



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.

AY 2011 / 2012 service

New full-time students

Our Student Finance England service for new full-time customers is now open. The deadline for submitting applications is 31 May 2011.

Our key message to new customers is to find out what student finance is available and apply online before 31 May so that they can be sure to get all the student finance they are entitled to at the start of term in autumn 2011.

Disabled Students' Allowances applications

Customers applying for Disabled Students' Allowances will continue to apply using a paper application form.

New students

First year students applying for student finance online who also want to apply for Disabled Students Allowances (DSAs) should indicate this on the online application.

A pre-populated DSA1 form will then be sent to the student to sign and return with evidence of their disability.

This form will contain a unique bar code which is specific to each individual student so that it can be matched with the student's online application, making the process much faster for these customers.

If the student has already applied for student finance and now wishes to apply for DSAs, they should download and complete the short version of the DSA1 paper form.

Returning students

Returning customers don't need to re-apply for DSAs. Support will automatically be in place for them for the next academic year, as per recommendations of the Needs Assessment report.

This excludes DSA only, part-time or post-graduate customers.

DSA only, part-time or post-graduate

Students who are applying for DSAs only, who are postgraduate or part-time, should download the long version of the DSA1 paper form.

How to apply

Customers can access the main student finance application and all of the DSA forms and guides online at: www.direct.gov.uk/studentfinance.

Accessible formats

To receive alternative formats and or guides in Braille, Audio and Large Font students should email: brailleandlargefonts@slc.co.uk or phone 0141 243 3686.

For latest news and updates, follow Student Finance England on twitter and facebook:



2011/2012 Information, advice and guidance

UCAS email campaign

We're working with UCAS to target customers who've indicated they have a disability at the UCAS application stage and provide them with information about how to apply for Disabled Students' Allowances.

In March UCAS sent an email to nearly 30,000 disabled student customers, highlighting the extra help which might be available, how to apply for DSAs and linking to our '6 steps to Disabled Students' Allowances' quick guide.

DSA fact sheet

We've supplemented our main [guide to Disabled Students' Allowances](#) with a one page [DSA fact sheet](#) to give customers quick overview of what they could get and how to apply.

All of our DSA forms and guides are available online at www.direct.gov.uk/studentfinance

AY 2010 / 2011 application processing

As at 27 March, we have received nearly 33,000 DSA applications which is 95% of what we expect to receive for AY 2010/2011.

Over 21,000 of the applications we have received are processed and we have written to these students to confirm their agreed support. About 2,000 applications are work in hand and we are waiting for eligibility information from over 2,000 customers.

We have 7,300 applications where we have established eligibility and confirmed with the student that they need to attend a Needs Assessment Centre so their study needs can be evaluated. Within this 7,300 will be cases where:

- the student has not yet booked their needs assessment appointment
- the student has booked but not yet had their appointment
- the needs assessment report has not yet been sent to us

Successful transfer of student finance customers to Student Finance England

We have completed the transfer of student finance customers from all 129 Local Authorities in England to Student Finance England.

From 1 April 2011, Student Finance England is fully responsible for all student finance applications for customers in England. Customers and practitioners should contact Student Finance England, and not Local Authorities, with any queries on student finance or student finance applications.

Suppliers and needs assessment centres should submit all invoices, reports and documentation to Student Finance England.

Open University students

Students studying with the Open University should continue to apply to them directly for financial support.

Supplier invoices

Please include the student's Customer Reference Number (CRN) on all invoices. If the customer's CRN is not known, please add their full name and date of birth.

Invoices received without this information cannot be processed as we are unable to trace the student on our systems.

Feedback:

We would like your feedback on this bulletin - what has been most useful to you and your organisation? What would be of interest and value to you to include in future bulletins?

Please email any feedback to - michelle_wickenden@slc.co.uk

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

DSA Partners Seminars

We are holding our DSA Seminars in May 2011 for partners and stakeholders involved in providing services to disabled student customers.

We're holding four seminars; in Birmingham, Leeds, London and Bristol.

The full seminar invitation and programme will be sent out later this week, please access our events website for more information www.events-slc.co.uk

Your questions answered

We have updated the 'Your questions answered' document on our Practitioners website, with answers to your most frequently asked DSA questions, including a section clarifying the process change for visual stress / Irlens Syndrome.

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 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 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 practitioners with DSA enquiries -
Tel: 01325 215194 (this number is not for students)

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