



Version	Approved by	Approval date	Effective date	Next full review
1.0	Deputy Vice-Chancellor Academic	8 June 2018	8 June 2018	June 2021
Procedure Statement				
Purpose	This Procedure specifies the eligibility criteria, application and approval processes and conditions for UNSW Student Loans.			
Scope	This Procedure applies to students currently enrolled in coursework and higher degree research programs, and UNSW enabling programs who apply for and are granted a UNSW Student Loan, and UNSW staff who are responsible for administering UNSW Student Loans.			
Are Local Documents on this subject permitted?	<input checked="" type="checkbox"/> Yes, however Local Documents must be consistent with this Procedure.			<input type="checkbox"/> No
Procedure Processes and Actions				

1. Purpose of UNSW Student Loans

UNSW is committed to providing students with a learning, teaching and research environment that will enable them to achieve their full potential. This includes the provision of financial support to students in need to assist them in the successful completion of their studies.

The UNSW Student Loan scheme provides interest free loans to students whose academic progress is, or may be, impeded due to financial difficulty or who require assistance to pay for costs associated with promoting their safety or wellbeing.

The scheme is self-sustaining as all loans are repayable.

2. Types of loans

2.1. Emergency Assistance Loans

Emergency Assistance Loans are designed to assist students experiencing unforeseen circumstances requiring urgent financial assistance.

These loans are available up to the value of \$200 in cash on the day and must be repaid within six months of the date of issue or prior to degree completion, whichever comes first. Apart from the application, no other supporting documentation is required.

2.2. Long Term Loans

Long Term Loans are designed to assist students with costs of personal or medical expenses, study supplies, materials or equipment, course related costs such as field trips, accommodation or relocation costs, laptop/computer costs, and other relevant costs (e.g. elite athlete program costs). A loan can be approved on a discretionary basis for other purposes provided the student meets the eligibility and approval criteria outlined in Section 3 and the Approving Officer is satisfied that the financial assistance will support the student to successfully complete their studies.

These loans are available up to the value of \$1500, although loans up to the value of \$4000 may be granted in exceptional circumstances. These exceptional circumstances may include, but are not limited to, the purchase of specialised computer software or artwork materials essential for the student's participation in their program. Additional documentary evidence in support of loan applications greater than \$1500 may be requested as part of the approval process. UNSW may grant loans over \$1500 if it is satisfied that the item is essential for the student's participation in the program and a capacity to repay the requested amount has been demonstrated. The Approving Officer may involve another staff member with the necessary level of financial delegation to approve the loan. All Long Term Loans must be repaid within 24 months of the date of issue or prior to degree completion, whichever comes first.

3. Loan criteria

3.1. Loan eligibility

To be eligible to apply for a Long Term Loan a student must have:

- Enrolled in UNSW coursework or higher degree research programs, and/or UNSW enabling programs (UNSW Preparation Program, UNSW Prep Program, and Indigenous Humanities Pathways Program) and have successfully completed one term or semester at UNSW, or, if in their first term or semester, the Census date for that term or semester must have passed.
- The capacity to repay the loan within the required timeframe or prior to their degree completion date, whichever comes first.
- An academic record which suggests that they are likely to be able to successfully complete their studies. As such, a student is required to be in good academic standing. The Approving Officer has authority to grant a loan where a student does not meet this criterion.
- No outstanding debts to UNSW, or, in the case of minimal debts to UNSW, be willing to borrow the additional amount to cover this debt, repay it immediately upon receiving the loan, and incorporate the additional amount into the repayment plan.

To be eligible for an Emergency Assistance Loan a student must be currently enrolled.

Whilst students must be enrolled in courses in order to apply for a loan, no further restrictions relating to the number of units of credit that a student must be enrolled in are enforced. This is the case for students applying for a loan in the first and subsequent term or semester of study.

Students on Study Abroad or Exchange programs are classified as non-award students and are not eligible for a student loan.

3.2. Loan restrictions

Examples where loans will not be granted include, but are not limited to:

- General living costs, if a student is receiving a scholarship that covers general living costs
- Repayment of existing debts or loans, except in cases of minimal debt (e.g. a small library fine) that may prevent the student's continuation at UNSW. In these cases, the debt amount must be incorporated into the loan repayment arrangements and the student must agree to repay the debt immediately upon receipt of the loan.
- Repayment of tuition fees.
- Luxury goods and services, such as jewellery and overseas travel.
- Travel/health insurance costs.
- Exchange Program Costs.

A student who already has a current loan cannot apply for another loan unless they:

- Repay the current loan; or
- Agree to combine the debt for both loans into their repayment plan and demonstrate a capacity to repay the renegotiated amount.

4. Application and approval

4.1. Loan application process

With the exception of Long Term Loans for students enrolled in a higher degree research (HDR) program who are applying for a loan for the purpose of materials and/or equipment, UNSW Sydney students applying for Long Term and Emergency Assistance Loans, and UNSW Canberra students applying for Long Term loans must submit their application to the Educational Support Service.

HDR students from UNSW Sydney and UNSW Canberra applying for a Long Term Loan for the purpose of materials and equipment only must submit their application to the Graduate Research School.

UNSW Canberra students applying for an Emergency Assistance Loan must apply through UNSW Canberra directly.

Applications must be accompanied by the required information and supporting documentation.

- **Long Term Loans:**
Students must provide a copy of the most recent bank statement, a quote for the purpose of the loan, and proof of income to demonstrate capacity to repay. For loans over \$1500, student may be

asked to provide additional supporting documentation by the Approving Officer.

- **Emergency Assistance Loans:**
No additional supporting documentation is required.

U.S. Federal Loans Scheme students must provide written authorization from UNSW International in order to be able to apply for a student loan.

Once all information has been submitted, students will be contacted within two weeks by the Approving Officer who may seek additional information, inform applicants of the outcome of the request and/or request their attendance at an individual interview. Delays may be caused if students do not provide all requested supporting documentation. For approved loan applications, students will be required to sign a loan contract and agree to a repayment arrangement and once complete the money should be transferred into the student's account within five business days, notwithstanding any delays resulting from bank or other institutional causes.

4.2. Loan approval process

Meeting the eligibility criteria and submitting required documentation does not guarantee that a loan application will be approved.

An Approving Officer may approve a loan application if all of the following are satisfied:

- It is for a purpose outlined in Section 2.
- It meets the eligibility criteria in Section 3 and any required documentation has been submitted as per Section 4.1, including any additional supporting documents requested by the Approving Officer.
- In the opinion of the Approving Officer, the loan will support the student's wellbeing and/or capacity to study.
- The Approving Officer is satisfied that the student has demonstrated a capacity to repay the loan within the required timeframe.

An Approving Officer may at their discretion:

- Approve a loan (within their level of financial delegation) that does not satisfy all loan criteria provided that an ability to repay the loan has been demonstrated and they believe that the financial assistance is necessary to enable the student to successfully continue in their studies.
- Deny an application for a loan or approve a lesser amount than the student applied for.

The Educational Support Service assesses and approves all Long Term Loan applications, excluding Long Term Loans for the purpose of materials and equipment for students enrolled in HDR programs, which are assessed and approved by the Graduate Research School. All applications for Emergency Assistance Loans by UNSW Sydney students are also assessed and approved by the Educational Support Service. UNSW Canberra assesses and approves Emergency Assistance Loan applications for UNSW Canberra students.

4.3. Loan conditions

Once the loan has been approved, the student is required to enter into a legal contract outlining the amount of the loan and the repayment schedule before the loan will be granted. The contract will set out the conditions of the loan, by which students will be legally bound. Contracts are prepared on the following basis:

- The loan amount must be repaid within six months for Emergency Assistance Loans or 24 months for Long Term Loans, or prior to degree completion, whichever comes first. A student is considered to have finished their degree a day after their final results are released. Students whose program completion date changes whilst holding a contract with UNSW for repayment of a student loan are required to inform UNSW as soon as they become aware of this, as it may result in the need to renegotiate their loan contract arrangements.
- All loans are interest free.
- Students are required to provide a residential and mailing address (if different) at the time of taking out the loan and ensure it is kept up to date on myUNSW.
- Students are required to spend the loan amount granted on the item/s for which the loan has been approved. Students may be required to submit evidence (e.g. a receipt) as verification of the purchase.
- Loan recipients are required to have made the negotiated repayment amount by the 28th of each calendar month. Students can pay this amount in instalments over the month or as a total amount.
- Where a student takes program leave whilst repaying a loan, they will be required to continue to repay the loan under the repayment arrangements negotiated as if they were still an active student.

- Students who discontinue their studies will be liable to repay their loans immediately upon submitting their request to discontinue their studies.
- Documentation for all loans (whether approved or not) will be retained on an individual student file for each student. Any personal information collected will be subject to the University's Privacy Policy.

Where a loan recipient:

- Is unable to meet their repayment schedule, they must immediately advise UNSW and renegotiate their loan contract. Students assessed by the Educational Support Service are to email: advisors@unsw.edu.au. Students assessed by the Graduate Research School are to email: domestic.grs@unsw.edu.au. Students assessed by UNSW Canberra are to email SAS@adfa.edu.au.
- Defaults on their repayments and does not renegotiate their loan, an enrolment block will be placed on their record and they may be referred to a debt collector according to local debt management guidelines.
- Takes program leave, they will be required to maintain repayments according to their negotiated contract arrangements as if they were still an active student.
- Discontinues their studies they will be liable to pay any outstanding balance immediately upon submitting their application for program discontinuation to UNSW.

Students who are unable to repay their loans immediately upon discontinuing their studies, due to hardship or other individual circumstances, must immediately advise UNSW and decisions relating to repayment arrangements in these circumstances will be made on a case by case basis.

Where a student fails to meet these loan conditions, UNSW will terminate the loan contract and may take legal proceedings to recover the outstanding balance of the loan. In addition, a block will be placed on the student record which will prevent graduation, any future enrolment, access to examination results, issuing of transcripts, and access to UNSW facilities and services.

5. Appeal process

A student who is dissatisfied with the outcome of their student loan application is entitled to appeal the decision by addressing their appeal to the Manager of the team that assessed their application.

In their appeal, students should outline the reasons why they feel the decision relating to their loan application was unfair. Some examples of unfairness may include, but are not limited to:

- Unreasonable decisions.
- Inconsistent application of policy or procedure.
- Denial of procedural fairness (a definition of procedural fairness can be found in the [Student Complaint Procedure](#)).

The decision of the Manager relating to the Loan Application is final. After having received a decision from the Manager of the team, or at any stage of the appeal process, students may contact UNSW Conduct and Integrity for further information about the [Student Complaint Procedure](#). Students are entitled to submit a complaint about the service they have received from UNSW in relation to the loan application process. The appeal to UNSW Conduct and Integrity cannot alter decisions relating to the granting of the loan.

6. Responsibilities

6.1. Student Life

Student Life is responsible for the administration of the UNSW Student Loans Scheme (excluding relevant Long Term Loans to HDR students and Emergency Assistance Loans to UNSW Canberra students).

The Director, Student Life determines loan types and eligibility criteria and authorises action against a student who has defaulted on a loan. The Director, Student Life is responsible for authorising the Approving Officers who grant loans within the Educational Support Service.

The Educational Support Service is responsible for the administration of the UNSW Student Loans Scheme for students enrolled in coursework programs, UNSW enabling programs, and HDR research students who are applying for an Emergency Assistance Loan, or a Long Term Loan due to personal circumstances, medical and/or health needs.

In these circumstances, the Educational Support Service:

- Assesses and approves student loans; and
- Ensures that effective credit control procedures and debt register checks operate when granting student loans.

6.2. Student Central

Student Central is responsible for:

- Processing student loans approved by the Educational Support Service.
- Liaising with UNSW Finance regarding payment arrangements.
- Monitoring loan repayments and taking action in relation to defaulted loan payments.

6.3. Graduate Research School

The Graduate Research School (GRS) is responsible for the administration of the UNSW Student Loans Scheme for HDR students applying for Long Term Loans for the purpose of materials and equipment (including laptops and computers). Within the GRS, the Assistant Manager or Manager, Admissions & Scholarships is responsible for authorising the Approving Officers to grant loans.

In these circumstances, the GRS:

- Assess and approve student loans.
- Ensure that effective credit control procedures operate when granting student loans.
- Liaise with UNSW Finance regarding payment arrangements.
- Monitor loan repayments and takes action in relation to defaulted loan payments.

6.4. UNSW Finance

UNSW Finance is responsible for ensuring loan repayments by students are credited toward their accounts and for complying with guidelines related to debt collection and management.

6.5. UNSW Canberra

UNSW Canberra is responsible for:

- Assessing and approving Emergency Assistance Loans for UNSW Canberra students.
- Ensuring that effective credit control procedures and debt register checks operate when granting student loans.

6.6. The Student

The student is responsible for:

- Ensuring that repayments are made in accordance with the loan contract.
- Contacting Student Central, the Educational Support Service, the Graduate Research School or UNSW Canberra (as appropriate) if their financial circumstances have changed, they are experiencing difficulties in making repayments or they need to renegotiate their loan contract.
- Ensuring that their personal details are correct on the UNSW central records system, via myUNSW.

Accountabilities	
Responsible Officer	Deputy Vice-Chancellor Academic
Contact Officer	Director, Student Life
Supporting Information	
Legislative Compliance	This procedure supports the University's compliance with the following legislation: Nil
Parent Document (Policy)	Student Code of Conduct
Supporting Documents	Financial Management and Student Loans - guidelines for undergraduate and postgraduate course work students HDR Scholarships and Financial Support guidelines for postgraduate research students

Related Documents	Student Complaint Procedure			
Superseded Documents	Nil			
File Number	2018/14522			
Definitions and Acronyms				
Approving Officer	Staff member authorised by UNSW to assess and approve student loan applications and take action in relation to defaulted loans. The Approving Officer may be part of the Educational Support Service or the Graduate Research School. They have absolute discretion to approve loans on exceptional and compassionate grounds within their level of financial delegation.			
Revision History				
Version	Approved by	Approval date	Effective date	Sections modified
1.0	Deputy Vice-Chancellor Academic	8 June 2018	8 June 2018	New Procedure