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**You need to write your Customer Reference Number on every document you send us.**

Student Finance England  
PO Box 210  
Darlington  
DL1 9HJ

[www.gov.uk/studentfinance](http://www.gov.uk/studentfinance)  
0300 100 0607

Date: 15 June 2020

Customer Reference Number: **32559833544**

Dear Miss Ward,

## **We've approved your Disabled Students' Allowances (DSAs) 2020/21**

We've received your DSAs application and can now confirm what support you're entitled to. The following information shows what DSAs you have been awarded and what you need to do next. We've also enclosed a helpful Frequently Asked Questions about your DSAs.

### **Non-Medical Help Allowance**

Our records suggest that you did not use any of the agreed Non-Medical Helper support in your previous year of study. If you would like to access this support please contact the DSA Team on 0300 100 0607 or [DSA\\_Team@slc.co.uk](mailto:DSA_Team@slc.co.uk), so we can make the necessary arrangements.

Keep this letter because you'll need to refer to it again.

You must be registered on and attending your course to be entitled to support. If you leave or don't start your course you must let us know as soon as possible.

If you have any queries regarding your support please do not hesitate to contact us.

Yours Sincerely,

Student Finance England

**We've also sent a copy of this letter to your Disability Adviser and Needs Assessor**

## **Your DSAs**

### **Specialist Equipment Allowance**

It was previously indicated that you were using your own computer equipment. You should continue to use this equipment for your studies.

You'll need to purchase your own insurance which covers your equipment for the duration of your course as DSAs won't fund repairs or replacement equipment if it's lost, stolen or damaged.

If you pay for insurance after the date of this letter please send us copies of receipts so we can reimburse you for this cost.

#### **Your next steps**

1. Purchase insurance for your equipment.
2. Submit a claim form to us along with copies of receipts for the extended warranty or insurance. The claim form can be downloaded from <https://www.gov.uk/student-finance-forms/y/english-student-full-time/claim-disabled-students-allowances-expenses>
3. We'll reimburse the amount directly to your bank account once the claim has been processed.

#### **Receipts must show the following information:**

- Date
- Amount that has been paid
- Item description
- Company details

You can send receipts each time you purchase an item or you can send multiple receipts through together to:

Student Finance England  
PO Box 210  
Darlington  
DL1 9HJ

Or you can email them to [dsa\\_team@slc.co.uk](mailto:dsa_team@slc.co.uk)

## Frequently Asked Questions (FAQs)

### How To Contact Us

Phone: 0300 100 0607

Post: Student Finance England, PO Box 210, Darlington, DL1 9HJ

Email: [dsa\\_team@slc.co.uk](mailto:dsa_team@slc.co.uk)

Please ensure you use the email address registered on your account and that you state your full name and customer reference number. This will help us to answer your query without any delays.

You can also visit our website at [www.gov.uk/studentfinance](http://www.gov.uk/studentfinance) for more information.

### Part Time and Postgraduate Allowances

#### **Are my allowances different if I'm a part-time student?**

Part-time allowances for Non Medical Help and General Allowance are based on your intensity of part-time study and the academic year in which you are studying. The Equipment Allowance is the same for full time and part time, regardless of intensity.

Intensity of study	Equipment Allowance (per course)			Non Medical Helper Allowance (per year)			General Allowance (per year)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
25%	£5,529	£5,684	£5,849	£5,496	£5,651	£5,815	£462	£475	£489
50%				£10,992	£11,302	£11,629	£924	£950	£977
60%				£13,192	£13,562	£13,955	£1,108	£1,139	£1,172
75%				£16,489	£16,951	£17,443	£1,385	£1,424	£1,465

These figures are the maximum amounts - most students get less.

#### **Are my allowances different if I'm a postgraduate student?**

For postgraduate students (both full-time and part-time) there's a single allowance of up to £10,993 (18/19), £20,000 (19/20), £20,580 (20/21) a year. This single allowance is used for all areas of DSA; equipment, non medical help, general allowance and travel.

### Equipment

#### **What if I feel I need additional equipment?**

If you require equipment that hasn't been agreed as part of your DSAs entitlement, you'll need to contact your Needs Assessor to discuss your requirements.

#### **I would like to upgrade my equipment to a higher specification/different model, how do I do this?**

If you want to upgrade your equipment you'll need to pay any extra costs for this. To upgrade, contact the supplier to discuss what equipment you would prefer. The supplier will tell you if this meets the minimum specification and if it will run your recommended software. They'll also advise on the extra costs for the upgrade. The supplier will then invoice us for the amount we've agreed to cover with your DSAs and will then invoice you for the extra costs for the upgrade.

**I would like to change the DSA approved equipment supplier, how do I do this?**

It's possible to change the provider of your equipment. If you wish to do this, please email the DSA Team with your request to change provider before you contact the authorised supplier to process your order. Your email will need to include the following information:

- reason for changing provider
- name and contact details of new provider

Please note that we can only pay up to the amount agreed within this letter. You can find out the amount we'll pay by checking the 'Your DSAs' section of this letter.

**Can I purchase a computer from the internet or high street supplier?**

If you want to purchase your own computer you need to email us for further information.

Reimbursement can only be provided for a computer; all the remaining equipment and software must be purchased from the agreed supplier.

**My equipment is faulty/not working properly, what do I do?**

If you experience any issues with your equipment whilst it's under warranty, you'll need to contact your equipment supplier.

If you experience any issues with your equipment when it's no longer under warranty, you'll need to contact the DSA Team by email.

**I have some questions about my equipment / I am not happy with the quality of my equipment, what do I do?**

In the first instance you should contact your equipment supplier to discuss your queries/concerns. If this remains unresolved, you'll need to contact the DSA Team by email.

**Non Medical Help****What if I miss or need to cancel a non-medical helper support appointment?**

Your provider can charge for any missed or cancelled appointments if you've not given reasonable notice (this is usually 24 hours but you should check this with your provider).

**I feel I need additional or different non-medical helper support, who do I contact?**

If you require additional non-medical helper support (not including assistive technology training) or feel different support is required, you'll need to contact your Needs Assessor to discuss your requirements.

**I feel I need assistive technology training or need more than initially agreed, who do I contact?**

If you require assistive technology training that hasn't been agreed as part of your DSAs entitlement, you'll need to contact your Needs Assessor to discuss your requirements.

**Can I change to another non medical help provider if they are unable to meet my needs?**

If you wish to do this, please email the DSA Team with your request to change provider. Your email will need to include the following information:

- type of support you want to change (e.g. assistive technology training, mentor support, etc.)
- full explanation of why you want to change and why your current provider is not suitable/unable to meet your needs

Please note, SFE can only consider change of NMH provider requests if you are not satisfied with the service being provided and you have spoken with your provider to try to rectify any issues. A full explanation for your reasons must be provided. We cannot change your provider if you have not accessed/tried to access the support from your current agreed provider.

Also please be aware that if we agree to a change in provider, we will request new quotes from your Needs Assessor and write to you with the details of your new provider. You will not be permitted to choose your own provider.

### **Do I need to sign timesheets for the non-medical helper support I receive?**

Your provider needs to provide signed timesheets when invoicing us as this will confirm you've received the support. You shouldn't sign any timesheets before you receive support.

### **Non Medical Help Framework – Registered Providers**

On the 28th April 2016 a Non-Medical Help (NMH) Quality Assurance Framework was introduced. From that date all NMH providers must register in order to be considered to provide support. As an exception, any student who was already in receipt of a type of NMH support has been allowed to continue to use their NMH provider, and will be allowed to do so until the end of their course.

In addition, where students continue from an undergraduate course to a postgraduate course without a break and continue at the same Higher Education Provider, their current NMH provider can continue to provide support if they remain unregistered.

Where students break their study between postgraduate and undergraduate courses, or change their Higher Education Provider, new approved NMH providers must be used. As is the case now, all new types of support will only be agreed with an NMH provider who is approved.

### **Change of Circumstances**

#### **My circumstances have changed, what do I do?**

If your circumstances change this may affect your support. For example, if you've changed university or college the supplier of your non-medical helpers support may need changing. You need to email the DSA Team advising of any changes so we can ensure that your correct entitlement is in place.

#### **My medical condition has worsened/I have an additional medical condition, what do I do?**

If you've a medical condition(s) that hasn't been taken into account during your Study Needs Assessment, or your medical condition worsens you need to send us a copy of your medical evidence.

Medical evidence for a new condition must confirm:

- a diagnosis of your condition
- your condition is long term (more than 12 months)
- how your condition has an adverse effect on your ability to carry out daily activities

Medical evidence for the worsening of a condition must confirm:

- how your condition has changed/worsened since your Study Needs Assessment
- that the change is permanent or long term (not temporary)

Once we receive acceptable medical evidence we'll write to you to confirm if you can attend a review at the Needs Assessment Centre where your previous assessment was carried out. Your Needs Assessor will make recommendations for any support you may need as a result of a new condition.

#### **Do I need to apply every year for my DSA?**

You only need to apply every academic year on a DSA full form for DSAs if you:

- are a postgraduate student
- are a part-time student
- only get DSA funding (i.e. no tuition fees/maintenance loan etc.)

You don't need to provide medical evidence and ID every year if you're continuing on the same course at the same university or college.