

# Disabled Students' Allowance (DSA) Guidance Notes

## Online Application

## 2024-25 Academic Year

**Disclaimer:** *The information in this guide offers general guidance only and is not legally binding, nor does it constitute any right of eligibility for, or entitlement to funding. We will assess each student's applicant based on the individual circumstances in accordance with the information provided on a completed DSA application*

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# Section 1 – about the Disabled Students’ Allowance

## Introduction

DSA is a fund to support disabled students and those with additional learning needs, who are studying a course of higher education and may have extra costs because of their impairment.

SAAS has launched a new online application service for students to apply for DSA. The new service means that a Disability Advisor at your college or university will apply for DSA upon establishing that you are eligible for DSA.

Once they have completed an application, the student will check that the details are correct and submit it to SAAS for processing.

This guide gives you information on who is eligible for DSA and what the fund can be used to pay for.

If your Disability Advisor has started an online DSA application for you, and you need to complete it, read our guide on how to submit your application.

## Eligibility

If you are a full-time student applying for the first time, your Disability Advisor can apply on your behalf using the online service. However, before we process an online application, you must complete a [student funding application](#) for your tuition fees (and other funding if needed). You can still apply for DSA using the online service, but we will not process your application until we have processed your application for your main funding.

To be able to apply for DSA using the online application service, you must:

- meet our residency eligibility criteria
- be studying a full-time eligible course
- be applying for DSA for the first year of your course
- have applied for main funding from SAAS
- have a recognised disability or additional learning needs

There is no age limit for DSA.

Please see the relevant guide on residence conditions on the [SAAS guides webpage](#).

## Course eligibility

If you are undertaking one of the following **full-time** courses, you may be eligible to apply for DSA using the online application service:

- HNC
- HND
- Degree or equivalent level courses
- Foundation year of a degree - students must be enrolled on the full course and not the foundation year only

- Diploma or degree in paramedic science, nursing or midwifery
- PGDE/PGCE
- Postgraduate Diplomas
- Masters level programmes, for example, MSc, MRes, Mphil
- PhD or Postgraduate Certificate courses – providing the student is not receiving support from another source, for example, a Research Council or an employer

If you are studying a part-time course or applying for a second or third year of a full-time course, you must apply for DSA using the PDF application form, available from the [SAAS website](#).

You cannot apply for DSA using the online service if any of the following apply to you:

- you are studying a part-time course
- you do not have main funding in place
- you are a continuing student (you are in your second or third year of your course)

You may **not** be able to get DSA funding if any of the following apply to you:

- you are an EU student receiving a tuition fees only award
- you are not studying an eligible course
- you are receiving student support from Student Finance England, Wales or Northern Ireland
- you are receiving funding or disability related student support from anyone else
- you are studying a work-based learning course, and can get disability related support from your employer

DSA funding is unavailable for Professional Development Awards (PDAs) or Graduate Apprenticeships.

If you're not entitled to DSA funding from us, you may still be able to get funding from your college or university. Your university or college will support disabled students and have reasonable adjustments. Check with Disability Services at your college or university or their website for more information.

If you're between 16 and 25 years old and living with a disability in Scotland, the Independent Living Fund (ILF) Scotland can support you. They can help you try new activities and experiences that will enhance your independence, confidence and help you to spend more time with other people

## **Disabilities**

You must have a recognized disability, or additional learning needs to be eligible for DSA. Support is available for students with the following disabilities or impairments:

### **Longstanding illness or health condition**

An ongoing, often unseen condition such as diabetes, MS, arthritis, epilepsy, asthma, back pain or chronic heart disease.

**Social or communication impairment** Including and not limited to Asperger's Syndrome, autistic spectrum disorder, a speech disorder, or social, emotional or behavioral difficulty.

## **Physical impairment or mobility issues**

A physical health issue that limits motor skills and mobility, such as difficulty using arms, or a wheelchair or crutches user.

## **Mental health condition**

Including and not limited to depression, bipolar disorder, PTSD, schizophrenia or anxiety.

## **Visual impairment**

Blind or serious visual impairment.

## **Hearing impairment**

Deaf or partial hearing.

## **Learning difficulty**

Specific learning difficulties such as dyslexia, dyspraxia or ADHD.

This is not a complete list, and you should discuss your circumstances with a Disability Advisor at your college or university.

## **The allowances**

DSA is made up of 4 allowances:

1. Consumable Items
2. Equipment, Software and Accessories
3. Non-Medical Personal Help (NMPH)
4. Travel Expenses

### **1. Allowances – Consumable Items**

<b>Consumable Items</b>	
<b>How often is it paid?</b>	The Consumable Items allowance can be claimed annually.
<b>What is covered? (examples)</b>	<ul style="list-style-type: none"><li>• photocopying</li><li>• printer cartridges</li><li>• Braille or Livescribe paper</li><li>• USB memory sticks</li></ul>
<b>How much is available?</b>	The maximum allowance for full-time students is currently <b>£1,725 per year</b> .

## 2. Allowances – Equipment, Software and Accessories

Equipment, Software and Accessories	
<b>How often is it paid?</b>	The Equipment, Software and Accessories allowance covers the duration of your course.
<b>What is it for? (examples)</b>	The allowance can include the purchase or hire of items such as: <ul style="list-style-type: none"> <li>• disability-related software, such as voice recognition software</li> <li>• printers/ scanners</li> <li>• laptops/ PCs</li> <li>• ergonomic equipment such as desks or chairs</li> </ul>
<b>What is not covered? (examples)</b>	<ul style="list-style-type: none"> <li>• course specific equipment</li> <li>• any equipment or facilities that a college or university would be reasonably expected to provide under the Equality Act (2010), like site access</li> </ul>
<b>How much is available?</b>	The maximum allowance for all students is currently <b>£5,160</b> .

## 3. Allowances – Non-Medical Personal Help (NMPH)

Non-Medical Personal Help (NMPH)	
<b>How often is it paid?</b>	NMPH can be claimed annually for the duration of your studies.
<b>What is covered? (examples)</b>	<ul style="list-style-type: none"> <li>• British Sign Language interpreters (BSL) (including tactile)</li> <li>• note takers and scribes</li> <li>• proof readers</li> <li>• study skills support</li> <li>• mentors</li> </ul>
<b>What is not covered? (examples)</b>	<ul style="list-style-type: none"> <li>• subject specific tuition</li> <li>• Asfedic tuning (TintaVision) or similar diagnostic services</li> </ul>
<b>How much is available?</b>	The maximum allowance for full-time students is currently <b>£20,520 per year</b> .

#### 4. Allowances – Travel Expenses

Travel expenses	
<b>How often is it paid?</b>	Travel expenses can be claimed annually for the duration of your studies if you cannot use public transport due to your disability.
<b>What is covered? (examples)</b>	<ul style="list-style-type: none"> <li>• taxis</li> <li>• own car – 1 return journey per day</li> <li>• lift from partner or family members – 2 return journeys per day</li> </ul>
<b>What is not covered? (examples)</b>	<ul style="list-style-type: none"> <li>• the cost of taxi journeys without receipts or an invoice</li> <li>• more than 1 return journey per day for own car or 2 return journeys for lift</li> <li>• car maintenance</li> <li>• parking or road traffic fines</li> <li>• tax and car insurance</li> <li>• accidental damage to vehicle, loss or theft</li> <li>• journeys to and from places other than the student's address, institution or work placement location</li> <li>• travel expenses for Nursing, Midwifery and Paramedic Science students claiming travel expenses through the Paramedic, Nursing and Midwifery Student Bursary (PNMSB) Scheme</li> </ul>
<b>How much is available?</b>	There is no fixed amount for this allowance

More information about using a non-medical personal helper is available in our booklet [DSA NMPH allowance guide](#).

#### Remember:

- Your DSA application is only valid for one academic year. You should apply for DSA in each year of your course
- You should contact us as soon as possible if your circumstances change as this may affect your eligibility to support

## **Section 2 – How to apply for DSA**

### **Introduction**

Your Disability Advisor at your college or university will start a DSA application on your behalf using the online application. You must have a needs assessment to establish your disabilities and the allowances you need to complete your course. Your Disability Advisor can only apply for DSA once they have completed a Needs Assessment Report and seen medical evidence of your disability or impairment.

Once your Disability Advisor has completed a DSA application using the online service, you will receive an email letting you know they have applied on your behalf. You must check the application and submit it to SAAS for processing. Please note we cannot process an application for DSA until the student has submitted the application. Read our DSA Online Application Guide, available from the Help page which you will find at the top of your screen within the online service.

**The closing date for applications is 31 March 2025.**

### **Evidence**

In the first year you apply for DSA, you will be asked to provide supporting evidence to confirm your disability or learning difficulty.

If your disability changes during your course and you require additional support as a result, we may request additional evidence to confirm your circumstances.

We have provided some examples of the diagnostic evidence your Disability Advisor will need:

## Dyslexia or Specific Learning Difficulties (SpLD)

We require a diagnostic assessment report or written statement from one of the following:

- a Psychologist who is registered with Health and Care Professionals Council (HCPC); **or**
- an appropriately qualified professional – this includes those who:
  - Holds an SpLD Assessment Practicing Certificate (APC); **or** Holds a suitable Postgraduate qualification of a level which would be acceptable for Associate Membership of the British Dyslexia Association (AMBDA), Level 7
  - are a General Teaching Council for Scotland (GTCS) registered teacher working in or supporting the school in Scotland which the student attended and who has completed the [Dyslexia Scotland & Open University 'Dyslexia: Identification and Support' \(Module 3\)](#).

The student's assessment **must** have taken place while they were at school within the context of the local authority's [Collaborative Assessment Pathway for Dyslexia and Literacy Difficulties](#) – available on the [Addressing Dyslexia Toolkit](#).

Reports or statements should provide a clear conclusion or summary which confirms a formal identification of dyslexia or SpLD.

If you are unable to undertake a diagnostic assessment or an evaluation of needs assessment, in exceptional circumstances, until a formal diagnosis can be provided, we will accept **screening tools**, such as Quick Screen that:

- provide clear indicators of an SpLD
- have been carried out by a DSA Adviser, Needs Assessor or a qualified individual from a previous school or college

Advisers should provide a covering note or email explaining the screening tool's findings and why you were unable to access a diagnostic assessment.

Once a formal diagnosis has been completed, evidence must be submitted to your Needs Assessor.

If you are unable to provide the evidence described above, you can provide a written statement from a previous educational establishment such as a school or college. The statement must confirm a formal identification of dyslexia or a SpLD and that identification was carried out by a psychologist or appropriately qualified professional (as described above). Statements that do not include who completed the initial assessment or report, will not be accepted until the information is provided.

## Long term medical conditions and other disabilities

Your Needs Assessor will require diagnostic evidence which confirms your disability or medical condition. We can accept a letter, or [Medical Evidence Form](#) which has been provided/completed by a qualified medical professional such as a:

- GP
- Nurse/Psychiatric Nurse
- Physiotherapist
- Audiologist

Please note that the above is not a complete list. If your evidence is not listed or you are not sure if your Needs Assessor will accept the evidence you have, speak to your Disability Advisor for further advice.

The evidence must provide a clear diagnosis of your disability or medical condition.

It is not always necessary for evidence to be recent if the nature of your condition will not change. However, your Needs Assessor may ask you for evidence which confirms the status of your condition if necessary.

### **ADHD/Autism**

Your Needs Assessor will accept a working diagnosis from a GP or other medical professional, in place of a formal diagnosis if you are awaiting a full assessment for ADHD or Autism. The working diagnosis will be sufficient to award DSA support in subsequent sessions, however once you receive a formal diagnosis, you must submit this to your Needs Assessor.

This policy may also be applied to other conditions if you are awaiting a formal diagnosis and are subject to lengthy waiting times.

### **Payment of diagnosis**

SAAS will **not** cover the cost associated with a diagnosis. This includes doctors' letters or educational psychologists' reports.

However, your college or university **may** be able to contribute towards these costs from their Discretionary Funds. You should contact your college or university for further information.

### **Assessment of needs**

All students applying for the DSA for the first time must have a needs assessment.

A Needs Assessment Report is a report carried out by a qualified individual who will assess the type of support or equipment you require to undertake your course.

Many colleges and universities have trained staff who can carry out needs assessments on behalf of their own students. However, if there is no one at your college or university who can do this, we can refer you to an Access Centre near where you live or study.

SAAS will pay for the cost of your needs assessment. We will not take this amount from your DSA allowance. If you must travel for an assessment, you may need to pay travel costs yourself.

Please note that Access Centres will not normally give you an appointment for a needs assessment unless we have referred you to them.

Once we have referred you for a needs assessment the Access Centre will then contact you to arrange an appointment.

Students typically require one needs assessment only at the start of their course. However, your institution may request a new needs assessment if:

- a significant period has passed since your original assessment took place
- your disability or medical condition has changed
- you have been diagnosed with a new disability
- you change course and your needs have changed because of this

## Main funding application

If you are applying to us for tuition fee and/or living cost support, you must apply for your main student funding before or while applying for DSA using the online service. We will not be able to process your DSA application until we have processed your application for your main funding. However, it can still be submitted and will show as pending until your main funding is processed.

You can fill out an application online at [www.saas.gov.uk](http://www.saas.gov.uk) from April. The closing date for applications is 31 March. Please apply before this date, as we will not accept late applications.

## How we use the information that you give us

At SAAS we take responsibility for how we store, secure and use your personal information seriously and always seek to respect your privacy and meet our legal obligations. These include the General Data Protection Regulation, the Data Protection Act 2018, and other regulations/legislation relating to privacy and communications. Read our [full privacy statement](#), including your individual rights. This explains more about how we use your personal information, your rights and how to exercise them.

If you fail to provide all the information required to assess your application for DSA, you may not get the funding you're entitled to. We cannot accept any liability for problems caused by incorrect information you provide so please double-check all information. If you knowingly provide incorrect information, you could be investigated and reported for fraud.

We will use the information you give us on your form to process your application for the DSA. We need the information you give us to work out whether you are eligible for funding. We will assess your entitlement and send you a letter to tell you how much funding you will get from us. We retain your personal information as long as necessary to enable us to audit our assessment of student funding.

Where necessary, we will pass the information you give us on your DSA application form (and any other evidence you give us) to an Access Centre or to your college or university if they are approved to carry out needs assessments. They will use this to work out what equipment or help you need to do your course. They will send us a full report detailing your needs and how much it will cost.

When sharing your information with other organisations, we always ensure that sharing is lawful, fair and transparent and that the organisation can provide assurance that appropriate security measures will be in place to protect your information.

## Paying DSA

When you complete your part of the online application, you will be asked if you would like the funds paid into the bank account we already have for you or if you would like to give us a different bank account to keep the money separate. We cannot make DSA payments by cash or cheque.

If your course has started, we will pay your consumable items and equipment, software and accessories allowances directly into your bank account (or to your institution) within 3 to 5 working days, otherwise you will receive the payment 2 weeks before the start of the academic year. It will be paid straight into the bank account you gave us when you sign the declaration on the online application.

Travel expenses for your own car and lift will be paid direct into your bank account in 2 instalments and you will be given details when you receive your award notice via email. Taxi costs will be paid directly to the taxi company if you are using the college or university approved provider and submit an invoice, otherwise we will pay you directly when you submit taxi receipts.

If you are eligible to receive Non-Medical Personal Help and employ your own support worker, we will pay you in arrears. You are responsible for then paying your helper. If you use a helper that your college, university, or an agency provides, we will pay the helper direct. More information about how we pay for NMPH is available in our booklet DSA NMPH allowance guide. You can download a copy from our website [www.saas.gov.uk](http://www.saas.gov.uk).

## Purchasing equipment

We advise you to purchase the equipment agreed and recommended by your Needs Assessor. If you are not happy with the recommendations made in your assessment you should contact your Assessor to discuss this before purchasing any equipment, see the section – [Appealing against a needs assessment](#) for more information.

Students can upgrade the items recommended, particularly in the case of computer hardware such as a laptop. This is acceptable provided the Assessor or Disability Advisor approves the change because it will need to meet the student's needs and be compatible with any software recommendations. However, any additional cost must be met by the student. Students may not use savings made through sourcing recommended items at a lower price to fund the upgrade of another piece of equipment.

If you choose to purchase different items to what your Assessor recommends, we may not cover this cost, so we advise that you speak to your Assessor or Disability Advisor first.

You do not have to purchase items from the retailer recommended to you and can purchase the same or a similar item from another retailer but if you find the item cheaper, you may have to pay back some of the funding. Again, we recommend speaking with your Disability Advisor first.

See the 'overpayments' section for more details.

## **Overpayments**

We have a duty to protect the public funds we administer. In your application, we will ask you to agree to pay back any money we have paid you that you are no longer entitled to. We may ask you to do this if:

- your circumstances, as described in your application, change
- you purchase items that are not recommended in your needs assessment report
- you do not provide receipts for the items you have purchased
- you fail to meet the conditions of funding set out in the Student Support (Scotland) Regulations 2022 (as amended)
- Scottish Ministers decide to change the amount of your funding
- Scottish Ministers find that you should not have received funding

If you receive money that you are not entitled to, we will ask you to set up a suitable repayment plan and make regular payments until you have paid us the full amount we have asked you to pay back.

If you apply for DSA in a subsequent year, and you have not repaid amounts from your previous DSA award that you were not entitled to, we may withhold any further awards of DSA until the amounts are repaid.

**You must tell us if your circumstances change as this may affect any award due to you.**

## **Receipts**

You must send us copies of receipts for **all** items you purchase under the DSA. If you do not provide receipts or the amount receipted is less than the amount we awarded you, we may ask you to pay back any amount which is not receipted.

You must send us receipts for any equipment, software and accessories you have purchased, within 6 weeks of making the purchase. You can send us receipts for consumable items throughout the year as you use it, or at the end of the year. You can send us copies of these using the Document Uploader in your SAAS Account dashboard.

If you have employed your own helper for NMPH, both you and your helper must sign all NMPH invoices. If we pay you more than the NMPH award you are entitled to, we may ask you to pay this back.

**If you apply for DSA in a subsequent year and you have not given us all of the receipts for your previous DSA award, we may withhold any further awards of DSA until we receive all outstanding receipts. Fraud**

We take all aspects of fraud seriously and have a dedicated Counter Fraud Team to deal with any cases that arise. We will aim to recover any money we pay, that we later find out, we have paid as the result of a fraudulent claim. We will prosecute anybody who makes a fraudulent claim for funding.

## **Processing times**

We have the following [response times and processing targets](#):

### **Written correspondence and emails**

#### **SAAS will:**

- respond to all DSA written correspondence within 21 days of receipt
- respond to all emails within 21 days of receipt
- pay all invoices for NMPh within 21 days of receipt

Other

#### **SAAS will:**

- deal with any requests under Freedom of Information (FOI) within 20 working days of receipt
- respond to all correspondence clearly marked 'complaint' within 5 working days of receipt
- respond to all correspondence clearly marked 'appeal' within 20 working days of receipt

If you do not receive a reply from us within 28 calendar days, you should [contact us](#) to make sure we have received your application form or correspondence.

## **Our Complaints and Appeals procedures**

Students Appealing against our assessment of a DSA application

If a student wishes to make a formal request to review our decision, they can submit a formal complaint or appeal directly to SAAS.

Further details regarding our appeals process are available on the SAAS website

<https://www.saas.gov.uk/about-saas/appeals>

If a student wishes to make a complaint you can do so in person, by phone, in writing or by email.

Further details regarding our complaints process are available on the SAAS website

<https://www.saas.gov.uk/about-saas/complaints>

## **Disputing a needs assessment**

If a student disputes the recommendations in their needs assessment and the matter cannot be resolved directly between them and the Needs Assessor, the student should be able to submit a complaint/appeal directly to the organisation that carried out their assessment. The organisation that provided the assessment should provide the student with a copy of their complaints/appeals process.

In the rare occurrence where, the matter cannot be resolved directly between the student/Needs Assessor and the student has exhausted the internal complaints/appeals procedure then we may seek to have an additional needs assessment carried out by another organisation who is independent to the case.

## Cancellation of NMPH sessions

Should you need to cancel an arranged NMPH session, it is important you provide as much notice as possible to your NMPH provider.

There may be occasions where you cannot attend a booked NMPH session and/or do not give the required notice of cancellation, for example, because you were ill or had a personal emergency. When this occurs, it is understood that the NMPH provider has arranged for a worker to attend the session and so has incurred a cost for arranging the support. The cost of these booked support sessions will be met from your NMPH allowance (subject to the repeated cancelled sessions rule below).

There may be occasions where you do not attend a session and could have cancelled the session with more than 24 hours' notice. The cost of such sessions may still be met through your NMPH allowance, in cases where the NMPH provider has incurred a cost for arranging the support and paying the worker for those sessions (subject to the repeated missed session rule below).

The fee SAAS can pay depends on the notice provided, as detailed in the table:

Notice period (working days only)	Less than 1 working day (24 hours)	2 working days	3 working days	Over 3 working days' notice (72 hours +)
Compensation	Payment in full	50%	25%	No payment

\*Please note a working day is defined as 9am – 5pm Monday to Friday, excluding public holidays

In all scenarios, DSA funding will not be provided for NMPH provision that is repeatedly not being used once booked, or cancelled with less than 24 hours' notice, or where you indicate that you no longer need or want NMPH support. For the purposes of DSA funding, the standard of "repeatedly" is more than two sessions which have been missed per term. SAAS consider that it is unlikely that most students would need to cancel their NMPH session with less than 24 hours' notice more than twice per term\*. If there is more than one cancelled session per day, SAAS will count this as the same instance.

DSA funding will not be provided where the HEI is responsible for cancelling the lecture/tutorial etc. that the session was booked for. The HEI must take responsibility for notifying you that the lecture/tutorial etc. is cancelled to enable you to cancel the session with the NMPH provider.

Cancelled sessions will be carefully considered by SAAS before payment. Where more than two sessions have been cancelled at short notice per term\* SAAS will ensure that all parties understand their responsibilities and reasons for missed sessions are being investigated and documented.

Please note this guidance sets out what SAAS will or will not pay. It is not for SAAS to determine who pays outside of this guidance.

\*Term will be defined as 1 August - 31 December, 1 January - 30 May and 30 May - 1 August.

## **Section 3 – Frequently Asked Questions and contact details**

### **Frequently Asked Questions (FAQs)**

#### **How do I find out what equipment or support I need?**

If you need advice about equipment or other types of support you should first contact the Disability Advisor at your college or university.

#### **Can I still apply for DSA even if I am near the end of my course?**

If you apply before the application closing date of 31 March, we will consider your claim for DSA. However, the funding we offer may be limited depending on the length of time remaining on your course. For example, we may not approve the purchase of equipment if it is possible to loan the item(s) you require from your college, university or a private company.

#### **Can I buy different items/equipment to the ones that you have approved?**

If you are unhappy with the equipment recommended for you, contact your Disability Advisor to discuss this before purchasing alternative items or equipment.

#### **Can I buy equipment before my course begins?**

When we have processed your application, we will write to you to advise you on what items have been approved. Once you have received confirmation of your award, you can arrange to purchase your equipment. However, funding is typically paid into your bank account on the first day of your course.

In some cases, we may provide you with funding to purchase your equipment before the start of your course.

Please note that we will not pay for any equipment which is purchased prior to your DSA application being approved.

#### **What happens to the equipment when I finish my course?**

Any equipment you purchase with the DSA is your property. When you have finished with your equipment, you may decide to offer it to your college, university or a charity for other students to use, but you do not have to do so.

If we have paid for loan equipment, you must return this to the provider once the hire period is over.

## **Will I have to repay my DSA if I leave my course early?**

Possibly. We may recover some or all your DSA if you withdraw from your course. It will depend on when you withdraw and whether we have given you money for support that you have not yet purchased or received.

## **What do I do once I have bought all my equipment?**

You should send us receipts for any items of equipment we approve under the large items allowance within 6 weeks of purchase. If this is likely to take longer than 6 weeks, you should contact us at the earliest opportunity.

If your equipment is purchased for less than the amount we have given you, you should repay the difference back to us using one of the following payment methods:

**Debit or credit card** at [www.saas.gov.uk](http://www.saas.gov.uk) – click on the ‘make a payment’ option and select ‘Disabled Students Allowance (DSA)’ as the payment type.

**Bank transfer** – either online or in person at your bank, using the following details:

Bank: Royal Bank of Scotland

Account Name: Scottish Government (SAAS)

Sort Code: 83-18-28

Account Number: 00256013

Repayment plans may also be available.

For all methods of payment, please quote your student reference number to make sure the payment is allocated to your account correctly.

Please note that you may not purchase items at a lower price and use the outstanding balance to upgrade other items. If the equipment price changes after your assessment, please contact your Disability Advisor.

You can send us receipts for your consumable items, such as ink cartridges, printer paper or photocopying credit throughout the academic session, or all together at the end of the academic session.

Please send us photocopies only of your receipts as you will need to keep the originals for warranty purposes.

We reserve the right to withhold any future award for DSA until we have received your receipts.

## **What happens if the amount of NMPH I need changes during the year?**

You should contact your Disability Advisor as soon as possible to discuss this. Your Disability Advisor should inform us in writing of any changes. If we approve the changes, we will write to you to tell you.

We will not cover the cost of NMPH which exceeds the amount your Disability Advisor has recommended. If you provide an invoice for additional hours, we will restrict the amount we pay to the number of hours that your Disability Advisor has approved for you.

## **Who do I contact if I have any problems with my DSA?**

If you have a problem with your needs assessment or the contents of your needs assessment report, you should contact your Disability Advisor or the individual who carried out your assessment.

If you have issues with your equipment or software, for example, your equipment breaks down or does not work correctly, you should contact the supplier direct.

Requests for replacement laptops must be accompanied by an engineer's report, which states that the equipment is not fit for purpose and cannot be repaired (cost not funded by SAAS).

If a laptop is lost or stolen, we require evidence from a police report.

If you experience problems with your non-medical helper, and you employ them yourself, you must speak to them directly. If an agency or your college/ university provides your helper, you must speak to them.

If you have a problem with your DSA payments or any questions about the DSA scheme, contact SAAS using the contact details below.

## Contact us

**Telephone:** 0300 555 0505

If you need to send documents/evidence, we can now only accept these through the online document uploader on your [SAAS Account](#) or email if you do not have a SAAS account. Please, do not post anything to us.

**Email:** [saas\\_4@gov.scot](mailto:saas_4@gov.scot)

**Website:** [www.saas.gov.uk](http://www.saas.gov.uk)

## Other useful contacts

### **Lead Scotland: Information and advice for disabled learners and carers**

525 Ferry Road  
Edinburgh  
EH5 2AW

**Tel:** 0800 999 2568

**Email:** [info@lead.org.uk](mailto:info@lead.org.uk)

**Website:** [www.lead.org.uk](http://www.lead.org.uk)

### **Equality and Human Rights Commission**

58 Robertson Street  
Glasgow  
G2 8DU

**Tel:** 0141 228 5910

**Website:** [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

### **National Union of Students Scotland**

1 Papermill Wynd  
McDonald Road  
Edinburgh  
EH7 4QL

**Tel:** 0131 556 6598

**Email:** [mail@nus-Scotland.org.uk](mailto:mail@nus-Scotland.org.uk)

**Website:** [www.nus.org.uk](http://www.nus.org.uk)

**Disclaimer:** *The information in this guide offers general guidance only and is not legally binding, nor does it constitute any right of eligibility for, or entitlement to, funding. We will assess each student's application on his or her individual circumstances in accordance with the information provided with his or her completed application.*

## Annex A – DSA Allowances (Annex A)

	The Allowances		
	Consumable Items	Equipment, Software and Accessories	Non-Medical Personal Help (NMPH)
Rate	£1,725	£5,160	£20,520
Frequency	Annual	Duration of programme	Annual
What is covered? (examples)	<ul style="list-style-type: none"> <li>• Photocopying</li> <li>• Printer cartridges/Braille or Livescribe paper</li> <li>• USB memory sticks</li> </ul>	<ul style="list-style-type: none"> <li>• Disability related software (e.g. Dragon voice recognition software)</li> <li>• Printers/ scanners</li> <li>• Laptops/ Personal Computers (PC's)</li> <li>• Ergonomic equipment</li> </ul>	<ul style="list-style-type: none"> <li>• British Sign Language interpreters (BSL)</li> <li>• Tactile BSL</li> <li>• Note takers/ scribes</li> <li>• Proof readers</li> <li>• Mentors</li> <li>• IT training</li> <li>• Study skills support</li> <li>• Mobility support</li> </ul>
What isn't covered? (examples)	<ul style="list-style-type: none"> <li>• Adapted course hand-outs</li> <li>• Internet (new students)</li> <li>• Special dietary requirements (new students)</li> </ul>	<ul style="list-style-type: none"> <li>• Course specific equipment (e.g. camera for photography courses)</li> <li>• Course specific software</li> <li>• Wheelchairs/ mobility scooters</li> <li>• Any equipment or facilities that a college or university would be reasonably expected to provide under the Equality Act (2010) (e.g. wheelchair access)</li> </ul>	<ul style="list-style-type: none"> <li>• Subject specific tuition</li> <li>• Support that would normally be provided by Social Services</li> <li>• Asfedic tuning (TintaVision) or similar diagnostic services</li> </ul>

Payments/ receipts:	<ul style="list-style-type: none"> <li>• The allowance is paid to the student on an annual basis</li> <li>• Payment is made when the allowance is approved</li> <li>• Receipts can be provided throughout or at the end of the academic year</li> </ul>	<ul style="list-style-type: none"> <li>• The allowance is paid to the student</li> <li>• Payment is made when the allowance is approved</li> <li>• Large items should be purchased and receipts provided within 6 weeks of payment</li> </ul>	<ul style="list-style-type: none"> <li>• Support workers employed by the HEI or a private company – the allowance is paid directly to the HEI or on behalf of an NMPH provider employed by the HEI or Private</li> <li>• Support workers employed by the student – the allowance is paid directly to the student on behalf of an NMPH provider</li> <li>• Payments are made in arrears on receipt of invoice</li> <li>• Invoices for unapproved NMPH will not be paid by SAAS</li> </ul>
Additional information:	<ul style="list-style-type: none"> <li>• The allowance is calculated pro rata for part-time students Any unspent basic allowance <b>can</b> be used to top up the other allowances if necessary</li> </ul>	<ul style="list-style-type: none"> <li>• The allowance is not scaled down for part-time students</li> <li>• Any unspent basic allowance <b>cannot</b> be used to top up the other allowances</li> </ul>	<ul style="list-style-type: none"> <li>• The allowance is calculated pro rata for part-time students</li> <li>• Any unspent basic allowance <b>cannot</b> be used to top up the other allowances</li> </ul>