

NGĀ KAUPAPA IUTUA E NGĀ ĀKONGA STUDENT SERVICES AND HARDSHIP FEE



The Student Services Fee (SSF) and Student Hardship Fee are paid by all students to contribute to the cost of some services and facilities that support academic success and enhance student experience. A few services are fully funded by the SSF so they can be provided without individual user charge, while other services are partially funded, to provide services to students at a subsidised rate.

Victoria University of Wellington staff work in partnership with the Advisory Committee on the Student Services Fee (ACSSF), an oversight body with student representatives from the Victoria University of Wellington Students' Association (VUWSA) and Ngāi Tahu executives who consult with representation groups including Postgraduate Students' Association (PGSA) and Pasifika Students' Council. The University works in partnership with students to ensure the SSF is allocated in students' best interests. After student consultation, the ACSSF makes a recommendation to the University Council to approve the following year's SSF rate.

The Student Services Fee is calculated and charged on a per-point charging structure (capped at 150 points) and there is a different rate for students studying within the Wellington region and those studying from elsewhere in New Zealand or overseas.

Student Services made a net deficit of \$754,017 in 2024. During the year, the University approved that the carried forward balance (of accumulated historical deficits and surpluses) as at 31 December 2024, be reset to nil.

In 2024, a Wellington based student was charged \$9.20 per point (up to a cap of 150 points) for the Student Services Fee. For students studying from elsewhere within New Zealand or overseas, the Student Services Fee was charged at \$4.60 per point (also up to a cap of 150 points). A Student Hardship Fee (previously called Student Assistance Levy) of \$30 was paid by all students. For a Wellington-based equivalent full-time student studying 120 points, the total Compulsory Student Service Fee per student in 2024 was \$1,134.

The revenue from the fees can be used only for services that fall within the following government-specified categories:

Advocacy and legal advice

Advocacy services delivered by the University manage a range of resolution activities in relation to student complaints, disputes, appeals, pastoral (including accommodation) issues, and academic disputes. VUWSA is contracted to deliver an independent advocacy service and train and support class representatives and faculty delegates to ensure that students have a meaningful and independent voice at Victoria University of Wellington.

Careers information, advice, and guidance

Career services aim to support students by providing career and course advice and assessment activities. Assistance is also provided for job applications, CVs, and developing interview skills.

Counselling services and pastoral care

Support services include Student Counselling, Āwhina and Pasifika Student Success for Māori and Pasifika students, peer mentoring, and student support coordinators based in halls of residence. A range of welfare services such as food bank delivery are delivered by VUWSA.

Employment information

The University provides information on employment opportunities through publications, career expos, employer and industry presentations and the online service CareerHub, which features study-related job vacancies.

Financial support and advice

The University's student finance advisers provide financial advice to students, administer the Hardship Fund, and teach financial literacy. The Student Hardship Fee contributes to the Hardship Fund (which has had a separate bank account since it was set up in 1991) and is available to assist students if they experience a short-term emergency or one-off immediate need.

Health services

The University's Student Health and Wellbeing services operate from the Kelburn and Pipitea campuses and include Student Health and Student Counselling.

Counselling services are also available at Te Aro. Disability Services collaborates with students with temporary and ongoing impairments to ensure they can engage fully and achieve in their studies. Wellbeing services operate from the Student Union Building on Kelburn campus along with Rainbow and Refugee student advisory services.

Media

Media services provide and disseminate information by students, to students: including internet-based media and the weekly magazine Salient. Salient provides paid work opportunities and skills development for its contributors, who are all students.

Childcare services

Two early childhood centres at the Kelburn campus provide care and education for children of students at the University.

Clubs and societies

The University has more than 140 clubs including cultural, performing arts, political, social, religious and sporting groups.

Assistance is offered to clubs and societies through the provision of facilities and spaces including the Hub and Recreation Centre, resources, training programmes, and advice on club financial management.

Sports, recreation, and cultural activities

Victoria Recreation provides space and equipment for students to keep active. Sports leagues, fitness and other programmes, recreational facilities, and venues for student events and activities are offered.

SERVICE CATEGORY	STUDENT SERVICES FEE (SSF) REVENUE \$'000	STUDENT HARDSHIP FEE REVENUE \$'000	OTHER REVENUE \$'000	TOTAL REVENUE \$'000	TOTAL COST (SSF RELATED AND SHF GRANTS) \$'000	NET SURPLUS/ (DEFICIT) \$'000
Advocacy and legal advice	1,251	–	–	1,251	1,232	19
Careers information, advice, and guidance	1,009	–	34	1,043	1,011	32
Counselling services and pastoral care	3,341	–	1,040	4,381	4,198	183
Employment information	425	–	13	438	428	10
Financial support and advice	321	506	81	908	958	(50)
Health services	4,273	–	2,490	6,763	6,866	(103)
Media	306	–	–	306	330	(24)
Childcare services	220	–	–	220	220	–
Clubs and societies	1,126	–	–	1,126	1,311	(185)
Sports, recreation, and cultural activities	2,210	–	608	2,818	3,454	(636)
Total	14,482	506	4,266	19,254	20,008	(754)