

# STUDENT SERVICES

## LEVY FAQs

### WHAT IS A STUDENT SERVICES LEVY?

It's a Compulsory Student Services Fee (CSSF) that helps fund student services on campus.

### HOW MUCH IS IT?

#### The CSSF is:

\$378 per 1EFT to be pro-rated for ākonga studying on any campus

\$113 for online/distance learners

### WHAT DOES IT PROVIDE?

By law, tertiary organisations can charge a Compulsory Student Services Fee to help fund the costs of delivering student services. The levy helps to fund services that are not covered by tuition fees, such as counselling, health services, financial support and advice, career and employability support, student communications and student representation within Toi Ohomai. It does not cover services such as academic support; learning, equity, or library support; or targeted support such as some of our youth services. These areas are already directly funded by the Government and other agencies.

### SETTING THE CSSF

The CSSF is set in consultation with students through the Class Representation System. As a result of the consultation process, the Student Representatives will, in consultation with Toi Ohomai, propose the CSSF for the following year.

Toi Ohomai will seek feedback from students on the quality of services through a range of channels such as student voice, student experience survey, satisfaction surveys and face-to-face feedback.

### I DON'T USE THESE SERVICES, DO I STILL HAVE TO PAY?

Yes, our student services are available to all ākonga and therefore the fee applies to all ākonga. However those enrolled in an apprenticeship or traineeship course will not be charged the fee due to the nature of their course. If they wish to access student services, then they can 'opt in' to pay the fee.

### DOES STUDYLINK COVER THIS LEVY UNDER MY COURSE RELATED COSTS?

No, the levy is rolled into your course fee (and that portion of the course fee is covered by StudyLink).

### IS THE LEVY A 'ONE-OFF' OR WILL I HAVE TO PAY IT FOR EVERY ENROLMENT?

It is a per enrolment fee.

### WHEN WILL I HAVE TO PAY THIS LEVY?

It will be included in your Toi Ohomai invoice and will need to be paid before your course starts.

### IF I DECIDE TO PULL OUT OF MY COURSE, WILL THIS LEVY BE REFUNDED?

If you completely withdraw from your course within the full tuition fee refund period, the Student Services Levy will be refunded in full.

### WILL THIS LEVY COVER MY GRADUATION FEES?

No, graduation fees will be invoiced separately.