



CHRISTIAN HERITAGE COLLEGE

POLICY: Commonwealth Assistance Notice

Policy Group(s)	Group C: Administration – 3: Students (Ref: C3/0105.5-0512)		
Related Policy:	Grievance Policy and Procedures for Domestic Students – Non-Academic Grievances		
Commencement Date:	January 2005	Review Date:	May 2017

POLICY STATEMENT

Intent:

Eligible students in an eligible course of study at Christian Heritage College (CHC) are able to receive Commonwealth assistance in the form of HECS-HELP and FEE-HELP. A small number of students are also in receipt of Commonwealth support through a merit based process which allocates National Priority places. In compliance with the requirements of *HESA (2003)* CHC must provide these students with a Commonwealth Assistance Notice (CAN).

This policy is to ensure the accuracy of that process and to clarify for both students and staff the issues related to Commonwealth Assistance Notices.

Scope:

This policy applies to all eligible domestic students who are Commonwealth assisted or supported.

Restrictions: Nil

Exclusions: Overseas students and Domestic students who do not meet the eligibility requirements for Commonwealth support.

Objectives:

1. To clarify the policy requirements for the issuing of a Commonwealth Assistance Notice for students who are Commonwealth assisted either through HECS-HELP or FEE-HELP and those students who are Commonwealth supported.
2. To clarify the responsibility of CHC staff in the issuing of a Commonwealth Assistance Notice.

Policy Provisions:

1. General

- 1.1 CHC must issue a Commonwealth Assistance Notice (CAN) to all students enrolled in a unit of study who have sought HECS-HELP, FEE-HELP, OS-HELP assistance, or SA-HELP¹ and/or who are Commonwealth supported for that unit.
- 1.2 CHC will comply with the requirements of *HESA (2003)* and the *Administrative Guidelines* by including all required information on the CAN and by issuing CANs to all students

¹ CHC does not charge a student amenities fee at this time

who are Commonwealth assisted and/or supported.

2. Who must receive a Commonwealth Assistance Notice

- 2.1 CHC must issue a Commonwealth Assistance Notice (CAN) to all students enrolled in a unit of study who have sought HECS-HELP, FEE-HELP, OS-HELP assistance, or SA-HELP and/or who are Commonwealth supported for that unit.

3. The Contents of the Commonwealth Assistance Notice

- 3.1 The notice must be called the 'Commonwealth Assistance Notice' (CAN)
- 3.2 The notice must include the following information as or if applicable to each student's enrolment at the census date for the unit(s) of study to which the notice applies:
 - 3.2.1 the student's name;
 - 3.2.2 the name of the higher education provider (CHC);
 - 3.2.3 the student's student number as issued by CHC;
 - 3.2.4 the student's Commonwealth Higher Education Student Support Number (CHESSN);
 - 3.2.5 the award(s) in which the student is enrolled at CHC for which EFTSL is recorded at the census date(s) contained in the notice;
 - 3.2.6 the student cohort to which the student belongs;
 - 3.2.7 the total EFTSL in which the student is enrolled;
 - 3.2.8 the total amount of up-front payment;
 - 3.2.9 the total amount of HECS-HELP discount;
 - 3.2.10 the total amount of HECS-HELP debt;
 - 3.2.11 the total amount of FEE-HELP assistance;
 - 3.2.12 the total amount of the FEE-HELP loan fee; and
 - 3.2.13 the total amount of FEE-HELP debt.
- 3.3 For each unit of study, the Notice must include the following information as applicable to each student's enrolment:
 - 3.3.1 the unit identification code;
 - 3.3.2 the unit census date;
 - 3.3.3 whether the student is required to make a student contribution or pay tuition fees or is an exempt student (which may be referred to as the student's 'status');
 - 3.3.4 the EFTSL value;
 - 3.3.5 the student contribution amount;
 - 3.3.6 the tuition fee amount;
 - 3.3.7 the amount of up-front payment;
 - 3.3.8 the amount of HECS-HELP discount;
 - 3.3.9 the amount of HECS-HELP debt;
 - 3.3.10 the amount of FEE-HELP assistance;
 - 3.3.11 the amount of FEE-HELP loan fee; and
 - 3.3.12 the amount of FEE-HELP debt.
- 3.4 Where the information required under paragraphs 4.5.12(b) and 4.5.10(c) of the *Administration Guidelines* is identical in respect of all of the units of study to which the notice applies, that information may be provided for the notice as a whole under paragraph 4.5.5 of the *Administration Guidelines*.

- 3.5 Where CHC has selected a student for receipt of OS-HELP, the notice must include the following information:
- 3.5.1 the six month period to which the OS-HELP assistance relates;
 - 3.5.2 the amount of OS-HELP assistance for the relevant six month period;
 - 3.5.3 the amount of OS-HELP loan fee for the relevant six month period; and
 - 3.5.4 the total amount of OS-HELP debt for the relevant six month period.
- 3.6 Where a student is seeking Commonwealth assistance for a student services and amenities fee imposed on the student by CHC, the notice must include the following information:
- 3.6.1 the amount of the student services and amenities fee;
 - 3.6.2 the day on which that student services and amenities fee was payable; and
 - 3.6.3 the amount of SA-HELP debt in respect of that student services and amenities fee.
- 3.7 A notice that contains information in respect of FEE-HELP assistance must display the following statement:
- “It is your responsibility to ensure that you have sufficient FEE-HELP balance to cover the FEE-HELP amounts indicated in this notice. You are eligible for the amounts of FEE-HELP assistance contained in this notice only if you have sufficient FEE-HELP balance to cover those amounts.”
- 3.8 A notice that contains information in respect of Commonwealth support or FEE-HELP assistance must display the following statement:
- “The information regarding Commonwealth assistance contained in this notice is correct only insofar as you have correctly advised CHC of your entitlement to that assistance under the *Higher Education Support Act 2003*.”
- 3.9 The notice must include information on the student’s right to request correction of information contained in the notice within 14 days after the day the notice was given, under section 169-10(2) to 169-10(4) of *the Act*.
- 3.10 The notice may contain other information as determined by CHC.

4. Period within which the Notice must be Given

- 4.1 A notice that contains information in respect of unit(s) of study that are Commonwealth supported, or for which the person has sought FEE-HELP assistance, must be given within 28 days of the earliest census date indicated in the notice under paragraph 4.5.10(b) of the *Administrative Guidelines*.
- 4.2 A notice that contains information in respect of SA-HELP assistance must be given to a person by the later of:
- 4.2.1 28 days after the date on which the SA-HELP debt was incurred; and
 - 4.2.2 the date on which CHC must give the student a notice, if any, in accordance with provision 4.1, provided that that date and the date on which the SA-HELP debt was incurred are both in either the first or second half year.

Note: Where a date cannot be determined under provision 4.2.2 the notice required

under this provision must be given in accordance with provision 4.2.1.

- 4.3 A notice that contains information in respect of OS-HELP assistance must be given within 28 days of the date on which the OS-HELP debt was incurred.

5. Checking the Notice

- 5.1 If CHC believes the information on the Notice to be incorrect, or has ceased to be correct, a new Notice must be provided to the student with the correct information.
- 5.2 Students will be advised to check the accuracy of the information contained in the Notice. If a student believes that any information in the Notice is incorrect, they must follow the steps outlined in the table below.

Step	Action
1	Provide a written request to the CHC Registrar asking for the <i>Commonwealth Assistance Notice (CAN)</i> to be corrected.
2	The written request should: <ul style="list-style-type: none">• identify information in the Notice the student believes is not correct; and• specify why you believe it is incorrect.
3	Submit the request to the Registrar within 14 days of the date of the dispatch of the Notice which is noted on the Notice.

- 5.3 Making the request does not affect the liability of the student to pay the contribution, nor the student's entitlement to Commonwealth assistance.
- 5.4 Upon receipt of the request from the student the Registrar must consider the request as soon as possible and notify the student, in writing, of the decision outlining the reasons for the decision. If the Registrar finds that the information in the notice was incorrect, or has ceased to be correct, a new notice with the correct information must be issued. This will be sent to the student with the notification from the Registrar. Copies of all communications will be placed on the student's file.
- 5.5 CHC must then also correct its records, and data sent to DIISRTE accordingly.

Supporting Procedures and Guidelines:

POLICY FURTHER INFORMATION

Relevant Commonwealth/State Legislation *HESA (2003); Guidelines*

ACCOUNTABILITIES

Implementation: February 2005

Compliance:	<i>HESA (2003); Guidelines</i>
Monitoring and Evaluation:	Registrar
Development/Review:	July 2006
Approval Authority:	CHC Executive
Interpretation & Advice:	Registrar's Office

WHO SHOULD KNOW THIS POLICY?

Commonwealth supported and assisted Students
Academic Administration and Business Office Staff

EFFECTIVENESS OF THIS POLICY

- Performance Indicators:**
- Number of appeals
 - Number of adjusted CANs

Other:

Definitions and Acronyms:

CHC - Christian Heritage College

CMC - Citipointe Ministry College

Census Date - the date in each semester by which all enrolment matters must be finalised. At CHC this is usually at the end of Week 4

CAN – Commonwealth Assistance Notice

Commonwealth Higher Education Student Support Number (CHESSN) – is a unique identifier used to track student enrolment in higher education providers.

Course of Study - The course leading to an award or degree

DIISRTE - The Department of Industry, Innovation Science, Research, and Tertiary Education

EFTSL - Equivalent Fulltime Student Load

First half year – commences on 1 January and ends on 30 June

HELP - Higher Education Loan Programme which provides eligible students with the option to defer the payment of their tuition fee amount or student contribution amount. Available as HECS-, FEE-, OS-, or SA-HELP.

Second half year – commences on 1 July and end on 31 December

Student Contribution Amount - is the amount a student is eligible to pay for their course of study as a Commonwealth supported student.

Tuition fee amount - is the amount of the tuition fee

Up-front payment - is the amount of a voluntary payment a student might make prior to the census date in each semester.

APPROVAL – section maintained by the Registrar

Reference No.	Approved	Date	Committee/Board	Resolution No. / Minute Ref.
C3/0105.5	Yes	January 2005	Committee of Management	4.2

REVISION HISTORY – section maintained by the Registrar

Revision Reference No.	Approved/Rescinded	Date	Committee/Board	Resolution No. / Minute Ref.
0512	Approved	29/05/2012	CHC CEO	2