Common reasons why DSA applications may be 'pended'

Students applying for DSA may receive a letter to say that their application has been pended for one or more reasons.

Below are **some common reasons for an application being 'pended'** and clarifying **what to do next** in relation to each one to progress the application.

The pend reason as it appears to the student	The reason why a pend would be applied	What the student needs to do to have each one removed
No medical evidence	We have not received medical evidence of the student's disability, long-term health condition, mental health condition, autism spectrum disorder (ASD) or specific learning difficulty. We need this to assess their eligibility for DSAs.	The student needs to send the medical evidence we've requested. We have sent the student an email requesting this evidence. If they did not receive the email, or they cannot find it, go to the practitioners section of the Student Finance Wales website for a list of acceptable medical evidence.
Further medical evidence required	We have not received enough medical evidence of the student's disability, long-term health condition, mental health condition, autism spectrum disorder (ASD) or specific learning difficulty. We need this to assess their eligibility for DSAs. https://www.gov.uk/disabled-students-allowances-dsas/eligibility	The student needs to send the medical evidence we've requested. We have sent the student an email requesting this evidence. If they did not receive the email, or they cannot find it, go to the practitioners section of the Student Finance England or Wales website for a list of acceptable medical evidence. https://media.slc.co.uk/sfe/1920/ft/sfe_dsa_disability_evidence_form_1920_o.pdf
Incorrect evidence	A generic pend we apply when we receive evidence we cannot accept. It can apply to many different evidence types.	We have sent the student an email explaining why we cannot accept their evidence and what they need to send. If they did not receive the email, or they cannot find it, they can call SFW 0300 200 4050 Email: SFW_DSA_Team@slc.co.uk

		SFE DSA_Team@slc.co.uk (England) 0300 100 0607
Eligibility not confirmed - passport and ADIF	We have not received identity evidence from the student. We need this to check if they are eligible for student finance.	**If the student has a UK passport** they can send the details on a **UK passport details form**. This can be downloaded here: Wales: https://www.studentfinancewales.co.uk/media/198702/sfw_uk_passport_details_form_e_o.pdf England: https://media.slc.co.uk/sfe/2021/ft/sfe_uk_passport_details_form_2021_o.pdf **If the student is a UK national but does not have a valid passport** they can send their **original UK Birth or Adoption Certificate**. They'll also need to send a **Birth/Adoption Certificate Declaration Form**. This can be downloaded here: Wales: https://www.studentfinancewales.co.uk/media/198689/sfw_birth_adoption_certificate_form_2021_e_o.pdf England: https://media.slc.co.uk/sfe/2021/ft/sfe_birth_adoption_certificate_form_2021_o.pdf **If the student is not a UK national** they need to send their **valid non-UK passport or biometric residence permit. Original documents only, photocopies cannot be accepted.**
Course not linked	The student has provided details of a course which is not in the Courses Management Service (CMS).	The student needs to ask their university or college to either add the course to CMS, or send us a Change of Circumstance task containing the correct course details.

Declaration not signed	The student did not sign the application form.	The student needs to send us a completed Student Signature Form. We have sent the student an email with this form attached. If they did not receive the email, or they cannot find it, they can go to the Student Finance Wales website to download the form.
No section 5 received	We have not received section 5 of the student's DSA application form.	The **student's university or college** needs to complete this to confirm that the student is in attendance. We need this before we can pay their DSAs. **The student needs to send a completed copy of section 5 of the Full DSA1 Form**. We have sent them an email with a copy of this attached. If they did not receive the email, or they cannot find it, they can go to the Student Finance Wales website to download an application form. They need to ask their university or college to complete section 5 of the form and email it to England: DSA_Team@slc.co.uk Wales: SFW_DSA_Team@slc.co.uk
Application form not received	We've received evidence in support of an application for DSAs, but the student has not actually applied yet.	The student needs to send us a completed DSA application form. We have sent them an email with the form attached. If they did not receive the email, or they cannot find it, they can go to the Student Finance Wales website to download the form.
Application not completed	The student has sent us an incomplete application for DSAs.	The student needs to send a completed DSA application form. We have sent them an email with the form attached. If they did not receive the email, or they cannot find it, they can go to the Student Finance Wales website to download the form.
Application time limit	The student has applied for DSAs after the deadline. They can no longer get DSAs for the academic year they applied for.	We've sent the student an email with an application for DSAs for the next academic year. If they meant to apply for the next year, they should complete and return this form.
NHS secondment	The student told us on their application that they will be employed by the NHS while they attend their course. They need to send us evidence of this.	The student needs to send us a letter from their NHS employer which confirms that they're seconded and will not be entitled to DSAs from the NHS grants unit.

| **Re-scan request** | We need to re-scan some of the documents the student has sent us. | The student does not need to do anything. We'll process the documents once we've re-scanned them. |