

Disabled Student Service Bulletin

May 2011



This bulletin gives you an update on the Student Finance England service for disabled students for academic years 2010/2011 and 2011/2012 – how we are doing and what's new.

DSA PARTNER SEMINARS

Don't miss our Disabled Students Allowances Partner Seminars from 12 – 26 May 2011, there's still time to [register](#).

The seminars are for partners and stakeholders who provide services to disabled students, including Disability Practitioners, Needs Assessment Centre staff and Special Educational Needs Co-ordinators. They will cover all the latest information on DSA changes for 2011/2012 and include a look forward to 2012/2013.

Go to our events website now, at www.events-slc.co.uk for more information and to [register](#).

APPLICATION PROCESSING FOR AY 2010 / 2011

As at 25 April, we have received over 35,000 DSA applications which is slightly more than the number expected for AY 2010/2011.

We have revised our forecast for number of DSA applications we expect to receive for AY 2010/2011 to approximately 38,000.

Nearly 23,500 of the applications received are completely processed and the student is receiving DSA support. We're waiting for eligibility evidence from over 2,000 customers and for needs assessment reports from a further 7,300 customers before their support can be finalised. We have another 2,000 applications which we are currently working on.

Please encourage any students you are in touch with, who have submitted an application, to return any evidence requested and book and attend their needs assessment appointment now, so we can get their support in place as quickly as possible.

AY 2011 / 2012 APPLICATIONS

We've received fewer applications from returning students at this time than expected based on our forecast.

We're encouraging returning customers to re-apply online now at www.direct.gov.uk/studentfinance to ensure their finance is in place for the start of term in the autumn.

DSA APPLICATIONS – RETURNING CUSTOMERS

When re-applying for main loans and grants, returning DSA customers should indicate on the online application that they wish their DSA support to continue.

DSA ONLY, PART-TIME OR POSTGRADUATE CUSTOMERS

Returning DSA customers who are receiving DSA support only, who are part-time or post-graduate customers need to re-apply for DSAs and should go online and download the long version of the DSA1 form.

DSA BOOK ALLOWANCE

The DSA book allowance is only intended to pay for non-course related books to assist students with their disability, for example presentation skills or assignment writing techniques.

SFE will not reimburse disabled students for course related books. Students should be encouraged to use printers or scanners as an alternative to buying or borrowing course books.

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DSA TRAVEL FARE ALLOWANCE

We clarified the travel fare allowance policy in the [December Disabled Student Service Bulletin](#).

Some Local Authorities (LAs) did not deduct the cost of public transport from the taxi fare which was claimed. In these cases we are writing to the student and taxi firm to advise we'll honour the invoices up to a point but will deduct the cost of public transport for future invoices.

YOUR QUESTIONS ANSWERED

Access the '[Your questions answered](#)' document on our Practitioners website for answers to your most frequently asked DSA questions, including:

- Non-medical helper support for returning DSA customers, before the start of term.
- Needs Assessor recommendations.
- Process changes for Visual Stress / Irlen Syndrome.

FEEDBACK

We would like your feedback on this bulletin, please email: michelle_wickenden@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?

Help us respond to your enquiry as quickly as possible by using the correct email address – enquiries sent to the wrong mailbox will be subject to delay.

- For Practitioners with DSA enquiries: Tel: 01325 215194 (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
- 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 general matters related to working with DSA partners email – michelle_wickenden@slc.co.uk
- For enquiries regarding the Disabled Student Service Stakeholder Group email – stakeholder_enquiries@slc.co.uk