

STUDENT LOAN PROCEDURES 2022

Issued by: Chief Financial Officer

Dated: 17 August 2022

Last amended: 20 June 2023

Signature:

Name: Mr Wayne Andrews

1 Purpose and application

- (1) These procedures apply to:
- (a) the provision and management of student loans; and
 - (b) all staff, students and affiliates.

2 Commencement

These procedures commence on 17 August 2022.

3 Interpretation

FCT	means the Financial Control and Treasury unit in the Vice-Principal (Operations) portfolio.
non-award course	means a program of study at the University which will not lead to the attainment of a recognised award.
student	means a person who is currently enrolled in an award course at the University, including a domestic or international student.
Sydney Student	means the University's student administration system used for all student applications, course details, enrolments, fees, results management and progression, awards and graduation.

- University fees and charges** includes, but is not limited to:
- tuition fees
 - student services and amenities fees
 - preliminary course costs
 - incidental course fees
 - additional tutorial assistance costs
 - health cover costs
 - establishment allowance
 - stipend overpayments
 - charges for administrative services provided by the University
 - charges for internet use and printing
 - library debts

4 General principles

- (1) An interest-free student loan may be available to a currently enrolled student to assist with living and study expenses, including but not limited to:
 - (a) textbooks, readers and journals;
 - (b) bond and rent payments;
 - (c) phone, electricity and gas bills;
 - (d) medical and dental bills;
 - (e) travel and accommodation costs for compulsory placements.
- (2) A student loan is **not available**:
 - (a) to assist with University fees and charges; or
 - (b) for University operated non-award courses, including continuing education courses.
- (3) A student may be eligible to apply for a student loan if they are:
 - (a) an undergraduate or postgraduate student enrolled at the University;
 - (b) a domestic or international student;
 - (c) in need of assistance with essential living and study expenses; and
 - (d) able to demonstrate capacity to repay the loan within the terms of the repayment conditions.
 - (i) non-payment of loans can result in penalties including academic sanctions, such as suppressing a student's results in Sydney Student until the loan is repaid.
- (4) A loan agreement must be signed by the student which includes the loan terms and conditions that have been approved by the Office of General Counsel.

5 Application

- (1) The student requesting financial assistance must complete the online application and upload their supporting documents in Sydney Student.
 - (a) The following supporting documents must be provided:
 - (i) a personal statement from the student (in Microsoft word) requesting they be considered for an interest-free loan and demonstrating they have the capacity to repay the loan according to the repayment terms;
 - (ii) bank account transaction history of the student's everyday account, for the past 30 days;
 - (iii) documents to support the loan application, including bills, invoices, quotes and calculations; and
 - (iv) proof of Centrelink payments, if relevant.
- (2) A Student Life Officer or Student Life Co-ordinator will review the student's application and make a recommendation for the loan or bursary assistance to the Head of Student Life.
 - (a) Student loans must be approved by the relevant delegate, as specified in the [University of Sydney \(Delegations of Authority\) Rule 2020](#).
- (3) The student will be notified in Sydney Student through the message in-tray if the student loan or bursary has been approved.
 - (a) To accept the loan, the student must sign the loan agreement and loan repayment schedule and return the original signed documents to the relevant Student Life Officer or Student Life Co-ordinator.
 - (i) The hard copy of the signed loan agreement and loan repayment schedule must be filed in the University's records management system.
 - (ii) The loan agreement and loan repayment schedule must be in the template endorsed by the Office of General Counsel.
 - (b) The Student Life Officer or Student Life Co-ordinator will record the loan in Sydney Student and arrange for payment to the student.
 - (i) Sydney Student will generate a payment request to Accounts Payable, which will email it to the Head of Student Life for approval.
 - (ii) Payment to the student will be by electronic funds transfer to the student's designated bank account.

6 Emergency cash loan payments

- (1) Emergency cash loan payments up to \$5,000 are available to students seeking financial assistance.
- (2) The Student Life Officer or Student Life Co-ordinator may assess that the student requires an immediate emergency cash payment.
 - (a) Details of the emergency cash payment will be recorded in the Sydney Student system and a payment form will be generated.
 - (b) The Student Life Officer or Student Life Co-ordinator will issue a cheque for the student.



- (i) The cheque must be signed by two authorised bank signatories in the Office of Student Life.
 - (ii) The payment form must be signed by both the Student Life Officer or Student Life Co-ordinator and the student to acknowledge receipt of the cheque.
 - (iii) The student must also sign the loan agreement and loan repayment schedule.
 - (iv) The Student Life Officer or Student Life Co-ordinator will scan the emergency cash payment form and the signed loan agreement and email it to the Student Loans Administrator, in FCT.
 - (v) The Student Life Officer will email to the Accounts Payable team the [monthly recoup](#) for emergency cash payments.
- (3) The student can present the cheque at the NAB Broadway or Newtown branch to receive a cash payment.
 - (a) The student must produce official photo identification for the bank, including driver's licence or passport. **A student card is not acceptable.**

7 Loan extensions

- (1) Students who are unable to make a scheduled payment must complete an application for loan extension in Sydney Student, before the payment due date.
 - (a) Loan extensions will not be granted for overdue loans.
- (2) The Student Life Officer or Student Life Co-ordinator will review the loan extension application and make a recommendation in Sydney Student to the Head of Student Life for approval.
- (3) The Student Life Officer or Student Life Co-ordinator is responsible for entering details of approved student loan extensions in Sydney Student, which generates advice to FCT.
 - (a) Students who are not eligible for loan extensions will be referred to the Student Loans Administrator, FCT for management of the debt.

8 Bursary loan offsets

- (1) The Student Life Officer or Student Life Co-ordinator may assess a student as eligible for a bursary to repay a loan, depending on financial circumstances and academic performance.
 - (a) The student must submit a bursary application.
- (2) The Student Life Officer or Student Life Co-ordinator will enter details into Sydney Student which generates an approval request to the Head of Student Life.
 - (a) Approvals recorded in Sydney Student will generate advice to the Student Loans Administrator, FCT.
- (3) Upon receipt of the approval, the Student Loans Administrator, FCT will cancel the student loan in the finance accounts receivable system.

9 Financial management

- (1) The Student Loans Administrator, FCT is responsible for managing student loans in the finance accounts receivable system.
- (2) **New student loans:**
 - (a) The Student Loans Administrator will enter details of a student loan in the finance accounts receivable system after receiving notification from the Student System that the loan has been approved and accepted by the student.
- (3) **Student repayments:**
 - (a) FCT will mail student loan statements to students monthly.
 - (b) Students are requested to pay the loan repayment using the [on-line web payment, BPAY or EFT \(electronic funds transfer\)](#).
 - (c) The Student Loans Administrator, FCT will review the student loan payments received daily, to verify they have been accurately applied to the nominated student loan.
 - (d) The Student Loans Administrator, FCT will review and reconcile student loan clearing and suspense accounts monthly.
- (4) **Recovery of unpaid loans:**
 - (a) The Office of Student Life will review the finance accounts receivable aged analysis report fortnightly.
 - (i) **Loans which are more than four weeks overdue:** The Office of Student Life will request Student Records to apply Level 1 sanction as specified in the [Student Debtor Sanctions Procedures 2014](#).
Note: Level 1 sanction suppress the student's academic record.
 - (ii) The Office of Student Life will advise students by email that a sanction has been applied.
 - (iii) **Loans which are more than eight weeks overdue:** The Student Loan Administrator, FCT will request Student Records to apply further sanctions as specified in the [Student Debtor Sanctions Procedures 2014](#).
 - (iv) When the loan is brought up to date or repaid in full, the Office of Student Life will inform Student Records and request that student debtor sanctions be removed.
 - (b) The Student Loans Administrator, FCT will review student loans that are more than eight weeks overdue which do not have an approved payment arrangement in place and refer them to a debt collection agency.
- (5) **Write-off:**
 - (a) If a student fails to make a loan repayment in the preceding 12 months and all efforts to recover the loan have failed, the relevant delegate may decide to write a student loan off as a bad debt.
Note: See [University of Sydney \(Delegations of Authority\) Rule 2020](#).
 - (b) Annually the Student Loans Administrator, FCT will prepare a list of unpaid student loans which are considered bad debts and which are proposed to be written off, and refer it to the relevant delegate for approval.

- (c) The Student Loans Administrator, FCT is responsible for updating the Sydney Student system and finance accounts receivable system with the approved write-off.

10 Responsibilities

- (1) The **Deputy Vice-Chancellor (Education)** is responsible for:
 - (a) approving student loans and writing off bad debts over \$10,000.
- (2) The **Head of Student Life** is responsible for:
 - (a) approving student loans and writing off bad debts up to and including \$10,000;
 - (b) approving emergency student cash payments up to and including \$5,000.
- (3) The **Student Life Officer or Student Life Co-ordinator** is responsible for:
 - (a) assessing loan applications and providing recommendations to the Head of Student Life.
- (4) The **Student Loans Administrator, Financial Control and Treasury** is responsible for:
 - (a) maintaining student loans in the finance accounts receivable system;
 - (b) reconciling student loans clearing and suspense accounts monthly;
 - (c) issuing monthly loan repayment schedules to students; and
 - (d) informing Student Support Services of any outstanding loans and bad debts to be written off.

11 Rescissions and replacements

This document replaces the *Student Loan Procedures – Accounts Receivable* which commenced on 10 December 2010, which is rescinded as from the date of commencement of this document.

NOTES

Student Loan Procedures 2022

Date adopted: 17 August 2022

Date commenced: 18 August 2022

Date amended: 20 June 2023

Administrator: Director, Financial Control and Treasury

Review date: 17 August 2027

Rescinded documents: *Student Loan Procedures – Accounts Receivable*

Related documents: [University of Sydney \(Delegations of Authority\) Rule 2020](#)
[Student Debtor Sanctions Policy 2014](#)
[Student Debtor Sanctions Procedures 2014](#)

AMENDMENT HISTORY

Provision	Amendment	Commencing
3; 4(1)	Definition of 'student' amended to include 'currently enrolled'	20 June 2023
4(3)	Eligibility criteria added	20 June 2023