



# Student Awards Agency for Scotland

## Notes to help nursing and midwifery students apply for support 2008-2009

You should use these notes if you are applying to receive support under the Nursing and Midwifery Student Bursary Scheme (NMSB). This includes students who are:

- on a diploma course in nursing or midwifery; or
- on an honours degree course in nursing or midwifery which started in session 2001-2002 or later.

If you don't like filling in forms, you can apply on-line. Visit [www.saas.gov.uk](http://www.saas.gov.uk) for details. Applying on-line could save you a lot of time in the second and later years of your course.

If you are on a degree course in nursing or midwifery which started before 2001-2002, you should fill in form SAS 3. You can apply on-line or download the form from our website at [www.saas.gov.uk](http://www.saas.gov.uk)

Student Awards  
Agency for Scotland  
Gyleview House  
3 Redheughs Rigg  
Edinburgh  
EH12 9YR

## **Important**

- **Please read the notes carefully before you fill in your application form. These notes explain what support you can apply for and will help you fill in your form. You can use this form to claim the bursary, the Dependants' Allowance and the Single Parents' Allowance. You can also tell us if you want to claim the Childcare Allowance for Parents and the Disabled Students' Allowance.**
- **The form is for students whose courses start between 1 August 2008 and 31 July 2009.**
- **If you are a new student, apply to us as soon as you get a letter of acceptance from your college or university. Please send us a copy of your letter with your application.**
- **If you are in your second or a later year, you should send us your form at least six weeks before the payment is due. If you do not do this, you may not get your money on time.**
- **Please fill in the form correctly in CAPITAL LETTERS using black ink. Give us all the details we ask for. Make sure you sign and date the form on page 5 and send us all the documents we need. If you do not do these things, we will have to return the form to you.**
- **You must tell us immediately if your circumstances change (for example, if you change course, move house, get married, have a child and so on) as this may affect how much we pay you. If you change your bank details, you must tell us at least three weeks before your next payment is due. If you do not do this, there may be a delay with your payment, or your payment may be made to the wrong bank account.**
- **We aim to process correctly filled-in applications, which have the necessary supporting documents, within 21 days of receiving them. We will assess your entitlement and send you an award notice that will tell you how much support you will get from us. If you have not heard from us within 28 days of sending us your application, please contact us.**
- **We will pay all bursaries or allowances straight into your account. You must provide us with a valid bank or building society account or we will not be able to pay you.**

## Changes to Student Support Income Assessment

As you may know, the Scottish Government recently announced changes to the income assessment applied to student support calculations. All students, new and continuing, will have their support calculated using the new rules. This change will apply from the 2008-2009 academic session but will only affect you if you are eligible to apply for **Dependants' Allowance**.

As a continuing student, it is important you are aware of the changes, so that you can supply additional information, as required. The main changes are:

### **Partner income**

- You can now claim Dependants' Allowance in respect of a partner;
- If you live with a partner and wish to claim Dependants' Allowance then you will need to declare the income of your partner.

### **Type of income**

- We will take maintenance coming into the household into account when assessing claims for Dependants' Allowance. This does not include maintenance that is paid for a child who is not a student.
- We will take Working Tax Credits into account when assessing claims for Dependants' Allowance (but not the childcare element).

# Notes on filling in your application for student support in 2008-2009

These notes explain what support you can apply for and will help you fill in your application form. If there is anything you don't understand, you can:

- get more information on our website at [www.saas.gov.uk](http://www.saas.gov.uk)
- e-mail us at [www.saas.gov.uk/contact.htm](mailto:www.saas.gov.uk/contact.htm);
- phone us on 0845 111 1711; or
- write to us at: The Student Awards Agency for Scotland

Gyleview House  
3 Redheughs Rigg  
Edinburgh  
EH12 9YR.

## What we will pay

### The bursary

All eligible students get a bursary.

If you began your course of study on 1 January 2007 or before and you are taking the four-year honours degree and you are eligible for the bursary, you will get the full bursary rate in years 1 to 3 and a 75% bursary for year 4. If you are taking the three-year diploma course you will get the full bursary for years 1 to 3. The table below shows the amount of bursary we can pay you.

	Years 1 to 3	Year 4
Under 26 at the start of the course	£6,294	£4,721
26 or over at the start of the course	£7,088	£5,316
Graduates who have been accepted for a two-year training course	£7,088	£5,316

If you began your course on 1 August 2007 or later and you are taking the four-year honours degree course and you are eligible for the bursary, you will get the full bursary rate in years 1 to 3 and a 75% bursary for year 4. If you are taking the three-year diploma course you will get the full bursary for years 1 to 3. The table below shows the amount of bursary we can pay you.

	Years 1 to 3	Year 4
Students who began their course on 1 August 2007 or later	£6,411	£4,808
Graduates who have been accepted for a two-year training course	£6,411	£4,808

### Initial Expenses Allowance

We will pay you an extra £58 Initial Expenses Allowance in your first year of study. This will be included in the first instalment of your bursary.

### Supplementary Allowances

The rest of the support we may pay you will depend on your personal circumstances. This can include:

- the **Dependants' Allowance** (note F1);
- the **Single Parents' Allowance** (note F22);
- the **Childcare Allowance for Parents** (note F23); and
- the **Disabled Students' Allowance** (note F24).

## Section A What support are you claiming?

You must put a cross in the boxes on the form to tell us what support you are applying for. Make sure you fill in all the sections that apply to you and give us all the details we need. Fill in the form correctly in **CAPITAL LETTERS** using **black ink only**. If you do not do these things, there may be a delay with your payment.

## Section B Your personal details

### **B1 to B3 Your personal numbers**

These details allow us to process your application form quickly. Your application may be delayed if they are wrong.

### **B11 to B13 Address**

This should be your normal home address (normally your parents' home or your own home).

### **B15 and B16 Bank or building society details**

You **must** include your bank or building society details. We will send the first instalment of your support straight to your college or university for you to collect. We will then normally pay future monthly instalments and any travel expenses straight into your bank account. If you change your bank account, you must tell us at least three weeks before your next payment is due. There could be a delay with your payment if you do not, or your payment may be made to the wrong account. You must provide us with a valid bank or building society account or we will not be able to pay you.

## Section C Where you normally live

**C1** If you made a **successful application** to us in the **last session**, you **do not** need to fill in this section of the form.

Generally, you will have to meet certain residence conditions to qualify for support. You must have been 'ordinarily resident' in the UK, the Channel Islands or the Isle of Man for three years immediately before the relevant date (the first day of the first academic year of the course). If you are not a European Union (EU) national, you must have 'settled status' in the UK (as set out in the Immigration Act 1971) immediately before the relevant date. Our advice to anyone who is not a British citizen, or who has been out of the country other than on holiday or on business trips, is to contact us for advice before applying for student support. Our contact details are on page 3.

### **C5 Relevant date**

The exact dates depend on when your course starts. The actual dates for session 2008-2009 are as follows.

- 1 August 2008 for courses that start between 1 August and 31 December 2008.
- 1 January 2009 for courses that start between 1 January and 31 July 2009.

### **C6 to C9 Ordinarily resident**

'Ordinarily resident' has been defined in the courts as 'habitual and normal residence in one place'. It means that you, your parents, your husband, wife or civil partner live in a country year after year by choice, apart from temporary or occasional absences such as holidays or business trips. Living in the UK totally or mainly for the purpose of receiving full-time education does not count as being ordinarily resident.

## C10 Settled status

Students who do not meet the usual residence conditions for support set out above **may** still be eligible for support in certain circumstances. For example, we can pay support to:

- **British nationals returning from work** in other member states of the European Union (EU) or from elsewhere in the European Economic Area (EEA) or Switzerland;
- nationals of EEA countries who have been granted permanent residence in the UK, and their husbands, wives or civil partner and children or stepchildren;
- nationals and husbands, wives or civil partners of nationals of other EU member states, and Iceland, Norway, Liechtenstein and Switzerland, who have **migrant worker** status, or whose parents are, or have been, migrant workers in the UK;
- people recognised as **refugees** by the British Government, and their husbands, wives or civil partners and children or stepchildren;
- people who have been granted **exceptional leave to enter or remain, humanitarian protection or discretionary leave** in the United Kingdom, and their husbands, wives or civil partners and children or stepchildren; and
- anyone who is under 18 and has been granted **temporary protection**.

Write to us for more information if you need it.

## Section D Your education

If you made a **successful application** to us in the **last session**, you **do not** need to fill in this section of the form.

If you are a new student, you must give us details of any college or university where you have been a student since leaving school. If you are returning to higher education after a break in study, you must confirm the details for the relevant period.

If you have previously received public funds for a course of further or higher education, you can still get a bursary for courses under the Nursing and Midwifery Student Bursary scheme (NMSB). However, if you receive funding under the NMSB scheme, you may not be entitled to any more money from us for a course of higher education. You should contact us for advice if this seems likely to apply to you.

## Section E Institution and course details

You **must** give us the details of the course you will be studying in 2008-2009.

- If you are a new student or you are returning to study after a break, you should send us your letter of acceptance from your college or university.
- If you have previously received money from us and have changed course or institution, you should send written confirmation from your college or university.

We normally pay support for the shortest time needed to finish the course you are taking. If you need longer to finish the course, please send us a letter from your college or university to confirm this.

## Section F Supplementary allowances

### F1 to F21 Application for the Dependants' Allowance

You can apply for an allowance for your husband, wife, civil partner or partner and for any child you are legally responsible for. You should tell us if the other parent is receiving student support as you can only claim one allowance for each child. You must supply a clear photocopy of birth certificates for any children you are claiming for.

The maximum amounts you can claim if you began your course on 1 January 2007 or before are:

£2,573	for a husband, wife, civil partner, or partner or, if you are single, one adult you have a legal responsibility for who has little or no income from any source; or
£2,573	for the first child, as long as you are not receiving an allowance for a dependent husband, wife or civil partner, or other adult dependant; and
£2,071	children who are aged 18 or over at the start of your course of study; and
£1,440	for children who are aged 16 or over but under 18 at the start of your year of study; and
£1,071	for children who are aged 11 or over but under 16 at the start of your year of study; and
£543	for children who are under the age of 11 at the start of your year of study.

The maximum amounts you can claim if you began your course on 1 August 2007 or later are:

£2,573	for a husband, wife or civil partner, or partner or, if you are single, one adult you have a legal responsibility for who has little or no income from any source; or
£2,573	for the first child, as long as you are not receiving an allowance for a dependent husband, wife, civil partner, partner or other adult dependant; and
£543	for each other dependent child.

Any income your dependants have may reduce your support. **If you are married or in a civil partnership, or living with a partner you must declare your husband's, wife's, civil partner's or partner's income, even if you are only claiming for your children.** We take account of their gross income from all sources (but not including income tax or National Insurance contributions). You should tell us the type of income your dependants have. The table on the next page gives examples of the types of income we may take into account (this is not a full list) and the codes for those types of income.

<b>Code 01 – Example of income included</b>	<b>Code 02 – Example of income not included</b>
Income from employment	Attendance Allowance
Income Support (certain payments)	Child Benefit
Invalid Care Allowance	Disability Living Allowance
Jobseeker's Allowance	Housing Benefit
Retirement Pension	Severe Disablement Allowance
Unearned income (for example, bank interest)	
Working Tax Credit	
Maintenance (exclude any you receive for children who are not students)	

We pay the Dependants' Allowance **provisionally**. This means that we will ask you to confirm the actual income your dependants have received at the end of your year of study. We will assess the allowance again when we receive confirmation of their actual income. If we reduce the allowance, you must repay whatever you have received over your entitlement. **You should tell us about any change in your circumstances during the year, as it could mean that we have paid you too much.**

If you are responsible for at least one child, you can claim Child Tax Credit, whether or not you are in paid work. You can call HM Revenue & Customs on 0845 300 3900 to find out if you are eligible.

## **F22 Application for the Single Parent Allowance**

You may be entitled to an allowance of £1,270 if you are single, widowed, divorced or separated, and bringing up children on your own. **You must send us written evidence to prove you are a single parent when you apply**, such as:

- a letter from the Department for Work and Pensions to show you receive single personal allowances as a single parent;
- a letter from HM Revenue & Customs to show you are claiming the Child Tax Credit as an individual;
- or
- a letter from a professional person (for example, a doctor, lawyer or minister of religion) confirming your status.

## **F23 Childcare Allowance for Parents**

The childcare allowance is payable to any student who is a parent. You can receive up to £1,185 a year, depending on your childcare costs. You should tell us when you fill in your form if you want to claim for this support. We will send you another form to ask you for details about your childcare provider and confirmation of the amounts you will pay.

## **F24 Disabled Students' Allowance (DSA)**

If you have a disability, you may be eligible to claim for certain extra expenses you have to pay because you are on the course. You can get more information about the expenses we may pay from our website ([www.saas.gov.uk](http://www.saas.gov.uk)). Before we can pay this allowance, you will need to fill in a DSA application form to give us more information. We may need to refer you to an assessment centre for advice on the equipment you may need. This can take time so it is essential that you apply as early as possible. You can download an application form from our website or we can send you a form.

## Section G Declaration and undertaking

All students must **sign** and **date** the declaration and undertaking on page 5. If you do not do this, we will return your form to you. We have a duty to protect the public funds we handle. In your application, we will ask you to agree to repay any money we have paid you but which you are not entitled to. You may need to refund any support you have received if:

- your circumstances, as described in your application, change;
- you fail to meet the conditions of support set out in the Nursing and Midwifery Student Allowances (Scotland) Regulations 2007 (as amended);
- Scottish Ministers decide to change the amount of your support; or
- Scottish Ministers find that support should not have been paid to you.
- You are receiving support from you Health Board.

## Section H Checklist

Before you send us your form, you **must** do the following.

- Answer all the relevant questions in the form fully. If you do not, we may not be able to deal with your application.
- Make sure that you **sign** and **date** the form on page 5.
- Include all the information we need and tick the boxes to tell us which documents you are sending with your form.
- If you have to send us documents, **do not send us originals. We will accept photocopies of all documents.** Do **not** physically attach them to your form (for example, do not use pins or staples). Generally, you only need to send **photocopies** of any documents with your **first application**. However, if your circumstances change, we will need evidence of the relevant change.

## Our standards of service

**We aim to:**

- provide a timely, accurate and helpful service to customers;
- process 50% of applications within 12 days of receiving them, 75% within 14 days, and 100% within 21 days;
- reply to 90% of written enquiries and e-mails within 14 days of receiving them, and 100% within 21 days;
- answer 85% of calls to our Customer Services Unit within 25 seconds, and 100% within three minutes;
- have the first instalment of bursary (including allowances, where appropriate) available for collection at your college or university at the start of your year of study wherever possible;
- pay any future instalments due to you straight into your bank account every month;
- process placement expenses applications within 21 days of receiving them;
- let you know as soon as possible if we have paid you too much bursary or allowances; and
- answer all complaints within 14 days of receiving them.

### Contacting us

If you need more information about your bursary, please:

- phone us on 0845 111 1711;
- e-mail us at [www.saas.gov.uk/contact.htm](http://www.saas.gov.uk/contact.htm) or
- write to us at: The Student Awards Agency for Scotland  
Gyleview House  
3 Redheughs Rigg  
Edinburgh  
EH12 9HH.

## **Phone calls**

- Our General Enquiry Unit, which accepts calls on 0845 111 1711 during normal office hours, deals with more general enquiries, particularly those calls received during the peak period of May to October. During this period the unit is open for calls from 8am to 6pm Monday to Thursday, and from 8am to 4.30pm on Fridays. If you do not know which team is responsible for your application, you should first contact the General Enquiry Unit. Please have your personal reference number ready when you contact us.
- We print a phone number on every award notice. It provides a direct line to the team you should speak to about any specific enquiry.
- Our staff will answer all calls as soon as they can. If we cannot deal with your enquiry in full when you call, staff will return your call within two working days at a time that suits you best (within normal office hours).
- We also have an automated phone answering service that is available 24 hours a day. However, this service can only help with a limited number of the most common questions. This will allow you to monitor or ask for the current progress of your application and a copy of your award notice.

**We record your calls to make sure that we give a good service to our customers.**

## **Through our website**

You can use your student reference number to track the progress of your application for student support using our on-line enquiry service. This is available on our website ([www.saas.gov.uk](http://www.saas.gov.uk)). You can also ask for a copy of your award notice using this service.

## **E-mail**

You can send an e-mail to us at the address shown on your award notice.

## **Letter**

We will do our best to reply as soon as we can. You can help us by giving your reference number on every piece of correspondence.

## **Personal callers at Gyleview House**

You can call at our offices to make a general enquiry from 8.30am to 5pm Monday to Thursday, and from 8.30am to 4.30pm on Fridays (but not during public holidays or the Christmas holidays). If you want to discuss your case in detail, you should make an appointment to make sure that an appropriate member of staff will be available. If you do not make an appointment, you may have to wait during busy periods.

## **Helping us to help you**

We ask you to do the following.

- Fill in your application form fully and accurately and send it to us, with all necessary supporting documents, as soon as possible.
- Keep the award notice we send you and always quote your reference number in correspondence and phone calls.
- Let us know immediately if:
  - you change your name, address or phone number;
  - you change your bank details;
  - you leave or change your course of study; or
  - there is a change in your personal or financial circumstances which might affect your bursary. If you do not do this, we may pay you too much bursary or allowances, which you will have to repay.
- Repay any amounts you owe us on time.

## Complaints

While we do our best to provide an efficient service, we have set up a formal complaints procedure. If you have a complaint about the way we have handled your case, you should write to the Head of Section. If you are not satisfied with the reply, you can write to the Chief Executive as the final adjudicator in the complaints procedure. Our address is shown on page 3.

- You should clearly mark all formal complaints 'Complaint'. We investigate all complaints and aim to reply within 14 days of receiving them. We monitor complaints to see if we can improve our service.
- If you are not satisfied with the reply from the Chief Executive, you have the right to ask the Scottish Public Services Ombudsman (SPSO) to investigate your complaint. The Ombudsman can investigate certain complaints within his or her authority. A representative you have authorised, such as your Member of Scottish Parliament (MSP), your local councillor or any person you consider suitable to represent your interests, can also complain to the SPSO on your behalf. You must contact the Ombudsman, preferably in writing, within 12 months after the day you first noticed this matter. The contact details are set out below.

The Scottish Public Services Ombudsman  
Freepost EH641  
Edinburgh  
EH3 0BR  
Phone: 0800 377 7330  
Fax: 0800 377 7331  
Text message: 0790 049 4372  
E-mail: [ask@spsos.org.uk](mailto:ask@spsos.org.uk)  
Website: [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

