
Student Services Levy

Student Academic Services Policy Group

1 Purpose

This Policy establishes the basis for charging the Student Service Levy at Victoria University of Wellington (“the University”). This version of the Student Services Levy Policy applies to all enrolments for the 2019 academic year, except where expressly excluded from this provision.

2 Organisational Scope

This is a University-wide policy and applies to all students enrolled at the University. The University may from time to time enrol students under a contract with another organisation in which case some or all of the provisions in this policy will apply, in accordance with that contract. The provisions of this policy apply to all students enrolled in courses taught by the University in conjunction with partner institutions.

3 Definitions

For purposes of this policy, unless otherwise stated, the following definitions shall apply:

Domestic Student:	A person who is a citizen, resident or permanent resident of New Zealand, Australia, Cook Islands, Niue, Tokelau Islands, or a citizen of other countries who is resident in New Zealand as a consequence of assignment to a diplomatic or consular post, and their immediate dependants (a new letter issued by the Ministry of Foreign Affairs and Trade’s Protocol Division confirming this entitlement to domestic student status, must be presented to the Enrolment Office for every year of enrolment). <i>Note: New Zealand permanent residents and citizens of Australia who study extramurally while living outside of New Zealand will be treated as international students for the purposes of charging fees. This is a requirement of the Ministry of Education.</i>
International Student:	A student who is not defined as a domestic student.
Internal Student:	A student who undertakes some or all of their study on campus.
Distance Student:	A student whose entire programme for the academic year is made up of distance courses. For the purposes of this Policy, Certificate of Deaf Studies, Nursing and Clinical Research students and students studying courses based solely at the Auckland campus are defined as distance students. As recognition that distance students can not access all services, they are charged one half of the full levy.

Distance Course:	Courses which provide content and support services to students who rarely, if ever, attend for face-to-face tuition or for on-campus access to educational facilities.
Student Services Levy (SSL):	The levy is a contribution towards student support services delivered by and through VUW to support and facilitate the best academic outcomes for all students. Refer to Appendix A for a full list of services. Additional payment may be required to access some goods, services or amenities.
Individual Contract agreement Students:	Individual agreements have been made through specific contracts. Refer to Appendix B for a list of current agreements. These are reviewed on an annual basis.
STAR Students:	Secondary Tertiary Alignment Resource (STAR) students are nominated by their secondary school to attend the University as an extension of their school study.
Incoming reciprocal exchange students:	Incoming reciprocal exchange students pay fees and levies at their home university. Overseas Study Abroad students are not included in this group.
Advisory Committee for the Student Services Levy (ACSSL):	The role of the Advisory Committee for the Student Services Levy is to operate on a collaborative based approach to provide strategic and financial oversight of specific student services at the University. ACSSL has equal representation from the University and its students. The University representatives are: the Director Student Academic Services and the Director, Student and Campus Living. The student representatives are the President, Victoria University of Wellington Students' Association (VUWSA) and the Vice-President (Welfare), VUWSA.
Negotiated agreements with other providers to provide specified student services:	Levy managed through contract (includes agreed schedule of operational criteria).

4 Guidelines

4.1 Student Services Levy percentage charging levels (in relation to the full internal rate)

Note: Students can only qualify under 1 rebate category. Once a rebate has been processed, the student can no longer access services.

1. **Domestic and international students (including staff) are charged the SSL using the following basis (Note: 25 points equates to 0.2 EFTS):**
 - (a) All internal students studying 25 points or more 100%
 - (b) All internal students studying less than 25 points 50%
 - (c) All distance students studying 25 points or more 50%
 - (d) All distance students studying less than 25 points 25%
 - (e) Approved Fee Reconsideration Refer 4.3
 - (f) Complete withdrawal within the full tuition fee refund period 0%
 - (g) 1 Trimester incoming Study Abroad students 50%
 - (h) Postgraduate research students who have completed the minimum required period of enrolment and are approved for a six or nine month enrolment period, or are enrolling / re-enrolling for a twelve month period 100%
Note: No rebate is available if a student submits within the six, nine or twelve month period.
 - (i) Existing contract students (see schedule) 33.33%
 - (j) STAR students 33.33%
 - (k) Initial part year PhD¹ enrolments to 31 December

Enrolment start date from 1 October to 31 December	25%
Enrolment start date from 1 July to 30 September	50%
Enrolment start date from 1 April to 30 June	75%
Enrolment start date from 1 January to 31 March	100%
 - (l) Postgraduate research suspensions
Note: postgraduate students are charged the SSL during periods of suspension, in addition to the SSL charges for re-enrolments or extensions to study.

3 months or less	25%
4 – 6 months	50%
7 – 9 months	75%
10 – 12 months	100%

¹ Includes Doctor of Musical Arts

2. Domestic and international students (including staff) must apply for a rebate to qualify for the following reduced rates:

	Amount of Full Levy to be charged
(a) All internal students only studying in Trimester 3	33.33%
(b) All distance students only studying in Trimester 3	16.66%
(c) Postgraduate research students who have completed the minimum required period of enrolment and are approved for a three month enrolment period in order to complete their thesis	50%
(d) Postgraduate research students ² who are required to re-enrol for 1 month in order to submit their thesis	0%
(e) PhD students who have completed the minimum required period of enrolment and are approved for an enrolment period less than 10 months in order to submit their thesis	
3 months or less	25%
4 – 6 months	50%
7 – 9 months	75%
(f) Trimester based students only required to study for 1 trimester to complete their degree <i>(Student must apply for rebate no later than 3 months after course concludes)</i>	50%
(g) ELIN students not continuing to degree level study with Victoria <i>(Student must apply for rebate no later than 6 weeks after course concludes)</i> <i>(Rebate is not applicable if student studies 2 ELIN courses in same academic year)</i>	33.33%
(h) Students enrolled in programmes that are 12 months in length, but study over two academic years (i.e. July to July) <i>Note: rebate available only in second academic year of enrolment</i>	0%

3. The following students are exempt from the SSL

(a) Incoming reciprocal exchange students	exempt
(b) Students studying at Ho Chi Minh City HCMC campus	exempt
(c) Students in Malaysia studying VUW programmes	exempt
(d) RELC MA (TESOL) students in Singapore	exempt

4.2 Entitlement to services

The payment of the SSL (as per the charges outlined in Appendix B – including those required to only pay a reduced rate) entitles that student to access the services that the levy contributes to for that full University year (i.e. February to February).

Examples:

² Includes NZSM 660

- (a) A student enrolled in only trimester 1 courses is entitled for the full year from February to February. Note that PhD students are entitled to access services for their period of enrolment up to 12 months.
- (b) A student only enrolled in trimester 2 courses is entitled for part of the year from July to February (if enrolled and paid from July). If they are fully enrolled and have paid fees including the SSL prior to July, they are eligible to access services from that date.
- (c) A student enrolled in only Trimester 3 is entitled for part of the year from October to February and can also apply for a two-thirds refund on the SSL.
- (d) Students on academic suspension and have paid their SSL in full, may continue to access levy funded services for a period of one month from the date of their suspension. Students suspended based on Trimester 1 performance will qualify for a 25% rebate of the SSL. Students suspended based on Trimester 2 or Trimester 3 performance are not eligible for a rebate.

4.3 Withdrawal from Courses

- (a) Any student that has withdrawn fully from study *is not entitled* to use the services that the levy contributes to.
- (b) If a student completely withdraws from all courses within the first two weeks of the trimester their courses commence in, they will receive a fees refund and a full refund of the SSL. If they are only enrolled in third trimester courses, they need to completely withdraw within the first week of their start date.
- (c) If a student submits a tuition fee reconsideration and it is approved for a full withdrawal:
 - (i) If they withdrew completely in Trimester 1, they will receive the same percentage (100, 75 or 50%) refund of the SSL as they did for tuition fees.
 - (ii) If they withdrew completely during Trimester 2, they will receive half the percentage refund of the SSL as they did for tuition fees (unless they were only a 2nd trimester enrolment in which case 1 above applies).
 - (iii) If they withdrew completely during third trimester after being enrolled in first and/or second trimester courses, they would not receive a refund of the SSL. Case 1 will apply if they were only enrolled in trimester three.
 - (iv) Note that on approval of the Director, Student Academic Services (or delegate) in exceptional circumstances where continuity of care is required, the SSL will not be refunded and the student may continue to access services.

4.4 Rebate Process

- (a) Students qualifying for a rebate that is not automatically applied to their account may request a rebate by emailing student-finance@vuw.ac.nz once their fees have been paid in full.
- (b) Any rebate relating to the 2019 academic year must be applied for by 1st March 2020 (with the exception of Trimester 3 ELIN students who may apply for a rebate up until 1st April 2020).
- (c) Rebates for Trimester 3 only enrolments will only be processed once enrolments for Trimester 2 have closed.

5 Legislative Compliance

The University is required to manage its policy documentation within a legislative framework. The legislation guiding this policy is the:

[Victoria University of Wellington Act 1961](#)

6 References

7 Appendices

[Appendix A: List of Student Support Services](#)

[Appendix B: 2019 Student Services Levy Charging Schedule](#)

8 Approval Agency

SLT

9 Approval Dates

This policy was originally approved on: 20 September 2010

This version was approved on: September 2018

This version takes effect from: September 2018

This policy will be reviewed by: October 2019

10 Policy Sponsors

Director, Student Academic Services

Director, Student and Campus Living

11 Contact Person

The following person may be approached on a routine basis in relation to this policy:

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Manager Student Finance

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