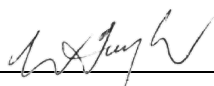


Policy Name	STUDENT SERVICES AND AMENITIES FEE
Policy Number	G021_PO (Governance)
Purpose	The purpose of this policy is to advise enrolled students about the Student Services and Amenities Fee (SSAF) to which they may be subject in accordance with the <i>Higher Education Support Act (2003)</i> .
Scope	This policy applies to all students in all higher education courses delivered by Whitehouse Institute of Design, Australia, at its campuses and locations. The SSAF will take effect from 16 September 2019.
Policy Statement	This policy outlines Whitehouse’s approach to the Student Services and Amenities Fee (SSA Fee) as detailed in the <u>Student Services, Amenities, Representation and Advocacy Guideline</u> , under the Higher Education support Act (2013). The policy, with the accompanying procedures provide detailed advice to students and staff of Whitehouse on its implementation related to: <ul style="list-style-type: none"> • information about the SSA Fee; • which students are required to pay the fee, and which are exempted; • advice on payment amounts; • when payment is required; • payment options, methods and implications for students; • penalties for non-payments; • advice to students seeking assistance or fee refunds; including • appeals based on exceptional circumstances; and • the types of services and amenities provided and how the fees will be allocated and spent.
Relevant Legislation	<ul style="list-style-type: none"> • 2016 Higher Education Support Act (2003) – Student Services, Amenities, Representation and Advocacy Guidelines https://www.legislation.gov.au/Details/F2013C00519 • Higher Education Standards Framework (Threshold Standards) 2021 • Education Services for Overseas Students Act 2000 (ESOS) • Commonwealth Register of International Courses for Overseas Students (CRICOS)
Key Related Documents	<p>Notification to cancel or defer enrolment policy and procedure</p> <p>Exceptional Circumstances (re-credit FEE_HELP or Tuition Fee Refund) policy</p> <p>Exceptional Circumstances (re-credit FEE_HELP or Tuition Fee Refund) procedure</p> <p>Application for student fee refund form</p> <p>Student Representative Council Terms of Reference</p> <p>Access and Equity Policy</p> <p>Access and Equity Procedure.</p>
Definitions	<p>SSAF: Student Services and Amenities Fee.</p> <p>Census Date: The last date when a provider finalises student enrolments.</p>
Responsible Officer	Executive Director

Approval Authority/ Authorities	Joint Executive Directors Academic Board.		
Date Approved	20/12/2023		
Date of Commencement	21/12/2023		
Date for Review	21/12/2026		
Documents superseded by this Procedure	N/A This is the first iteration of this policy.		
Amendment History	12/2023 Re-approval.		
Signed and dated for Whitehouse Pty Ltd		<u>Les Taylor</u>	<u>20/12/2023</u>
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Students Academic Board Executive Management Academic Staff Administration Staff