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Partneriaeth
Cydwasaethau
Gwasanaethau Dyfarniadau Myfyrwyr
Shared Services
Partnership
Student Awards Services

Payment Queries

Frequently Asked Questions



Questions	Response
<p>When and how is the Bursary paid?</p>	<p>Your University is responsible for making payments directly to yourself. Information regarding payments can be found here: All Student Payment Information - NHS Wales Shared Services Partnership</p> <p>For further information, please contact the Finance department within your University who will be able to advise you further.</p>
<p>When can I expect the first / last payment?</p>	<p>Your University is responsible for making the payments directly to you. As such, we recommend that you contact your Universities Finance department as each payday is different.</p> <p>Information regarding payments can also be found here: All Student Payment Information - NHS Wales Shared Services Partnership</p>
<p>I have queried the Payment dates with my University, but they are saying they have not received the Payment schedules – why is this?</p>	<p>This may be because the award is yet to be approved or the payment schedule is yet to be sent to the university. Payment Schedules are sent to the University on a weekly basis so there may be a small delay between the award being approved and the University notified.</p> <p>On a weekly basis, we send Payment Schedules to the Universities with a list of Student names and what payment should be made. As soon as your application has been approved and the award completed, your details will be sent across to your University on the next available weekly report.</p>
<p>Why have my payments stopped?</p>	<p>Payments may have stopped for a number of reasons: -</p> <ul style="list-style-type: none"> - Permanent withdrawal or temporary suspension - We have not received a new application from you for the latest Academic year. Students are required to apply for a bursary for each Academic Year for funding to continue.
<p>How do I change my bank account details?</p>	<p>On your BOSS account and submit your changes via the 'update bank details' facility.</p> <p>If you are a first time applicant you will only be able to view and change your bank details once your main application has been approved.</p> <p>We also advise you update your bank details with the finance department at your University.</p>

<p>I've just received my payment, however it appears to be lower than last year, why is this?</p>	<p>There are several reasons as to why your payments may have changed:</p> <ul style="list-style-type: none"> • The household income listed on the application has increased since the previous application • Change in length of the Academic Year causing the number of extra weeks to be less than the previous year (Term Dates are directly confirmed by your University). • You have been assessed against a different rate i.e. you are now residing with your parents during term time this year. • You may not have applied for all aspects of the Bursary available to yourself compared to the previous year i.e. applied for Dependents Allowance last year but have not done so this year.
<p>Is the Payment for the whole year, or will there be additional payments later on?</p>	<p>Universities are responsible for making the payments directly to the student.</p> <p>The NHS Wales Student Awards Services are responsible for confirming the total payment amount for the whole year as shown on your Notification of Award. Your University will divide this amount into equal monthly instalments (usually 10 to 12) throughout the year.</p> <p>For Medical & Dental Students - Payments will be made in 3 instalments throughout the year. Please contact Cardiff University Finance department for further information, as they are responsible for making all Medical & Dental payments.</p> <p>The Student Awards team can only provide information regarding the breakdown of the award. Any queries regarding your payment dates will need to be directed to your Universities Finance Department</p>
<p>If I apply again next year, will this amount change?</p>	<p>The means tested element of the bursary is subject to change each year depending on the level of household income declared.</p> <p>Provided there hasn't been any change to your financial circumstance, and the same information is listed on your application form as last year, then you should be eligible to receive the same Bursary Award.</p> <p>Please be aware, even if your circumstances have not changed, you are still required to submit financial evidence each time you apply.</p> <p>Students only applying for the Non-Means Tested Grant of £1000 are also required to renew the application each Academic Year for funding to continue.</p>
<p>How have you calculated my award?</p>	<p>The standard Bursary element is means tested based on the total taxable income of your parent(s) (or parent and their spouse/partner/civil partner) or partner / spouse minus allowable expenses as declared on your application form.</p>

		<p>Further information, Bursary Rates and example Case Studies to help explain the calculations can be found here: Payments / Rates / Case Studies - NHS Wales Shared Services Partnership</p>
	<p>My award has been reassessed and I have been overpaid / underpaid. What happens?</p>	<p>If your award is reassessed part way through the Academic Year (usually due to a change in circumstances), we will notify your University of your new total Bursary award once confirmed.</p> <p>If you have been overpaid or underpaid, your University will adjust the remaining payments that are due to be issued.</p> <p>If your award has been reduced and you have already received the full allocation of your previous award, your University will contact you directly to arrange a payment plan to repay any overpayments.</p>