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Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

Welsh Healthcare Bursary

Appeal Policy. April 2021.

This policy is available in English and Welsh

It can be accessed at. <https://heiw.nhs.wales/education-and-training/undergraduate-education-for-health-professionals/nhs-bursary/>

Queries regarding this policy should be directed to

HEIW.bursary@wales.nhs.uk.

Scope and Operating Arrangements.

HEIW is responsible for the management and implementation of the Welsh Bursary Scheme for healthcare professionals. It has the specific intention of recruiting healthcare professional students who studied in Wales into the workforce of NHW Wales. Students entering the scheme agree to set of terms and conditions (April 2020) which are appended to this policy document. They can be accessed <https://heiw.nhs.wales/education-and-training/undergraduate-education-for-health-professionals/nhs-bursary/>

Students can study for two, three or four years depending upon their course. When they graduate, they are expected to work within NHS Wales for a period of two consecutive years, or in some cases 18 months, in line with the criteria set out within the terms and conditions. In return, they will have received a range of financial support including the payment of their tuition fees. The tuition element is known as the “ *bursary tie-in*” and is the only part of the financial package that recipients of the bursary may be expected to repay if they do not fulfil their commitment to work in Wales.

HEIW in 2021 during Covid-19 pandemic reviewed arrangements for recipients of the tie-in along with a revised policy for responding to a range of requests, and queries regarding the bursary tie-in. This document sets out, as part of that review process, arrangements for dealing with Appeals once they have been initiated by HEIW.

HEIW Appeal process.

The 2020 bursary terms and conditions set out a two-stage process for responding to requests for Appeals. The revised 2021 Appeal process represents the second stage of this arrangement and is preceded by a thorough internal Review stage which aims to resolve queries wherever possible and negating the need for an Appeal.

The Right to an Appeal

HEIW recognise changes in circumstances will occur throughout the bursary period. HEIW aims to respond to most requests and queries without recourse to an Appeal. A comprehensive Review process established from April 2021 is designed to respond to most queries and concerns. However, for a small number of cases, the issues raised are more complex and warrant more detailed investigation by HEIW via an Appeal. If this is the case, HEIW will write to the graduate/student explaining why they are proceeding to an Appeal. In other circumstances, HEIW will have responded to the student or graduate via an internal Review, but the decision has not been accepted. Only in these two circumstances will HEIW commence an appeal.

Requesting an Appeal.

Requests for an Appeal from bursary students/graduates require the full completion of the HEIW Request for an Appeal form accessed from the HEIW website

<https://heiw.nhs.wales/education-and-training/undergraduate-education-for-health-professionals/nhs-bursary/>

The form is available in English and Welsh and must be received within ten working days of receipt of the Review decision or by a request from HEIW. Requests from students or graduates after this deadline will only be accepted in exceptional circumstances and on a case by case basis. It is the responsibility of the student or graduate to fully complete the form. Guidance on completion can be obtained via the HEW FAQ fact sheet and within the form itself. Partial completion will not be accepted by HEIW and the appeal will not go ahead until all relevant information has been provided to HEIW.

An Appeal Panel

HEIW will endeavour to hold an appeal panel **within 28 working days** of receiving submission of a satisfactorily completed form that sets out their reasons for the appeal. The Appeal panel will consist of three senior members of HEIW. The Chair will be appointed by the Chief Executive of HEIW and will in conjunction with other members of the panel, determine the outcome of the Appeal. The Appeal will represent the final formal stage of the scrutiny process within HEIW. Membership for the Panel will be drawn from the following:

Chair:	Member from Executive of the HEIW
Panel Member:	Member from Senior Management team of HEIW
Panel Member:	Member from Senior Management team of HEIW
Lay Member:	HEIW approved list of lay members

All members of the Appeal panel will have received training in Equality and Diversity legislation, and other defined relevant training determined by HEIW.

Depending upon the issues raised, the Chair may request that the student or graduate attends the Appeal to elaborate on information and to clarify facts. This request to attend is optional but if declined, the panel meeting will proceed. Panel meetings will be virtual. In some instances, an appointed lay or independent member of HEIW will also attend the panel meeting to give additional independent scrutiny and governance. HR advice may also be taken by HEIW.

Additional Evidence

In addition to a completed form requesting an appeal, circumstances may change, and it may be necessary to provide further new information since the submission of the form. This is acceptable only if the information is new and relevant to the case. This information must be provided 10 working days prior to the date of the Panel meeting and will not be accepted after this deadline only by agreement of the Chair of the Appeal panel.

Welsh Language

With prior notification and agreement, the student or graduate can attend and answer queries in Welsh at the Appeal meeting. HEIW will arrange for a suitable interpreter to attend, drawing on a recognised list of providers. The costs of the interpreter will be met by HEIW.

Decisions of the Appeal Panel

A decision letter will be sent by email, wherever possible within five working days of the Panel reaching a decision. The decision letter will set out the reasons and issues considered at the meeting. The panel will make one of three decisions:

- to release the student or graduate from the terms of the bursary conditions,
- to extend the life of the bursary commitment and set a date for reconsideration or
- to seek repayment of the bursary tie-in element of the bursary scheme.

Record of the Meeting

Notes of the meeting and the key facts will be recorded to demonstrate that all issues have been fully considered prior to reaching a decision. The information will be held in line with HEIW and national policy guidelines.

Further Information

The Welsh Bursary scheme has information at <https://heiw.nhs.wales/education-and-training/undergraduate-education-for-health-professionals/nhs-bursary/>

All necessary forms and further advice can be found there.

Correspondence

All correspondence and completed forms for Reviews and Appeals should be sent to

HEIW.bursary@wales.nhs.uk