

Disabled Student Service Bulletin

July 2011



This bulletin gives you an update on the Student Finance England service for disabled students for academic year 2011/2012 – how we are doing and what's new.

AY 2011 / 2012 APPLICATIONS

We're encouraging all students who are going to uni this autumn to apply online for their student finance now, at: www.direct.gov.uk/studentfinance

DSA APPLICATIONS

Please access our [Practitioners' website](#) for information about how to apply for Disabled Students' Allowances.

DSA APPLICATION PROCESSING

DSA applications for academic year 2011/2012 are coming through fast. As of 24 July, we have received 13,330 DSA applications which is 30% of what we expect to receive for AY 2011/2012.

We're pleased that so many students are applying for their DSAs early, rather than waiting until they start uni, and would encourage partners to continue to support us by promoting this message to students.

SUPPLIER INVOICES

We are on target to bring our invoice processing back to within a 20 day turnaround by the end of July.

We appreciate your patience during this time. We have seconded experienced staff into this area to focus solely on invoice payments.

REQUESTING ADDITIONAL HOURS

A new form has been introduced for partners to use when requesting additional non-medical help support hours, to help improve the consistency of this process and reduce the number of clarifications coming through.

We are encouraging everyone to use this form to help us process these requests. The [request for additional support hours form](#) is available on our [practitioners' website](#).

NON-MEDICAL HELPER RESEARCH

SLC have now commissioned work, endorsed by the Disabled Student Stakeholder Group, to take forward research to aid the development of non-medical help procurement guidance.

The first stage of the work is to bring together the range of information which already exists on the work of non-medical helpers, the nature of the roles, role descriptions (where they exist), training, qualifications and pay scales.

The researchers undertaking this work are keen to link in with the key organisations and groups who could input to this understanding and we'd encourage anyone able to assist with contacts or contribute to get in touch via stakeholder_enquiries@slc.co.uk.

The researchers will be sharing their interim work and outputs with the Disabled Student Stakeholder Group and we will keep you informed of progress in this bulletin.

IAG PARTNER SEMINARS

The [invitation and brochure](#) for our Information, Advice and Guidance Partner Seminars is now available.

The seminars are designed to support partners who have a role in communicating 2012/2013 student finance information to young people or adults considering entry into Higher Education.

Go to www.events-slc.co.uk for more information and to register.

FEEDBACK

If you have any comments or feedback on this bulletin, please email: stakeholder_enquiries@slc.co.uk

More information for practitioners is on our Student Finance England practitioners' website: www.practitioners.studentfinanceengland.co.uk

NEED TO CONTACT OUR DISABLED STUDENT TEAM?

Here are our contact details for partners and practitioners:

- For Practitioners with DSA enquiries: Tel - 01325 215 194 (this number is not for students)
- For practitioners with queries relating to policy and regulations email – ssin_Queries@slc.co.uk Tel - 0845 602 0583 (this number is not for students)
- For disability practitioners at HEIs email – disability_adviser@slc.co.uk
- For Needs Assessment Centres email – access_centre@slc.co.uk
- For Needs Assessors or Disability Advisors submitting information on late, final year applicants email – dsa_late_apps@slc.co.uk
- Submission of Needs Assessment Reports via encrypted PGP – needs_assessment_reports@slc.co.uk
- For suppliers submitting invoices, invoice queries or specific student queries email – invoice_team@slc.co.uk
- For Needs Assessment Centres referring Educational Psychologist's reports email – Matthew_hall@slc.co.uk
- For enquiries regarding the Disabled Student Service Stakeholder Group email – stakeholder_enquiries@slc.co.uk