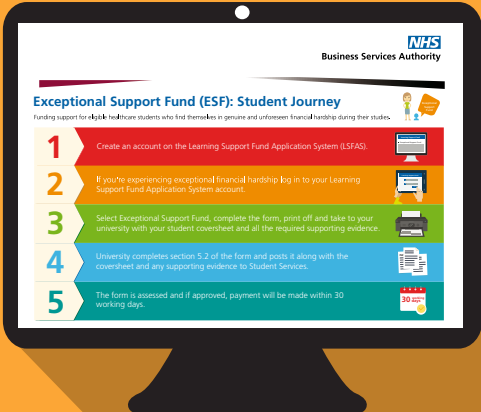
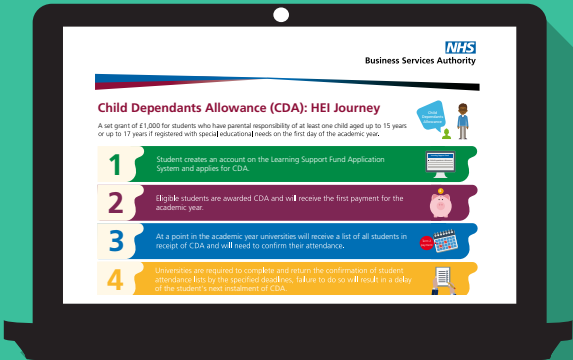
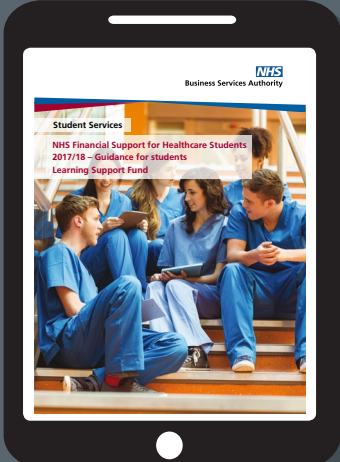
We need your help in spreading the messages about LSF! On our [website](http://www.nhsbsa.nhs.uk/LSF) you will find links to resources such as student and HEI journey infographics, the LSF guidance booklet and posters.

Please share these with your students to let them know about the funding support available.

We will be updating the materials available for NHS Bursaries and Social Work Bursaries in due course. Please keep an eye on the 'Guides and toolkit' section of the website for any updates.

We want to ensure our suite of materials is useful and relevant for you. If you think there's anything missing please let us know by emailing us at [nhsbsa.studentservices@nhs.net](mailto:nhsbsa.studentservices@nhs.net).

[www.nhsbsa.nhs.uk/LSF](http://www.nhsbsa.nhs.uk/LSF)



# Meet the Team

In this edition of Meet the Team we asked each of our Team Managers a few questions so you can get to know them a bit more.



## Emma Ogunby



**Before Joining Student Services, what did you do?**

I worked at the Prescription Pricing Authority in

Middlebrook as a Type 1 Officer. I was then seconded to Student Bursaries (as it was then known) in 2012, starting out on the Post Team before being moved to processing. In 2013 I secured a succession Team Manager position before being offered a Team Manager post. Quite a Journey!

**What's the best thing about working in Student Services?**

The people, one hundred percent! There is never

a dull day and there are some larger than life characters that keep the morale high. It's a really friendly office and a great working environment.

**What do you like to do in your free time?**

I recently had a baby, so all of my free time is spent with my daughter. We go for nice walks on the weekends and often travel down to Bolton to see my family and friends. I won't say no to a bottle of Prosecco at the weekend either!

**Tell us an interesting fact about yourself**

I used to be a Cheerleader for Bolton Wanderers and spent most of my Saturday afternoons Cheerleading in front of 27,000 fans.

## Michael Durnan



**Before Joining Student Services, what did you do?**

I've had many jobs in a variety of industries and have sold all sorts, from double glazing to fish.

**What's the best thing about working in Student Services?**

It has to be the staff we get to work with on our teams on a daily basis.

**What do you like to do in your free time?**

There is nothing better than spending time with grandchildren.

**Tell us an interesting fact about yourself**

Amongst my many lines of work over the years, I used to be a funeral director.

## Hayley Prescott



**Before Joining Student Services, what did you do?**

I worked in NHS Pensions for 18 years, working across various teams. I started out in the post room and believe it or not, was head hunted to join Training and Publicity. I have seen and been part of many changes and improvements, have experienced things that have gone well and things that have not gone so well, and this has given me many years of experience along the way and some lessons learned.

This is why I am so passionate about change and supporting staff on that path.

**What do you like to do in your free time?**

In my free time I provide a free taxi service for my 12 year old daughter that wants to become a budding actress and I can be found at various auditions! Fortunately, my 17 year old son can now drive himself.

I also like to meet up with friends and I love shopping!

**Tell us an interesting fact about yourself**

I buy Vogue magazine each month and have done for the last 15 years, and cannot throw them away. My loft is full of plastic boxes with 15 years worth of Vogue. Not sure if that is more weird than interesting!

**What's the best thing about working in Student Services?**

The best thing about working in student services is the journey we have all been on and the improvements we have made along the way and are still on a Journey. Also the chance to take part in activities around the NHSBSA and have the chance to network with colleagues.

# Reporting concerns of fraud

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

Suspensions can be reported in confidence to the NHS Counter Fraud Authority.

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

Online: [www.cfa.nhs.uk](http://www.cfa.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**

Learning Support Fund  
 **0300 330 1372**