

Student Name  
Address Line 1  
City  
Postcode

**You need to write down your  
Customer Reference Number  
on every document you send  
us.**

Student Finance England  
PO Box 210  
Darlington  
DH1 9HJ

[www.gov.uk/  
studentfinance](http://www.gov.uk/studentfinance)

Date: 1 September 2024

Customer Reference Number: **01234567890**

Dear Student,

**We've approved your Disabled Students' Allowances (DSAs) 2024/25**

We've received your Study Needs Assessment report and can now confirm what support you're entitled to. The following information shows what DSAs you've been awarded and what you need to do next. We've also enclosed a helpful Frequently Asked Questions about your DSAs.

Keep this letter because you'll need to refer to it again.

You must be registered on and attending your course to be entitled to support. If you leave or don't 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,

Student Finance

**We've also sent a copy of this letter to your Disability Adviser and Needs Assessor**

## Your DSAs

### Specialist Equipment Allowance

Item	Supplier	Contact Details	Quote Number	Amount you'll pay the supplier	Amount we'll pay the supplier
Equipment	Example Equipment Supplier Ltd	0000 123 4567 email@example.com equipmentsupplier.co.uk	EES1234567	£200.00	£1234.56

#### Your next steps

1. You will need to contact the supplier(s) to arrange your support.
2. Pay the supplier £200.00 towards the cost of the agreed computer. All students are required to pay a contribution of £200.00 towards their agreed computer; we'll pay the rest of the computer cost.

The supplier will want to see a copy of this letter to confirm the agreement they will then invoice us directly for the agreed amount. If you've 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 can't be used to meet the cost of replacement equipment when the original has been lost, stolen or damaged.

Item	Supplier	Contact Details	Amount you'll pay the supplier	Amount we'll pay the supplier
Example Assistive Technology Subscription (first year)	Example AT Supplier Ltd	0000 123 4567 email@example.com ATsupplier.co.uk	£0	£789.00
Example Assistive Technology Subscription (21/22 and 22/23)	Example AT Supplier Ltd	0000 123 4567 email@example.com ATsupplier.co.uk	£0	The supplier will invoice us directly for the product.

#### Your next steps

Contact Example AT Supplier Ltd to arrange a single year subscription.

If you'd like to continue using example Assistive Technology Subscription once your initial subscription has expired, please contact them to renew it.

The supplier will want to see a copy of this letter to confirm the agreement, they will then invoice us directly for the agreed amount. If you've any issues with the product you should contact the supplier.

## Non-Medical Helper's Allowance

Item	Supplier	Contact Details	Duration	Amount we'll pay the supplier
Assistive Technology Training	Example ATT Supplier Ltd	0000 123 4567 email@example ATTsupplier.co.uk	2 x 3 hour sessions	£123.00 (+VAT) per session
Specialist Mentor	SM company Ltd	0000 123 4567 email@example SMltd.co.uk	30 hours per year	£45 (+VAT) per hour
Specialist One to One Study Support	S1:1 Ltd	0000 123 4567 email@example s11.co.uk	30 hours per year	£56 (+VAT) per hour

### Your next steps

1. You will need to contact the above supplier(s) to arrange the support
2. You'll receive the support at the arranged time and need to sign timesheets to confirm the support has been provided.

The provider will invoice us directly to cover the cost of the support.

EXAMPLE ONLY

**General Allowance Please note you'll need to pay the following support upfront. We'll 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	Up to £182.00 per year
<p><b>Your next steps</b></p> <ol style="list-style-type: none"> <li>1. Purchase any items listed above that you require for your course</li> <li>2. Submit your claim along with copies of receipts for the items.</li> <li>3. We'll reimburse the amount directly to your bank account once the claim has been processed.</li> </ol> <p>You can use this allowance for:</p> <ul style="list-style-type: none"> <li>• photocopying and printing costs</li> <li>• ink and paper suitable for your printer</li> </ul> <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><b>Receipts must show the following information:</b></p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Amount that has been paid</li> <li>• Item description</li> </ul> <p><b>If you applied for DSAs online</b></p> <ol style="list-style-type: none"> <li>1. Get a clear and readable digital copy of your receipts. You can take a photograph or scan to do this.</li> <li>2. Go to <a href="http://www.gov.uk/student-finance-register-login">www.gov.uk/student-finance-register-login</a></li> <li>3. Sign in with your student finance login details.</li> <li>4. Go to the DSAs section of your account.</li> <li>5. Upload your receipts and click submit.</li> </ol> <p><b>If you are unable to provide evidence online or applied for DSAs by paper</b></p> <p>You can email a copy to us at <a href="mailto:dsa_team@slc.co.uk">dsa_team@slc.co.uk</a>, or send it to us by post:</p> <p>Student Finance England PO Box 210 Darlington DL1 9HJ</p> <p>Please note, only items purchased after the date of agreement and before your course end date can be refunded.</p>	

**The following is paid from your General Allowance but we'll pay the supplier directly.**

Item	Supplier	Amount we pay to the supplier
Study Needs Assessment Fee	Your Assessment Centre	£650.00

## Frequently Asked Questions (FAQs)

### How To Contact Us

Phone: 0300 100 0607  
Post:  
Student Finance England  
PO Box 210  
Darlington  
DL1 9HJ

Email: [dsa\\_team@slc.co.uk](mailto:dsa_team@slc.co.uk)

Please ensure you use the email 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.

You can also visit our website at [www.gov.uk/studentfinance](http://www.gov.uk/studentfinance) for more information.

### Equipment

#### **What if I feel I need additional equipment?**

If you need equipment that hasn't been agreed as part of your DSA entitlement, you'll need to contact your supplier 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 your supplier to discuss what equipment you would prefer. Your supplier will tell you if this meets the minimum specification and if it will run your recommended software. They'll also advise on the extra costs for the upgrade. Your supplier will then invoice us for the amount we've agreed to cover with your DSA and will then invoice you for the extra costs for the upgrade.

Please note, we can only pay up to the amount agreed within this letter. You can find out the amount we'll pay by checking the 'Your DSA' 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 email 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's under warranty, you'll need to contact your supplier.

If you experience any issues with your equipment when it's **no longer under warranty**, you'll need to contact the DSA Team by email.

## **I have some questions about my equipment / I am not happy with the quality of my equipment, what do I do?**

In the first instance you should contact your supplier to discuss your queries/concerns. If this remains unresolved, contact the DSA Team by email.

## **Non Medical Help**

### **What should I expect from my non-medical help support?**

A guidance document has been created and published online and this explains what you can expect from your non-medical help support:

<https://www.practitioners.sl.cco.uk/exchange-blog/2022/january/your-disabled-students-allowance-funded-non-medical-help-nmh-support-what-can-you-expect/>

### **What if I miss or need to cancel a non-medical helper support appointment?**

Your non-medical help provider can charge for any missed or cancelled appointments if you've not given reasonable notice (this is usually 24 hours but you should check this with your provider).

### **I feel I need additional or different non-medical helper support, who do I contact?**

If you need additional non-medical helper support (not including assistive technology training) or feel different support is needed, you'll need to contact your DSA supplier to discuss your requirements.

### **I feel I need assistive technology training or need more than initially agreed, who do I contact?**

If you need assistive technology training that hasn't been agreed as part of your DSA entitlement, you'll need to contact your DSA supplier to discuss your requirements.

### **Can I change to another non-medical help provider if they are unable to meet my needs?**

If you want to do this, please email the DSA Team with your request to change provider. Your email needs to include:

- type of support you want to change (e.g. assistive technology training, mentor support, etc.)
- full explanation of why you want to change and why your current provider is not suitable or able to meet your needs

Please note, we can only consider a change of NMH provider if you aren't happy with the service you're getting and you've tried to fix any issues with your provider.

You must give us a full explanation for your reasons. We cannot change your provider if you haven't tried to get the support from your current agreed provider.

Also please be aware that if we agree to a change in provider, we'll request new quotes from your DSA supplier and write to you with the details of your new provider. You can't choose your own provider.

### **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've received the support. You shouldn't sign any timesheets before you receive support.

## Change of Circumstances

### **My circumstances have changed, what do I do?**

If your circumstances change this may affect your support. For example, if you've changed university or college the supplier of your non-medical helpers support may need change. You need to email the DSA Team telling us about any changes so we can make sure 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 disability evidence.

Disability 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

Disability 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)

Send this by email to [dsa\\_medical\\_evidence@slc.co.uk](mailto:dsa_medical_evidence@slc.co.uk)

Once we receive acceptable disability evidence, we'll write to you to confirm if you can attend a review of needs with your DSA supplier. They will make recommendations for any support you may need as a result of a new condition.

### **Do I need to apply every year for my DSA?**

You only need to apply every academic year on a DSA1 full form if you:

- are a postgraduate student
- are a part-time student
- only get DSA funding (i.e. no tuition fees/maintenance loan etc.)

You don't have to reapply for DSA every year if you're a full-time student who's reapplied for other student finance and have had no change to your circumstances.

You don't need to provide medical evidence and ID every year if you're continuing on the same course at the same university or college.