

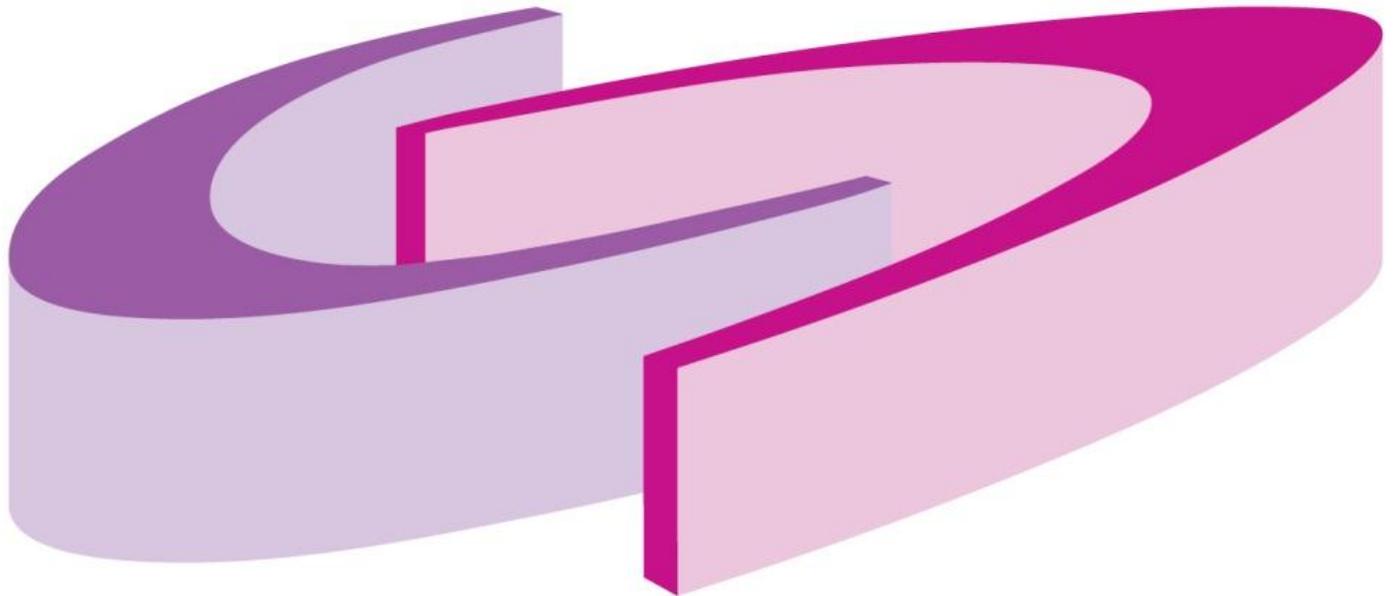


Delivering an effective support network since 1995



N A S M A
National Association of Student Money Advisers

National Association of Student Money Advisers



N A S M A

National Association of Student Money Advisers

**Annual Report
2009-10**



Delivering an effective
support network since 1995



National Association of Student Money Advisers

- Registered Office:** Cedar House
35 Ashbourne Road
Derby
DE22 3FS
- Company No:** 05165006
- Accountants:** Parkinson Matthews LLP
Cedar House
35 Ashbourne Road
Derby
DE22 3FS
- Solicitors:** Andrew & Co Solicitors
St Swithins Court
1 Flavian Road
Nettleham Road
Lincoln
LN2 4GR
- Bankers:** The Co-operative Bank - business
Business Customer Services
PO Box 250
Skelmersdale
WN8 6WT
- Contact Address:** NASMA Office
PO Box 8970
Nottingham
NG11 1AN
- E-mail:** office@nasma.org.uk
- Website:** www.nasma.org.uk



Delivering an effective
support network since 1995



NASMA
National Association of Student Money Advisers

National Association of Student Money Advisers

1. Message from the Chair	Page 3
2. NASMA Objects	Page 4
3. Structure, Governance and Management	Page 4
4. The NASMA Company Directors	Page 4
5. Sub-Groups	Page 5
6. Regional Groups	Page 7
7. Training and Development	Page 10
8. Achievements and Successes	Page 11
9. Looking Forward	Page 12
10. Financial Position	Page 13
Appendix - A Brief History of NASMA	Page 14



Delivering an effective support network since 1995



National Association of Student Money Advisers

1. Message from the Chair

The 2009-10 year has been a year of challenges, reviews and more importantly some major achievements and developments, for which we should all be extremely proud.

The Board started the year with a planning day. We agreed it was essential to focus our time and resources on what is of primary importance to NASMA members and our clients. As with all voluntary organisations we needed to establish our priorities for the forthcoming year, within the scope of our Articles of Association.



Lynne Condell, NASMA Chair

The main priorities and objectives for the year were set out as:-

-  To establish links from the wider financial/money advice sector and raise the profile of the work we do

We have since gone on to establish links with the Money Advice Trust, AdviceUK and EGAS, as well as continuing to liaise with UKCISA, the FSA and BrightsideUNIAID. In addition this year's review of NHS student funding has seen NASMA develop links with the NHS policy team which we hope will have long term benefits for students.

-  Work with the SLC to develop ways they can improve the service they offer to both students and practitioners

NASMA is currently represented on all relevant SFE stakeholder groups. We have a system for collecting feedback from members to be utilised to inform change at SFE using real time issues and real cases. We met with BIS officials including the Minister Mr Lammy to discuss issues and suggest ways of improvements to the service to students. We worked with other key stakeholders taking the lead on materials surrounding the application process of the Disabled Students Allowance. We also fed into all SFE reports and reviews including the Hopkin Report and the National Audit Office.

-  To provide NASMA members with access to high quality training and development linked to accreditation of membership.

The decision to withdraw from the joint NASMA/SLC training project was certainly one of the lowest periods in the year. However, I stand by the decision as being the right one for NASMA members and the wider student finance sector. We have continued to provide high quality and affordable training options including introducing recognition and certification for participation at the annual conference. Accreditation of members remains a priority, as an effective and well trained membership is crucial for the development of our organisation.

-  Look at options around charitable status

The objects of NASMA as a not for profit organisation, mirror many aspect of those of a charity. The benefits of charitable status for NASMA far outweigh any additional reporting and audit requirements. Charitable status would give us access to resources that we are currently not eligible for including fundraising for training and development.

The sector is facing a period of major change including the outcomes of the Browne Review and a general election. However, I am sure that as an organisation we are in a good position to face these changes collectively.

I look forward to working with you all in 2010-11.

Lynne Condell
NASMA Chairperson



National Association of Student Money Advisers

2. NASMA Objects

The objects of the company are:

- I. to advance education about student finance and disseminate good practice in respect of all areas of student money and student finance advice; and
- II. to relieve the poverty of students through the promotion, provision, and support of professional money advice for higher education students in the FE and HE sectors, with particular emphasis on student finance, and student debt; and
- III. to provide advice, information and training to student money advisers, and administrators of discretionary funds and bursaries.

3. Structure, Governance and Management

NASMA is a membership organisation registered as a company limited by guarantee. The company's governing document is its Articles of Association, which are published on the Members' Area of the NASMA website.

The NASMA board of directors is a voluntary body, consisting of up to 12 members elected by the membership. Four of the directors hold executive positions (Chair, Secretary, Training Officer and Treasurer). Responsibilities for committees and regional activity are allocated to individual directors.

Elections to the Board are conducted at the Annual General Meeting. In the event of the elections not achieving the required number of directors, the elected directors have the power to co-opt additional directors in order to ensure the Board is of the required composition as set out in the Articles of Association. All directors serve an elected term of two years (up to a maximum of two consecutive terms) and receive an induction to their role, with additional training where appropriate.

All directors are required to avoid and declare conflicts of interest. Financial and risk management are discussed under closed business at board meetings which occur six times a year. The company has one employee, line managed by the Chair.

4. The NASMA Board

In 2009-10 the NASMA Company Directors were:

Lynne Condell	Liverpool John Moores University	Chairperson
Jo Gibson	University of Reading	Training Officer (Vice Chair)
Phil Davis	Bishop Grosseteste University College	Secretary
Frank Dunleavy	University of Ulster Students' Union	Treasurer
Jan Galligan	University of Bolton Students' Union	
Lindsey Hobbs	University of Bath	
Jill Lincoln	Newcastle Union Society	
John Muir	Sheffield Hallam Students' Union	
Elaine Robinson	Cardiff University	



Paul Rossi University of the Arts, London

Bill Stronach Queen Margaret University

Ian Summers-Noble Teesside University

5. NASMA Sub-Groups

Attached to the NASMA Board are a number of sub-groups. What follows is a report of their activity in 2009-10.

Conference & Training

Based on feedback from 2008-09, this year NASMA members were invited to join the Conference & Training sub-group. For 2009-10 this means that we were fortunate to have representatives from FE and HE, HEIs and SUs, as well as good regional cover to provide feedback to/from regional meetings. Based on feedback received in summer 2009, training offered in 2009-10 included the Students & Debt: Tactics for Experienced Advisers course, which was well attended, and an Advanced Students & Benefits event which unfortunately had to be cancelled due to low numbers. Both of these topics were also offered at the 2010 Conference, with the intention that those members that wanted to attend but were not able during the year could take the opportunity in Brighton.

Members of the Conference & Training sub-group worked hard to ensure that the 2010 Annual Conference addressed the training needs raised by NASMA members, offered something new compared to previous years, and maintained the high standards members have come to expect. We were again confident that members would struggle to find a better value conference in terms of the professional, relevant and wide-ranging training options, impressive location, and at such a reasonable cost. As a venue for our 15th birthday celebrations we believe the Thistle Hotel Brighton was ideal.

In total we had 266 delegates in attendance at the conference. On the whole feedback from the conference was very positive. Evaluation form respondents felt that the booking process had been excellent and that the relevance, level of interest and value for money of the conference were also excellent. The workshops were all viewed as good or excellent when rated on the feedback forms. The certificates of attendance for delegates, introduced for the first time in 2010, were very well received as a step towards professionalising the work of NASMA members.

There were a number of suggestions made about developments for future years, including requests for online booking and payment options, and more information about what level the workshops are aimed towards. These will be considered by the 2010-11 NASMA Board and progress will be reported in due course.

Communications

During 2009-10 the website grew and developed, but still has a way to go. Hopefully it is meeting the needs of members with useful news updates, links and feedback from consultations where NASMA have been requested for input. The website also provides prospective members with much more relevant information about who and what we are as an organisation. Since the launch of the new website it has been clear that having instant access to updating the website has been of great benefit in informing members about news 'hot off the press' plus minutes from Regional and Board meetings being posted in a more timely fashion. Hits on the website have been fairly good with a peak in January which coincided with the release of the first edition of NASMA News.

Launching the NASMA Newsletter was a bigger challenge, devising something that people hopefully want to read and trying to ensure that again it is relevant to members needs and wants. It is our aim to publish this three times a year in the Winter, Spring & Summer and include feedback from selected regions as a regular feature.

Membership

The review of the Articles of Association intended to achieve a more concise 'constitution' for the Company, with a suite of Rules and Standing Orders alongside it for more operational matters. The template offered by Companies



National Association of Student Money Advisers

House allows us to incorporate existing elements of our current document and draw out any extra sections. This should make the Articles more robust in future in so far as they are likely to need less amendment at general meetings and operational matters will be more easily reviewed by the Board. This will be in accordance with standard company law practices established by Companies House.

The results of the Membership Survey from 2008-09 are to be published on the NASMA website – they are currently being processed on a regional basis. However, the results need to be used with caution as the level of response was very low. We propose launching another survey in the near future, so we request members respond so that the results will be more representative and meaningful.

Policy

This was another very busy year for the policy sub group. Board members attended the BIS Student Finance Stakeholder Interest Group, the remit of which was under review. BIS acknowledged the expertise drawn together at these meetings and decided that this group should have a more direct input into the development of future student support policies. It is envisaged that this group will play an important role in the review of student finance. Previously this group had provided a 'sounding board' to BIS on issues regarding targeted funding. At this group we raised issues such as the possibility of student withdrawal this year due to delayed funding being treated as a compelling personal reason for future entitlement, and the inadequacy of the transitional protection of lone parent students to Income Support.

We continued our involvement with the SLC's stakeholder engagement groups for Student Finance England, the Validation Panel and the various groups focussing on targeted support and IAG. Members raised very many issues regarding the delivery of student support by SFE in 2009-10 – on the mailbase, at regional meetings and directly to the Board. All of these issues helped us to provide detailed information to Sir Deian Hopkin in his review of SFE and to a separate review of this undertaken by the National Audit Office.

Members also provided input for the Department of Health's review of the NHS Bursary Scheme. Although opinions on the presented options were mixed, we did provide views on the options and raised issues that have been concerns for us (such as the low income thresholds used for the income-assessed bursary). This consultation involved a wide range of stakeholders and took a long time primarily due to the diverse standpoints of the parties involved. In addition to the main NHS Bursary review, we were involved in 'behind the scenes' discussion concerning the dependants' grants and the interface of the Bursary with welfare benefits. We compiled some real case studies as examples for the Department of Health so that they could appreciate the situation facing student parents on NHS Bursary funded courses compared with other students.

The transitional protection for lone parent students to Income Support and the migration of lone parents to Jobseekers Allowance in the summer vacation was a concern. We liaised with CPAG on this.

The Isle of Man government also reviewed their student funding arrangements in 2009-10 and while we recognise that this review impacts on a much smaller number of students, we still felt it important to offer comment and suggestion.

Research

Created to conduct research in to topics of relevance to NASMA members, the plan for the first year of the Research sub-group was that we would identify a small number of topics, research them, and then present our findings for use by NASMA members in their own institution and to promote the work of NASMA nationally. Despite drafting a list of possible research topics, 2009-10 proved to be the wrong year for looking to do something new in terms of research.

NASMA Board members have contributed to external research and reviews, including the Hopkin Review, NAO Report, NHS Review, Welsh funding reviews, NI funding reviews, and the Isle of Man funding review. This remains an important area for NASMA development, and it is hoped that in future years the scope for this group can be further developed.



Delivering an effective support network since 1995



National Association of Student Money Advisers

6. Regional Round-Up

In total we had 553 NASMA members at the end of the 2009-10 membership year. The majority of NASMA members are involved in activity within their regional group. NASMA regions meet on a regular basis to keep members up to speed with developments, provide training opportunities and, perhaps most importantly, facilitate networking and a chance to discuss issues with others in similar roles. As might be expected 2009-10 was dominated by issues relating to the launch of SFE, but there were lots of other subjects discussed and a wide variety of talks and training. A brief overview of each region follows.

South West

41 members

The main areas of concern and problems for the SW were with delays in SFE processing awards for students and especially so for means tested support. Many of the SW institutions saw an increase in emergency loan applications. Work levels for many advisers increased and this coupled with institutions implementing cut backs and cost saving exercises meant that stress levels were also on the increase. Regional meetings were a good outlet for many advisers to share concerns and seek support from fellow colleagues in what was a fraught and difficult year.

In the SW average attendance was 12 members and we have about 4 meetings a year including the one at conference. We have had updates from SLC Regional Consultants. We also held a session on dealing with stress which was led by one of our SW members who is training to be a counsellor, which went down well given the year it has been.

London & South East

205 members

The Region met in the autumn term, at the height of the SLC concerns, where some robust discussions on the SLC, the Regional Finance Consultants, Migrant Workers and ALF administration could not be thwarted, even by the suspiciously timed fire alarm. The region is always a lively space for debate, being both the biggest and traditionally most cynical of the regions - put it down to the predominantly urban membership.

Although thwarted successfully in the Spring term from getting our meeting, we saw a number of regional members make successful claims against SLC, LA and benefits decisions for the good of our diverse student bodies. Our ALF and Bursary administrators share their experiences of managing ever-increasing demands on ever-decreasing budgets. More recently we have been discussing what the recession and cuts mean for our services, for the students and for ourselves. We expect this will be an increasing issue for 2010-11, where we hope the region will go from strength to strength.

Midlands

94 members

The Midlands region met twice in 2009-10; the November meeting being held in Sheffield and the March meeting in Leicester. The November meeting was particularly well attended with members very keen to express their serious concerns regarding the problems with Student Finance England. As with other regions, members felt exasperated by the failures of SFE and the constant struggle in dealing with SFE - particularly with cases that were anything other than straightforward – often affecting the most vulnerable students. There were also discussions regarding Migrant Workers, the use of ALF for diagnostic testing, and the NHS funding review.

The Leicester meeting was similarly well attended and had the South Midlands Regional Financial Consultant as guest speaker, giving an update on developments at SFE. Discussion was largely around the on-going problems associated with SFE and how the Hopkin Report might influence improvements in the student funding system. Additional discussion took place regarding 'consent to share' with SFE, dispersal of ALF funds, Migrant Workers and NASMA's continuing aim to secure accredited training.



Wales

35 members

It was decided to have three regionals including Conference as members were meeting up at many other different groups e.g. FCF, Joint Liaison etc. Because of the geographical spread we decided to hold the regional on the day after or before the FCF meetings which often included the same staff to keep down travelling costs and time. Once this was planned some of the regular groups did not meet up as in previous years so we have now decided to hold a regional in the Autumn term regardless of whether other groups meet. We will again try to synchronise dates with FCF meetings where possible.

The meetings provide a chance to update members on the work of the Board and policy/stakeholder work and the policy work undertaken in Wales. Wales has been going through some far reaching policy reviews and at the time of writing we had still not had the decisions on finance delivery and the national bursary framework. We did have, however, a radical overhaul of funding for Welsh students which saw the abolition of the Tuition Fee Grant for new 2010 entrants (there is gap yr provision).

We have had some issues with SFE as sizeable numbers of our students are from England, but not as great as members in English HEIs. We are hoping that the outcome of the review will keep some local expertise and avoid or minimise some of the issues that have arisen this year with SFE. Members thought that communication and consent to share were big barriers to helping the students whose payments were held up. We also discussed the challenges of trying to provide IAG when we need to provide this in good time to pre-entry students.

The regional in February was well attended, with 20 members travelling from all over Wales. Policy relevant to Wales was discussed as well as the wider problems with SFE. The disengagement of NASMA from the training project was discussed and whilst disappointed, members understood the rationale behind the decision. They look forward to hearing how it will be developed in the future. Various casework issues were also discussed.

The South West SLC Regional Representative attended and went through the application form online and there was a Q&A. She was aware that the SLC had to improve its performance for the coming cycle and described how enhancements to the application process should help in future. A NASMA member from Cardiff University also did a brief session on ESA and gave out a flow chart he is developing for the advice service.

North West

68 members

At the November meeting there were 24 members present. The SLC Regional Financial Consultant came along to give members an update on 2009-10 issues and also information regarding the 2010-11 cycle. Other things discussed included issues with Migrant Workers, on going SFE problems, conference 2010, the NHS review and the Training Project.

At the March meeting there were 14 members present. Issues discussed included benefit claims for the summer vacation, SFE treatment of Migrant Workers, Students trying to prove 'independent status', discretionary payments for people with health problems and previous study 'Compelling Personal Reasons'. There were also discussions about Access to Learning Fund, the Training Project and Conference 2010.

A further meeting was scheduled for late May, where the North West Regional Coordinator of HELOA attended to give an overview of the kinds of things that HELOA are involved in.

North East

85 members

The North East Region met in November at Durham University Students Union and in March at Newcastle University Union Society. More than 20 members attended each meeting. The main issue for discussion was the performance of SFE, the difficulties faced by students, e.g. lost documents and delays in assessment, and by advisers, e.g. getting through to SFE, and consent to share problems, to discuss students' applications. The Regional Finance Consultant for



Delivering an effective support network since 1995



National Association of Student Money Advisers

the North East attended the meetings to give updates on SFE. Discussions were detailed and the RFC had much to 'take back' to the Processing Unit.

The other main issues that were discussed were updates from the Board on the training project and the Department of Health's consultation on the NHS Bursary Scheme.

Northern Ireland

4 members

On reflection the first thing that came to mind in 2009-10 was that, relative to our colleagues in England, we continued to be blessed with an excellent working relationship with Student Finance NI and the awards officers in the now 'rationalised' Education & Library Boards. This meant that while problems did occasionally arise we could usually have them resolved fairly quickly and with a minimum of hassle.

We made representations to DEL in relation to their decision to direct the savings made from the scrapping of the Rates Relief for 'All Student Houses' to The Support Funds. We pointed out the anomaly that this created whereby certain groups (such as nursing students) could have benefited from the rates relief they were precluded from The Support Funds. As a result of our highlighting the issue the criteria for eligibility for the Support Funds has been changed.

The Minister for Employment and Learning, Sir Reg Empey, launched an independent review of variable fees and student finance arrangements in Northern Ireland in December 2008. The review was chaired by Joanne Stuart, current chairperson of the Institute of Directors in Northern Ireland and the Interim Report resulting has just been published. NASMA were among the groups invited to participate in the review and Connie Craig continues to represent NASMA on the review group.

Scotland

21 members

In November 2009 at the University of Edinburgh the meeting was attended by the NASMA Chair and the Training Officer in order to give an update on the Training Project. This visit was well received by members who felt that the thorough update was useful. In addition SFE processing problems were discussed and more specifically SAAS processing problems. Although not on the scale of the SFE problems there was a significant increase in the number of problem cases that members highlighted. SAAS have confirmed that they had difficulties in the processing of applications due to the jump in numbers applying to both HE and FE. They are looking at how they can minimise difficulties for the coming year.

In March 2010 at the University of Strathclyde the meeting was attended by a representative of the Higher Education Learner Support (HELS) team which is based in Glasgow. A recent consultation had taken place with institutions asked to respond regarding changes to the childcare support available to students. Although no extra funds are available as such a number of options are being looked at from making the childcare support package a fully statutory one to the current combination of support from SAAS and Discretionary/Childcare Funds awards. It was a useful discussion and we look forward to the publishing of the options document to be considered by the minister.





7. Training & Development

Building on the work of previous years, 2009-10 continued with a focus to develop the training offered to NASMA members and also to move towards accreditation for NASMA members and others working in the sector.

2009-10 Training

As stated in the Conference & Training sub-group report on page 5, we offered two training opportunities during 2009-10. These were Students & Debt: Tactics for Experienced Advisers, and Students & Benefits Advanced. Attendance at the Students & Debt event was good, with 19 bookings, but unfortunately the Students & Benefits session had to be cancelled due to low levels of interest.

We continue to request information about member training needs via the annual conference evaluation form, information requests to those not attending the conference, and also via regional meetings. We will continue to investigate affordable yet professional training opportunities in 2010-11 as we recognise that through NASMA is the only place relevant training can be accessed for some members.

Accreditation Project

In June 2007 NASMA embarked on a joint project with the Student Loans Company to develop an accreditation programme appropriate and relevant for NASMA members, SLC staff, and those working more widely to support students. A project group including SLC staff, members of the 2006-07 NASMA Policy sub-group, and the NASMA Chair oversaw the project. In May 2008 a NASMA member was seconded to the SLC to work on the project, to ensure the needs of NASMA members were considered alongside the needs of NASMA staff.

During 2007-08 and for much of 2008-09 the project group worked tirelessly to ensure that what was being developed was of relevance to NASMA members. It became increasingly difficult to reach agreement about the priorities for the development of material across the two parties. In September 2009 the secondee left the project to take a new job at a university. Project group members took over the work of checking and developing materials and plans, meeting regularly with SLC staff working full-time on the project.

It was with some disappointment in February 2010 that we made the difficult decision to withdraw from the project in its present form. This decision was based on discussions across the project group, the NASMA Board, and based on information shared with the project group in the months leading to the decision. We stressed at the time of withdrawing that we would continue to engage with the SLC in discussions about student finance, and would continue to participate in the stakeholder groups.

NASMA remain firmly committed to developing training and accreditation for NASMA members, and will continue in 2010-11 to investigate options for moving forward on this important topic.

Conference 2010

As stated in the sub-group report on page 5, we had over 260 delegates attending the three day annual training event in 2010. Delegates could select from over 50 workshops, spread across eight strands to include debt, benefits, skills, financial capability and management. The number of professional external trainers used increased compared to conference 2009, highlighting the NASMA Board commitment to providing high quality, affordable and relevant training for NASMA members.

Following the withdrawal of NASMA from the accreditation project, we felt it important to make progress in professionalising the work of NASMA members, initially via developments to the conference. In 2010 we initiated a much more advanced system for checking attendance of delegates at workshops, through more information being provided to facilitators. In doing this we could produce certificates of attendance for delegates confident that they reflected an accurate picture of participation. This is something that we will continue to develop in future years.



Delivering an effective support network since 1995



National Association of Student Money Advisers

8. Achievements and Successes

Throughout this report we have shown how we have addressed each of the objects of the company:

I. Advance education about student finance and disseminate good practice in respect of all areas of student money and student finance advice

-  Provision of mailbase and regional meetings for discussions amongst NASMA members
-  Training events and annual conference provide an invaluable networking and information sharing opportunity
-  Engaged with national consultations of relevance to student money advice
-  Participated in national policy discussions to push for appropriate support for students

II. Relieve the poverty of students through the promotion, provision, and support of professional money advice for higher education students in the FE and HE sectors, with particular emphasis on student finance, and student debt

-  Promoted work of NASMA members to other organisations across the advice sector
-  Investigated options for accreditation and training to professionalise the field of student money advice
-  Engaged with national policy makers to promote the needs of students

III. Provide advice, information and training to student money advisers, and administrators of discretionary funds and bursaries

-  Training events and annual conference organised
-  Regular updates to members via NASMA mailbase
-  Updates to NASMA members via regional groups
-  Resources provided via NASMA website for use by members
-  Ongoing developments to NASMA website to increase accessibility and resource base for members

As stated at the start of this Report, in 2009-10 the NASMA Board had four key focus areas, linked directly to the NASMA Objects, which they would work towards during the year. These focus areas were as follows:

-  To establish links from the wider financial/money advice sector and raise the profile of the work we do
-  Work with the SLC to develop ways they can improve the service they offer to both students and practitioners
-  To provide NASMA members with access to high quality training and development linked to accreditation of membership.
-  Look at options around charitable status

Please see page 3 of this Report for details of progress against each of these focus areas.



Delivering an effective
support network since 1995



National Association of Student Money Advisers

9. Looking Forward

As we now turn our attention to 2010-11 there are a number of key actions that can be drawn directly from the content within this 2009-10 Annual Report. These actions, balanced against the NASMA Objects, will form the focus for our work over the coming 12 months.

Financial Capability

Owing to ongoing support and new funding from the Consumer Financial Education Body (CFEB), NASMA will recruit a Financial Capability Project Manager in 2010, tasked with working to improve the financial capability of HE students in the UK. The post will initially be fixed term for one year and will focus on developing written and online resources for use by practitioners and students and promoting the work of NASMA members and Money Doctors.

Within the remit of this post will also fall responsibility for initiating a fundraising campaign to support the long term work of NASMA.

Charitable Status

Building on the progress made during 2009-10, the NASMA Board will continue to investigate options for securing charitable status. One of the benefits of this could be the option to access funds from new sources available only to registered charities. Charitable status should also result in benefits for NASMA members as a result of charitable rates for expenditure such as some venue hire and use of online payment facilities.

Training & Accreditation

The NASMA Board remain committed to securing accreditation for NASMA members and those working in student funding and advice more widely. In 2010-11 we hope to make further progress with this, whilst at the same time continuing to professionalise the work that we already do.

Taking in to account feedback from NASMA members, we will investigate online booking and payment options for training and conference. When planning for the conference we will be mindful of requests for information regarding the level and required prior knowledge for the different workshops offered.

Communications

We have made considerable progress with improving our communications in 2009-10, particularly as a result of introducing the new website layout. In 2010-11 we will continue work on the website to increase the provision of resources and also external links to information of relevance to members. At the same time, we will continue to develop NASMA News in to something of interest to all members but also as a tool for promoting our work to external organisations. We will also look to new communications options, both internally and externally, to ensure that NASMA members are supported with up to date information but also to ensure that the work of NASMA members is promoted more widely.



10. Financial Position

**NATIONAL ASSOCIATION OF STUDENT MONEY ADVISERS
COMPANY LIMITED BY GUARANTEE**

BALANCE SHEET

31 AUGUST 2009

	2009		2008	
	£	£	£	£
Fixed assets				
Tangible assets		282		423
Current assets				
Debtors	180		277	
Cash at bank	<u>39,893</u>		<u>32,970</u>	
	40,073		33,247	
Creditors: amounts falling due within one year	<u>2,281</u>		<u>2,331</u>	
Net current assets		<u>37,792</u>		<u>30,916</u>
Total assets less current liabilities		<u>38,074</u>		<u>31,339</u>
Reserves				
Profit and loss account		<u>38,074</u>		<u>31,339</u>
Members' funds		<u>38,074</u>		<u>31,339</u>

NASMA is a non-profit organisation with income coming from membership fees, Conference and training. Every effort is made to keep costs to a minimum while also maintaining a reserve to fund ongoing activities.

In 2009-10 we received support from CFEB through sponsorship of elements of the 2010 Conference. We also received support from Travelex, who sponsored the pre-dinner drinks at the 2010 Conference and attended the Information Marketplace. In addition we had support from the following, who attended the Information Marketplace at the 2010 Conference:

-  BACS
-  Deutsche Bank
-  Experian
-  FAFgenius
-  Financial Ombudsman
-  Iizuka
-  Tribal



Deutsche Bank





National Association of Student Money Advisers

Appendix | A Brief History of NASMA

As this is the first NASMA Annual Report we felt it would be helpful to show how far the organisation has come. In 2009-10 NASMA celebrated its 15th birthday. The following information provides a brief history of the organisation.

Following the Dealing with Debt conference in April 1994, where a need for a national network of student money advisers in HE was discussed, the 1995 Finance to a Degree conference at Keele University was the opportunity for student money advisers to discuss options further. This was when the Association of Student Money Advisers was formed. Later in 1995 the 'Association of Student Money Advisers' added 'National'; becoming 'NASMA'. NASMA then officially launched on 2 July 1996, at the conference AGM, again in Keele.

Back in 1995 it was the Midlands group leading the way as far as regional groups go, closely followed by the North East. London & South East joined the regional groups in February 1996. The other regions then became operational across 1996. The figures within the reports above show the current position regarding regional membership.

Early in 1998 NASMA introduced an electronic mailing/discussion list, hosted on a server at Newcastle University. By the time of the Spring 1998 newsletter the forum had 50 members. By late 1998 the forum was "quite a busy list" with 60-70 messages per month. Amid concerns about the future of the list, 130 members had joined by conference 1999. From January-June 2000 the monthly average number of messages to the mailbase was 75. Moving forward ten years to 2010, the monthly average for January-March 2010 was 248. The website was launched in September 2001, and then completely redesigned in 2009.

In March 1998 NASMA employed a part-time administrator for 10hrs per week, to support the vast amount of work needed to organise the annual conference. In June 2004 NASMA advertised for a part time administrator, increasing the hours to 25 per week. The NASMA Board recognise that we need to employ additional staff if we are to move on as an organisation. Members of the board give a lot of hours of their own time to work for NASMA. The Board realise that NASMA could be doing so much more for members, students and the wider sector if we had more resources. We are delighted that CFEB have offered to support a one-year Financial Capability post to start in November 2010 and we look forward to reporting about that work in 2010-11.

Over the past 15 years NASMA has grown to have over 550 members. Looking back, we have the 2002 Future Directions paper, three years spent moving towards accreditation and training, and in 2009 we drafted our first formal Business Plan.

Throughout the past 15 years we have been involved in consultations with relevant bodies across the sector. NASMA has fed into changes to student support systems, welfare benefits, access funds, and we have taken any and every opportunity to provide feedback at a national level on issues affecting NASMA members and the students our members support. Throughout this time, NASMA has raised issues and ideas both with and about the Student Loans Company and Local Authorities. Amongst others, NASMA has worked closely with the NUS, AMOSSHE, the FSA and more recently we have started to establish links with HELOA.

We've seen the Dearing Report, Cubie Report, Rees Report, white papers, more recently the Hopkin Review, and shortly we will add the Browne Review to that list. All these have an impact on the work that NASMA members do as advisers, managers and fund administrators. As the size and profile of NASMA continues to grow we hope that we can continue to build on our developments of the last 15 years, and drive the organisation forward with continued involvement in policy discussions, links with partner organisations, and continue to support members through research, training, and raising issues on a national level.



Delivering an effective
support network since 1995



National Association of Student Money Advisers

Membership

1995-6 – no data available
1996-7 – 97
1997-8 – 167
1998-9 – 222
1999-0 – 275
2000-1 – 265
2001-2 – 311
2002-3 – 364
2003-4 - no data available
2004-5 – 366
2005-6 – 442
2006-7 – 478
2007-8 – 525
2008-9 – 577
2009-0 – 553

Chairs of NASMA

1995 – 1997: Jude Hawes
1997 – 1998: Judith Walker
1998 – 2002: Jayne Aldridge
2002 – 2006: Keith Houghton
2006 – 2008: Ian Summers-Noble
2008 – 2012: Lynne Condell

Honorary Life Members

Stef Thomas
Lis Wilkie
Maureen Aspinall
Judith Walker
Jayne Aldridge
Alison Ahern
Maggie McHale
Jude Hawes
Lindsey Gadd