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## Student Service Levy Policy

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### 1. Purpose

This Policy establishes the basis for charging the Student Service Levy (SSL) (at Victoria University of Wellington (“the University”). This version of the Student Services Levy Policy applies to all enrolments for the 2021 academic year, except where expressly excluded from this provision.

### 2. Application of Policy

This is a University-wide policy and applies to all students enrolled at Victoria University of Wellington. 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.

### Policy Content

### 3. Guidelines

#### 3.1 Student Services Levy percentage charging levels

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

	<b>On-campus &amp; Off-campus within Wellington region</b>	<b>Off-campus outside of Wellington region &amp; Off- campus outside of New Zealand</b>
Enrolled in 25 points or more	\$843.00	\$421.50
Enrolled in less than 25 points	\$421.50	\$210.75

Levy rates for domestic and international students (including staff) are charged using the following basis (Note: 25 points equates to 0.2 EFTS)

*Note: Percentage is in relation to the full levy rate applicable to the relevant on-campus/off-campus study option.*

- |   |             |
|---|-------------|
| (a) Approved Fee Reconsideration  | Refer 7 (c) |
| (b) Complete withdrawal within the full tuition fee refund period   | 0%          |
| (c) 1 Trimester incoming Study Abroad students  | 50%         |
| (d) 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.*

(e) Existing contract students	33.33%
(f) STAR students (less than 25 points) / (25 points or more)	33.33% / 66.66%
(g) Initial part year PhD <sup>1</sup> 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%
(h) Postgraduate research suspensions	
<i>Note: postgraduate students are charged the SSL during periods of suspension, in addition to the SSL charges for re-enrolments or extensions to study.</i>	
3 months or less	25%
4 – 6 months	50%
7 – 9 months	75%
10 – 12 months	100%

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

*Note: Percentage is in relation to the full levy rate applicable to the relevant on-campus/off-campus study option.*

	Amount of Full Levy to be charged
(a) Students only studying in Trimester 3	33.33%
(b) 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%
(c) Postgraduate research students <sup>2</sup> who are required to re-enrol for 1 month in order to submit their thesis	0%
(d) 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%
(e) 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%
(f) ELIN students not continuing to degree level study with Victoria University of Wellington <i>(Student must apply for rebate no later than 6 weeks after course concludes)</i> <i>Note: Rebate is not applicable if student studies 2 ELIN courses in same academic year</i>	33.33%

<sup>1</sup> Includes Doctor of Musical Arts

<sup>2</sup> Includes NZSM 660

- (g) Students enrolled in programmes that are 12 months in length, but study across two academic years (i.e. July to July) 0%

*Note: Rebate available only in second academic year of enrolment*

#### 4. The following students have exceptions to the standard charging schedule

- (a) Health and Nursing students who are based solely at the Hospital for their study in an academic year are charged at the off-campus outside of Wellington rate.
- (b) Deaf Studies students enrolled in DEAF papers only, regardless of location, are charged at the off-campus outside of Wellington rate.
- (c) COP students enrolled in one paper up to 30pts (personal interest study) are charged a flat-rate of 1/3 of the applicable levy. *If student enrolls in further study in same academic year, this exemption is no longer applicable and the standard rate as per sections 3.1 and/or 3.2 apply.*

#### 5. 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 Victoria University of Wellington programmes exempt
- (d) RELC MA (TESOL) students in Singapore exempt
- (e) Students only enrolled in Microcredential courses exempt

#### 6. Entitlement to services

- (a) The payment of the SSL (as per the charges outlined in section 3 – 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).
- (b) Examples:
- (c) 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.
- (d) 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.
- (e) 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.
- (f) 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.

#### 7. 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, and have not engaged with SSL funded services they will receive the same percentage (100, 75 or 50%) refund of the SSL as they did for tuition fees. If they have engaged with SSL funded services, they will receive half the percentage refund for the SSL as they did for tuition fees.
- (ii) If they withdrew completely during Trimester 2, and have not engaged with SSL funded services 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). If they have engaged with SSL funded services, they will not receive a refund of the SSL.
- (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.

## 8. Rebate Process

- (a) Students qualifying for a rebate that is not automatically applied to their account may request a rebate by emailing [student-levy@vuw.ac.nz](mailto:student-levy@vuw.ac.nz) once their fees have been paid in full.
- (b) Any rebate relating to the 2021 academic year must be applied for by 22 February 2022 (with the exception of Trimester 3 ELIN students who may apply for a rebate up until 1<sup>st</sup> April 2022).
- (c) Rebates for Trimester 3 only enrolments will only be processed once enrolments for Trimester 2 have closed.

## 9. Definitions

In this Policy, unless the context otherwise requires, the following definitions shall apply:

**On-campus Student:** A student who undertakes some or all of their study on campus and is able to access SSL funded services on campus.

**Off-campus Student:** A student who undertakes all of their study in the academic year online. Off campus students are split into three sub-categories, depending on their location:

- Off-campus, within the Wellington region
- Off-campus, outside the Wellington region
- Off-campus, outside of New Zealand

In recognition that off-campus students who are outside of the Wellington region cannot attend campus to access all services, they are charged one half of the full Student Services Levy.

Wellington Region	For the purposes of this policy, the Wellington region is defined as per the Greater Wellington regional council and includes the following districts: Wellington City, Lower Hutt, Porirua, Upper Hutt, Kapiti Coast, South Wairarapa, Carterton, Masterton, Tararua
Student Services Levy (SSL):	The levy is a contribution towards student support services delivered by and through Victoria University of Wellington 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. 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 as nominated by the Provost. The student representatives include 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).

## Related Documents and Information

### 10. Related Documents

Fees Schedule for current year:

<https://www.wgtn.ac.nz/documents/policy/finance/fees-schedule-2021.pdf>

### 11. Other information

[StudyLink](#)

[Wellington University International](#)

**12. Document Management and Control**

Approver	Vice-Chancellor
Approval Date	
Effective Date	1 October 2020
Last Modified	5 February 2021
Review Date	9 September 2021
Sponsor	Provost
Policy Owner	Manager, Student Finance Extension 5343

**Appendix A: List of Services funded by the Student Services Levy****a. Advocacy and legal advice**

- Independent student advocacy and legal advice services
- Student Representation Structure Support
- Student consultation

**b. Careers information, advice and guidance**

- Career Development Information and Advice

**c. Counselling Services and Pastoral care****d. Employment Information**

- Employment Information and Advice
- Stakeholder management and information events

**e. Financial Support and advice**

- Assistance and advice to students on financial issues.

**f. Health Services**

- Medical Centre services
- Disability services

**g. Media**

- Supporting the production and dissemination of information by students to students
- Includes Salient and Salient Podcasts

**h. Childcare services**

- Early Childhood Services (student crèches)

**i. Clubs and societies**

- Clubs and Societies administrative, training and funding support
- Providing facilities for clubs and societies
- Rep group funding and support

**j. Sports, recreation and cultural activities**

- Delivery of sport, recreation and cultural activities
- Funding for activities
- Activity venues including Recreation Centres, Hub Central Building, Student Union Building, student common rooms, Boyd Wilson Field, Gymnasium and Clubrooms and other student meeting rooms.