The Student Services Levy and a separate Student Assistance Levy are paid by all students to contribute to development of an inclusive learning community. The Student Services Levy also improves services that can facilitate academic success and a positive student experience. A few services are fully funded by the Levy so they can be provided without individual user charge. Services that are partially funded by the Levy are provided to students at a heavily subsidised rate. Others are funded entirely from other sources.

Victoria University of Wellington staff work in partnership with the Advisory Committee on the Student Services Levy, an oversight body with student representatives that consults with the VUWSA executive and their executive subgroups—the Student Academic Committee (comprising faculty-based representatives) and the Student Equity and Diversity Committee (Māori and equity-based groups)—before presenting its recommendation on changes to the Levy. VUWSA also runs an independent survey of all students prior to considering any recommendation on changes.

The University works in partnership with students to ensure they have a say in how the Student Services Levy is spent. In 2019, VUWSA consulted on a proposed increase to the Levy with the VUWSA Executive, several VUWSA committees, and other student executive groups.

The Student Services Levy and Student Assistance Levy together made a surplus of $91,594 in 2019. Annual carried forward Levy surpluses and deficits are ring fenced and actively managed during the next financial year’s Levy budgeting and planning processes.

In 2019, an internal student studying 25 points or more was charged $790 for the Student Services Levy. A Student Assistance Levy of $27.60 was paid by all students. The total Compulsory Student Service Fee per student in 2019 was $817.60, which translates to $888 per EFTS.

The revenue from the levies can be used only for those 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 also contracted to deliver...
an independent advocacy service and train and support class representatives and faculty delegates to ensure students have a meaningful and independent voice at Victoria University of Wellington.

**Careers information, advice, and guidance**
Careers and Employment aims to increase the employability of the University’s students by providing career and course advice and assessments, and helping students prepare job applications, CVs, and develop interview skills.

**Counselling services and pastoral care**
Support services include Student Counselling, Āwhina and Pasifika Student 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 jobs through publications, career expos, employer and industry presentations, and an 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 Assistance Levy 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 centres operate from the Kelburn and Pipitea campuses and include Student Health and Student Counselling. Counselling services are also available at Te Aro campus. Disability Services works alongside students with temporary and ongoing impairments to ensure they are able to engage fully and achieve in their studies.

**Media**
VUWSA publishes the weekly magazine *Salient* and operates its website and radio station. *Salient* provides paid work opportunities and skills development for its contributors, who are all students.

**Childcare services**
University Kids Wellington provides childcare facilities for children of students.

**Clubs and societies**
The University has more than 150 clubs across political, cultural, sports, faith-based, and academic interests. Assistance is provided to clubs and societies through the provision of meeting rooms, activity spaces and resources, training programmes, and advice on club financial management.

**Sports, recreation, and cultural activities**
University Recreation (formerly Victoria Recreation) provides space and equipment for students to keep active. Sports leagues, tailored fitness and other programmes, recreational facilities, and venues for student events and activities are offered.