

Money Matters transcript

From Enrolment Days session by Division of Student Administration
20 January 2021

Frederick: Welcome everyone to the money matters information for enrolment sessions. I'm Frederick. I'm the coordinator of fees and sponsorships that Deakin

I have with me some of the fees team who will be answering questions in the chat so you can wait to hear the presentation in case your questions answered. But you can enter your questions into the chat and they'll be able to answer your questions and

I'll try to answer some of your questions out loud to the group at the end of the presentation. So thank you everyone for coming along.

So I'll just start with

Here we go. What will cover in the session today we'll talk about terminology. How to find out what your studies cost how and when you'll the invoice for your studies.

Student Services and amenities fee how government help schemes and essay help work. And just a note to everyone that the session is being recorded and will be made available within 48 hours so sorry, let me just fumble around with

I have a link that will paste in the chat box.

I can manage that. Um, can I ask one of the fees team to to paste that link in the chat box.

Thank you.

So the terminology used a Deakin is primarily for your studies will be trimester or semester, depending on what you're studying trimesters our study periods. There's three and a year semesters. There's two and a year. And those are the typical study periods.

Each study period has an invoice due date and those are published on the website as well as available on the invoice. When you generate that on StudentConnect

And that's at the point at which the fees are do in each study period.

Commonwealth supported places a common term that most of you would be familiar with. And we'll, we'll get into that a little bit more for further in the presentation.

Student contribution is another one that I'll get into further in the presentation help schemes request for Commonwealth assistance form.

Is available on StudentConnect and you would have come across it, as you were enrolling in StudentConnect and since the state is a very important date.

That is in each study period. And it's the last date to to withdraw from units or make any enrolment variations without incurring fees.

So go on here. So the tuition fees for Commonwealth supported students so that the rates are set annually by the government.

You know, there's a few changes that occurred last year to those, but they're set each year by the government and the fees can vary for criminal supported students, depending on the units, you're enrolled in. So it's not a set right for a course it's dependent on the units.

So each units classified under a specific field of education band which determines the fee to be charged. So for example in 2020 the business analytics unit would cost.

1190 but the introduction to university study would cost \$835 so more information about the fees and specifics of those bands are available on the Deakin website.

How much your studies cost that information is available in the Fiesta mater. I'm excited to say that we were able to publish all of the indicative rates for convincing students in CSP yesterday so

The Fiesta Mater's up to date with all of the rights for all of the courses that you're enrolled in. So they show

What the typical cost is for a commencing student in a CSP course. So that's available. And then on this fee estimator with following this link, you can

Select your situation and then put in your course and it will even display the cost for each unit that you're enrolled in. So if you happen to another units. You can see the cost because like I said sometimes the units will cost differently because they're in a different field of education.

invoicing of your tuition fees, so you'll be invoiced for each period that you study, not for the full year at once, and your invoice will be itemized listing all the units that you're studying.

Your invoice will show the due date for the fees to be paid. And it's always a good idea to look at your invoice and check that you're currently enrolled so

If you add or withdraw unit before the census day it will change your invoice. So every time you make a change like that before census, you can then view your invoice and it will be up to date.

With the current cost of you study. But yeah, make sure that you view your invoice. Again, if you make any changes to your enrolment.

I'm just going to have a drink of water. Just a second.

Okay. Student Services and amenities fees.

Is, otherwise known as the staff helps pay for important services such as counselling welfare service so sporting and recreational activities as well as independent student representation structures for all students.

Sorry, I'm just going to move things around on my screen so

To surface charged twice a year, and the amount that you pay depends on whether you're a full or part time student and studying on campus or by cloud campus exclusively

Each year the university seeks feedback from students on how the fees used so it's used for programs such as direct advocacy general representation do so supporting programs do the student engagement, including non sporting clubs.

Yes, quite a list of different activities that that supports.

Government help schemes, so the the main one that would be relevant to I think most people attending this session would be HECS-HELP

And that's for CSP students. So to be eligible for a HECS-HELP loan you must be studying in a Commonwealth supported place be an Australian citizen and meet residency requirements.

So to study at least part of your course in Australia, or if you're a New Zealand special category visa holder or permanent humanitarian visa holder. You need to meet the residency requirements and be studying your entire course in Australia.

And then you need to submit the request for Commonwealth assistance.

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And HECS help form to the to Deakin through StudentConnect by the census date and in that form provide your tax file number and then

There's also a limit that probably wouldn't be relevant to most attending the session if you're just convincing students, but there's a there's a help loan limit that is a maximum amount that you can borrow for for HECS and fee help in your lifetime.

So let's see.

It remains active. So if you apply for a HECS health, it remains active for your entire course so you don't need to reapply next trimester, but if you're transferring to a new course than a new form would need to be completed as well so that

Each that's relevant to each course that you're enrolled in and you will need to be created if you change.

To apply for HECS-HELP you need a tax phone number, as I mentioned, when you accept the course offer and enroll. You'll be stepped through the Commonwealth assistance form.

If you change your mind about using HECS-HELP you can update your request in StudentConnect so you can choose that you want to

If you want to use Excel you choose that you want to make no payments up front and you want to defer all of your fees to help tuition fees that is

And if you want to change that, then you go back in fill a new form in and say that you want to pay up front, instead

And if you don't have a tax file number yet, please get one. Now, there can be long delays at the start of the year, and you'll need one by census data in order to use Excel so

If you're in the session. Now you should she should have plenty of time to apply and get one before the census date for a trimester one

repaying you help loan so you pay back your hope that through the tax system once you're in above the compulsory repayment threshold. So the threshold changes each year and for 2021

Income year it's 46,620 so you can see there's a repayment late right so below this, if you are in that and a year you're repaying nothing, and then it increases as you start to earn more

Than a year. So you would

Yeah, that would normally be taken out through your, your payments when you complete the the forms when you come into an employer and they would deduct a payment from your paycheck.

So the helpline limit that I mentioned before, so you can borrow up to the combined loan limit to pay your institute your tuition fees.

This includes all the help that he helped and that student loans and any HECS health loans incurred from January 1 20 so once you begin using your help loan limit the amount of help you have left to borrow is known as the available help balance for 21 the loan limit is just over 108,000

And if you plan to study medicine, dentistry of it and that science.

Then the loan limit is just over 155,000 you can check your help balance on my health balance.gov au

And that is

I think should always be up to date with your combined balance from any institution that you studied at

So frequently asked questions are, how much will my course cost, as I mentioned, the fee estimator on the Deakin website provides the rate of your course. Now, the rates change each year because the rights are set by the government. So you'll, you'll need to view the

Rate for commencing student there. But that wouldn't tell you what the rate is for for next year.

But you'll be able to view that as you get closer to next year.

HECS-HELP

Can I use HECS-HELP to cover books or accommodation costs know it only covers the tuition fees.

What happens if I forget to pay my fees if you've applied for HECS. Well, even if he said that you wanted to pay up front. But if you've put in your tax file number and the Commonwealth assistance form.

Then your fees will automatically defer to excel. So it's a good idea to have that there just as a backup in case you don't

Manage to make a payment on time or if you're struggling to make tuition payment.

For the current study period. Sorry, let me just see see that we've got a question.

double degree fee. Right. So a question. How does the student determine double degree if he writes

The double degree should also be available on the fee estimator so that that would just be presumably it has a different course code. And so the right for that would be listed there as well. If, if it's not, then you can send a query to the inquirer email address that.

Asked the team to put into the chat box.

What happened. Yeah. So what happens if I forget to pay fees? So unfortunately, if you don't pay fees and you also do not have X help

Form completed then your enrolment must be terminated after sense of state. So that's by a Commonwealth legislation and we don't really have any leeway there so

It's definitely a good idea to apply for HECS-HELP even if you're intending to pay up front. You, you put that you're paying upfront, but have your tax file number there as a backup. Because if not, then we are required by law to cancel your enrolment, if you have not paid by census date.

And then where do I go to find information on fees. The Deakin website has several pages about fees information about fees. Your invoice also will show most specific information about your fees and if you have any questions you can always contact inquire.

Sorry. Let's see.

So I just have a quick note about this. I'm not an expert on the scholarships and financial assistance, but I'm

Just to say Deakin has a range of scholarship opportunities to assist throughout study

So we encourage students to apply scholarship could make a huge difference in your life. So the chicken website here is up to date with scholarships currently available and those new ones get added

As the year progresses. So checking on that page to see what's available at the moment and definitely apply

Deakin offers a range of financial assistance, including interest for your loans for study related expenses and conditions and eligibility apply

So that information is available on the website as well. And then tertiary tertiary access payment is a new government initiative that aims to support eligible students from outer regional and remote school leavers with increased costs associated with relocating to a new city, town.

To undertake tertiary study and provide support for your first year study to Deakin administer use this on behalf of the government and the guidelines are available from the department of education, skills and employment website.

After you enrol in your course and StudentConnect you can submit your application for the tertiary access payment and please ensure that you meet the criteria. So the criteria is

I'm just checking that I don't have a slide with this. Okay, I'll just read this out. So the criteria is

A scene that we have a web page for this as well. You have to be an Australian citizen or meet permanent residency requirements be from our original remote or very remote

Home location.

have completed a year 12 or your 12 equivalent course in 2020 be relocating to study at a Deakin campus, which is at least 90 minutes one way by public transport from your home location.

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Frederick: And be undertaking eligible tertiary study taken unique in 2021

Be commencing your full time studies at Deakin in terms of on or semester 121 and have a combined parental guardian annual income of less than \$250,000

So that is specifics about that and any information that you need about scholarships or financial assistance, you can find on the Deakin web page here.

Sorry, I'm just gonna, I don't know.

Sorry about that. I'm trying to navigate to see

I've got another question.

So the question, I'll just read out because I can't read this and speak at the same time. So once we've applied for HECS-HELP we get an invoice for our subjects and if we have requested to defer the full amount. We don't have to do anything further. That's correct. So for you, tuition fee.

As soon as you've applied for HECS-HELP today or, as you've enrolled.

Any tuition fee if he said that you want to defer the full amount to exhale all your tuition fees will be automatically deferred so you don't need to do anything further

I just say you definitely need to have your tax file number in there and and everything should be fine. So

At I think as soon as you view your invoice, it will show that you have zero amount going

Because your full amount is being deferred tax help you'll get a notice after census state that there's something called a Commonwealth assistance. Notice available to you on StudentConnect

And you can open that to view the debt that's been reported to the government and then that debts to be paid back to the A to

Either as as he wants to make a voluntary payment or through your

As you start to earn over the threshold, you'll make payments through your employer.

I'm just moving on. So for any help students Central's here to help with anything. So of course planning and advice enrolment student ID cards fees financial assistance exams results and transcripts International Student Services.

Last property and student support services. So kind of the one stop shop for everything that you will need. And so this is the webpage to find their contact details and they have locations on campus when campus reopens

So I think with that, I'll

Open it up for any other questions.

I think I'll keep taking the ones that you escalate to me so. So if you've got any others that you want to raise

Please send them my way. I'll put a few links into the chat.

Now, let's see. Stop and figure out how to stop sharing Oh maybe I can just

All right, let's see. I think I've got another one.

Let's see the census states for 2021. So I mentioned the state before but um yeah she said specifically. So for trimester one and semester one the census date is the 31st of March.

So that is the important date for the first study period that you'd be in for trimester two IT'S THE 15th OF AUGUST

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00:44:40.740 --> 00:44:43.680

Frederick: And for semester to it's the 31st of August.

The question is, where's the forum for the help loan. So I assume that's the application form that's available in StudentConnect so you can navigate to that incident connect. I think the menu item is called government loans.

And there is a section there that it's just the Commonwealth assistance forum for HECS-HELP or fee help and you can Complete that in the system.

How do we find out the for fee if paying upfront with no HECS. So if you ok so

The full fee will be displayed in your invoice and

I guess that's where that would show if you if you're a CSP student that is paying up front. That's the invoices where you go to find out the amount that you need to pay

Next question, since I played to make a partial payment at since the state, is there a specific amount. I have to pay know it could be zero. Like I said, if you've got your tax file number in there and you said you wanted to pay upfront.

Anything that's not paid by census date will be deferred to tax help so it's there as a good backup and you can pay all or nothing, and then anything left remaining will be referred to himself.

I think I was talking about HECS-HELP, specifically the whole time. There's also fee help. So that's for full fee paying students. So if you're in post grad study and it's not a CSP course.

That forms available in the same exact place on this StudentConnect website. And it's quite similar to excel.

In that he put the application in and anything that you don't pay up front will be deferred to fee help and then that's managed by the to as well.

So just to reiterate, so when we enroll on StudentConnect it gives us the option to apply for a loan. Yes. Yep. That's one of the enrollment steps and

You can also come to that separately in StudentConnect and like I said, if you change your mind about wanting to defer everything upfront in one letter make an upfront payment.

Then you can just completely new HECS-HELP form and that will be take effect from that point onwards. So basically if you do that before. Since the state, then it will be in effect for that period. If you do it after census date that will be in effect for the next period.

Yeah, I'll answer this. So the question is, have completed a come assistance form with my tax file number, but when I click View invoice and StudentConnect. There's nothing displayed

And that is normal, because we haven't opened the invoices for trimester one yet. So those will be available on February 1 so if you try to view your invoice yet, you won't see anything. And that is perfectly normal because there is no invoice there to view.

And then I didn't occur this very much but I mentioned Saf in the presentation. And there's a there's another loan scheme that will pay for staff called sa help

With its own eligibility criteria. So I would encourage you to view the website on that. But you can apply for sa help to defer the cost of the staff.

And that gets repaid. Just the way that your, your HECS-HELPer fee help long get three paid today to

So that is an additional fee that isn't covered by HECS-HELP. So if he if you also want to defer that you'll need to put in the essay help coming off assistance form as well. And that's available in the just below where the XL application form is

Does the essay help loan work the same way as hugs help. Yes. Basically, if you've got it. Then it expects that you're deferring everything

To SA-HELP. So with that one. Unfortunately, you don't

You can't go in and cancel it yourself. If you want to cancel that moving forward, then you will be able to send it

To contact student central and they'll be able to work with us to cancel that going forward.

I'm question I selected HECS-HELP option during enrollment will I receive confirmation of it being approved if you've submitted the form it is approved. So there's no further confirmation that you will receive so it's called an application. But basically,

Through the, the questions you're asked in the forum. If you answer them and meet the eligibility criteria, then it's approved right then and there. So if it's not, then it will alert you and say that you're not eligible for X help and won't really let you submit the form

Okay, if you've chosen to pay the staff upfront wins the due date to make the payment. So the due date for that as census state.

It's actually the invoice due date. So for trimester one believe that's the 12th of March, and for trimester to 27th of July, I believe the dates are on the website.

So we'll start following up about unpaid students services and amenities fees and

If you're not paid by sin, state your account will have an encumbrance on it which blocks access to certain things. So definitely, if you want to pay up front, please do so by the due date.

If you aren't able to pay up front and please supply for sa help if you are eligible, because that will then allow you to pay it back to the government at a later time.

Question, how does scholarships work and when do we know if we receive one. Thanks for answering. So the answer is usually six weeks after applications close

So as I mentioned, I'm not a scholarship to expert, so I can't answer it too much about scholarships, but I'm that one. Yeah. So hopefully, if you've applied, then you'll, you'll find out.

Within six weeks of when the applications close

And you can view the status of your application via the scholarship application portal account.

An application close dates are on the individual scholarship pages on the website.

And then there's a comment that some courses aren't showing in the fee estimator. So I guess, check the details that you're putting in to make sure that you're putting in

If it's a community supported place that that's what you've selected or if you're a domestic full fee paying student that's what you've selected. And then I guess it's also possible that the course doesn't have a right put in. So if you do have those

I think probably direct that query to inquire, and then we'll look into what the rate is for that and get back to you.

Okay, so, so that's a unit that doesn't have a cost shown so academic academic integrity doesn't show a cost in the estimator.

So that one has

Zero study load. It's a mandatory unit that you have to do, but it doesn't have any load, so it doesn't have a cost. So the cost of that one is zero. So I guess that's why it's not showing anything

So if the course itself isn't showing up, then yeah, you can send that through. But if it's a unit that doesn't have any study loads of its no credit points, then yeah, that's that would have no cost as well.

Just go back to mentioning census states. So it's really important that if you are considering withdrawing from a unit that you would do so.

By census state because that's considered withdrawn early and if you withdraw after sense of state, even if it's the day after you're liable for the fees for that unit. So even if you haven't attended classes or done anything

It's your responsibility to withdraw from that unit before census date and and then you won't be liable for the fees.

Um, let's see. Next question. If I have applied for a text file number and given the X help form a receipt, do I have to do anything further

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Frederick: And do I have to go in and change the form when I receive a tax file number. Yes. So as soon as you have your tax phone number, please go and update your help form with your tax file number

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Frederick: Because we require that in order to your for X help to be used to defer your fees. So yeah, we expect that if you've applied you've put in the receipt of

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00:55:56.310 --> 00:56:09.060

Frederick: Applying for that today within 28 days, I believe you should have a tax file number. So that's well before census. And so it sounds like you've done the right thing by applying and you'll have everything in order well before

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00:56:10.650 --> 00:56:13.380

Frederick: The first study period since the state comes

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Frederick: If you're getting accept and what is due by the census state. So if you doing HECS-HELP you can pay

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00:56:22.350 --> 00:56:35.670

Frederick: You say that you want to make up from payments you can pay as much as you want to. Before census and anything that's not paid is different. So there's nothing as far as tuition goes nothing. That's that must be paid.

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00:56:37.350 --> 00:56:41.070

Frederick: But anything that you want to pay up front needs to be paid before census data.

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00:57:19.980 --> 00:57:31.470

Frederick: Where can we find on StudentConnect whether we have or have not applied for HECS during the application process. If you're not sure, I guess I would suggest you go and complete the form. It doesn't take

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00:57:32.730 --> 00:57:45.210

Frederick: More than a couple minutes. And that way, be sure, but when the invoices available, you'll be able to see what your students status is and whether you've provided you tax phone number on your invoice.

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00:57:46.260 --> 00:57:54.300

Frederick: But as I said that's not available until February 1 so if you're not sure there's no harm and putting in the HECS-HELP form again.

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00:57:56.640 --> 00:57:58.320

Frederick: And then you can be certain that you

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00:57:59.460 --> 00:58:01.380

Frederick: successfully launch the application.

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00:58:14.010 --> 00:58:21.900

Frederick: If I'm not eligible for X help, can I apply for sa help know. So I think that the eligibility criteria for both of those would be

Almost the same, so I don't know specifically while you're not eligible for HECS-HELP, but I will say that it's not likely that you would meet the criteria for Sal, unless you're in a full fee bang place and you're eligible for a fee help instead

Because if you're in full fee paying you would be eligible for si help as long as you meet the eligibility criteria so

But if you're not because you're a permanent resident or or for some reason, don't meet the criteria.

Then you wouldn't be eligible for us. I hope

So let's say you applied to

Make upfront payments and you want to change and you say, I'm not going to be able to do that. You want to defer everything to help

Yeah, you can do that by just launching a new XML application and StudentConnect and providing your tax file number

Like I said, if he said that you wanted to do upfront payments and you've provided your tax file number then anything that you don't pay will be different. Anyway,

But yeah, if you say absolutely not going to be able to make payment, then you can change the application to say that you will defer everything to excel.

And where do we submit supporting documents to demonstrate we meet the HECS-HELP loan eligibility requirements. So if you're a New Zealand citizen and you need to provide evidence, then you will need to contact student Central. So the inquiry email address and then

They'll be able to afford your information along to us if you've provided the relevant information so um yeah that's

Unfortunately, not something you can do entirely within StudentConnect. But once you're assessed as being eligible, then you'll be able to go in will let you know that you can go in and complete the application form after that.

Let's see.

So yeah, question are permanent residents eligible, I assume, for HECS-HELP

Or is it available, just for citizens and humanitarian visa holders. That's correct. So the eligibility criteria. I went through earlier in the presentation and it's on the website too and also

StudentConnect would

Would know so if you if you go in and try to access the HECS-HELP application form, I believe it would tell you that you're not eligible

If you open that form up so yeah it's it's available for citizens permanent humanitarian visa holders and the New Zealanders that meet the residency requirements.

Yeah, I guess so. If you want to

Put any so I guess if we're not receiving very many more questions, then we'll probably wrap up. We don't need to linger until one. But yeah, if anyone has any remaining questions, please put them in the chat and will endeavour to answer them now.

Would I show the slide again.

Okay, the yearly income and payment estimate. And I think that table was taken from the study assist websites so

Maybe before I go back to the slides, I'll pay some links in the chat, just in case they haven't been pasted before because I can't really manage both of those same time. So let's see. I'm going to paste a link is the link to

Where the presentation recording will be available. I think within 48 hours.

If you want to make an appointment with an advisor, following the presentation. Anything in the ego questions about, you can go to this link.

The

Study assist web page. So this is specifically to the job ready package. So those are changes that were just put in place before the start of 2021 but that study assist web. Web pages is the government's portal of providing information to students.

And is has a lot of valuable information about HECS-HELP the help making repayments, etc. So I think having pasted those things now try to navigate back to the presentation and

See how I go, let's see the same share so you wanted to see this.

Sorry, just one second.

Here's the table. So yeah, this is the repayment thresholds and this changes every year, presumably, it would increase every year. So this is if you're earning below just over 46,000 you were paying nothing. And then as you start to earn more you repay more percentage

Let's see. Any more question. So if you filled out the essay help form, can you pay the staff up front.

And so staff. Unfortunately, you can't change that by putting in a new application. So if you put in an application for essay help

You'll need to contact students central and tell them that you want to cancel your essay help application moving forward and and pay that upfront instead. So we have to cancel that ourselves. And you can't do that through StudentConnect

And then the question how does paying upfront work so

If you, as I mentioned, if you pay up front and you are using you've applied for HECS-HELP then that reduces the amount that is deferred to HECS-HELP as well. In, in, there's a discount for students who are eligible for HECS-HELP if you pay over \$500

Then you can get a discount of 10% for making upfront payments.

So that is

Bit of an incentive to pay up front and it reduces the, the overall amount that you pay as well as what you would need to pay back to the government later on.

Information about that would be available on the Web site.

Think I'll make one more call for final questions and then

We'll probably be able to end a few minutes early so if anyone has any further questions, please put them in the chat. Now, and if you have anything in the future. I said, You can schedule an appointment with an advisor or you can always contact student central as well.

Just to see if I can see the chat myself.

Great. Okay. Yeah, well, if no one has any further questions then thank you everyone for attending and

Sorry, I'm just getting a message from my team.

So just to reiterate about that date and discount for upfront payments, you get a 10% discount on what you've paid. So if you pay five

It's quite complicated. To summarize, but you get a discount for that amount that you've paid up front. So it's not 10% of your full tuition fees. It's 10% of the amount that you've paid

So, I'm sorry. I feel like I put that in a more confusing way then.

Then it's helpful. But basically, that you're not eligible for the discount if you pay less than \$500

But if you

If you pay \$500 or more than you're eligible for the discount and it's 10% of the amount you've paid. I think I've got an example. I'm just trying to get to.

The website to provide that to you.

Alright, great. So you can receive if you make a payment of \$500 or more

So if you make a payment of \$900 the government will pay 190 \$900 being \$100 so you get the benefit of reducing your fees by \$100 then you can pay the remainder of your student

Contribution with your ex help long, so that's if you've made a partial upfront payment of \$900 than \$100 would be covered by the discount and the remainder will be different to X help

So hopefully that example helps a little bit

Let's see.

Sorry for being clunky with presenting haven't really presented like this to a group this size so

Post a link to that in the chat. Yeah, I didn't mean to do that before so

Here's the Deakin frequently asked questions for the those changes that were just introduced for 2021

And it includes the example that I gave

Me just make sure there wasn't anything else. All right. I think if there's no further questions, then I will end the meeting early and you can find the recording link. I mean, recording at the link that I provided and yeah, thank you, everyone. And good luck with your studies in 2021