

You need to write your customer reference number on every document you send us

[Student Fullname]
ADDRESS LINE 1
ADDRESS LINE 2
ADDRESS LINE 3
POSTCODE

Student Finance England
PO BOX210
Darlington
DL1 9HJ

Date: [Date]

Customer Reference Number: [CRN]

Dear [Student Title Surname]

We've approved your Disabled Students' Allowances (DSAs) [A/Y]

We've received your Study Needs Assessment report and can now confirm what support you are 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.

(Insert Consent to Share from Appendix – if applicable)

(Insert Support not yet agreed from Appendix – if applicable)

(Insert NHS Appendix from Appendix – if applicable)

(Insert No Current Year App from Appendix – if applicable)

(Insert PG Over Allowances from Appendix – if applicable)

Keep this letter because you will need to refer to it again.

You must be registered on and attending your course to be entitled to support. If you leave or do not 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

The image shows two handwritten signatures in black ink. The first signature is 'Mark' and the second is 'Cassidy'. Both are written in a cursive, slightly slanted style.

On behalf of Student Finance England

We've also sent a copy of this letter to: (HEI & Assessment Centre)

Your DSAs

Specialist Equipment Allowance

Item	Supplier	Contact Details	Quote Number	Amount you will pay the supplier	Amount we will pay the supplier
Equipment				£200 (remove if not applicable)	£

Your next steps

1. Contact the supplier(s) to arrange your support.
2. Pay the supplier £200 towards the cost of the agreed computer. All students are required to pay a contribution of £200 towards their agreed computer; we will pay the rest of the computer cost.
(Delete if not supplying computer, student is pre 15/16 or is transitionally protected)

The supplier will then invoice us directly for the agreed amount. If you have any issues with the equipment you should contact the supplier.

Insurance

Insurance is important and is included as a part of your equipment package from the date you receive your equipment. You must ensure you read the terms and conditions of the insurance when you receive your equipment.

DSAs cannot be used to meet the cost of replacement equipment when the original has been lost, stolen or damaged.

(Insert Over Allowances from appendix if applicable)

(Insert Own Equipment from appendix if applicable)

(INSERT EQUIPMENT REIMBURSEMENT FROM APPENDIX)

Non-Medical Helper's Allowance

Item	Supplier	Contact Details	Duration	Amount we will pay the supplier
Assistive Technology Training			** x ** hour sessions ** half days	£xxxx per session / half day
Specialist one to one study skills support			xx hours per year / in total	£xxxx per hour
<p>Your next steps</p> <ol style="list-style-type: none"> 1. Contact the above supplier(s) to arrange the support 2. You will receive the support at the arranged time and need to sign timesheets to confirm the support has been provided. <p>The provider will invoice us directly to cover the cost of the support. If you need to change your support or feel additional support is required, you should contact your Disability Advisor in the first instance</p> <p>(Insert Over Allowances from Appendix if applicable)</p>				

General Allowance

Please note you will need to pay the following support upfront. We will be happy to reimburse you for any items agreed once we receive receipts.

Item	Amount available to you
Photocopying and Printing Costs / Ink and Paper / Batteries / Non-core textbooks per academic year (delete not applicable)	Up to £(amount) per year
<p>Your next steps</p> <ol style="list-style-type: none">1. Purchase any items listed above that you require for your course2. Submit a claim form to us along with copies of receipts for the items <p>We will reimburse the amount directly to your bank account once the claim has been processed.</p> <p>You can use this allowance for:</p> <ul style="list-style-type: none">• ink and paper suitable for your printer• photocopying and printing costs• batteries suitable for any devices provided through your DSA• non-core textbooks for any books required which are not included on the reading list for your course <p>You can't use it for specialised paper or stationery such as photo paper, glossy paper, matt paper, brown paper, cardboard paper, refill pads, notebooks, post-its, wall planners, flipcharts, diaries or card. Ink pens and ink refill pens are also not covered.</p> <p><u>Receipts must show the following information:</u></p> <ul style="list-style-type: none">• Date• Amount that has been paid• Item description <p>You can send receipts each time you purchase an item or you can send multiple receipts through together to:</p> <p>Student Finance England PO Box 210 Darlington DL1 9HJ</p> <p>Or you can email them to DSA_Team@slc.co.uk</p>	

The following is paid from your General Allowance but we will pay the supplier directly.

Item	Supplier	Amount we pay to the supplier
Study Needs Assessment fee		£xxxx

Frequently Asked Questions (FAQs)

General FAQs about DSAs

What are DSAs?

Disabled Students' Allowances (DSAs) are grants to help with extra costs you may have to pay during your studies as a direct result of a disability, long-term health condition, mental-health condition or specific learning difficulty like dyslexia.

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

Part-time allowances are based on your intensity of study:

Intensity of study	Equipment Allowance	Non Medical Helper Allowance	General Allowance
25%	£5,212 for the whole course	£5,181 a year	£435 a year
50%	£5,212 for the whole course	£10,362 a year	£870 a year
60%	£5,212 for the whole course	£12,435 a year	£1,044 a year
75%	£5,212 for the whole course	£15,543 a year	£1,305 a year

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

What if my allowances won't cover the support recommended in my needs assessment?

If the support recommended in your Study Needs Assessment exceeds the maximum allowances of DSAs funding then please speak to your Disability Adviser at your university or college.

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 do not need to provide medical evidence and ID every year if you are continuing on the same course at the same university or college.

How can I contact you?

You can contact us by:

Phone - 0300 100 0607

Email - dsa_team@slc.co.uk

Please ensure you use the e-mail 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

Post: Student Finance England

PO Box 210

Darlington

DL1 9HJ

You can also visit our website at www.gov.uk/studentfinance for more information

Equipment FAQs

What if I feel I need additional equipment?

If you require equipment that has not 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. Your supplier will tell you if it will still work with your other recommended equipment and what the extra costs for the upgrade are. The supplier will then invoice us for the amount we have 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 is 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 e-mail 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 will 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 e-mail 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 is under warranty, you'll need to contact your equipment supplier.

If you experience any issues with your equipment when it is no longer under warranty, you'll need to contact us by email.

Non-medical helper FAQs

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 have not given reasonable notice (this is usually 24 hours but you should check this with your provider). Your DSAs will not cover these charges unless your absence is due to your disability or you give a good reason for your absence.

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 will need to contact your Disability Adviser or 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 has not been agreed as part of your DSAs entitlement, you will need to contact your Needs Assessor to discuss your requirements.

I want to change my non-medical helper support provider, how do I do this?

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

- type of support the change is applicable for (assistive technology training, mentor support, etc.)
- reason for changing provider
- name and contact details of new provider
- hourly rate the new provider will charge
- how many hours of support you've already had from the previous supplier (if any)

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

In some circumstances, it may be necessary for us to seek additional information from the supplier directly.

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 have received the support. You shouldn't sign any timesheets before you receive support.

Change of circumstance FAQs

My circumstances have changed, what do I do?

If your circumstances change this may affect your support. For example, if you have changed university or college the supplier of your non-medical helpers support may need changing. You need to e-mail us 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 have 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 will write to you to confirm 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/worsening condition.