


# BOSS FAQ

## Important Notice

For the best user experience please view the interactive document in Internet Explorer version 11 or above. Alternatively you can download the interactive document and view it in Adobe reader / Acrobat



FAQ'S



This is an interactive PDF. To navigate, use the arrow buttons on either side of each page or locate a specific section using the tool bars within the document.



GIG  
CYMRU  
NHS  
WALES

Partneriaeth  
Cydwasaethau  
Gwasanaethau Dyfarniadau Myfyrwyr  
Shared Services  
Partnership  
Student Awards Services



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BOSS GUIDANCE



APPLICATION QUERIES



SUPPORTING EVIDENCE



ADDITIONAL ALLOWANCES



CHANGE OF CIRCUMSTANCE



**Hint:** use the **Ctrl + F** keys to search for a question



### How can I check the progress of my bursary application?

The progress of your application is shown in the '**Activities**' section of your '**Student Details**' screen.

The status of your application will show as one of the following:

#### **Pending**

Your initial application has been submitted but supporting evidence has not yet been scanned into your account, or, your application / evidence has been looked at but we have requested further information / evidence to support your application. The application has been reset to pending by an assessor.

#### **Active**

Your initial application has been submitted and your supporting evidence has been scanned into your account. Your application is now awaiting assessment.

#### **Approved**

Your application has been assessed.

#### **Rejected**

Your application has been refused because you have provided incorrect information and we have had to reject the application to allow you to reapply, or, your application has been refused as you do not qualify based on our eligibility criteria.

### What can I do if I no longer have access to the email account that is registered with BOSS and I have also forgotten my BOSS username / password?

If you no longer have access to the email account you used to create your BOSS account and you have forgotten your BOSS login details, you will need to contact us as we will need to change your email address on your BOSS account for you.

The change will be completed when you confirm your email address via a link contained in an email which will be sent to the new email address provided.

Once this has been done, you will then be able to use the forgotten username / forgotten password links within the BOSS login screen on our website. Your username / temporary password will be emailed to your new email account.

### What should I do if I have forgotten my password for BOSS?

You should use the link "**Click here if you've forgotten your password**" within the BOSS login screen.

You will be asked to enter your email address and you will then receive a message advising that your password has been reset and emailed to you.

You should not copy and paste the password, please enter this manually.



### What should I do if I have forgotten my username for BOSS?

You should use the link "**Click here if you've forgotten your username**" within the BOSS login screen.

You will then receive a message advising that your username has been emailed to you.

### Where can I find my Notification of Award (NOA)?

Your Notification of Award (NOA) will be in the 'Documents' section of your account. It is listed as '**Notification of Award**'.

If there is more than one NOA then this usually means your award has been revised or recalculated. Click on the most recent NOA to view the current award.

### Where do I find the status of my BOSS account?

To find the status of your account, log into BOSS and the status will appear in the top left of the screen, under your name. Your status will appear as one of the following:

#### No Application Submitted

No application form has been submitted.

#### Application Stage

Application has been submitted but not yet approved.

#### Enrolment Approval Required

Application has been approved and we are awaiting confirmation from your university that you have an NHS funded place

### In Payment

Application has been approved.

### Withdrawn

We have been notified that you have withdrawn from the course

### Withdrawn (Maternity)

We have been notified that you have withdrawn from the course and are on Maternity leave

### Resuming

We have been notified that you have now resumed back onto your course

### In Payment (Extension) or Extending (Extension)

We have been notified of an extension to your course



### Can I include foster children in the 'Other dependent children' section?

Yes. Foster children can be included within your parent(s) / spouse / civil partner / partner's 'Other dependent children' section.

You will need to submit the child's ID and evidence of the Foster Carer Allowance received over the last financial year.

### Do I need to declare Foster Carer Allowance?

Yes, you need to declare Foster Carer Allowance on your application as income from self-employment.

### How is the parental / spouse contribution calculated?

The parental / spouse contribution is the amount that we deduct from your possible Basic Award entitlement, depending on your parent(s) / spouse's / civil partner's / partner's income. This will show on your Notification of Award (NOA) that will be issued once your application has been assessed. This is not an amount of money that your parent(s) / spouse / civil partner / partner must provide to you.

The parental / spouse contribution is calculated at £45 plus £1 for every £9.50 of residual income which exceeds £24,279.

Parental / partner contribution table

### When and how will the bursary be paid?

Your university is responsible for making payments so please contact the Finance Department of your university who will be able to advise you further.

#### Contribution rates for parents(s), spouse, civil partner, partner

If the Residual income is:	Contribution will be:	If the Residual income is:	Contribution will be:
Under £24,279	Nil	£65,000	£4,331
£24,279	£45	£67,500	£4,594
£25,000	£120	£70,000	£4,857
£27,500	£384	£72,500	£5,120
£30,000	£647	£75,000	£5,384
£32,500	£910	£77,500	£5,647
£35,000	£1,173	£80,000	£5,910
£37,500	£1,436	£82,500	£6,173
£40,000	£1,699	£85,000	£6,436
£42,500	£1,963	£87,500	£6,699
£45,000	£2,226	£90,000	£6,963
£47,500	£2,489	£92,500	£7,226
£50,000	£2,752	£95,000	£7,489
£52,500	£3,015	£97,500	£7,752
£55,000	£3,278	£98,000	£7,805
£57,500	£3,541	£98,500	£7,857
£60,000	£3,805	£99,000	£7,910
£62,500	£4,068	£99,833	£7,998

There is no maximum contribution threshold so this table could continue.





### What are the time limits for applying for an NHS Bursary?

You should apply for your NHS bursary as soon you have firmly accepted an offer from your chosen university. The latest date for applying is 10 weeks after commencing the course.

To meet this deadline you must submit an online bursary application and received an email through the online system confirming the evidence you need to provide.

### Changes in your circumstances

You must inform us and provide all relevant evidence within six months of the date of your change in order to be considered for a reassessment. The six month deadline also applies if you are applying for a Current Year Income Assessment. You will need to submit a Current Year Income Assessment form and evidence within six months of the initial drop in income taking place.

### What is an independent student?

If you are deemed to be 'independent', you will not need to provide your parent(s) income details to be assessed for the means tested bursary. You will instead be required to supply income details of your spouse, civil partner or partner if you have one.

You can be classed as independent if you can demonstrate you meet one or more of the following:

- You have supported yourself from your own earnings for an aggregate of 36 months before the start of the first academic year of the course. Earnings cannot include Student Finance (or equivalent), student loans and grants or any other form of mandatory award. The 36 months don't need to be one continuous period and can also include any periods in which you were:-

- participating in arrangements for training for the unemployed under any scheme operated, sponsored or funded by a state authority
- in receipt of benefits payable by a state authority in respect of a person who is unemployed but available for work
- available for employment and had complied with any requirement imposed by a state authority as a condition of receiving benefits or training
- in receipt of a State Studentship or similar award
- in receipt of any pension, allowance or other benefit paid by reason of a disability to which you are subject, or by reason of maternity, injury or sickness, paid by any person

- You are or have been married, in a civil partnership, divorced or widowed.
- You have no parents living.
- You have been irreconcilably estranged (have no contact) from both parents for over 12 months.
- You have satisfied NWSSP Student Awards Services that your parents cannot be found or that it is not reasonably practicable to get in touch with them.
- You were in the care of a local authority or voluntary organisation, or were under a custodianship order on the 18th birthday or immediately before their course if they are not 18 when it begins
- You are a member of a religious order who lives in a house of his or her order.
- Your parents are residing outside the EU in circumstances where the assessment of a parental contribution would put them in jeopardy or that it would not be reasonably practicable for them to send any such contribution to the UK, for example, they reside in a country where there is political unrest.
- You are responsible or have joint custody for the care of a dependent child or children (under 18 years of age) on the first day of the academic year for which an application is being made and your course commenced on or after 1 September 2007.





### Can I change from a dependent student to an independent student?

Yes, you could potentially change from being a dependent to independent student if your circumstances change.

If your circumstances change, you will need to inform us of this through your BOSS account and submit the relevant evidence.

Your status would change from a dependent to an independent student if:

- You get married
- Your parent(s) pass away
- You have a child including legal guardianship or adoption of a partner's child.

If you become independent for any of these reasons, you will only become independent at the start of the next academic year.

If you did not realise you fulfilled the criteria to be deemed independent at the start of your academic year, you have 6 months from the start of the academic year to inform us and send in relevant evidence. Your bursary can then be reassessed.

If you miss the 6 month deadline, you cannot apply for the reassessment of your award for that particular academic year. However, this does not prevent you from applying for subsequent years as an independent student.

### Can my bursary award be reassessed if my parent(s) / spouse's / civil partner's / partner's income has decreased?

#### Basic Award

The assessed parent(s) / spouse's / civil partner's / partner's contribution that has been deducted from your Basic Award may be re-assessed using your parent(s) / spouse's / civil partner's / partner's current financial year income if there has been a drop of 15% or more in the current financial year's income when compared to the figure declared for the previous financial year. If you are already in receipt of the maximum Basic Award, this will be unaffected by any decrease in income.

In cases where both your parents' income is taken into account the drop must be of 15% or more on the combined income, not just the parent whose income has dropped.

If the level of income has not dropped by 15% or more, the award will not be adjusted in the present academic year.

A common reason for 'current income' not being 15% less is that the drop in monthly income has occurred towards the end of the relevant financial year, meaning that the whole financial year income total is only marginally lower compared to the previous year's.

To be considered for a Current Year Income Assessment you must complete a Current Year Income Assessment Form CYIA (which can be downloaded from your BOSS account) and send evidence of the income declared. This must be done within 6 months of the initial drop in income taking place. If your award was originally assessed on both your parents' income they would both need to complete their current income details, even if only one of them has had a drop in income.





### Dependants Allowance

If you have already been assessed for any Dependants Allowance, Parent Learning Allowance or Childcare Allowance these additional allowances will be reassessed at the same time as your Basic Award.

### Which financial year's income will be used in this reassessment?

A Current Year Income Assessment takes into account the financial year's income used in your original assessment and the financial year immediately after this.

### Do I need to notify you of any change in my own income?

#### Full time students

You should inform us of any increase or decrease in your unearned income during the current academic year. This could include if you start to receive sponsorship income from an employer, or if you were in receipt of a dependants pension which has now ceased. If you need to inform us of any change you should submit a Change in Circumstances via your BOSS account and send us evidence of the new income.

### Do I need to provide evidence of bank / building society interest and other unearned income?

No, you do not need prove any figures declared as 'Bank / building society interest' or 'Other unearned income' on the application form.

**Failure to provide your student coversheet and a self-addressed envelope (if you're sending evidence to us) will result in the assessment of your application and the return of your documents being delayed. This could also possibly result in a delay to any payment of bursary due to you.**

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

- **Student coversheet** - You can print your student coversheet from the 'Documents' section of your BOSS account. This contains your unique barcode reference which enables us to locate your BOSS record and link your documents to it.
- **Self-addressed pre-paid return envelope** - This enables us to return your evidence to you. We recommend you pay Signed For or Special Delivery postage on this envelope so that you can track the return of your documents.

Please post your evidence / correspondence, by special delivery to guarantee your items are delivered, to:-

**DST-NWSSP-SAS  
Cwmbran House  
Mamhilad Park Estate  
Pontypool  
NP4 0XS**

**Please note** - The address above is the **only** address you should use when sending in your documents.

When posting anything to us, please also write your SAS reference number (you can obtain this from your student coversheet) in the first line of the postal address and your preferred return address on the back of the envelope that you are sending your documents in.

**Failure to provide your student coversheet and self-addressed envelope (if evidence included) will result in the processing of your application and the return of your documents being delayed. This could also possibly result in a delay to any payment of bursary due to you.**



### Can I bring my evidence directly to your office / scanning office?

No, all documents along with your student coversheet must be posted to the address shown below. **There are no exceptions to this rule.**

**DST-NWSSP-SAS  
Cwmbran House  
Mamhilad Park Estate  
Pontypool  
NP4 0XS**

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### Does my bursary award need to be reassessed if my parent(s) / spouse's / civil partner's / partner's income has increased?

#### Basic Bursary award

No, if there is an increase in income there is no need to submit a new application. Any increase in income will be picked up in the next year's award.

The only exception to this is if you have had a Current Year Income Assessment carried out and then the income suddenly increases after a short period of time. For example, if parent(s) / spouse's / civil partner's / partner's income had dropped by 15% due to being made redundant and then gains employment soon after this the Current Year Income Assessment would not be a true reflection of the projected income for the forthcoming year.

You would need to contact us in this situation as your award would need to be reverted back to the original assessment.

#### Dependants Allowance

No, if there is an increase in income there is no need to submit a new application. Any increase in income will be picked up in the next year's award.

The only exception to this is if you have had a Current Year Income Assessment carried out and then the income suddenly increases after a short period of time. For example, if your spouse's / civil partner's / partner's income had dropped by 15% due to being made redundant and then gains employment soon after this the Current Year Income Assessment would not be a true reflection of the projected income for the forthcoming year.

You would need to contact us in this situation as your award would need to be reverted back to the original assessment.

### What do I need to send with my supporting evidence / correspondence?

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**Failure to provide your student coversheet and self-addressed envelope (if evidence included) will result in the processing of your application and the return of your documents being delayed. This could also possibly result in a delay to any payment of bursary due to you.**



### How do I inform you of a change of address?

You will need to complete a change of circumstances through your BOSS account.

You will need to send in evidence in the form of either a tenancy agreement, mortgage statement or a letter from your landlord if you fall into one of the following categories:

- You are in receipt of Dependents Allowance, Parent Learning Allowance and / or Childcare Allowance.
- You are moving from your parent's home into your own lodgings.

If you do not fall into the above categories you will not be required to send evidence of your new address.

The change of circumstances application will then be processed within 30 working days of the evidence being scanned into your BOSS account. Your address will be updated in BOSS once the change of circumstances application has been processed.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

- **Student coversheet** - You can print your student coversheet from the 'Documents' section of your BOSS account. This contains your unique barcode reference which enables us to locate your BOSS record and link your documents to it.
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**Failure to provide your student coversheet and self-addressed envelope (if evidence included) will result in the processing of your application and the return of your documents being delayed. This could also possibly result in a delay to any payment of bursary due to you.**





### How do I inform you of a change of name?

You will need to complete a change of circumstances through your BOSS account. You will need to amend your name on the change of circumstances form and submit it.

You will then need to send evidence of your name change, such as a marriage certificate or deed poll, along with your student coversheet.

If you have no official document to prove that you have changed your name, you will be required to send in a letter from a professional person, highlighting both of your names and your date of birth. The letter should be on headed paper and should also include the name, address and telephone number / email address of the professional person. However if it is a sensitive subject where no outside bodies have been involved a letter from a family member can be considered.

Once your change of circumstances has been processed, your name will be updated in your BOSS account.

We are unable to amend your name on your student coversheet as this is only generated when you register your BOSS account. This will not cause any issue though as it is the barcode we use to locate your record.

### What do I need to send with my supporting evidence / correspondence?

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**Mamhilad Park Estate**  
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**Failure to provide your student coversheet and self-addressed envelope (if evidence included) will result in the processing of your application and the return of your documents being delayed. This could also possibly result in a delay to any payment of bursary due to you.**



### How will my Dependants Allowance be affected if I or my partner have had a baby?

If you or your partner gives birth part way through the academic year, you may be entitled to claim for the following additional allowances:

- Dependants Allowance (Deps)
- Parental Learning Allowance (PLA)
- Childcare Allowance (CCA)

### Already applied for additional allowances

If you have already been assessed for Dependants Allowance, you can apply to have your new baby added to the assessment. You will need to submit a change of circumstances through your BOSS account, send the baby's birth certificate and proof you are financially responsible for the child along with your student coversheet.

Your new entitlement to Dependants Allowance will be calculated from the date of the baby's birth to the last day of the academic year.

### What do I need to send with my supporting evidence / correspondence?

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### Have not already applied for additional allowances

If you are currently receiving the basic award / extra weeks allowances only, you can apply for Dependants Allowance for your new baby (and partner if applicable).

You will need to complete a change of circumstances through your BOSS account, send the baby's birth certificate and proof you are financially responsible for the child along with your student coversheet.

If you have a spouse / partner / civil partner, please answer 'Yes' to the question **'Is your change in circumstances due to a change in your spouse / partner / civil partner's income when compared to the income they have already declared OR are you declaring their income for the first time? (for calculation of additional dependants, parental learning and childcare allowances only)**. This will generate the income and expenses section for your spouse / partner / civil partner to complete.

If you are also now applying for Dependants Allowance for your spouse / partner / civil partner, you will need to send identification for your spouse / partner / civil partner (if it was not submitted with your original application) and evidence of their income and expenses.

Your entitlement to Dependants Allowance (Deps), Parental Learning Allowance (PLA) and Childcare Allowance (CCA) will be calculated from the date of the baby's birth to the last day of the academic year.

### What do I need to send with my supporting evidence / correspondence?

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Please post your evidence / correspondence, by special delivery to guarantee your items are delivered, to:-

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### I am an independent student but I have just married, how will this affect my bursary?

#### Already co-habiting prior to marriage

If the initial assessment has included your partner's income and expenses because you were co-habiting, you would not need to have your basic bursary award reassessed or any additional allowances you have applied for.

To change your marital status on BOSS, you will need to complete a change of circumstances through your BOSS account and send any relevant evidence along with your student coversheet.

#### Did not co-habit prior to marriage

If the initial assessment has been based on your income and expenses because you were not living with your spouse before the marriage, your basic bursary award will need to be reassessed to take into account your spouse's income and expenses. This is regardless of whether you now live together. Your basic award would then be an aggregate amount figure of your entitlement up to the date of marriage and a new entitlement means tested on your spouse's income from date of marriage to the end of the academic year.

You can also apply for Dependents Allowance for your spouse and any children who are financially dependent on you.

You will need to submit a change of circumstances via your BOSS account to include your spouse's details. We will require further evidence to support your application and will write to you separately.

### What do I need to send with my supporting evidence / correspondence?

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### What are forms P2 and P11D?

Forms P2 and P11D are issued by HM Revenue and Customs, usually to someone who has allowable tax relievable income or expenses such as professional subscriptions or a car users allowance.

Further information can be found on the HMRC website

[Click here](#) to visit the HMRC website

### What can I send as evidence to prove separation from a spouse / civil partner / partner?

Any of the following evidence can be provided to prove that you or your parent are single:

- A letter from a professional person who is able to independently verify the circumstances, such as a solicitor or GP. The letter should include the name, address and telephone number / email address of the professional person.
- A Tax Credits Award Notice / Universal Credit letter showing that you / your parent are paid as a single person.
- A Council Tax Bill clearly showing a single occupancy discount

Failure to provide any of the relevant evidence will result in the assessment of your application being delayed.

### What do I need to send with my supporting evidence / correspondence?

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### What evidence can I send to prove any absences from the UK or EU were temporary?

If you have had any temporary or occasional absences from the UK within the 3 years preceding the first day of the first academic year, evidence of this can be as follows:

- Evidence of temporary employment abroad, such as a contract of employment or letter from employer.
- Evidence of gap year.
- Evidence of continued links to the UK, such as proof of liability for UK tax, on-going mortgage payments or regular return visits to the UK.
- Evidence of armed forces personnel on active service, such as payslips or a letter from employer
- Visitors Visas
- Evidence of maintaining a UK home whilst abroad.

The above examples can also be used to prove absences from the EU were temporary if your application is for tuition fees only

If you cannot obtain any of the evidence listed above, you should explain the reason why in a covering letter and send any other available evidence that you feel supports your claim to being temporarily absent. You should also include as much details as possible within this covering letter to explain the reasons for this absence and your circumstances while in that country.

All evidence must be original; failure to provide any of the relevant evidence will result in the assessment of your application being delayed.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### What evidence can I send to prove earnings from salary or wages (employed earnings)?

Any of the following forms of evidence can be accepted to prove employed earnings:

- P60
- March payslip. This must be a week 52 or month 12 payslip showing tax year to date figures.
- Letter on headed paper from employer providing full financial year details. This letter must include the same information as a P60 or payslip would provide
- HMRC income confirmation. HMRC can be contacted by calling 0300 2003300. The HMRC income confirmation is not the same as a Tax Credits Award Notice / Universal Credit letter. We cannot accept a Tax Credits Award Notice / Universal Credit letter as proof of income.
- Form CP – Certificate of Income from Employment - can be downloaded from our website
- HMRC annual tax summary.
- P45 (This will only be acceptable for earnings from that particular employment, any other taxable income will need separate evidence)

Failure to provide any of the relevant evidence will result in the assessment of your application being delayed.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

- **Student coversheet** - You can print your student coversheet from the 'Documents' section of your BOSS account. This contains your unique barcode reference which enables us to locate your BOSS record and link your documents to it.
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### What evidence can I send to prove employee pension contributions?

Any of the following forms of evidence can be accepted to prove employee pension contributions:

- P60
- P45
- Form CP – Certificate of Income from Employment – can be downloaded from our website
- Week 52 or final March payslip
- Employer's letter

If the P60 or March payslip shows taxable pay then this can be accepted as evidence of employee pension contributions. The taxable pay figure will be input as income as the pension contribution will have already been deducted from this.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

- **Student coversheet** - You can print your student coversheet from the 'Documents' section of your BOSS account. This contains your unique barcode reference which enables us to locate your BOSS record and link your documents to it.
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### What evidence can I send to prove Foster Carer Allowance?

The Carer Financial Statement should be supplied as supporting evidence. This statement details the name and date of birth of the child, the number of days of foster care and the total of non-taxable and taxable elements along with the total of all payments received. This will allow us to calculate the qualifying amount for the bursary calculation, if applicable.

If this is not available then a HMRC statement showing the taxable element of foster carer allowance received should be supplied to us.

If none of the above documents are available any of the following documents can be considered as evidence:

- Tax self-assessment form
- Tax computation summary

You should include a cover letter with the details of the children and all of the information that would have been included in the Carer Financial Statement. The cover letter should also include a reason as to why no other documents could be provided.

### What do I need to send with my supporting evidence / correspondence?

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### What evidence can I send to prove income from lettings or lodgings?

If your parent(s) / spouse / partner / civil partner receives income from land, property or furnished lettings the preferred evidence is HMRC Self Assessment Tax Return. This is the most accurate evidence and quotes the actual gross 'taxable profit', which is the figure we use to calculate the bursary.

If the Tax Return is not available then the following form of evidence may be accepted as proof of income:

- Form SA – Declaration of Self Assessment Income – can be downloaded from our website

If the most recent financial year's Tax Return is not yet available then we may be able to accept the previous year's along with a letter of explanation.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### What evidence can I send to prove income from pensions?

Any of the following could be sent as evidence:

- P60
- Letter from the Pension Service
- Pension statement
- P2

### What evidence can I send to prove income from taxable allowances?

If your parent(s) / spouse / civil partner / partner receive income from taxable allowances (for example company car payments, travel expenses, medical insurance etc) any of the following can be accepted as evidence:

- P2 / P11D
- Self Assessment Tax Return

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### What evidence can I send to prove income from taxable benefits?

To prove income from taxable benefits for your parent(s) / spouse / partner / civil partner for the relevant tax year we can accept any of the following:

- Letter / statement from the Department of Work and Pensions DWP / Jobcentre Plus showing either the full amount received in total over the relevant financial year or how much was paid weekly during that period.
- P60 / P60U
- P45 / P45U
- Form BA – Certificate of Income from Benefits – can be downloaded from our website

### What evidence can I send to prove Life Assurance / Insurance premiums?

Any of the following forms of evidence can be accepted to prove Life Assurance (or Life Insurance) premiums:

- Assurance / Insurance policy
- Assurance / insurance company letter
- Assurance / insurance company statement

### What do I need to send with my supporting evidence / correspondence?

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### What evidence can I send to prove mortgage payments?

Any of the following forms of evidence can be accepted to prove mortgage payments:

- Letter from mortgage provider
- Statement from mortgage provider

Failure to provide any of the relevant evidence will result in the assessment of your application being delayed.

### What evidence can I send to prove personal pension contributions?

Any of the following forms of evidence can be accepted to prove personal pension contributions:

- Pension company letter
- Pension company statement
- Form PC – Certificate of Personal Pension Contributions – can be downloaded from our website

Pension contributions for private pensions must always show tax relief on the evidence supplied in order for us to include them as an expense.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### What evidence can I send to prove professional subscriptions or other expenses attracting tax relief?

If your parent(s) / spouse / civil partner / partner pay professional subscriptions or have other expenses which attract tax relief, any of the following can be accepted as evidence:

- P2
- Self assessment tax return
- Personal tax calculation / computation

A letter from the professional body detailing the subscription cannot be accepted as evidence as it does not show the total expense incurred in the relevant tax year.

### What evidence can I send to prove rent payments?

Evidence can include:

- Tenancy agreement
- Rent statement – on headed paper
- Letter from landlord – on headed paper

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### What evidence can I send to prove self employed income or company directorship?

Any of the following forms of evidence can be accepted to prove self-employed income or company directorship:

- Personal tax calculation / computation statement from HMRC
- Self-assessment tax return
- Statement of accounts
- Accountant's letter
- Annual tax summary
- Form SA – Declaration of Self Assessment Income – can be downloaded from our website

A Tax Credits Award Notice / Universal Credit letter will not be accepted as proof of income from self-employment.

If you do not yet have the evidence for the requested financial year, the previous year's evidence may be accepted if sent with a letter of explanation.

If you have no accounts at all due to only recently starting your business, you can send a signed cover letter stating this. The letter should include the date the business was set up and you should provide any other information you feel is relevant.

### What do I need to send with my supporting evidence / correspondence?

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### What evidence can I send to prove that I am an independent student due to being in care?

You may be considered as an independent student if you were in the care of a local authority or voluntary organisation, or were under a custodianship order on your 18th birthday or immediately before your course if you are not 18 when it begins. To prove this, we will require;

- Any relevant document or letter from a Local Authority social worker, support worker or voluntary organisation confirming dates etc. or;
- Documentation from the courts or solicitor regarding the custodianship order

### What evidence can I send to prove that I am part of a religious order?

You should provide a document from the religious order confirming your membership and residence in the house of the order.

### What do I need to send with my supporting evidence / correspondence?

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### What evidence can I send to prove that I am an independent student due to both my parents being deceased?

To prove you are independent you will need to send both of their death certificates. If you do not have these and your parent(s) died in the UK you will need to obtain duplicates to send.

If your parent(s) died outside of the UK, please send any official document you have that confirms that your parent(s) have died abroad.

If you do not have any official documentation, please provide a covering letter advising the reason you cannot obtain an official document and a letter signed by one of the following;

- Consular officer - someone who works for an Embassy or Consul, either employed by the UK government or another country's government
- Minister of religion – such as a Rabbi, Priest or Imam
- Medical or legal practitioner – someone currently registered with the General Medical Council (GMC) such as a GP or consultant
- Established civil servant - someone who is employed by the Crown (excluding those employed by the Monarch herself) who has passed any compulsory probation period for new Civil Service employees
- Teacher – someone with a teaching qualification and who is working as a teacher currently
- Police officer – such as someone currently working within the UK police force

The letter should give details of the situation and include the person's job title, their employer, their contact details, their relationship to you and be written on headed paper if applicable.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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Please post your evidence / correspondence, by special delivery to guarantee your items are delivered, to:-

**DST-NWSSP-SAS**  
**Cwmbran House**  
**Mamhilad Park Estate**  
**Pontypool**  
**NP4 0XS**

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### What evidence can I send to prove that I am estranged from my parent(s)?

The following evidence can be accepted to prove estrangement:

- A brief written summary of your circumstances; **and**
- A written statement from a third party, usually a professional person who is aware of your circumstances. The letter should be on headed paper, if available, and should also include the name, address and telephone number / email address of the professional person. However, if it is a sensitive subject where no outside bodies have been involved, a letter from a family member can be considered. This should include their contact details and what their relationship is to you, and also confirm that no outside third parties are aware of your circumstances.
- You may also wish to provide a secondary statement from a relative or a friend who also knows your circumstances.

You need to have been estranged from your parents for at least a year prior to the start of the course. It is not sufficient that you wish to live apart from your parents or that your parents do not wish to provide financial details or support.

Failure to provide any of the relevant evidence will result in the assessment of your application being delayed.

### What do I need to send with my supporting evidence / correspondence?

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### What evidence can I send to prove that I have been ordinarily resident in the UK?

If you are a Non-UK National and we have asked you to show that you have been ordinarily resident in the UK for the three years prior to the start of your course, the following documents could be accepted:

- Utility bills
- Council Tax bills
- Tenancy agreements
- Child Tax Credit / Child Benefit documentation
- Student child(ren)s UK birth certificates
- Bank statements showing regular activity (withdrawals / credits etc)
- Payslips
- P60s
- Letter from employers
- Letter from education institution

You should send a combination of different documents from the above list, however they should cover each of the relevant years prior to the first date of your course. For example, if your course starts 15 September 2016, you should send at least one document from each of the years 2013 (dated on or prior to 15 September 2013), 2014, 2015 and 2016 (dated prior to 15 September 2016).

All evidence must be original; failure to provide any of the relevant evidence will result in the assessment of your application being delayed.

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### What evidence can I send to prove that I have settled status in the UK?

If you are a UK or EU national, your birth certificate and / or passport will prove you have the right to live in the UK.

However, if you are a non UK / EU national you will need to provide additional evidence depending on your circumstances.

#### Leave to enter or remain

If you have leave to enter or remain, one or more of the following documents should be provided;

- Biometric Residence Permit
- VISA (This may be shown in your passport)

#### UK Nationality

If you have gained UK nationality, one of the following documents can be provided;

- A British passport, or
- Certificate of Naturalisation, or
- British citizenship ceremony registration certificate

#### Right of permanent residence

To prove you have right of permanent residence in the UK, one of the following documents can be provided;

- A certificate or document from the Home Office proving the right of permanent residence has been confirmed, or
- A permanent residence card

### What do I need to send with my supporting evidence / correspondence?

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### EEA migrant worker (or family member of someone with this status)

To prove that you / your family member has EEA migrant worker status, the following documents should be provided;

- Your / your family member's 3 most recent payslips, and
- Employers letter showing that you / your family member will still be an employee on the required date, or
- Evidence that you / your family member is currently self-employed in the UK, such as recent self assessment accounts, and will remain so once you commence the course

### Humanitarian Protection (or family member of someone with this status)

To prove that you / your family member has Humanitarian Protection status, the following documents should be provided;

- Your / your family member's Visa, and
- The Home Office Letter which includes your name and your family member's (if applicable)

### What do I need to send with my supporting evidence / correspondence?

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### What evidence can I send to show that I have supported myself from my own earnings for at least 36 months?

The evidence you provide should be a combination (where possible) of different types of documents covering an aggregate total of 36 months and can include the following:

- P60s
- P45s
- Final payslip/s for financial year end (week 52 or March payslip), if you have one. Alternatively, please send the relevant payslip/s for that particular period of employment
- Employer's letter. This must be on headed paper and include the dates worked, yearly earnings, contracted hours and rate of pay
- Evidence of self-employment, which can be either your accounts or printouts of your online HMRC self-assessment form/s
- HMRC statement of employment earnings. HMRC can be contacted by calling 0300 2003300
- Proof of sickness benefit
- Proof of benefits, including all of the dates you were entitled to these.
- Letter from university outlining PHD / research degree funding arrangements. This would only be applicable if you had been in receipt of state studentship. This is funding provided by the state to support a postgraduate student undertaking research. This is normally arranged through various UK research councils.

### What do I need to send with my supporting evidence / correspondence?

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- Proof of income from property or lettings
- Proof of pension (can only be included if accrued from your own employment rather than if paid as a result of being a dependant of the pension holder)

Income received if you were working part time whilst attending a full time course will **NOT** be considered, however if you were working full time whilst studying, this may be taken into account.

'Earnings' do not include Student Finance (or equivalent), student loans and grants or any other form of statutory award, apart from income received from a state studentship.

All the evidence provided must be dated prior to the start of your academic year. The start of your academic year is the date in which your first term begins.

Failure to provide any of the relevant evidence will result in the assessment of your application being delayed.

### Will you accept online payslips and P60s?

We will accept a printed version of an online payslip or P60.

Please send in a covering letter explaining that the P60 or payslips are only available online, along with a printed copy of the P60 or payslip. You are able to download most online payslips into PDF format and then print them.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### What evidence do I need to send if someone else within my application is a student?

The evidence required will depend on the reason they have been declared on your BOSS application.

#### Named as Person 1 or 2 for the Basic Award section

We will require evidence to show that they were a student in the previous financial year.

If they were in Higher Education in and in receipt of funding, such as Student Finance, we would require their award notice.

If they were not in receipt of funding, we would require a letter from the Higher Education Institute (HEI) or College confirming enrolment, along with evidence of any income they had. If they had no income, they should send a covering letter explaining this.

If both of your parents are declared on the application and one of them is in receipt of income assessed funding for a higher education course, you should also send their current academic year award notice. This must cover the same academic year you are applying for.

#### Named as an Other Dependant Child of Person 1 or 2

If the other dependant is in further education we will require one of the following:

- Letter from their college / 6th form confirming enrolment or attendance for the relevant academic year
- Letter from their college / 6th form confirming the offer of a place for the relevant academic year

If the other dependant is in higher education and in receipt of income assessed funding, we will require their award notice. This must cover the same academic year you are applying for.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### Named within the Dependants Allowance section

#### Your child

If your dependant is in further education we will require one of the following:

- Letter from their college / 6th form confirming enrolment or attendance for the relevant academic year
- Letter from their college / 6th form confirming the offer of a place for the relevant academic year

#### Your spouse / civil partner / partner

If your spouse / civil partner / partner is in receipt of public funding, we will require their award notice. This must clearly show a breakdown of the elements that make up the award and must cover the same academic year you are applying for.

If your spouse / civil partner / partner is not in receipt of any public funding, we will require one of the following:

- A letter from their funding body showing they are ineligible for funding
- A letter from their college, 6th form or university confirming no funding is available
- If they chose not to apply for public funding, a letter from their university or receipts / invoices showing they have self-funded

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### What evidence is required for my parent(s) or partner's other dependent children?

We require one of the following forms of identification:

- Birth Certificate
- Passport
- Driving License
- National Identity Card
- Adoption Certificate.

If the dependant is in further education, one of the following is required in addition to identification:

- Letter from the further education institution confirming attendance or offer a place (6th form / college).
- Current Child Benefit letter confirming continuing payments into the appropriate academic year.
- Current Child Tax Credit or Universal Credit letter for the current financial year.

If the dependant is in higher education, the following is required instead of identification:

- Student Loan Company / Student Finance award letter.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### What evidence is required to claim Dependants Allowance?

The following evidence is required if you wish to claim Dependants Allowance:

- Proof of all income and expenses declared on the Dependants Allowance section of your application
- The long version birth certificate(s) (which contain the parent(s) details) for all dependent children who you wish to claim for
- One form of ID for your spouse / civil partner / partner (if applicable). Ideally this should be a birth certificate, passport or driving licence. If your partner is a non UK / EU national, we also require their passport or home office letter
- Child Benefit letter (a bank statement showing Child Benefit is in payment can be accepted). If you cannot provide proof of Child Benefit as your / your partner's income is too high to receive it, you should send your letter which shows your entitlement has ceased. If you do not have this letter and do not receive Tax Credit / Universal Credit, you should send a covering letter explaining this.
- Tax Credits Awards Notice / Universal Credit letter. If you are not in receipt of Tax Credits, you should provide a signed letter explaining why.
- If the child is over 16 and still in full time education we require evidence of this, for example Child Benefit letter (or recent bank statement) Tax Credit Awards letter or letter of enrolment from a college or 6th form. However, if the child will be turning 16 on or before the start of your academic year but will be entering the final year of secondary school you will not be required to send in evidence as we would be able to determine from the date of birth that your child has not left education.

### What do I need to send with my supporting evidence / correspondence?

When sending any evidence / correspondence you **must** include the following:

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### When do I need to send my tenancy agreement or mortgage statement?

You will have to send a tenancy agreement/mortgage statement to us in the following situations.

- If you have claimed 'parental home rate' in the previous academic year and now want to change to 'elsewhere rate' for the forthcoming academic year.
- If you have applied for Dependents Allowance and have declared your spouse / civil partner's / partner's income on your application.

### Which forms of ID will you accept?

- Birth Certificate - We can accept either version; we will contact you if we specifically require a long version for any reason.
- Passport
- Driving Licence - We only require the photo-card; we can also accept a provisional licence. .
- Biometric Residence Card - We can accept this if you cannot provide the requested photo identification documents.
- National Identity Card (for Non UK nationals) - This can be sent instead of a passport or photo card driving licence.

All evidence must be original and must be valid at the time it is scanned.

In the first year you apply for NHS funding you are requested to send in your birth certificate and either a passport or driving licence. However, if you have a Non-UK Birth Certificate we would require your passport rather than the driving licence in order to confirm your nationality for eligibility purposes.

Failure to provide any of the relevant evidence will result in the assessment of your application being delayed.

### What do I need to send with my supporting evidence / correspondence?

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### Can I claim Dependants Allowance for foster children?

No, you cannot claim Dependents Allowance for foster children.

### How do I apply for Dependants Allowance if I did not apply for it on my initial BOSS application?

You can submit an application for Dependants Allowance by logging into your online BOSS account and completing a Change of Circumstances form. You will also automatically be assessed for Parents Learning Allowance (PLA) if applicable to you.

You can complete a change of circumstances if your original application is pending, active or assessed.

As you complete your Change of Circumstances form, please note the following:

- If you wish to apply for Dependants Allowance for the full academic year, you should input your first term date (shown next to 'Enrolment Period' at the top right of your screen) as the 'Change of Circumstances Date'.
- Within the 'Change of Circumstances Details' section, you should note 'apply for dependants' in the free text box and select 'Yes' to the second question if you have a spouse / civil partner / partner.
- Within the 'Dependants Allowance' section, if you have a spouse / civil partner / partner, you should answer 'yes' when asked if they are financially dependent on you. This is regardless of whether they have their own income.

Once your form has been submitted, you may need to supply additional evidence to support any extra information you have now declared. This could include:

- Proof of all income and expenses declared on the Dependants Allowance section of your application
- The long version birth certificate(s) (which contain the parent(s) details) for all dependent children who you wish to claim for
- One form of ID for your spouse / civil partner / partner (if applicable). Ideally this should be a birth certificate, passport or driving licence. If your partner is a non UK / EU national, we also require their passport or home office letter
- Child Benefit letter (a bank statement showing Child Benefit is in payment can be accepted). If you cannot provide proof of Child Benefit as your / your partner's income is too high to receive it, you should send your letter which shows your entitlement has ceased. If you do not have this letter and do not receive Tax Credit / Universal Credit, you should send a covering letter explaining this.
- Tax Credits Award Notice / Universal Credit letter. If you are not in receipt of Tax Credits, you should provide a signed letter explaining why.
- If the child is over 16 and still in full time education we require evidence of this, for example Child Benefit letter (or recent bank statement) Tax Credits Award Notice / Universal Credit letter or letter of enrolment from a college or 6th form. However, if the child will be turning 16 on or before the start of your academic year but will be entering the final year of secondary school you will not be required to send in evidence as we would be able to determine from the date of birth that your child has not left education.





### What is Dependants Allowance and who can I claim it for?

Dependants Allowance is a means tested allowance payable to students who are responsible for people who are wholly or mainly financially dependent on them during their time in training.

You can apply for the following dependants:

#### **Spouse, civil partner or partner**

Dependants Allowance cannot be awarded for your spouse, civil partner or partner if they are a student in receipt of publicly-funded student support (such as a student loan and / or tuition fees).

If you wish to claim for any dependent children, you must declare your spouse, civil partner or partner, if you have one, on your bursary application regardless of their circumstances. To do this during your BOSS application, you should answer 'Yes' to the question 'Do you have a spouse/civil partner/partner who will be wholly or mainly financially dependent on you during your training?' on the 'Dependants Allowance' page.

If you are a lone parent, you should answer 'No' to this question and 'Yes' to the following question asking if you are a lone parent.

#### **Children**

Children that are dependent on you and are under the age of 19 on the first day of your academic year may be classed as a dependant.

Children who are over normal school age that are employed, receiving benefits or have entered into higher education (university) or a paid apprenticeship cannot be classed as a dependant.

### What is Parent Learning Allowance (PLA)?

Parent Learning Allowance (PLA) is a means tested allowance which is payable to students with dependent children.

You must apply and be assessed for Dependants Allowance before PLA can be awarded.





### How do I change my bank account details?

You will need to log into your BOSS account and submit the change via the **'update bank details'** section.

You will then be able to view the updated bank details in your account.

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.

### How will my bursary be affected if I am an independent student and my spouse / civil partner / partner has recently died?

The spouse / civil partner / partner contribution may have to be re-calculated from the date of your spouse / civil partner's / partner's death. Your basic award would then be an aggregate amount of your award with the original spouse / civil partner's / partner's contribution and the revised spouse / civil partner's / partner's contribution.

If you receive any additional allowances such as Dependents Allowance and Childcare Allowance, these must also be reassessed from the date of your spouse / civil partner's / partner's death.

You will need to submit a change of circumstances via your BOSS account and send any relevant evidence and a covering letter along with your student coversheet.

### When should I use the 'Inform us of a Change in Circumstances' option in my BOSS account?

The change of circumstances form can only be completed after an application has previously been submitted. Its purpose is to let us know that a change has occurred during your academic year which may affect your bursary.

The change of circumstances is to be used for the following scenarios:

- Change of name
- Change of address
- Change of telephone number
- Change of marital status
- Applying for Dependents Allowance, Parent Learning Allowance and/or Childcare Allowance if you did not apply on your main application.
- Amendments / Additions to your dependent children, including if you omitted this from your original main application

The change of circumstances form is not normally used to correct mistakes made on the main application form except in the scenarios mentioned above.

## Contact

For more information or queries, please contact the Student Awards Service.

**Address:** Student Awards Services  
Floor 4  
Companies House  
Crown Way  
Cardiff  
CF14 3UB

**Tel:** 029 2090 5380

**Email:** [abm.sas@wales.nhs.uk](mailto:abm.sas@wales.nhs.uk)



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