

Completing the Practice Placement Expenses claim form

A guide for students and universities



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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 NHS Bursaries 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.

Introduction

Who is this guide for?

- Continuing NHS Bursary funded students
- Medical or dental students who are eligible to apply for a NHS bursary for the first time in 2018/19
- Students commencing an NHS-commissioned dental hygiene or dental therapy course at one of the following institutions from 1 August 2018:
 - UCL Eastman Dental Institute
 - Kings College London
 - The Greater Manchester School for Dental Care Professionals
 - The University of Birmingham (in partnership with Birmingham Community Healthcare NHS Trust)

Further details regarding which students may be eligible to claim reimbursement under PPE are detailed on page 18.

This booklet is intended as a guide to help you to complete your claim form for the reimbursement of Practice Placement Expenses.

It is also intended to provide general guidance for university administrators and staff who are involved in the arrangement and authorisation of student placements, including the authorisation of PPE claims.

The Department of Health and Social Care (DHSC) 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.

What type of placement costs can I claim?

As a healthcare student, you will normally have to undertake practice placements as part of your course and you may be entitled to have some of the additional costs of journeys between your normal term time accommodation and your practice placement site reimbursed.

In addition, if you have to stay in temporary accommodation away from your normal term-time accommodation in order to attend your placement, you may also be able to receive reimbursement for these costs, up to a set maximum rate.

By 'practice placement' we mean that part of your course which constitutes supervised clinical practice at premises other than those of the university you normally attend.

Reimbursing placement travel costs

To claim reimbursement of placement travel, the total cost of your daily return travel from your normal accommodation to your practice placement site must be in excess of the cost of your daily return travel to university.

This also applies if you are a part-time student and you only travel to university a few days per week but you attend your placement on a full time basis.

Example 1:

Daily return journey	Cost per day
Term time accommodation to/from university	£3.00
Term time accommodation to/from placement	£2.50
No reimbursement will be made because the daily cost of travelling to the placement is less than the normal daily travel cost.	

Example 2:

Daily return journey	Cost per day
Term time accommodation to/from university	£3.00
Term time accommodation to/from placement	£7.50
Reimbursement will be made because the daily cost of travelling to the placement is greater than the normal daily travel cost.	

London universities

Please note: if you attend one of the following London-based universities and you are not a medical or dental student, you should not make a claim through NHS Student Bursaries. Your university is responsible for the reimbursement of any practice placement expenses so please contact them to find out what their policy is.

- Bucks New University (not including the High Wycombe campus)
- City University
- Brunel University
- Guy's and St Thomas'
- Imperial College London
- Kings College London
- Kingston University & St. Georges Hospital
- London Metropolitan University
- London South Bank University
- Middlesex University
- University College London (including Eastman Dental Institute)
- University of East London
- University of Greenwich (not including the Medway campus)
- University of West London (not including the Reading campus)

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 travel to placement in your own private motor vehicle, it is your responsibility to ensure that you have adequate insurance cover for all risks associated with its use.

Students travelling by private motor vehicle should understand that they do so at their own risk. The reimbursement of the costs of travel by private motor vehicle do not constitute any acceptance of liability by your university, the NHS Business Services Authority or any other NHS body.

Costs to be reimbursed are calculated by looking at the receipted cost of travel using the most direct route. If you travel to placement by public transport you should, where available, take advantage of any concessionary or saver schemes, such as travel cards, season tickets, etc.

Please note: Your claim may be amended either by your university or by us. We may on occasion use Google maps to check mileage details, but we will inform you in writing if we or your university amend the amount you have claimed for any reason.

Car hire

You can claim the cost to you of hiring the car, the appropriate mileage rate and the cost of any car parking/tunnel tolls.

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 and/or unforeseen circumstances.

Overseas placements

Students who are required to attend a part of their course overseas may be reimbursed for some of their additional travelling costs if these have been necessarily incurred within or outside the UK and are in excess of the daily return cost of travel between your normal term-time accommodation and your university.

The cost of air fares from the UK to the country where the placement is located cannot be reimbursed but any essential associated costs such as accommodation, medical insurance, tests and any fees for visas can be.

Temporary accommodation

If it is not practical for you to commute to your placement site from your normal accommodation each day, you may be able to claim the cost of staying in temporary accommodation whilst you attend your placement.

However, if you move to your parents' home for the purpose of attending your placement, you will not be able to claim any accommodation costs.

When making a claim, you will be asked to provide evidence of the cost of your temporary accommodation, such as official receipts showing the amount(s). These must include your name, the address of where you stayed, the cost of the stay and the dates. This information should be on an invoice, receipt or headed paper.

If you do not provide the relevant proof to support your claim, your university will not be able to send your claim to us for payment. If, for any reason, you cannot obtain the required proof then your claim will not be considered.

Accommodation rates

Temporary accommodation costs will be reimbursed at the following maximum rates. These rates also apply for placements undertaken outside the UK.

Commercial accommodation (e.g. hotel, bed and breakfast)	Non-commercial accommodation
Up to £55 per night	Up to £25 per night

You can also claim the cost of one weekly return journey between your normal term-time accommodation and your temporary accommodation, plus the cost of daily travel from your temporary accommodation to your placement site (provided the cost of that travel is more than the cost of daily travel from your normal term-time accommodation to your usual place of study).

Completing the PPE claim form - guidance notes for students

The PPE claim form can be completed online before being printed off for your university to authorise.

Section 1 - Personal details

Please complete this section in full. You should ideally provide the same details as on your BOSS account.

Student reference number

This is the six digit reference number from your BOSS account beginning with 'SBA'.

Term-time address

Provide the full term time address where you live or lived, along with the correct postcode, whilst attending this particular placement. If you changed your term-time address during this claim period, you should enter details of both of the term-time addresses you were living at whilst attending this particular placement. Please attach a separate sheet if necessary.

If you will be on a long-term placement, e.g. for several weeks or months, and you prefer to claim for shorter periods at a time rather than wait for the placement to end you can make several smaller claims during your placement in order to receive part-reimbursement. If you choose to claim in this way, ensure that you do not claim for overlapping dates.

Section 2 - University course details

All students must complete this section in full.

Course year

Enter the year you are or were in when you attended this particular placement - e.g. 'year 2' (etc).

Section 3 - Details of your daily travel to your normal place of study

Full address of your normal place of study

This means your university - the main base site or campus you attend on a regular basis for taught sessions

Please advise how you travel to your normal place of study (including if you walk or receive a lift).

Enter your usual method of travel to university from your normal (term time) accommodation.

If you usually travel to university by free bus - i.e. one provided or contracted by your university which is free at the point of use, please enter 'free bus' in the box.

Please also specify if you receive a lift from someone else such as a fellow student, family member, etc.

Other costs for tunnels, toll roads and parking

If you normally have to pay to use toll roads, tunnels etc on the way to and from university and/or for car parking, please enter the total daily cost for these in this section.

You should not include any additional costs which are not part of your **usual** daily travel i.e. if they only occur once or very infrequently do not enter them here. An example of this could be you had to use a different route on occasion due to roadworks and so could not avoid using a toll road or tunnel temporarily.

University travel schemes

If your university offers full or part reimbursement towards the cost of your daily travel to and from your place of study, you **must** still state the full cost of this, before reimbursement, in the relevant box/es above.

Car sharing

You should still indicate the actual return **daily** mileage from your term-time address to your usual place of study, as we need this information to determine whether your placement travel costs exceed your normal travel costs to university.

Section 4 - Details of travel to and from your practice placement

FULL address of your practice placement site

Enter the full address (including the postcode) of your main placement location.

If your placement was based at more than one site, please provide the details of the other site or sites on the form. You may use a separate sheet if necessary. Do not include any community mileage locations (e.g. individual patients homes) as these should be entered at Section 5.

Car hire

You should indicate the total cost to you of hiring the car. If this was covered by your university and you did not personally incur any cost to hire the vehicle please enter £0.00 in this box, otherwise enter the hire cost for the period of your claim.

Don't forget to enter details of your mileage costs in Section 5 and **provide evidence of the car hire cost to you** with your claim

Information:

If you received a lift to your placement, you cannot claim the mileage or any other costs associated with these journeys.

Section 5 - Details of claim

In this section, you must show full details of your daily journeys to placement.

If you are claiming for temporary accommodation costs, remember to include any weekly return journeys between your placement accommodation and your normal term-time accommodation.

If you are claiming for more than 20 journeys, you can print off and complete additional copies of this page of the claim form, as required

If you are claiming for public transport or car parking costs, you must include all original bus, train, car parking and ferry tickets, as well as any receipts for travel passes or season tickets, with your form, as your university need to have sight of these in order to authorise your claim.

Date

Enter the individual dates you are claiming for on each line, preferably in chronological order of each of the journeys you made.

Total daily mileage (including mileage undertaken if you used a hire car)

If you travelled to your placement in your own private motor vehicle, or you used a hire car please indicate in this column your total daily mileage to and from your placement site for each date you travelled.

Return daily mileage to placement site

If you are claiming for the cost of using temporary (placement) accommodation, you can only claim for the cost of **one return journey per week** between your temporary (placement) accommodation and your normal (term-time) accommodation.

You may also claim for journeys between your temporary accommodation and your practice placement site if you incur mileage or public transport costs to travel between these, but you cannot claim for any other journeys.

The cost of these journeys **must** be more than the cost of your normal daily travel to and from university otherwise your claim will be invalid.

Community mileage

Additional mileage/travel costs may be claimed if you have to travel to other practice placement sites, and/or to patients' home addresses. You only need to provide daily mileage totals in this column. Please do not provide individual patients' addresses.

Please note: any community mileage incurred must still exceed the cost of your daily mileage to and from your normal place of study. Community mileage on its own will not be reimbursed if it is not in excess.

Passenger miles

If you drove one or more NHS funded students to the placement site, you may claim an extra amount per mile for each additional student passenger. **These students must also be in receipt of NHS Bursary funding**, and we will check this against our records when we receive your claim.

Please enter the total number of miles you travelled with all applicable passengers on this date. You will need to provide each passengers' full details in **Section 7** of the claim form.

Section 6 - Details of accommodation expenses

If you did not stay in temporary accommodation whilst attending your placement, please tick 'no' and go to Section 7 of the form. If you did stay in temporary accommodation, you should complete this section in full.

Parent/s address

If you stayed with your parents in their home whilst attending your placement, you will not be entitled to claim accommodation costs - enter £0.00 in the box.

Period claiming for

Enter the full start and end dates of **this** particular claim.

What was the cost of maintaining your temporary accommodation whilst on practice placement?

Enter the total cost of your temporary (placement) accommodation for the claim period you have entered above. **You must include evidence of your accommodation costs with your claim form**, such as recent invoice(s) or bill(s) from the relevant provider for the period concerned.

Section 7 - Summary of claim

7a Transport and passenger details

Summary of private mileage

Mode of transport	<p>In the total number of miles column, please enter the total number of miles you have travelled during this claim period, either by private motor vehicle, hire car and/or bicycle. Please include any community mileage.</p> <p>Multiply the total number of miles by the rate stated in the second column to give the total rate in £s of your claim.</p>
	<p>Passengers</p> <p>If you have not taken any other NHS student passengers to placement, please go straight to Section 7b.</p>
Full name of passenger	<p>You can claim additional mileage costs for passengers if you were actually taking them to placement. They must also be NHS Bursary funded students (but not EU Fees Only students).</p> <p>In this column, please enter the first name and surname of each passenger you took to placement.</p> <p>If there were more than four passengers, please provide additional details on a separate sheet.</p>
Passenger's SBA number	<p>Enter the six digit NHS Bursary reference number (beginning with 'SBA') of each passenger you took to placement in this column. This information will allow us to check our records more quickly.</p>
No. of miles	<p>Enter the total number of miles you covered whilst taking each individual passenger to and from either your placement site or any temporary accommodation, where applicable.</p>
Passenger mileage – dates of travel	<p>We need to know on which dates of this claim you took the passenger/s named above to/from placement.</p> <p>Indicate the actual dates Passenger 1, Passenger 2 etc were given a lift, where applicable.</p> <p>If you took passenger/s to placement every day of the period you are claiming for, please write 'all' in the <i>Date/s passenger/s taken to placement</i> column.</p>

7b Summary of costs.

Total daily mileage costs

Enter the total number of miles you travelled during this claim period (including any passenger miles, if declared).

Total public transport costs

If you travelled by public transport for all or part of this claim period, please enter the total cost you incurred in fares. If you used a travel pass or season ticket, provide the total cost of this for this particular claim period.

Total allowable costs

If you have incurred additional costs from car parking charges, toll roads, tunnels or petrol costs from the use of a hire car, please enter the total of these costs for this claim period.

Total cost of all your placement travel this claim

Add together all mileage, public transport and other costs you incurred during this claim period.

Total cost of your normal daily return travel to your university when not on practice placement

If you travel in your own private motor vehicle to and from university, enter the total cost of your equivalent mileage for the period of this claim multiplied by the mileage rate of 28p per mile.

If you use public transport to travel to and from university, please enter the total equivalent cost for the period of this claim. If you use a combination of the two, add the total mileage cost to the total public transport cost and enter the total here of those two costs.

If you normally walk or you are able to get a free courtesy bus which is provided by your university please enter £0.00 in this box.

To work out the total amount of travel costs you can claim, deduct the total equivalent cost of travelling to and from university from the total cost of your placement travel for this period and enter the result in this section

Students can claim the difference between the cost of travelling to and from university and the cost of travelling to and from their placement or, if applicable, their temporary accommodation.

To work out the total amount of travel costs you can claim, deduct the total equivalent cost of travelling to and from university from the total cost of your placement travel for this claim period and enter the result in this section.

Total accommodation costs

If you have claimed for temporary accommodation costs whilst on placement, please enter the total cost for this claim here – as per the figure you have given at Section 6.

If you are not claiming for accommodation costs please enter '0.00' in the box.

Section 8 - Student's declaration

Please read the declaration in full and then sign and date it with today's date in the relevant boxes underneath.

Deadlines

All claims must be submitted to your university within **nine months** of the last day of the placement period for which you are claiming. Late claims **will not be processed**.

Submitting your claim

You **must** hand your form to your university for authorisation at Section 9.

Your university will send your signed claim form to us on your behalf.

Timescales for processing PPE claims

We aim to assess PPE claims within 25 working days of the forms being scanned into our system. Please note it can take up to one working day for your claim to be linked to your Bursary Online Support System (BOSS) account after they have been scanned.

We will check your eligibility for reimbursement of PPE and ensure the claim is in order and correctly completed and certified.

We will then assess the claim which will result in one of three outcomes listed below:

- **'Rejected'** means that your claim has been refused. If we decide a claim is not appropriate we will email you to explain the reason for this.

Ensure you have

- included all receipts and any evidence of accommodation costs, where applicable;
- completed all the sections of the form that are relevant to you;
- attached a copy of your student coversheet (containing your unique barcode) to the front of your form. This is available from your BOSS account.
- taken copies of your form and any receipts/evidence before handing them to your university; this is important in case your form is lost or misplaced.

You must hand your form to your university for authentication. Please do not send it to us directly - your university will do this on your behalf.

- **'Pended'** means that we need to have additional evidence or answers to outstanding questions before we can complete the claim. If the claim is pended then we will contact either you or your university explaining what action is required. If it is agreed that any amounts should be changed we will follow this up with an email to you to explain and confirm the decision.
- **'Approved'** means that your claim has been approved and you will now be able to view your entitlement in the Payment Schedule in your BOSS account. We will pay the total of the PPE claim to you on the next weekly payment run following assessment (within 10 working days of the claim being assessed). We will then inform you by email of the date the payment will be made to your bank account.

Do refer to this guide whilst completing your form. If you don't complete the form correctly and in full, there will be a delay to you receiving any reimbursement you are entitled to.

Do remember to submit your claim form(s) within the nine month timescale.

Do remember to attach a copy of your student coversheet (which has your unique barcode on) to your claim form before handing it to your university.

Do keep copies of your form and any accompanying receipts/evidence before passing your claim to your university.

Do remember to sign and date your form at Section 8 and include any relevant receipts for public transport or accommodation costs to support your claim.

Don't complete or submit a claim form if your total travel costs to your placement are equal to or less than your normal daily travel to university (unless you are claiming for accommodation costs only).

Don't complete a claim form if you are an EU Fees Only student as you are not entitled to claim Practice Placement Expenses.

Don't complete a claim form if you are a seconded student as you are not entitled to claim Practice Placement Expenses from us.

Don't complete or submit a claim form if the last day of the placement period you are claiming for was more than nine months ago as you have missed the deadline to claim.

Don't send your form to us directly – your university will do this.

Don't submit a claim to us if you attend one of the London-based university campuses listed above (unless you are a medical or dental student).

You can find out the latest information regarding Student Bursaries on our social media channels:



@NHSBSA_Students



www.facebook.com/NHSstudentbursaries

Additional guidance for universities

Policy

Any placement expenses claimed by students must be in accordance with the rules of the NHS Bursary Scheme as laid out by the Department of Health and Social Care. The latest NHS Bursary Scheme rules for these students can be viewed on [our website](#).

'Practice placement' means that it is a part of the course which constitutes supervised clinical practice at premises other than those of the university that the student normally attends.

Which students are entitled to claim PPE in 2018/19?

- **Medical and dental** students undertaking bursary eligible study years
- Nursing, midwifery and AHP students who started their course before 1 August 2017
- Nursing, midwifery and AHP students on **eligible undergraduate part-time** courses who started their course on or after 1 August 2017 and before 1 August 2018
- Nursing, midwifery and AHP students occupying a commissioned place on an eligible pre-registration **postgraduate** healthcare course which started on or after 1 August 2017 and before 1 August 2018 and to whom the temporary transitional arrangements in 2017/18 applied
- Students occupying a commissioned place on an **eligible pre-registration dental hygiene and dental therapy course** who first started on or after 1 August 2017 but before 1 August 2018 to whom the temporary transitional arrangements in 2017/18 applied
- New students occupying a capped place on an eligible undergraduate pre-registration **dental hygiene and dental therapy course** commissioned by Health Education England which started **on or after 1 August 2018** at the following institutions:
 - o The UCL Eastman Dental Institute
 - o London Kings College
 - o The Greater Manchester School for Dental Care Professionals
 - o The University of Birmingham – in partnership with Birmingham Community Healthcare NHS
 - o Bristol Dental School

Healthcare students not mentioned above who are funded through student loans on a course starting on or after 1 August 2017 and wish to claim reimbursement of placement costs may be eligible to claim Travel and Dual Accommodation Expenses (TDAE) from the Learning Support Fund. Please note the arrangements in this booklet do not apply to them and any claims submitted using PPE forms will be rejected. Please refer to the [TDAE guidance on our](#) website for further information.

Eligibility

Provided they are not an EU fees only or a seconded student, or eligible for at least the £1,000 non means tested grant, students will always be able to make a claim towards the cost of their travel/accommodation provided that the claim meets the necessary criteria.

Disabled students

Students who are claiming a taxi allowance for travel to placements through the Disabled Students Allowances (DSAs) should refer to the recommendations in their Needs Assessment Report, their DSAs confirmation letter and the information on the NHS Student Bursaries website for further guidance on reimbursement for these journeys.

Part-time students

Part-time students are entitled to the same PPE as full time students, even though their bursary rate is calculated on a pro rata basis.

London universities

Please note that NHS Bursary students whose courses are commissioned by any of the following cannot claim PPE through us. These claims are dealt with under separate arrangements at their universities, outside of the NHS Bursary Scheme.

- Health Education North West London
- Health Education South London
- Health Education North Central and East London

This does not affect students on medicine or dentistry courses attending London based universities, who may still claim PPE through us.

Travel

Travel by taxi

We will not normally reimburse any costs students have incurred when travelling by taxi unless their use of taxis has been specifically recommended under the Disabled Students Allowances and this has been officially agreed with us in advance. Students in receipt of the DSAs travel allowance should not submit placement travel claims via PPE as all reimbursements will be made through the DSAs. In all other cases, students travelling by taxi will normally be reimbursed at the equivalent mileage or public transport rates.

However, if you believe there are mitigating circumstances where the use of a taxi was wholly unavoidable for the student, we may be able to consider additional reimbursement.

In such cases, please supply a signed covering letter on university headed paper with the student's claim form confirming their circumstances and we will give due consideration to their claim for taxi fares.

Travel whilst staying in temporary accommodation

If it is not practical for a student to travel to the practice placement site from his or her normal accommodation on a daily basis, they may also claim for the cost of:

- one weekly return journey between their normal accommodation and their temporary accommodation
- daily travel from their temporary accommodation to their placement site, where applicable, providing that the cost of that travel is greater than the cost of daily travel from their normal accommodation to their usual place of study.

Accommodation

Students may claim for the cost of any temporary accommodation on or near their practice placement site if it was not practical for them to travel there from their normal accommodation each day. However, if their temporary accommodation is also their parental home, they will not be able to make a claim for their temporary accommodation costs.

A maximum capped amount, outlined each year in the NHS Bursary Scheme Rules and on page 6 of this guide, is payable for accommodation costs depending on whether this is commercial accommodation (for example, a hotel or bed and breakfast) or non-commercial accommodation (for example lodgings in a private house).

Evidence

Students are required to provide evidence of their temporary accommodation costs. This should at least include their name, the name and address of where they stayed, the cost of the stay and the dates.

This information should be on an invoice, receipt or headed paper in the form of bills, receipts, invoices etc. **Please could universities ensure that this documentation is included with students' claims and sent to us**

Overseas placements

Students who undertake their placement outside of the UK and Islands may be reimbursed for some of their additional travelling costs if these:

- have been necessarily incurred, either within the country where the placement is situated or outside the UK and
- are in excess of the daily return cost of travel between their normal term-time accommodation and their university or usual study base.

The location of the placement does not affect students' entitlement to make a claim as the same type of costs can be reimbursed whether they are incurred within or outside the UK. The only stipulation is that the placement being undertaken is a necessary part of the course, whether the student elects to undertake this in the UK or overseas.

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

Please note that we cannot reimburse students for the cost of air or other fares which have been incurred for travelling from the UK to the country where the placement is located.

Students cannot claim for refreshments, sleeper berths, phone calls and any other additional expenses related to the placement either overseas or in the UK.

Authorising students' claims

Please verify the claim at **Section 9** by checking that it is accurate and in accordance with the practice placement undertaken. In addition, the student should have signed and dated Section 8 of the form.

If you need to make any changes or amendments to the student's claim, please initial the change(s) and advise the student.

Sending PPE forms to us

For reimbursement to be made, all claim forms must be received by us within nine months of the last day of the placement period for which students are claiming.

Once you are happy with the student's claim and it has been checked and verified, please complete both the checklist and the authorisation sections.

9. University authorisation - Your university must complete this section in full

Checklist

Has the student completed ALL the relevant sections and signed and dated the declaration?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Return form to student
Are ALL accommodation receipts attached, where appropriate?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Return form to student
Have you authorised the means of transport used? (If the student has used taxis, please enclose a letter)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Return form to student
Has the student provided you with a student coversheet?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Return form to student
Has the student submitted this form to you within nine months of the final date of the placement period for which they are claiming?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Return form to student - no expenses can be paid

Signature

Email address

Print name

Position held

Date

University official stamp

Receipts/invoices

Bus/train/parking and other travel tickets should **not** be sent with claim forms, but we do require the following so please include these when sending any claims to us:

- evidence of accommodation
- taxi costs
- car hire and/or
- any relevant covering letters

Please do not include any staples or adhesive tape with the evidence as the forms are scanned when we receive them and this can delay the process.

The student coversheet

Students are required to print a copy of their student coversheet from their online bursary account (BOSS) and submit this with each individual claim form. We are unable to link the claim to the student's record without it, so please ensure students include this as otherwise the claim form may be returned.

Student Services provided by: **NHS Business Services Authority**

88A219501

Dear Mrs Jane,

Please include this coversheet with anything you post to us at any time. This could be supporting evidence for an application or a change of circumstances, correspondence relating to paper application forms. Your coversheet is the only way we can link your documents to your bursary Online Support System (OSS) account. If you do not send this coversheet, it will cause a delay in the assessment of your application for an NHS Bursary or an additional allowance including Disabled Students Allowance and Practice Placement Expenses or in the processing of your change of circumstance.

Before you post your supporting evidence to us, please check you have completed everything on the list below. Have you:

- read the guidance contained in your evidence email?
- included all of the supporting evidence that your evidence email asks you for?
- included original documents only? (We cannot accept photocopies.)
- taken a copy or a clear photograph of each of the documents that you are sending, for your own records?
- enclosed a pre-paid, self-addressed Special Delivery envelope for your documents to be returned to you securely? This will also enable you to track the return of your documents.
- written your name and address clearly on the back of the envelope?
- used an envelope large enough and strong enough to contain all your documents without 'bulging'?
- strengthened the seal of the envelope using tape?
- paid the correct amount of postage? We strongly advise you send your paper application forms, documents and supporting evidence by Special Delivery post to guarantee your items are delivered to: **NHS Student Bursaries, Ridgway House, Northgate Close, Middlebrook, Norwich, Bolton BL6 6PQ**

If you are sending in Children's reconciliation forms and childcare provider receipts please send these to: **NHS Student Bursaries, Children, PO Box 2255, Bolton BL6 6HX**

We aim to return any documents you have posted to us within 15 working days of receiving them. Children's receipts will not be returned, but will be securely destroyed.

We will handle your original documents securely and confidentially while they are in our possession. However, we cannot accept responsibility for items lost in transit. If any of your documents do get lost, please contact Royal Mail directly.

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Posting claims to us

Completed claim forms should be sent to us at the address on page 11 of the claim form.

Universities should send completed forms to **NHS Student Bursaries, Ridgway House, Northgate Close, Middlebrook, Horwich, Bolton, BL6 6PQ**. Please do not include any staples or sellotape and ensure the form has been signed and stamped to authorise it.

We expect that universities will want to send claims in batches rather than separately for each student.

Timescales

We aim to assess all valid placement claims within 25 working days of the forms being scanned into our system.

Please note it can take up to one working day for a student's claim to be linked to their Bursary Online Support System (BOSS) account after they have been scanned.

We will check the student's eligibility for reimbursement of PPE and ensure the claim is in order and correctly completed and certified.

Help us to help your students

We appreciate universities ensuring placement claims are sent as regularly as possible to us. This helps avoid delays in students receiving payment and reduces enquiries from students to both universities and our call centre asking about receipt of their claim forms and dates of expected payment.

Where possible, please do keep your students informed of your timescales for submitting placement claim forms to us, as this helps manage expectation of when claims are likely to be reimbursed.