



NHS Financial Support for Health Students (Fourth Edition) NHS Learning Support Fund

**Information for the academic authorities and students
for the 2020/21 academic year.**

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Disclaimer

Students and prospective students should not rely on the current NHS Learning Support Fund rules and allowances when planning for subsequent academic years. These rules may be subject to review in the future and as a result may change. Further information on the NHS Learning Support Fund will be posted on the NHS Business Services Authority (NHSBSA) website. Students are advised to check the website on a regular basis. The Department of Health and NHSBSA Student Services will not accept responsibility for loss of any type suffered by students who have relied on current rules and allowances whether for the current academic year, academic year to begin or indeed for subsequent academic years.

Introduction

The information in this document is made in association with the NHS Bursary Scheme - New Rules – Ninth Edition 2020/21, which are made pursuant to Section 63(6) of the Health Services and Public Health Act 1968.

Words and phrases which have a particular meaning in this document appear in bold black typeface like these words. The specific meaning of these words or phrases can be found in the glossary in section 9. Where the rules contain words and phrases like this they must be interpreted as having the meaning set out in the Glossary at section 12.

The NHS Learning Support Fund

The NHS Learning Support Fund provides supplementary funding to the higher education student loans system for eligible healthcare students¹. It is intended to prevent a fall in both the number and diversity of these students, and otherwise to help secure a continued workforce supply in future years.

From 1 September 2020 this funding has been extended to include a Training Grant and additional Parental Support which will replace the current Child Dependents Allowance.

The NHS Learning Support Fund comprises separate elements of supplementary funding for which eligible students may apply. In summary these are:

- Training Grant - £5,000 per year for all new and continuing students
- Parental Support – New and continuing students with child dependents will have access to £2,000 per year
- Travel and Dual Accommodation Expenses - re-imbusement of travel costs to clinical placements above the usual daily travel costs
- Exceptional Hardship Fund – Up to £3,000 per student per year
- Specialist subject payment - £1,000 for all new students studying a specialist subject (as per agreed list)
- Regional incentive - £1,000 for all new students studying in regions that have difficulties recruiting. Further detail to be made available in due course.

Training Grant

From 1 September 2020 eligible new and continuing pre-registration undergraduate and postgraduate healthcare students can apply for a Training Grant. This is a non-income assessed, non-repayable allowance of £5,000 per academic year for students studying full time. Pro-rata payments will be made for students studying part time.

Additional funding

Specialist subject payments

From September 2020 new students studying one of the specialist subjects set out in section 2 will receive an additional £1,000.

Regional payments

A £1,000 regional incentive payment will be available to eligible students in designated geographical areas where there is a workforce shortage. This will apply to new students commencing an eligible healthcare course on or after 1 September 2020. Further details will be published in due course.

Parental Support

From September 2020 eligible new and continuing students with child care responsibilities for one or more children will receive a £2,000 parental support payment. This is to ensure that students can continue to study and attend practice placements. This replaces the £1,000 Child Dependents Allowance previously available.

This grant does not affect students' access to childcare support and other means of funding available through the higher education support system or other sources.

Travel and Dual Accommodation Expenses

Eligible students can apply for reimbursement of essential expenses necessarily incurred, for travel and accommodation over and above their usual travel and accommodation costs, as a result of attending practice placements.

¹ New and continuing nursing, midwifery and allied health professional students commencing undergraduate pre-registration healthcare programmes on or after 1 August 2017 and postgraduate pre-registration healthcare programmes that commenced on or after 1 August 2018. See Table 1, page 5 for a full list of eligible professions

Exceptional Support Fund

Eligible students facing unforeseen financial hardship, having exhausted all other available sources of support, can apply for additional funding. This is an income-assessed non-repayable grant of up to £3,000 per student per year.

1. General Eligibility Criteria

For each of the NHS Learning Support Fund elements detailed in the following chapters, there are specific criteria that relate directly to the funding support available; however, there are also general overarching eligibility criteria that apply to all elements. These are:

Eligible Programmes

1.1 Students must be studying on a nursing, midwifery or allied health professional programme² that leads to professional registration as listed in Table 1 below:

Table 1: List of eligible programmes

Undergraduate or postgraduate degree level ⁱ courses
Dietetics
Dental hygiene / dental therapy ⁱⁱ
Midwifery
Nursing (adult)
Nursing (child)
Nursing (mental health)
Nursing (learning disability)
Nursing (joint nursing and social work)
Nursing (joint nursing and paramedicine)
Occupational therapy
Operating department practitioner (levels 5 and 6)
Orthoptics
Orthotics and prosthetics
Paramedicine ⁱⁱⁱ
Physiotherapy ^{iv}
Podiatry / chiropody
Radiography (diagnostic and therapeutic)

Undergraduate or postgraduate degree levelⁱ courses

Speech and language therapy

i Does not include courses at foundation level

ii All DH/DT courses commencing on or after 1 August 2018 except students who commenced at The 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 and the Bristol Dental School between 1 August 2018 and 31 July 2019.

iii See section 4.

iv Includes MPhysiotherapy courses from 1 September 2020

² i.e. new and continuing nursing, midwifery and allied health professional students commencing pre-registration healthcare programmes on or after 1 August 2017 who are supported by mainstream student loan funding.

Students eligible for and in receipt of tuition fee and maintenance support from the Student Loans Company

1.2 In order to qualify for the NHS Learning Support Fund, students must be eligible for tuition fees and maintenance support from the Student Loans Company³. Students will ordinarily be required to provide evidence in the form of the original letter from the Student Loans Company that demonstrates that they are in receipt of a loan for tuition fees and/or maintenance support.

1.3 In addition, students who meet the eligibility criteria as specified in Paragraph 1.2 must

(a) be ordinarily resident in the UK; and

(b) studying at an academic authority in England.

Students who are eligible for a student loan but have chosen not to apply for tuition fees and maintenance loan support from the Student Loans Company.

1.4 Some students may decide not to claim a student loan for personal reasons. Depending upon individual circumstances, these students may still be eligible to access the NHS Learning Support Fund. NHSBSA Student Services will handle such cases directly with the individual concerned. Students will need to demonstrate that they meet the required eligibility criteria in order to receive the NHS Learning Support Fund (see Eligibility paragraph below).

¹ Use of the term 'Student Loans Company' throughout this document may refer to Student Finance England, Student Finance Wales, Student Finance Northern Ireland or the Student Awards Agency for Scotland as appropriate

Active Study

1.5 In order to be considered for any element of the NHS Learning Support Fund, students must be actively in study, whether academic or practice learning. Any students not in active study may be considered for elements of the NHS Learning Support Fund if there are exceptional and mitigating circumstances. Section 8 provides further details.

2. Training Grant

This chapter sets out the provisions under which the NHSBSA can pay a Training Grant to eligible healthcare students in the 2020/21 academic year.

2.1 To claim the Training Grant students must, on the first day of the academic year for which they are applying:

- (a) be an eligible student under Section 1; and
- (b) be on an eligible course which started on or after 1 August 2017⁴; and
- (c) not be attending the course on secondment terms.

2.2 Students will only be eligible to receive the Training Grant from the start of their next full academic year which falls on or after 1 September 2020.

2.3 Eligible students can receive a non-means tested, non-repayable Training Grant of £5,000 per academic year for maintenance and associated study costs.

2.4 Students must claim the Training Grant within nine months of the first day of the current academic year of their programme.

Adjustment for part-time courses

2.5 Where the course is a part-time course, the Training Grant in each academic year will be a proportion of the amount payable for full-time courses determined as follows:

- (a) for courses which are normally three years full-time:
 - i. For a four-year part-time course 75%;
 - ii. For a five-year part-time course 60%;
 - iii. For a six-year part-time course 50%.
- (b) For all other courses the appropriate proportion of the full-time rate considering the relative length of the part-time course and the equivalent full-time course.

¹Students who are required to extend their studies in 2020/21 outside their original course completion date will remain on pre-2020/21 Learning Support Fund arrangements.

2.6 The NHSBSA will pay the total of the Training Grant awarded in three termly instalments per academic year;

2.7 In order to receive the Training Grant, a student must be in active study on one of the following dates, relevant to the start of their academic year:

Table 2 – Active study dates for receipt of the Training Grant

Start of academic year	Relevant date in attendance
September / October 2020	1 November 2020
January / February 2021	1 March 2021
March / April 2021	1 May 2021

2.8 For each academic year, the NHSBSA will ask academic authorities to provide and confirm student attendance data to ensure any Training Grant payments are being made appropriately.

3. Additional funding

Specialist subject payment

3.1 Subject to meeting the general eligibility criteria set out in section 1, eligible new students commencing one of the following healthcare courses in Table 3 below, will receive an additional specialist subject payment of £1,000 per academic year:

Table 3 – Courses eligible for the specialist subject payment

Courses starting on or after 1 September 2020 only
Mental Health Nursing
Learning Disability Nursing
Radiography (Diagnostic and Therapeutic)
Prosthetics and Orthotics
Orthoptics
Podiatry

3.2 The additional amount will be paid to eligible students in three monthly instalments per academic year. This will be for the duration of the course unless the student;

(a) withdraws; or

(b) transfers to another eligible course that is not a specialist subject, as set out above.

Regional incentive payment

3.3 An additional £1,000 is payable to students attending healthcare course in certain regions where there is a shortage. This additional funding will be payable to eligible new students from 1 September 2020 who are attending Higher Education Institutions that are located in certain regions. Further details are to be made available in due course.

3.4 The additional amount will continue to be paid for the duration of the course unless the student;

(a) withdraws; or

(b) transfers to another eligible healthcare course which is not included in the geographical areas listed above.

3.5 If a student is not on one of the courses identified as being either a shortage profession or in a designated region, but subsequently transfers to a course which does fall under the criteria at paragraph 3.1 or 3.3, they will be entitled to the additional amount(s) as applicable from the actual date they transferred.

4. Paramedic courses

4.1 The NHS Learning Support Fund will be available from 1 September 2020 to new and continuing students attending undergraduate or postgraduate paramedic degree level courses and who are eligible for student loans. This includes bachelors and masters level courses but does not include courses at Diploma of Higher Education (DipHE) or foundation level.

4.2 Students must be enrolled on a paramedicine course which leads to registration with the relevant professional body. For paramedicine science degree courses, this is the Health Care Professions Council (HCPC).

4.3 New and continuing students who meet the criteria at 4.1 and 4.2 above, will be eligible to apply for the NHS LSF allowances from 1 September 2020 onwards, subject to the additional eligibility criteria for each allowance.

5. Parental Support (formerly Child Dependants Allowance)

This chapter sets out the provisions for the 2020/21 academic year for eligible new and continuing students.

5.1 To claim Parental Support students must, on the first day of the academic year for which they are applying:

(a) be an eligible student under Section 1; and

(b) have parental responsibility for a child who is under 15 years of age, or under 17 years of age if the child is registered with special educational needs within the meaning of section 20 of the Children and Families Act 2014.

5.2 Eligible students⁵ can claim a non-repayable grant of £2,000 per student, per academic year. This is regardless of the number of dependent children for which the student has parental responsibility.

5.3 The NHSBSA will pay the total allowance in termly instalments each academic year.

5.4 Students will only be eligible to receive the £2,000 Parental Support from the start of their next full academic year which falls on or after 1 September 2020.

5.5 Students must claim Parental Support within nine months of the first day of the current academic year of their programme.

5.6 Any students studying on a part-time basis will receive a pro rata award as set out in Table 4.

¹ Students who are required to extend their studies in 2020/21 outside their original course completion date will remain on pre-2020/21 Learning Support Fund arrangements, including the Child Dependants Allowance.

Table 4: Parental Support rates for part-time programmes

Length of part-time programme	Total amount of PSA payable
4 years (75% of full-time rate)	£1,500 per academic year
5 years (60% of full-time rate)	£1,200 per academic year
6 years (50% of full-time rate)	£1,000 per academic year

5.7 For each academic year, the NHSBSA will ask academic authorities to provide and confirm student attendance data to ensure any Parental Support payments are being appropriately made.

6. Travel and Dual Accommodation Expenses (TDAE)

6.1 This chapter sets out the provisions for the reimbursement of excess travel and dual accommodation costs incurred by eligible students whilst undertaking a practice placement during the academic year. The expenses will be payable to eligible students for a full academic year for students attending the eligible programmes listed in Table 1.

6.2 Students who meet the eligibility criteria as set out in Section 1 are entitled to have some of the additional costs arising from attendance at a practice placement reimbursed to them, provided that a valid claim is made within nine months of the cost being incurred.

These costs are specified in paragraphs 3.3 and 3.4 and calculated on the basis of the rules in paragraph 3.8, subject to the limits set out in Table 5.

6.3 The types of costs are described in paragraph 6.4 below, which must:

(a) be necessarily and reasonably incurred as part of attending a necessary part of the course which constitutes supervised clinical practice at premises other than those of the academic authority providing the course. Those premises may be located either within the UK or overseas;

(b) not already be covered either in full or in part by any disabled students' allowances awarded under Student Loans Company provisions;

6.4 The types of cost that can be added while on practice placement are as follows:

(a) The cost of temporary accommodation near the clinical practice site where it is not practicable for the student to travel there from his or her normal accommodation on a daily basis, provided that the temporary accommodation is not the parental home;

(b) The costs of travel arising from the practice placement which exceeds the cost of travel in term time between the student's normal accommodation and the academic authority providing their course, as follows;

(i) for students attending a full-time course, this is the daily cost of their daily travel between their normal accommodation and higher education institution; and

(ii) for students attending a part-time course, this is the cost of their weekly travel (if more beneficial to the student) between their normal accommodation and higher education institution.

(c) This will either be:

(i) any excess cost arising from daily travel between the student's normal accommodation and the practice placement site, or

(ii) any excess cost arising from one weekly return journey between the student's normal accommodation and their temporary accommodation, and;

(iii) any excess cost arising from daily travel from the temporary accommodation to the practice placement site.

(d) The additional cost of being required to travel to visit other practice placement sites or the homes of patients while on practice placement, where the student is not given free transport.

(e) Where the student is attending a part of the course overseas, the additional travelling costs necessarily incurred within or outside the UK that are in excess of the student's normal daily cost of travel between their normal accommodation and the academic authority they normally attend, and any essential additional, receipted costs such as accommodation (up to the maximum nightly equivalent rate in GBP as set out in Table 2), medical insurance, tests and any fees for visas.

6.5 Other costs arising in connection with practice placements such as the costs of refreshments, placement arrangement fees, tips and phone calls will not be reimbursed.

Means of travel

6.6 Students are expected to travel by the cheapest form of transport available where it is reasonably practical. A student may claim reimbursement of the cost of using a private motor vehicle if this is the most appropriate form of transport for their circumstances.

6.7 Where the conditions of paragraph 3.6 are met, students who choose to travel in a private motor vehicle should:

- (a) Ensure that they have adequate insurance cover for all risks associated with this use of the motor vehicle and;
- (b) understand that by travelling by private motor vehicle, they do so at their own risk and;
- (c) be aware that the provision in these rules for re-imbusement of the costs of travel by private motor vehicle do not constitute any acceptance of liability by the academic authority, the NHSBSA or any other NHS body for the risks arising from the use of the private motor vehicle concerned.

Calculation of the amount to be reimbursed

6.8 For the purpose of these rules the cost to be reimbursed is calculated on the following basis:

(a) For travel, the costs are:

- (i) the receipted cost of travel by the most direct route by public transport using the most favourable rates, concessionary schemes or facilities available to the student; or
- (ii) where the student travels in a private motor vehicle, or hire car where appropriate, the distance travelled by the most direct route at the mileage rate set out in Table 5, and the actual receipted cost of any parking, tolls or ferries necessarily incurred on that journey;
- (iii) less the cost of daily or weekly travel in term time (as set out in paragraph 3.4(b) (i) or (ii), whichever is applicable), between the student's normal accommodation and the student's academic authority for the relevant period and calculated as described in (i) and (ii) above.

(b) For temporary accommodation, the costs are the actual receipted cost of the temporary accommodation up to the limits set in Table 5. Receipts should be in the format prescribed by the NHSBSA and:

- (i) be addressed to, or otherwise include, the name of the student making the claim and;
- (ii) include the dates/period that the accommodation was booked/used as well as the exact nightly cost(s) that were charged for each night.

(c) For all other costs reimbursable under the rules above, the actual receipted cost.

Application for reimbursement

6.9 Students must submit claims for travel and dual accommodation expenses, including the appropriate receipts or invoices, to their academic authority, in the format required by the NHSBSA.

6.10 All claims must be checked by the academic authority before they are sent to the NHSBSA. It is the responsibility of each institution to authorise and confirm the validity of each student's claim in line with the requirements set out in this section.

6.11 Without exception, reimbursement for practice placement expenditure will only be issued to the student and not to a third party.

6.12 Where practice placement accommodation is booked by the academic authority on behalf of the student, any invoices issued to the student for payment of the accommodation must include:

(a) the start and end dates of the booking and;

(b) the actual nightly cost charged by the accommodation provider, which may not necessarily be the same as the maximum nightly rate limit shown in table 5.

6.13 Dates claimed for placement accommodation must only be those where the student resides in that accommodation. Costs should not be claimed for any individual nights the student chose not to stay on the premises, but consideration may be given by the NHSBSA for reimbursement of cost-effective block bookings made by the student, or on their behalf by the academic authority, where weekends are required to be included as part of the booking.

Time limit

6.14 No reimbursement will be made in respect of claims presented more than nine months after the relevant costs were incurred.

Table 5 Limits on reimbursable travel and dual accommodation expenses

Cost	Limit
(a) Public transport	Actual cost
(b) Travel in or on the student's own vehicle: Pedal Cycle Motor vehicles Parking, Tolls and Ferries	20p per mile 28p per mile Actual cost
(c) Temporary Accommodation: Commercial Accommodation Non-commercial Accommodation	Up to £55 per night Up to £25 per night

7. Exceptional Support Fund

7.1 The Department of Health and Social Care recognises that, in a small number of cases, there may be scenarios where students find themselves facing unexpected financial hardship.

7.2 This section, therefore, sets out the provisions under which the NHSBSA can award funds to support exceptional cases where nursing, midwifery and allied health students find themselves in financial hardship in the 2020/21 academic year.

7.3 To be eligible for assistance from the Exceptional Support Fund (ESF) a student must:

(a) be an eligible student under Section 1;

(b) be in genuine hardship;

(c) satisfy the NHSBSA that there is a demonstrable shortfall between their income and expenditure, which they are unable to manage by their own actions;

(d) satisfy the NHSBSA that they have exhausted all other available avenues of funding support, including the academic authority hardship funds as described in the academic authority's Office for Fair Access (OFFA) agreements.

7.4 Assistance from the ESF will only be made where the student signs an undertaking to repay any sums which are overpaid or paid in circumstances where it later becomes clear that the student was ineligible for the grant.

7.5 Where the NHSBSA agrees that a student meets the conditions in paragraph 7.3 and, subject to the criteria in paragraph 7.6, a non-repayable grant of up to £3,000 per academic year may be made to assist the student.

7.6 ESF awards will not be made in the following circumstances:

(a) for the purpose of making emergency payments, such as repairs to essential household equipment, stolen items, car repairs (this list is not intended to be exhaustive);

(b) helping to meet the costs of tuition fees where the student is eligible for, but has not taken out, a tuition fee loan;

(c) where there is evidence of money mismanagement;

(d) making good a default in contribution by a parent, spouse, civil partner or partner;

(e) meeting a temporary shortfall in income, such as where a student is awaiting payment of a maintenance award or academic authority hardship funds reimbursement of travel expenses or requires a loan.

Calculation

7.7 The income assessment model for the ESF award will be fully detailed in the NHSBSA Exceptional Support Fund application form and guidance and will be calculated on the standard rates of:

(a) living costs and;

(b) that is available at the time of the application. (The appropriate higher rates and weighting will be applied to those students attending an academic authority located in London).

Assumed income

7.8 Students are expected to have made provision for their living costs before commencing their studies, therefore when calculating income for the ESF, the NHSBSA will normally apply an assumed income figure, unless the student falls under one or more of the following categories:

(a) has a disability or long-term health condition that impacts on their ability to work;

(b) is a care leaver;

(c) is irreconcilably estranged from both parents;

(d) has no living parent;

(e) has caring responsibilities for a person other than their own child or children.

Student expenditure

7.9 Students must pay for essential items such as food, bills, clothes, leisure, rent, travel and course costs. As some students may choose, or be required to, spend more than others, composite living costs and variable expenditure will be applied in each assessment.

Table 6 Composite living cost rates

Student profile	Living outside London (weekly)	Living in London (Weekly)
Single	£90	£121
Student with partner	£122	£165
Children (each)	£72	£72
Family premium	£20 one-off cost will be added where a student has at least one child	£20 one-off cost will be added where a student has at least one child

Application and evidence

7.10 An application for the Exceptional Support Fund must be made in such a form and with such supporting information as the NHSBSA may require assessing the application. The student must also provide:

- (a) evidence that he or she has taken up all the student loan funding to which they are entitled, where applicable;
- (b) evidence that he or she has applied for hardship funds to their academic authority and details of the outcome, where there is provision for these at the academic authority they attend.
- (c) details and evidence of their income and expenditure in the format prescribed by the NHSBSA;

Student withdrawal

7.11 Funding, or a proportion of the allotted ESF funding, may be recoverable if the student meets any of the criteria referred to in section 6, paragraphs 8.10 and 8.11 or otherwise has any other change in circumstances that may impact on their eligibility to receive ESF.

8.Changes in Circumstances

8.1 Any relevant changes in a student's circumstances must be notified to NHSBSA within one month of the change happening.

8.2 In any instances where a student's circumstances change in a way which may affect their eligibility for the NHS Learning Support Fund, or any of the payments they are entitled to under the NHS Learning Support Fund, or the student's ability to meet the conditions attaching to the NHS Learning Support Fund, the student should seek advice from the NHSBSA as soon as possible.

Illness, injury or disability

8.3 Eligible students may continue to receive their existing NHS Learning Support Fund allowances for periods of authorised absence due to a medically certified illness or injury of up to 60 days in an academic year, including any holidays which intervene between continuous periods of absence at the end of one term and the beginning of the next. This would need to be as agreed by the Student Loans Company in relation to the maintenance loan in order to be applicable to these allowances.

8.4 Any payments to the student from either the Training Grant or Parental Support, where relevant, would cease from the date of last attendance which may include the authorised 60 days.

8.5 Students with disabilities should contact the Student Loans Company for assistance from Disabled Students Allowances.

Maternity and adoption

8.6 Students who are on an authorised period of maternity or adoption leave from their course may be considered for continued payments of the Training Grant, Parental Support and the Exceptional Support Fund up to the last day of the term in which the student started their authorised period of leave. No further payments of LSF will be made until the student returns to their course.

8.7 Where there is evidence that exceptional and mitigating circumstances may apply, the NHSBSA in conjunction with Department of Health and Social Care will determine whether any individual cases warrant further payment of the NHS LSF beyond the term in which they began maternity or adoption leave. This would also be dependent on the student being authorised for continued maintenance loan support from the Student Loans Company for the period concerned.

Students who withdraw or transfer

8.8 The NHS Learning Support Fund will be payable to an eligible student providing the student continues to attend their course.

8.9 The student must inform the NHSBSA as soon as possible and in any event no later than one month after the event if they:

- (a) abandon or withdraw from the course; or
- (b) are expelled from the course; or
- (c) cease to attend the course, does not intend or is not permitted to return; or
- (d) transfer to another course whether or not the new course is an eligible course and whether or not the new course is an eligible course and whether or not it is at the same institution; or
- (e) encounters any other relevant change in circumstances that may impact on their eligibility to receive LSF.

8.10 On receiving notification of any circumstances which fall under paragraphs 8.10(a) to (e), the NHSBSA will

- (a) terminate any subsequent instalments of the LSF which were due to the student.
 - (i) Where an award is terminated, the NHSBSA will decide the date of termination and this date may be different to the date on which the student abandoned, withdrew or was expelled from the course.
- (b) determine whether the student is owed any payment or part-payment of the relevant NHS Learning Support Fund elements or whether an overpayment has occurred.
 - (i) Where an overpayment is determined, the student must promptly repay this amount when requested to do so in writing by the NHSBSA.

Extending the time normally required to complete the course

8.11 If a student cannot complete their course in the time normally required because of maternity or adoption leave, the NHS Learning Support Fund provisions may be extended for up to twelve months to allow the student to complete the course.

8.12 Where the academic authority, with the prior approval of the NHSBSA, requires the student to repeat part of the course, the NHS Learning Support Fund provisions may be extended for up to twelve months to allow the student to complete the course.

8.13 If a student cannot complete the course in the time normally required for any other reason, the NHS Learning Support Fund provisions may be extended for up to twelve months to allow the student to complete the course. However, in these circumstances an extension will only be granted if the NHSBSA, after consulting the academic authority, concludes that there is a reasonable prospect of the student qualifying.

9. Conditions applying to an award from the NHS Learning Support Fund

9.1 The NHS Learning Support Fund is awarded and payable subject to the following conditions:

(a) The student continues to attend the course for which the NHS Learning Support Fund is awarded, unless granted authorised leave of absence under Sections 8.12 to 8.14

(b) The student is not expelled from the course or refused permission to complete the course.

(c) The student completes the course within the period ordinarily required for completion of the course unless a repeat year or other extension is approved under Section 8.12 to 8.14

(d) The student supplies the NHSBSA with such information it considers determining eligibility and any payment pursuant to it within 1 month of the request being made.

(e) The student informs the NHSBSA as soon as possible and in any event no later than one month after:

(i) he or she abandons or withdraws from the course; or

(ii) he or she is expelled from the course; or

(iii) he or she ceases to attend the course and does not intend or is not permitted to return; or

(iv) he or she transfers to another course, whether or not the new course is an eligible course and whether or not is at the same academic authority;
or

(v) he or she interrupts training temporarily for reasons of maternity or adoption; or

(vi) he or she is absent from the course without the prior agreement of the academic authority for any period for any other reason; or

(vii) there is any change to the date for starting or completing the course;
or

(viii) it becomes clear that the student cannot complete the course and qualify in the relevant healthcare profession; or

(ix) there is any change to his or her contact details; or

(x) there is any change to the bank or building society account into which NHS Learning Support Fund payments are to be made.

(f) The student has not knowingly or recklessly supplied the NHSBSA with information which is false in a material particular.

(g) The student promptly repays any overpayment of NHS Learning Support Fund when requested to do so by the NHSBSA.

(h) The student has not fraudulently obtained or fraudulently attempted to obtain any of the NHS Learning Support Fund or payment thereof.

(i) The student has not in any other way shown by their conduct that it would be inappropriate to grant an NHS Learning Support Fund award.

9.2 The NHSBSA may suspend, reduce or terminate a NHS Learning Support Fund award, or disqualify a student from future eligibility for an award if, after consulting the academic authority, it appears to them that the student is in breach of the conditions in paragraph 9.1 (a) to (i) or if any other misconduct by the student while receiving an award is such, as to show it would be inappropriate to grant them a NHS Learning Support Fund award. The NHSBSA may also suspend payment if requested to do so by the NHS Counter Fraud Authority or by NHSBSA Local Counter Fraud Specialists pending enquiries concerning possible fraud in relation to the payment of the NHS Learning Support Fund.

9.3 The NHSBSA may also disqualify a student from future eligibility for the NHS Learning Support Fund if, after consultation with a NHSBSA Local Counter Fraud Specialist, they conclude that any breach of the condition set out in paragraph 9.1 (a) to (i) or if any other misconduct by the student while receiving an award is such, as to show that it would be inappropriate to grant them any award from the NHS Learning Support Fund at any point in the future.

9.4 Where the NHSBSA suspends or reduces an NHS Learning Support Fund award because of the student's unauthorised absence, or the student's suspension by the academic authority, the suspension or reduction of the award may only be in relation to the

period, including any holidays, between the start of the unauthorised absence or suspension and the student's return to the course.

9.5 Where an award is terminated, the NHSBSA will decide the date of termination, and this date may be different to the date on which the student abandoned, withdrew or was expelled from the course.

10. Making an application for the NHS Learning Support Fund

10.1 A student must apply to the NHSBSA for each academic year in which the course runs, as required by the NHSBSA.

10.2 The re-application for another year's funding must be made in the form prescribed by the NHSBSA as set out below:

(a) in the case of the Training Grant and Parental Support, applications must be made within the first nine months of the current academic year of study

(b) for TDAE, claims must be received by the NHSBSA within nine months of the relevant costs being incurred.

(c) in the case of the Exceptional Support Fund, applications will be considered at any point during the academic year for which the student is making an application.

10.3 The applicant must give a written undertaking that the particulars given are correct to the best of his or her knowledge or belief, and that he or she will notify the NHSBSA promptly of any change which might affect his or her eligibility for an award or the payments which he or she receives under an award.

10.4 The applicant, if he or she is under the age of 18 years a person with parental responsibility for them, must give a written undertaking that, where any payment under the NHS Learning Support Fund exceeds the amount payable under these rules for the academic year concerned, the person signing the undertaking will, if called on to do so, repay the excess amount.

10.5 The applicant must provide such evidence as the NHSBSA may require in order to demonstrate his or her eligibility; in particular a copy of the relevant award notification from the Student Loans Company that demonstrates the student is studying under provisions.

10.6 For all elements of the NHS Learning Support Fund, the academic authority must provide appropriate authorisation in the form required by the NHSBSA to confirm that the student is in attendance on an eligible course and in active study at the point of application for funding or at the point required by the NHSBSA as stated elsewhere in this document.

10.7 Students may register for an online account with the NHSBSA in advance of academic year commencement, but payment of any NHS Learning Support Fund elements will not be made by the NHSBSA until:

- (a) the student has enrolled on the first academic year of study on their course;
- (b) the academic authority has officially confirmed the student's enrolment to the NHSBSA

11. Complaints, Appeals and Reviews

Complaints

11.1 If a student is concerned about the way in which an NHS Learning Support Fund application, or any other matter in relation to the NHS Learning Support Fund is being dealt with, the student should first contact the NHSBSA on 0300 330 0521. This is likely to be the fastest way to resolve any issues about a current payment or application.

11.2 If a student remains dissatisfied with the way in which a NHS Learning Support Fund application, or any other matter in relation to an NHS Bursary has been dealt with, the student may make a formal complaint to the NHSBSA in writing to:

The Review Section
NHSBSA Student Services
Hesketh House
200-220 Broadway
Fleetwood
FY7 8SS

Or by email to: nhsbsa.lsfcomplaints@nhs.net

11.3 The Secretary of State for Health has asked the NHSBSA to treat all complaints in a fair, objective and consistent manner; to take corrective and remedial action where possible; and to identify any areas for improvement in the operation of the NHS Learning Support Fund.

11.4 If a student has exhausted the NHSBSA formal complaints procedure and believes their complaint has been inappropriately or unfairly dealt with by the NHSBSA, the student may complain to the Department of Health and Social Care (DHSC) in writing. A student should include in their letter their explicit consent that the DHSC may share the necessary personal information with the NHSBSA in order to investigate their complaint fully. This is to ensure compliance with the Data Protection Act. The Department aims to respond to complaints within 20 working days. A student should write to:

NHS Learning Support Fund Complaint
F.A.O. Rikki Ismail - Policy Adviser
NHS Workforce: Education, Modernisation & Funding
Department of Health and Social Care
Quarry House, Quarry Hill
Leeds LS2 7UE

Reviews

11.5 Where a student believes a decision made by the NHSBSA in relation to an award from the NHS Learning Support Fund is incorrect, they may ask for the decision to be reviewed. Such a review can include, but is not limited to, the following matters:

- (a) the outcome of a funding application,
- (b) decision on the amount of funding payable,
- (c) suspension, reduction or termination of funding.

11.6 The request for a review should be made within 28 days of notification of the decision.

11.7 Any application for a review must be made in writing to:

The Review Section
NHSBSA Student Services
Hesketh House
200-220 Broadway
Fleetwood
FY7 8SS

or by email to: nhsbsa.lsfcomplaints@nhs.net

Appeals

11.8 If after being informed of the result of a review a student continues to believe that a decision made by the NHSBSA in relation to the NHS Learning Support Fund is incorrect the student may appeal to the DHSC.

11.9 The request for an appeal should be made within 28 days of notification of the decision of the review. The Department aims to respond to appeals within 20 working days.

11.10 Any application for an appeal to DHSC must be made only after the review process has been completed by the NHSBSA and be made in writing. A student should include in their letter their explicit consent that the DHSC may share the necessary personal information with the NHSBSA in order to investigate the student's appeal fully. This is to ensure compliance with the Data Protection Act. A student should write to:

NHS Learning Support Fund Appeal
F.A.O. Rikki Ismail - Policy Adviser
NHS Workforce: Education, Modernisation & Funding
Department of Health and Social Care
Quarry House, Quarry Hill
Leeds
LS2 7UE

12. Glossary

Word or phrase	Meaning for the purpose of these rules
Academic authority	<p>The Institute of Higher Education recognised by the Department of Health and Social Care and the NHS as offering a course for which the NHS Learning Support Fund may be payable.</p> <p>Includes a person acting with the authority of such an institution.</p>
Academic year	<p>The academic year is a period of twelve months starting from the first date of the first term in that period.</p>
Active study	<p>A student is deemed to be in active study if they are attending the premises of the higher education institution for academic learning, on a recognised study period at other premises (such as designated study weeks) or attending premises associated with practice learning.</p>
Assumed income	<p>In relation to the Exceptional Support Fund, it is expected that most students are able to supplement their income - for example, through part-time or holiday work, savings, bank loans and/or family contributions. Instead of taking the actual amount of income gained in this way, a fixed standard annual amount is applied to each student, with the exception of those students who fall under paragraphs 8.9 (a) to (e).</p>
Commercial accommodation	<p>Accommodation whereby a commercial rental agreement is in place, which, whether a tenancy or a licence, imposes conditions upon the parties to the agreement that are enforceable at law.</p>
Composite Living Costs	<p>In relation to the Exceptional Support Fund, all students have to pay for essential items such as food, bills, clothes and leisure/entertainment, these are known as Composite Living Costs and one-off fixed amounts will be applied for these in all cases at the rates outlined in Table 5.</p>
Full-time	<p>In relation to an eligible course, a course in which the student is required to attend the course for at least 30 weeks in each academic year except the final year of multi-year courses, and at least 8 weeks in the final academic year of multi-year courses; and to undertake</p>

	<p>in each academic year an average of at least 21 hours a week in study or practice placement or other work experience required by the course.</p> <p>In relation to a student, a student attending such a course.</p>
Islands	The Channel Islands and the Isle of Man.
London	The area comprising the City of London and the Metropolitan Police District as defined by section 76 of the Greater London Act 1963 prior to its substitution by section 323(1) of the Greater London Authority Act 1999.
Non-commercial accommodation	Generally, where the student is staying with friends or relatives and/or in a room in a private house, where there is no formal tenancy or contract in place. Where there is, if this includes terms which are not legally enforceable or which the parties did not intend to be legally enforceable, this would be considered to be non-commercial.
Normal accommodation	A student's primary accommodation during term time, whether at the parental home or away from the parental home.

Ordinarily resident	<p>Lawful and habitual residence through choice and for a settled purpose throughout the period concerned.</p> <p>A person is to be treated as ordinarily resident in the area in question if the person would have been so resident but for the fact that person, their spouse or civil partner, their parent, or (in the case of a dependent direct relative in the ascending line) their child or child's spouse or civil partner is or was temporarily employed outside the area in question.</p> <p>For the purposes of this definition, temporary employment includes: (a) in the case of members of the regular naval, military or air forces of the crown, any period in which they serve outside the UK as members of such forces; and (b) in the case of members of the regular armed forces of an EEA State or Switzerland, any period in which they serve outside the territory comprising the EEA and Switzerland as members of such forces; and (c) in the case of members of the regular armed forces of Turkey, any period in which they serve outside the territory comprising the EEA, Switzerland and Turkey as members of such forces.</p>
Parent/Parents	<p>A parent or parents by nature or legal adoption. But not a guardian step-parent or foster parent (unless they have legally adopted the student concerned).</p>
Parental home	<p>The home of a parent or guardian of the student or, for members of a religious order, a house belonging to that religious order.</p>
Parental responsibility	<p>Exists where a person has the same legal rights, duties, powers, responsibilities and authority as a parent for a child and for the child's property.</p>
Partner	<p>A person who is ordinarily living with the student as if they were the student's spouse or civil partner.</p>
Part-time	<p>In relation to a course, any course that does not satisfy the definition of a full-time course above. In relation to a student, any student attending a course that does not satisfy the definition of a full-time course above.</p>

Private motor vehicle	Includes a pedal cycle, motor vehicle and any other motor vehicle owned by the student or otherwise used by the student with the owner's consent, other than a hire vehicle and subject to the requirements in Para 2.7
Secondment	A secondment is where a student remains employed by an organisation but is relieved of his or her normal duties or is given leave of absence to enable them to attend the course.
Special educational needs	A child or young person has special educational needs within the meaning of the Children and Families Act 2014 if he or she has a learning difficulty or disability which calls for special educational provision to be made for him or her.
Student loan	A loan provided by the Student Loans Company.
Temporary accommodation	Secondary accommodation taken by a student for the purposes of attending a compulsory practice placement which forms part of his or her course, where it is not practical for the student to travel to the placement site from their normal accommodation on a daily basis.
UK	The United Kingdom of Great Britain and Northern Ireland, comprising England, Scotland, Wales and Northern Ireland but not the Islands.
Variable expenditure	In relation to the Exceptional Support Fund, certain expenses, such as rent, travel and childcare, vary between individuals and as some may be required to spend more than others on these, the actual annual amount for these costs will be applied, rather than a fixed figure.

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