
2024 Student Services Fee Procedure

1. Purpose

- 1.1 The purpose of this Procedure is to establish the basis for charging the Student Services Fee (SSF) at Te Herenga Waka – Victoria University of Wellington (the University).

2. Application of Procedure

- 2.1 This Procedure applies to all students including those enrolled in courses taught by the University in conjunction with partner institutions for the 2024 academic year.
- 2.2 The University may enrol students under a contract with another organisation. In such cases, the provisions of this Procedure will apply – in part or in full – in accordance with that contract.

Procedure Content

3. Student Services Fee Charges

- 3.1 Domestic and international students (including staff) will be charged SSF at the following standard rates:

Student Status	Student Services Fee Rate (GST inclusive)
Internal Student	\$9.20 per-point (Cap 150 points)
Distance Student	\$4.60 per-point (Cap 150 points)

- 3.2 The exceptions to the standard services fee charging rates will be as follows:

- (a) Health and Nursing students who are based solely at the Wellington Regional Hospital for their study will be charged at the distance student rate.
- (b) DEAF Studies students enrolled in DEAF papers only will be charged at the distance student rate regardless of their location of study.

- 3.3 The following students will be exempt from the SSF:

- (a) Incoming exchange students
- (b) Secondary Tertiary Alignment Resource (STAR) students
- (c) Students studying in Joint Programmes at offshore partners
- (d) Students only enrolled in micro-credential courses

4. Changes in Student Status and Study Location

- 4.1 If a student changes their location of study during the academic year resulting in a change in the student's status from internal to distance (or vice versa), the following arrangements will apply:
- (a) If the free withdrawal period for an enrolled course has already ended when the student changes location, the corresponding SSF charge for that course will remain charged at the initial rate.

Note: If a student changes from internal to distance after the free withdrawal period due to exceptional circumstances and specific factors outside of their control, the SSL rate will be charged at the distance rate.

- (b) If an enrolled course has not yet commenced or its free withdrawal period has not yet ended when the student changes location, the corresponding SSF charge for that course will be revised based on the student's new status.
 - (c) If a thesis student changes location, the corresponding SSF charge for the enrolment period following the location change will be revised based on the student's new status. The revised SSF rate will be applicable from the start of the next 1-month enrolment period following the location change.
 - (d) Retrospective study location changes, or changes made late due to exceptional circumstances, will be considered case-by-case by the Manager, Student Finance (or delegate).
- 4.2 The University reserves the right to cross-reference data collected to ensure students' study behaviours and engagement align with their declared study location. This could include, but is not limited to, address details, tutorial and lecture engagement information, and access to University networks.

Note: If through this process a student is identified to be on-campus, but their declared study location is distance, the University reserves the right to modify the student's study location and campus code details to that of an internal student, with the SSF charged at the internal student rate.

5. Entitlement to Services

- 5.1 The payment of the SSF entitles a student to access University services listed in Appendix 1 for the full academic year (i.e., February to February).
- 5.2 A student enrolled only in Trimester 1 will be entitled to university services for the full year from February to February.

Note: PhD and Master's thesis students are entitled to access services for their period of enrolment up to 12 months.

- 5.3 A student only enrolled in Trimester 2 will be entitled to university services 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 will be eligible to access services from that date.
- 5.4 A student enrolled only in Trimester 3 will be entitled to university services from October to February.
- 5.5 A student who is suspended from the University (as per the Academic Progress for Continued Registration Procedure) but has paid the SSF in full will continue to have access to university services for one month from the date of suspension.

6. Withdrawals and Refunds

- 6.1 A student who has fully withdrawn from study will lose entitlement to services covered by the SSF.
- 6.2 A student who withdraws from all courses within the free withdrawal period (Section 14 (a) Fees Policy) will receive a refund for the withdrawn points both for tuition and SSF fees.
- 6.3 If a student submits a tuition fee reconsideration request and that request gets approved for a full withdrawal, the following arrangements will apply:
- (a) Those who withdraw completely in Trimester 1 without being engaged with SSF funded services will receive the same percentage (100, 75 or 50%) of refund for the SSF and

tuition fees. If they have engaged with SSF funded services, they will receive half the percentage refund for the SSF as they did for tuition fees.

- (b) Those who withdraw completely in Trimester 2 without being engaged with SSF funded services will receive half the percentage of refund for the SSF as they did for tuition fees.

Note: For those enrolled in Trimester 2 only, (a) above applies.

- (c) Those who withdraw completely in Trimester 3 after being enrolled in Trimester 1 and/or Trimester 2 Courses will not receive a refund for SSF fees.

Note: For those enrolled in Trimester 3 only, (a) above applies.

- 6.4 On approval of the Director, Student Experience and Wellbeing (or delegate) in exceptional circumstances where continuity of care is required, the SSF will not be refunded, and the student may continue to access services.
- 6.5 Where exceptions to this procedure are required based on the student's circumstances, these will be considered on merit by the Director, Student Experience and Wellbeing.

7. Definitions

In this Procedure, unless the context otherwise requires:

ACSSF	means the Advisory Committee for the Student Services Fee whose role is to operate on a collaborative approach to provide strategic and financial oversight of specific student services at the University. ACSSF has equal representation from the University and its students. The University representatives are nominated by the Provost. The student representatives include the President, Victoria University of Wellington Students' Association (VUWSA); the Vice-President (Welfare), VUWSA and Ngāi Tauira co-Presidents.
Distance Student	means a student studying primarily from outside the Wellington region or from off-shore and is not able to attend most lectures and tutorials in-person. In recognition that off-campus students who are outside of the Wellington region cannot attend campus to access all services, they are charged half of the SSF.
Internal Student	means a student who undertakes their study primarily from within the Wellington region and is able to attend most lectures and tutorials in-person if required.
Exchange Student	means a student studying at Victoria University of Wellington for one or two trimesters, as part of a reciprocal exchange programme with an overseas institution, or a Victoria University of Wellington student studying for one or two trimesters at an overseas institution.
Student Services Fee	means 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 1 for a full list of services. Additional payment may be required to access some goods, services, or amenities.
STAR Students	means students who are nominated by their secondary school to attend the University as an extension of their school study.

Wellington Region refers to the definition provided by the Greater Wellington Regional Council and includes Wellington City, Lower Hutt, Porirua, Upper Hutt, Kapiti Coast, South Wairarapa, Carterton, Masterton, Tararua.

Related Documents and Information

8. Related Documents

[Education and Training Act 2020](#)

[Victoria University of Wellington Act 1961](#)

[Academic Progress for Continued Registration Procedure](#)

[Fees Policy](#)

[Privacy Policy](#)

[Privacy Notice](#)

9. Document Management and Control

Essential Record

Approver	Deputy Vice-Chancellor (Students)
Approval Date	3 December 2021
Effective Date	1 January 2023
Next Review Date	3 December 2024
Policy Sponsor	Deputy Vice-Chancellor (Students)
Policy Owner	Director, Student Experience and Wellbeing
Policy Contact	Manager, Student Finance

Modification History

Date	Approval Agency	Details
9 January 2024	Policy Sponsor	Minor amendments and editorial corrections.

Appendix 1: Services funded by the Student Services Fee

1. Advocacy and legal advice

- Independent student advocacy and legal advice services (such as VUWSA and VUWSA's independent advocacy service)
- Student Wellbeing services
- Student Representation Structure Support (such as the Student's Assembly)
- Student consultation

2. Careers information, advice and guidance

- Career Development Information and Advice

3. Counselling Services and Pastoral care

4. Employment Information

- Employment Information and Advice
- Stakeholder management and information events

5. Financial Support and advice

- Assistance and advice to students on financial issues

6. Health Services

- Medical Centre services
- Disability services

7. Media

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

8. Childcare services

- Early Childhood Services (student crèches)

9. Clubs and societies

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

10. Sports, recreation, and cultural activities

- Delivery of sports, 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

Note: Distance students can access SSF funded services under categories 1, 2, 4, 5, 7, and 9. In addition, New Zealand-based distance students can access SSF funded services under categories 3 and 6.