

Disabled Student Allowances

Student Finance England

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March 2019

Agenda

- 1 What is the Disabled Student Allowance (DSA)?

- 2 DSA End To End Journey

- 3 Medical Evidence requirements for DSA

- 4 Upcoming changes to DSA

- 5 Any Questions?



01 What is the Disabled Student Allowance (DSA)?

What is the Disabled Student Allowance (DSA)?

- Disabled Students' Allowances (DSAs) are grants to help with any extra essential costs you may have as a direct result of your disability.
- DSAs do not depend on household income and do not need to be repaid
- DSAs do not affect funding for any other student finance



What support is available?

You can get help with the costs of:

- specialist equipment, for example a computer if you need one because of your disability
- non-medical helpers
- extra travel because of your disability
- other disability-related costs of studying




Targeted Support Services





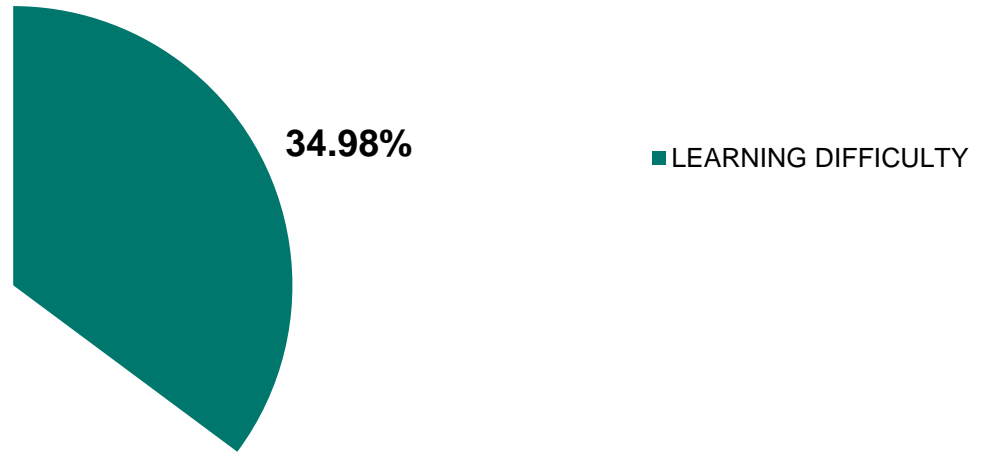
Facts and Figures



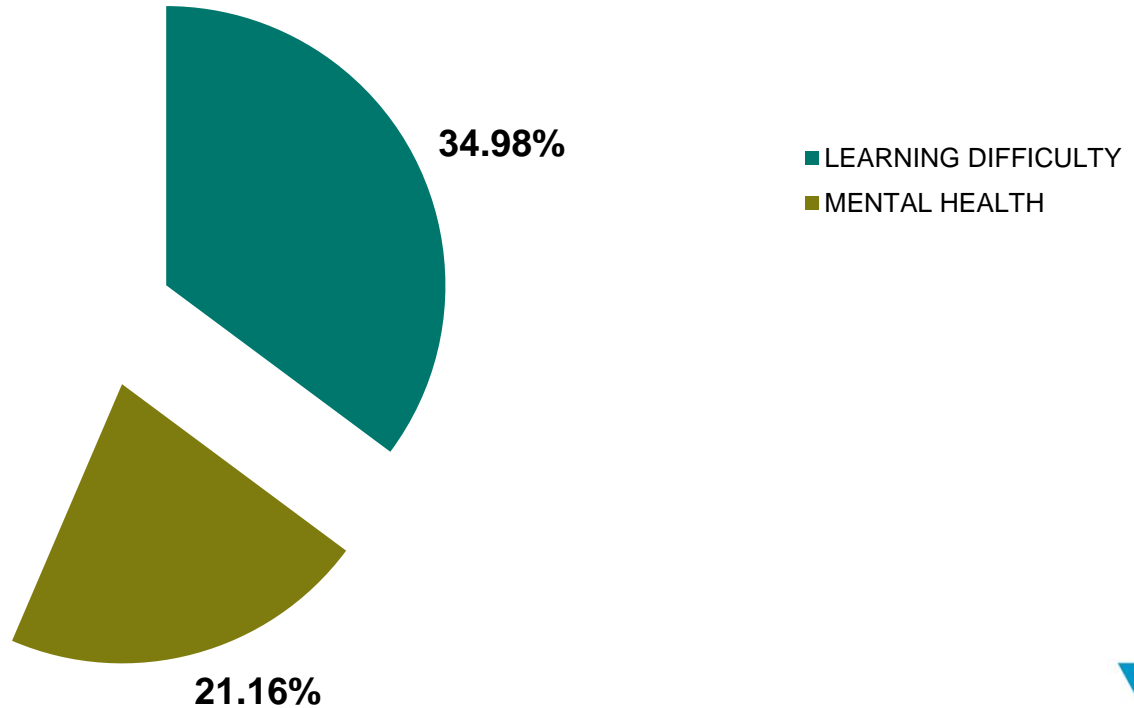
92,000

2018/19 academic year

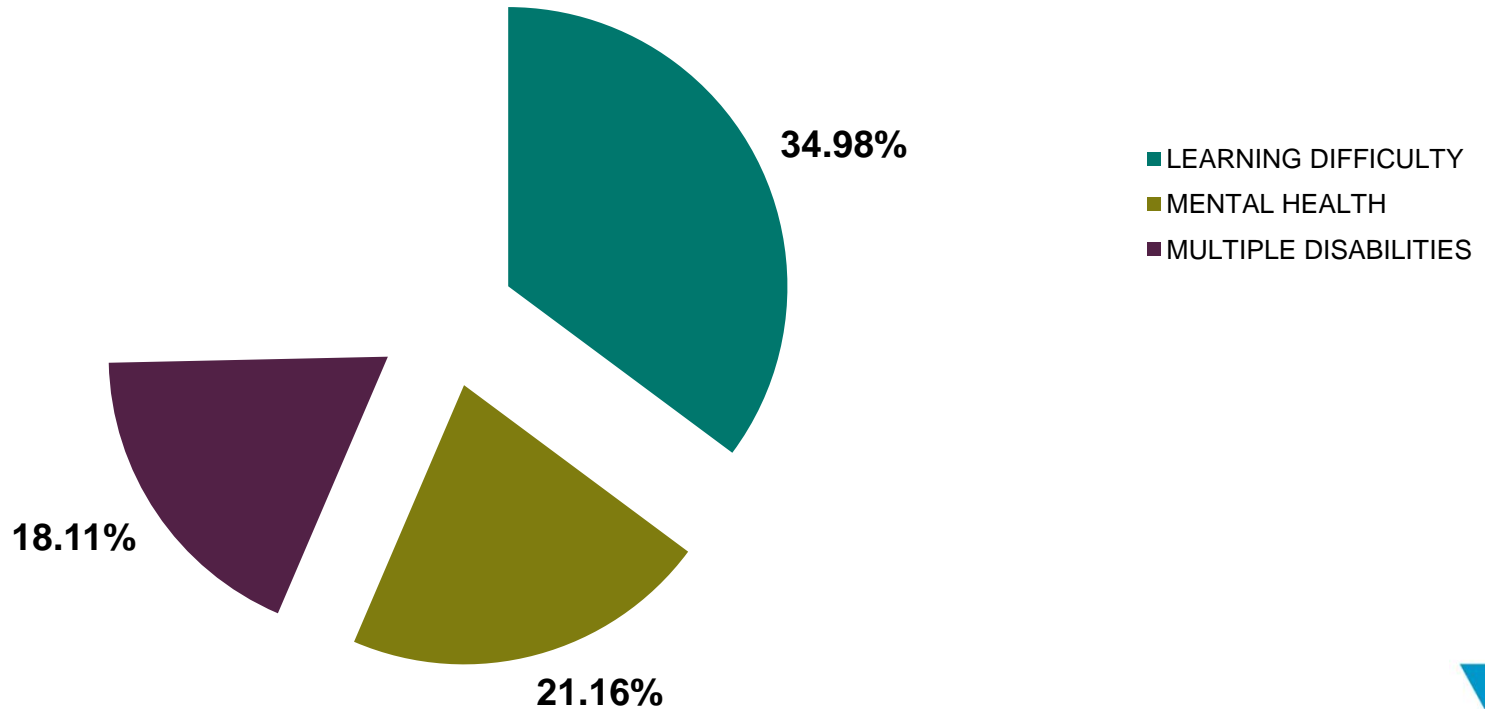
Our Students – 2018/19 academic year



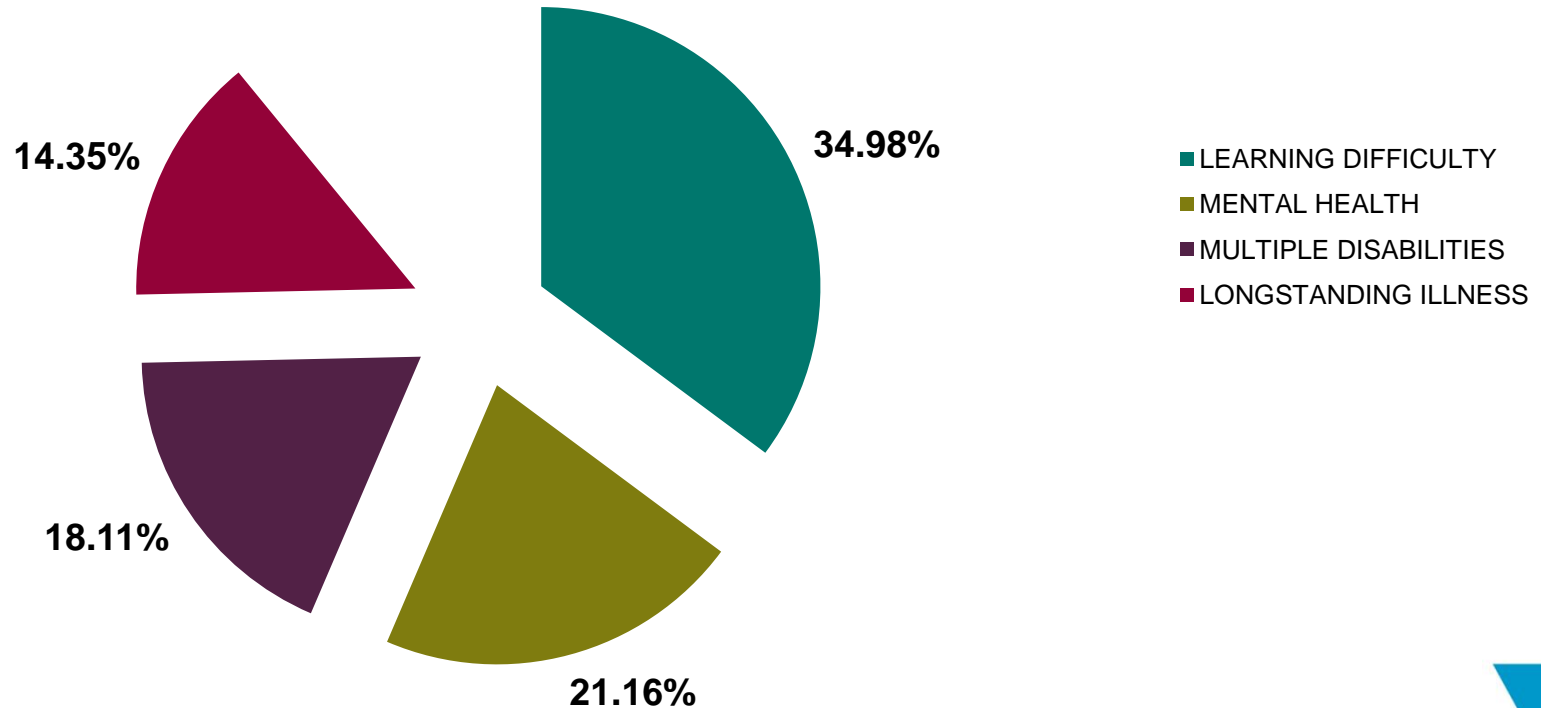
Our Students – 2018/19 academic year



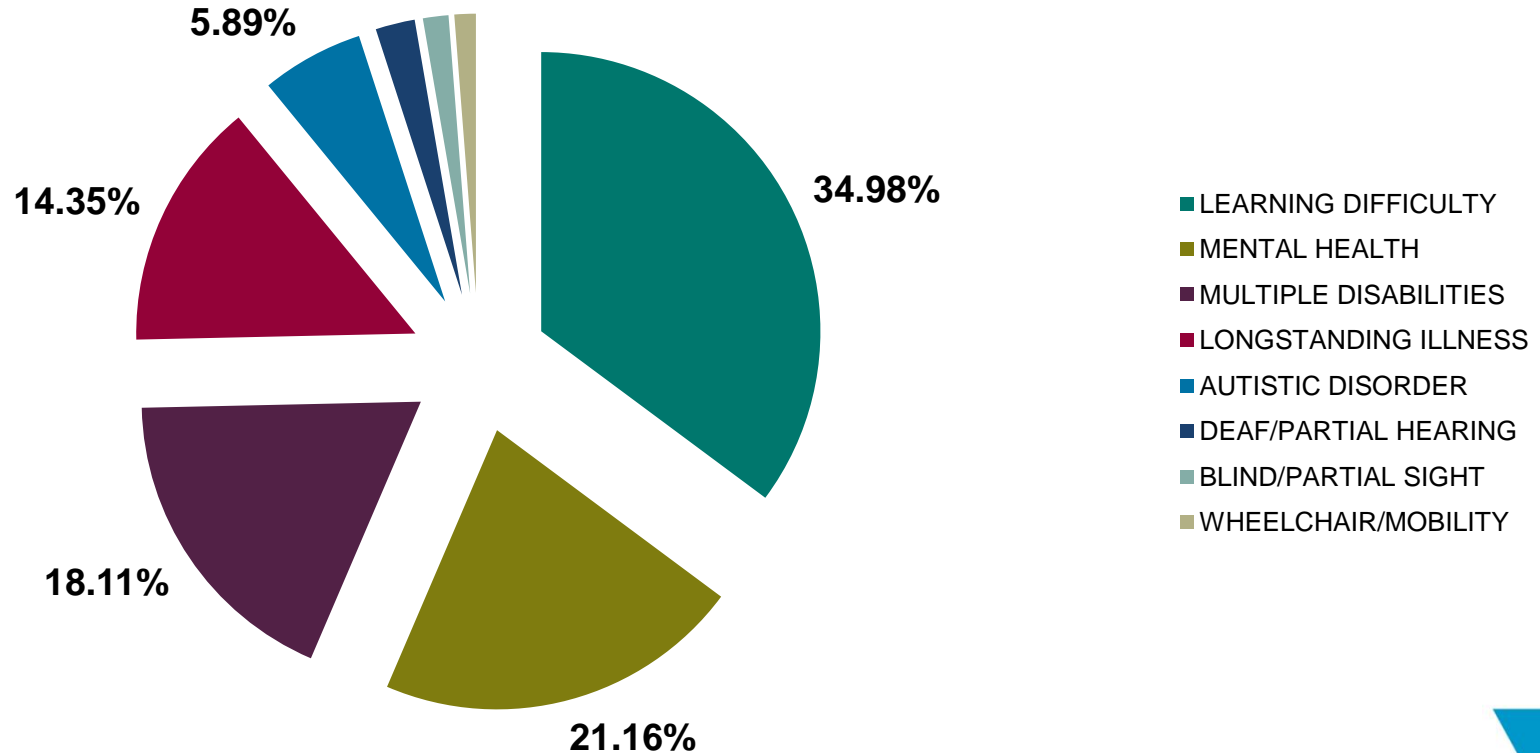
Our Students – 2018/19 academic year



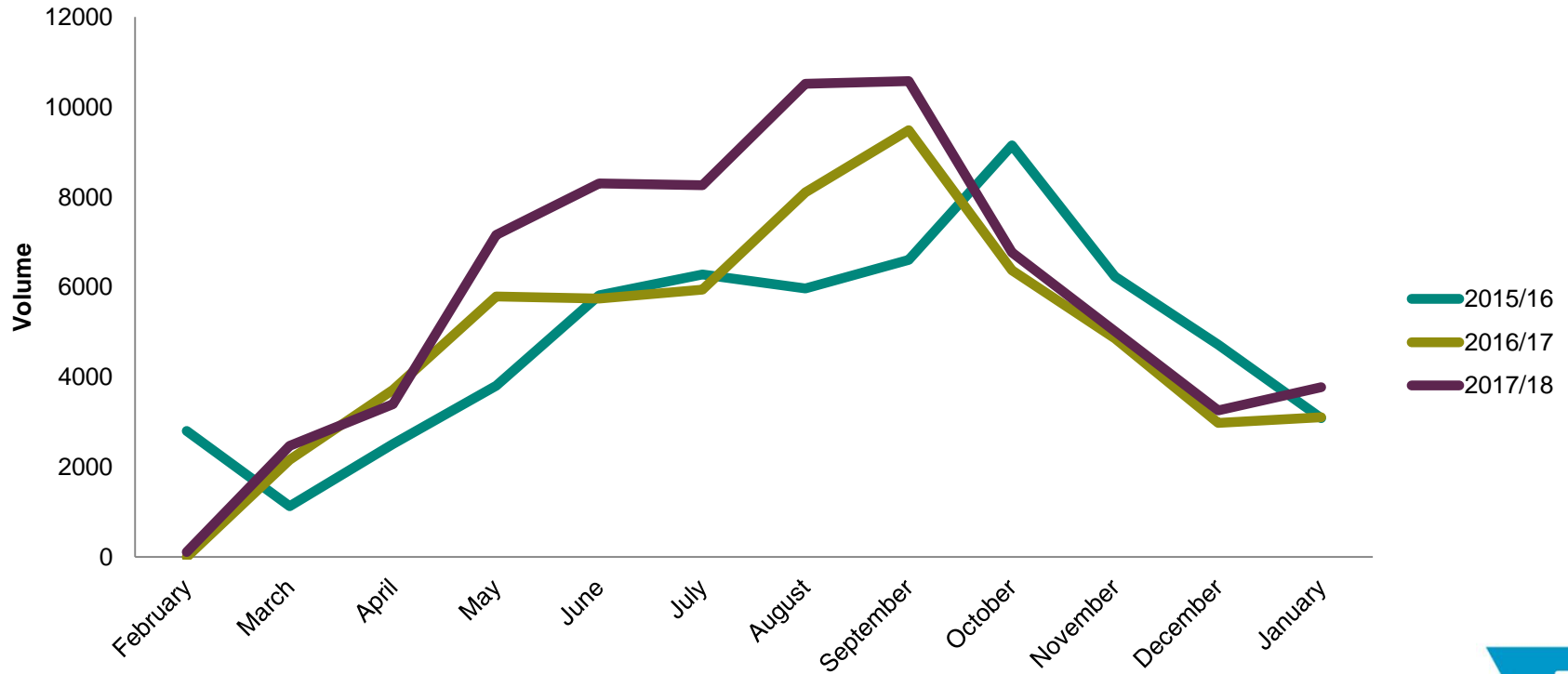
Our Students – 2018/19 academic year



Our Students – 2018/19 academic year



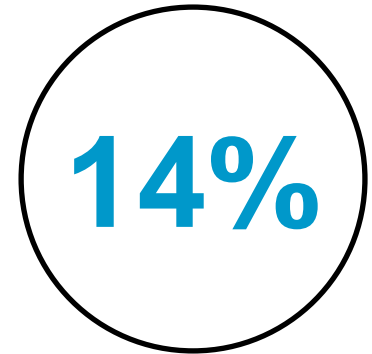
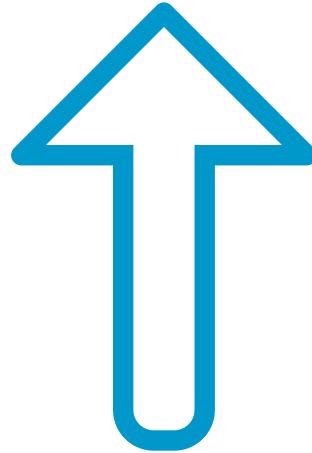
Application Volumes



Application Volumes



Increase in the number of students who have had their entitlement for DSA confirmed, compared to the same point last year.



DSA Direct



Calls from Students

1. Where am I in the process?
2. How do I apply? What do I need to do?
3. What medical evidence do I need to send?
4. I need help with my equipment.
5. I need some help with my claim.

61,000

Calls from our Stakeholders

1. Update on progress of the application
2. Medical evidence query
3. Invoice query
4. Help with application process
5. Equipment query/issue

34,000

02 DSA End To End Journey

DSA Process End to End



- DSA Only, Part Time and Postgraduate students must apply for DSA each year
- Full Time Undergraduates who have applied for Fee / Maintenance support do not need to apply each year
- 70% of 18/19 applications were made using the DSA Online Application

70%
Applied
Online

DSA Process End to End



Medical Evidence needs to be submitted to support the

DSA Application and will generally be in one of these three formats:

- Diagnostic Report
- Letter from a GP or other Medical Professional
- SFE Disability Evidence Form

Do not
require
originals

DSA Process End to End



DSA1 Needs Letter

Invite for the student to attend a Study Needs Assessment where they will discuss what type of disability support is required with a specialist Needs Assessor.

Request Evidence Letter

Further evidence is required to support the students application. This bespoke letter will advise why evidence was not accepted and what is required

Next steps to get your Disabled Students' Allowances 2018/19

We have reviewed your application and can confirm you are eligible for Disabled Students' Allowances (DSAs) for **[Accepted Disability]**.

To make sure you get the right specialist equipment and/or services to help you complete your course you need to attend a Study Needs Assessment. |

We explain what will happen next in three steps.

Step 1 – You book your Study Needs Assessment

You need to find an Assessment Centre near you and book an appointment. You can search for your nearest centre by going to www.dsa-qag.org.uk and entering your postcode. Book your appointment as soon as possible.

If you need help with this you could speak to the Disability Adviser at your university or college. Make sure you show them this letter.

The fee for your Study Needs Assessment will be deducted from your DSAs. We'll pay the Assessment Centre directly.

DSA Process End to End



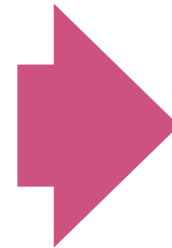
- They can choose from 250 locations across the UK and will enter their postcode to find centres close to them
- We know it takes 22 days on average for the student to attend their Study Needs Assessment
- Needs Assessor will recommend support within a Needs Assessment Report which is sent by encrypted email to the DSA Team

22
working
days

DSA Process End to End



- DSA Officer will review this report and determine if the recommendations are in line with DSA guidance and are appropriately justified
- DSA2 Entitlement letter will be sent to the student to advise them who to contact and how to arrange their support
- A copy of the DSA2 letter is also sent to the student's HEP if the student has given consent

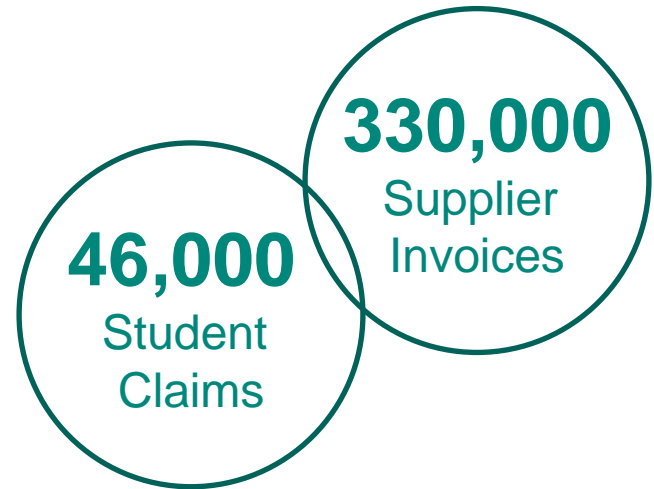


Equipment
Non Medical Help
General Allowance
Travel

DSA Process End to End



- Suppliers will invoice the DSA Team directly for support they have provided to students
- Some students are also agreed a General Allowance and are able to send receipts (student claims) to claim back these costs



DSA Process End to End



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03 Medical Evidence Requirements for DSA

Medical Evidence Requirements

Diagnostic Reports

- Practitioner psychologist or suitably qualified specialist teacher holding an SpLD Assessment Practicing Certificate (APC)
- Written in accordance with the 2005 SpLD Working Group Guidelines using approved test from within this guidance
- Contain a clear conclusion/summary diagnosing a SpLD
- **THERE IS NO LONGER AN AGE REQUIREMENT FOR DIAGNOSTIC REPORTS**

<u>Disability</u>	<u>Acceptable Evidence</u>
Dyslexia Dyscalculia SpLD (no type given)	Diagnostic Report
Dyspraxia Dysgraphia AD(H)D Acquired Dyslexia	Diagnostic Report Or Standard Evidence

Medical Evidence Requirements

Letter from GP or other Medical Professional


- Equality Act 2010 - you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities
- '**substantial**' is more than minor or trivial, e.g. it takes much longer than it usually would to complete a daily task
- '**long-term**' means 12 months or more



Medical Evidence Requirements

Disability Evidence Form

- The Disability Evidence Form was created in 2014
- The introduction of assessing evidence using the equality act meant some medical evidence letters were not sufficient
- This form asks specific questions that enable us to gather the required information relating to the act



Disabled Students' Allowances (DSAs)
Disability Evidence Form

About this form
To get DSAs a medical professional (for example, your GP) needs to provide information about your disability on this form.
Don't complete this form if you have a specific learning difficulty. You need to send us a diagnostic report from a suitably qualified Psychologist or Specialist Teacher instead.

What you need to do
You need to complete your details in section 1.
Then pass the form to the medical professional to complete, sign and date the declaration.
Once they have completed the form, make sure you return it to the address on page 4.
We recommend you keep a copy of this form for your own records. You may require it later for your needs assessment.

Section 1 Personal details

1.1 Customer Reference Number

1.2 Personal details

Title
 Mr Mrs Miss Ms

Forename(s)

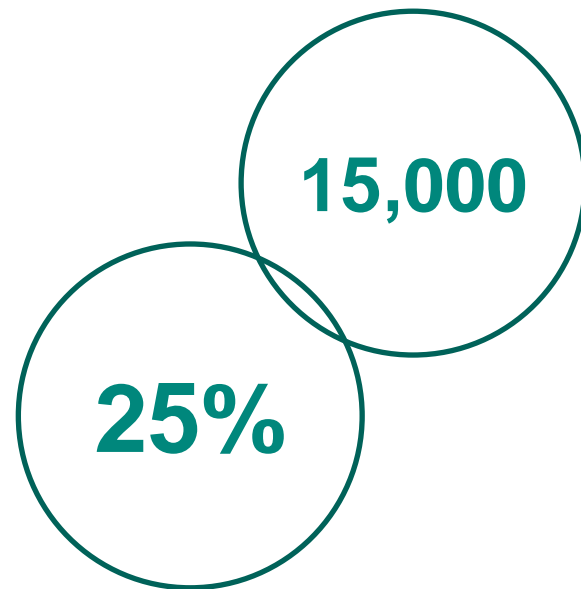
Surname

Date of birth
Day / Month / Year

! Now pass this form to the medical professional.

Medical Evidence Rejections

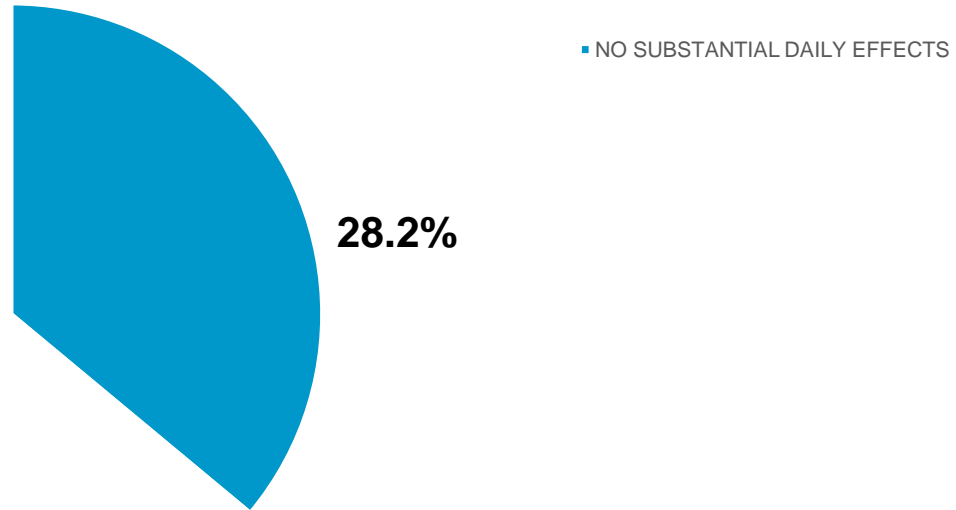
- One of the most difficult aspects of the DSA Application is obtaining the correct Medical Evidence
- In 18/19 we pended almost 15,000 applications due to receiving unacceptable Medical Evidence
- This equates to around 25% of students needing to provide additional evidence





Medical Evidence Reject Reasons

Medical Evidence Reject Reasons

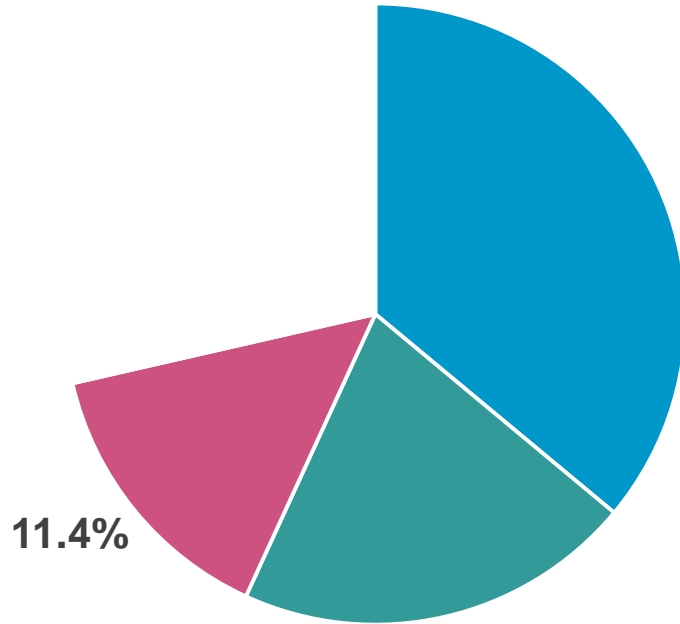


Medical Evidence Reject Reasons



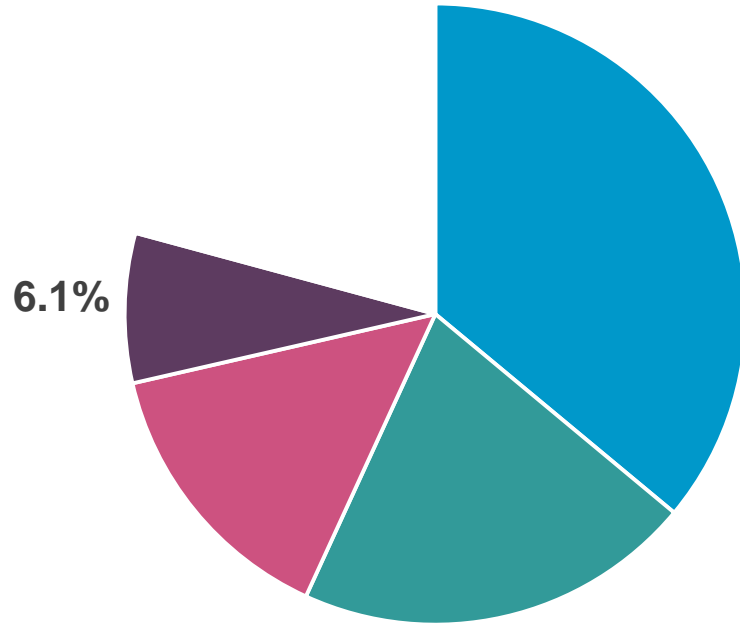
- NO SUBSTANTIAL DAILY EFFECTS
- NO SUBSTANTIAL DAILY EFFECTS, NO LONG TERM

Medical Evidence Reject Reasons



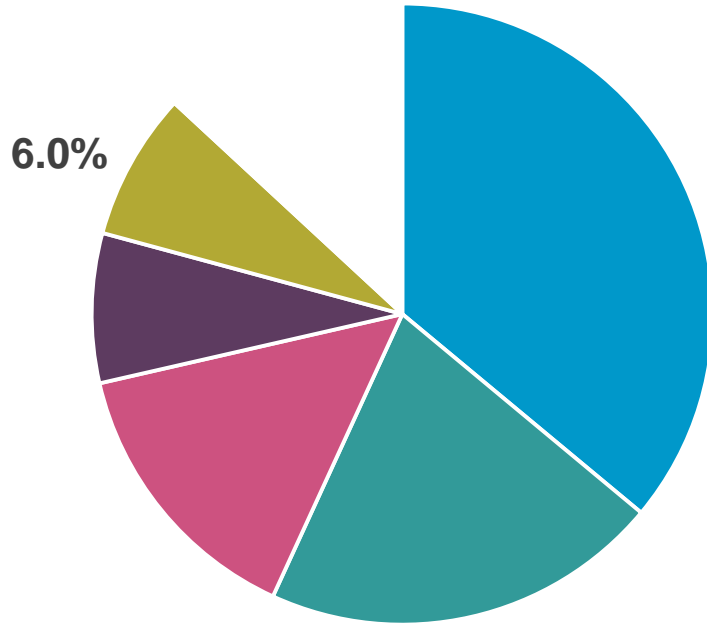
- NO SUBSTANTIAL DAILY EFFECTS
- NO SUBSTANTIAL DAILY EFFECTS, NO LONG TERM
- NO DIAGNOSIS

Medical Evidence Reject Reasons



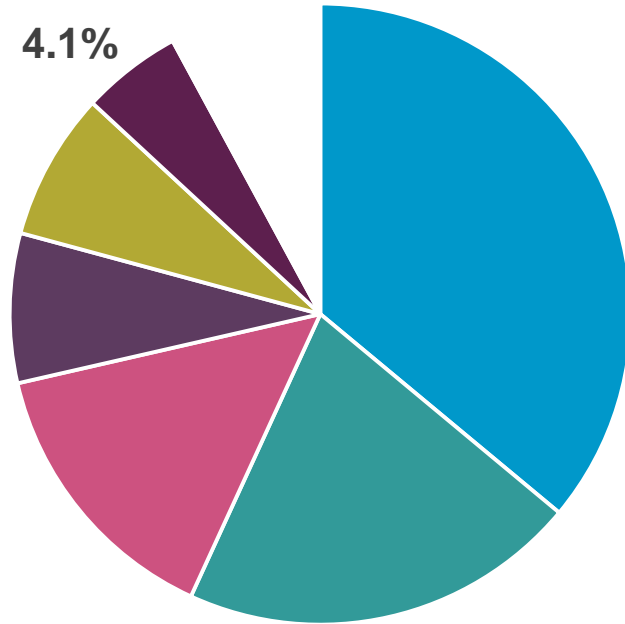
- NO SUBSTANTIAL DAILY EFFECTS
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- NO DIAGNOSIS
- NO DIAGNOSIS, NO SUBSTANTIAL DAILY EFFECTS, NO LONG TERM

Medical Evidence Reject Reasons



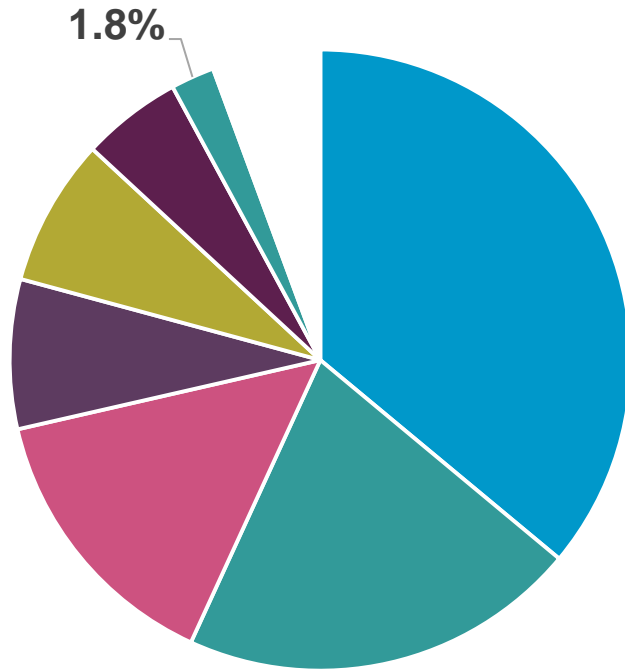
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Medical Evidence Reject Reasons



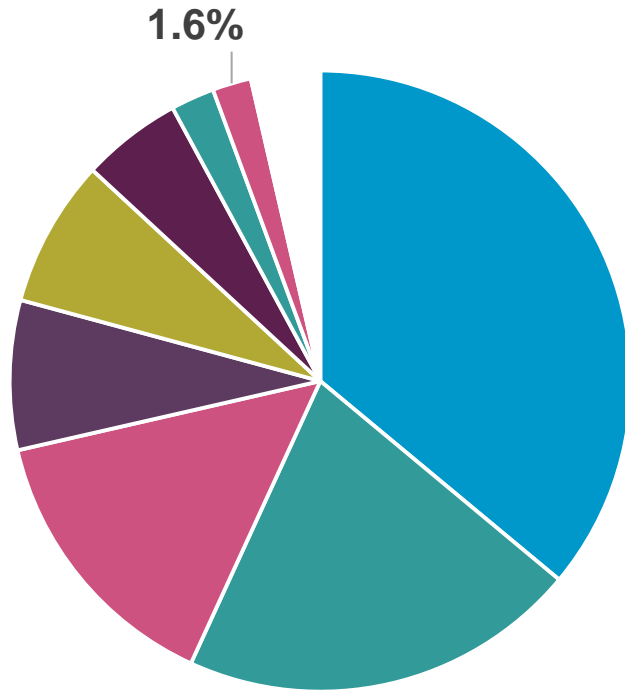
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Medical Evidence Reject Reasons



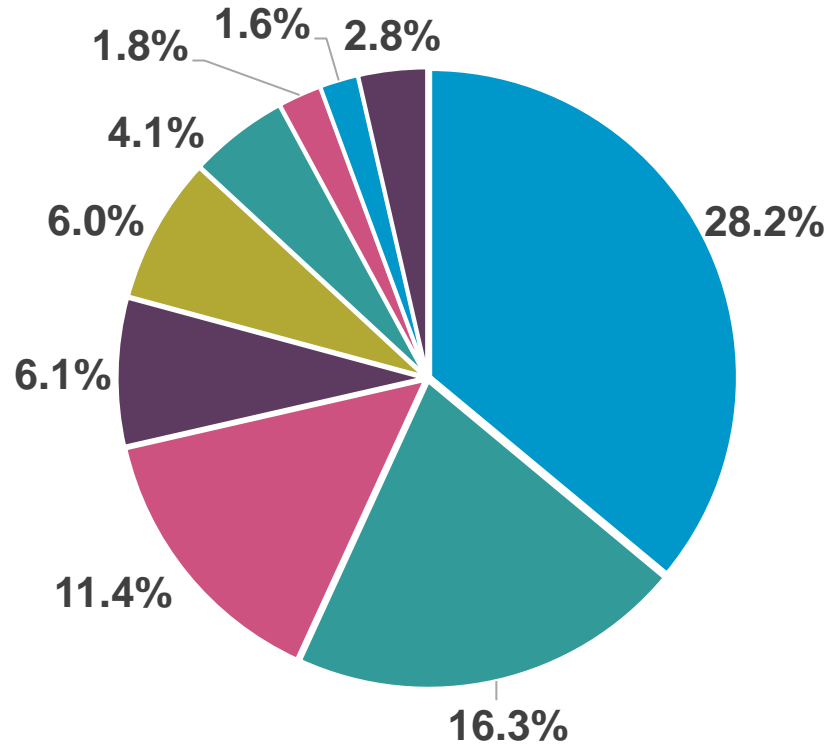
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- SPLD - MISSING TESTS

Medical Evidence Reject Reasons



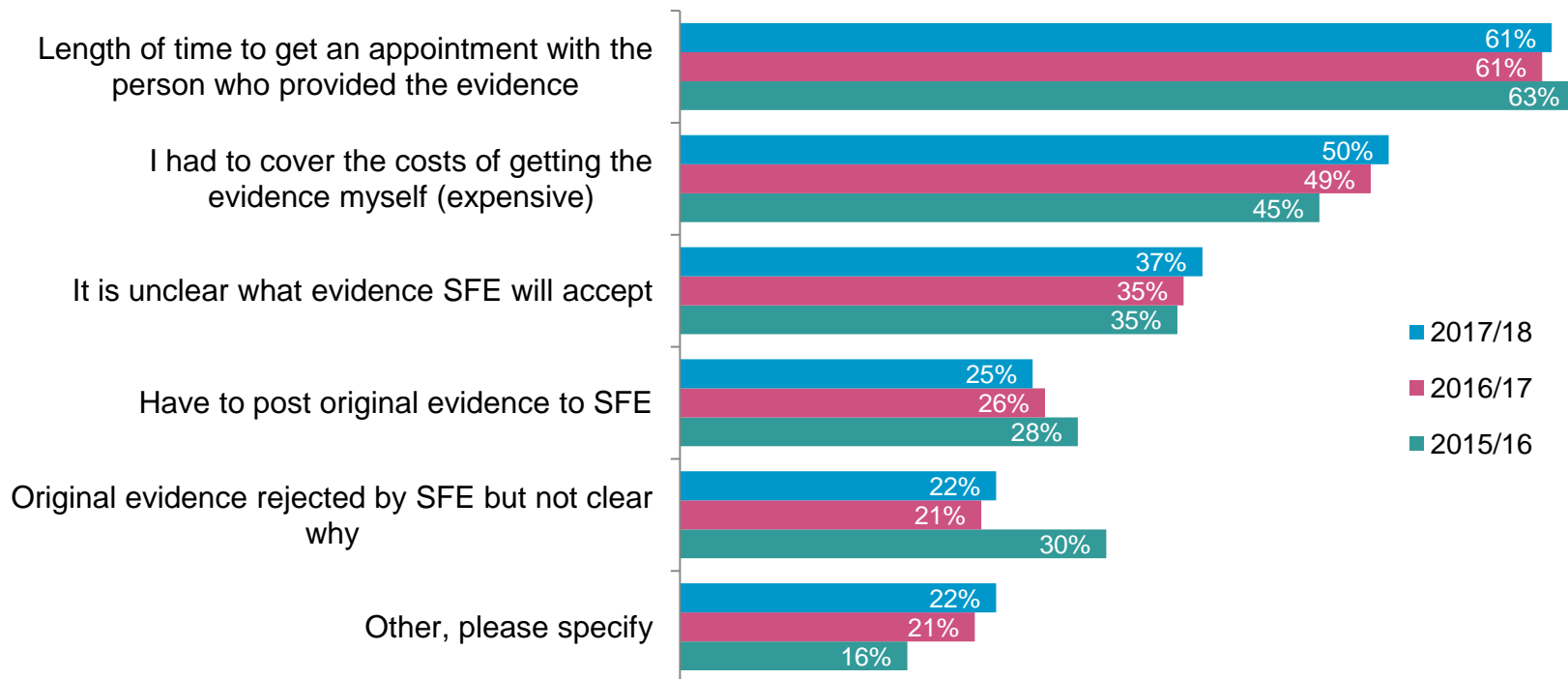
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- SPLD - MISSING TESTS
- SPLD - NO DIAGNOSIS

Medical Evidence Reject Reasons



- NO SUBSTANTIAL DAILY EFFECTS
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- NO DIAGNOSIS
- NO DIAGNOSIS, NO SUBSTANTIAL DAILY EFFECTS, NO LONG TERM
- NO LONG TERM
- NO DIAGNOSIS, NO DAILY EFFECTS
- SPLD - MISSING TESTS
- SPLD - NO DIAGNOSIS
- OTHER / MULTIPLE

Medical Evidence – Student Feedback



04 Upcoming changes to DSA

2019/20 Academic Year



Launch

- Applications have launched for 2019
- Students are able to apply online and on paper for DSA



Allowances

- All undergraduate allowances have increased by 3.2%
- The post graduate allowance is increasing to £20,000



Policy

- Pre-16 diagnostic reports for SpLD
- Cancelled Sessions and Periods

Digital Evidence Upload

Supporting student's online applications

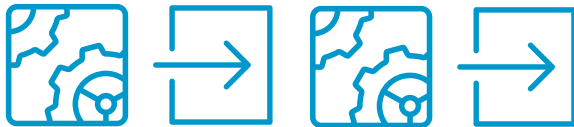
- Students are currently able to submit medical evidence via email but cannot upload directly into the online application.
- Working on a project to allow students to submit evidence digitally through their “My Account”
 - Requirement established
 - Prototype created
 - Initial Student testing completed



Electronic Invoice Remittance

Supporting Suppliers

- Each payment to a supplier generates an individual paper remittance which is sent in the post
- Currently exploring if the paper remittance can be removed and replaced with a more efficient solution



Supply of Assistive Technology and Training

Assistive Hardware & Software

- Mind Mapping
- Speech to Text
- Text to Speech

- Specialist Software

- Computers

- Printers
- Scanners
- Digital Voice Recorders

Specialist Equipment

- Ergonomic equipment
- Radio Aids
- Braille Devices

Assistive Technology Training

- 1 to 1 training sessions
- Student centred
- Quality service

- Suitably qualified or experienced providers

Service

- Delivery
- Ongoing support
- Helpdesk

Amy Hedges & Matthew Hall

DSA Stakeholder Consultant/Improvement Specialist



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matthew_hall@slc.co.uk



01325 215 715



<https://www.gov.uk/disabled-students-allowances-dsas>

The background features several decorative elements: a teal and yellow geometric shape in the top left; a blue triangle in the top right; a white grid pattern in the bottom left and bottom right; a red shape in the bottom left; and a purple and teal shape in the bottom right. A vertical orange bar is positioned to the left of the main text.

Thank you