

# ARTENA user forum

## 17 May 2017



We help New Zealanders to help themselves to be safe, strong and independent  
Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

# Overview of StudyLink

## What is StudyLink?

- StudyLink is a service delivery function of the Ministry of Social Development.
- In order to assist as many New Zealanders as possible to realise the benefits of a tertiary qualification the New Zealand government makes a significant contribution towards the cost of tertiary education.
- The Student Loan and Student Allowance Schemes are part of this contribution, providing the financial means to allow people the opportunity to improve their skills and learning.
- Each year, StudyLink approves approximately 300,000 applications, for a Student Loan and/or Student Allowance and pays out more than \$1B in fees to education providers.
- Our processing centre will receive around one million pieces of work for the year and about 70% of that work comes in from between November and March.



# At a glance

## *As at 30 June 2016*

- 731,754 people had a student loan with a nominal total loan balance of \$15.3B
- Average loan balance is \$20,983 (median \$14,904)
- Estimated median repayment (for those that took out loan in 2014) is 8.4 years (6.5 years – NZ, 17 years – overseas)

## *Since the loan scheme began in 1992*

- \$23,146 million has been borrowed.
- \$11,480 million in repayments made.
- Over 490,000 loans have been fully repaid.

Source: [www.educationcounts.govt.nz](http://www.educationcounts.govt.nz) – Student Loan Scheme Annual Report 2015/16



# Median debt and repayment time

2014		Median leaving balance	Median post-study repayment time (years)
All	Level 1-4 certificates	\$9,430	8.0
	Level 5-7 diplomas	\$16,500	9.3
	Bachelors and graduate certificates/diplomas	\$29,610	8.9
	Postgraduate	\$32,410	7.8
Male	Level 1-4 certificates	\$8,820	6.8
	Level 5-7 diplomas	\$17,650	9.0
	Bachelors and graduate certificates/diplomas	\$31,380	8.6
	Postgraduate	\$35,720	7.8
Female	Level 1-4 certificates	\$9,970	8.8
	Level 5-7 diplomas	\$15,760	9.5
	Bachelors and graduate certificates/diplomas	\$28,790	9.0
	Postgraduate	\$30,670	7.8

**Source:** Statistics New Zealand IDI and Ministry of Education Student Loans Integrated Model.

**Notes:**

1. The population is those who studied and completed a qualification in 2014, and then did not study in 2015. It does not include those who continued to study in 2015 nor those who failed to complete their qualification.
2. Post-study repayment times are a mixture of real experience and modelling.



# How we can help

## **Student Allowance**

- A Student Allowance is a weekly payment to eligible full-time students to help with living expenses. The payment is based on the financial and personal circumstances of the student and their family. This doesn't need to be paid back.

## **Student Loan**

- The Student Loan is made up of three parts - compulsory fees, course-related costs and living expenses. This is a loan and needs to be repaid (so students should be encouraged to only borrow what they need).

## **Jobseeker Support Student Hardship**

- The Jobseeker Support Student Hardship is a weekly payment to help students in financial hardship during their study break when they have no other means to support themselves. Apply early – at least 4 weeks prior to break.

## **Additional help**

- Students may be eligible for additional support for childcare, food grants or emergencies.





# Other support

## **Urgent or unexpected costs**

- If students have to pay for something urgently, get an unexpected bill, or have a personal emergency, we may be able to help.

## **Examples**

- Food
- Accommodation
- Power, gas and water bills or heating
- Dental treatment
- Glasses
- Whiteware (eg, fridge, freezer, washing machine)
- Car repairs (

## **Another cost**

- If they have a cost that's urgent or unexpected that is not listed here, we might still be able to help.



# Things to bear in mind

- There's a limit to how long you can get a Student Allowance for and how many Student Loans you can get in your lifetime.
- Student Loan
  - 7 EFTS Limits (8 x 15 credit papers = 1EFTS)
- Student Allowance
  - under 40 – 200 weeks
  - 40 and over - 120 weeks
- Students can check how much you have used on MyStudyLink



# MyStudyLink

MyStudyLink lets students manage their transactions with us online. They can:

- claim course-related costs
- check
  - the status of applications
  - what evidence we need so we can process their application
  - if we've received documents they've sent us
  - mail from us
- view previous transactions and next payments
- view and update
  - Student Loan living costs
  - personal information, eg:
    - contact details
    - bank account number
  - study details, eg:
    - education provider
    - course start and end dates
    - student ID number

Returning students can view and accept their Student Loan contract using MyStudyLink.





# Submitting documents

- Connect is the easiest and fastest way for students (their partner and/or parents) to send us any evidence, application forms or additional information.
- Students can check in MyStudyLink – under “Documents Received” to see if they've been received.
- [www.connect.co.nz](http://www.connect.co.nz) - sign in using your RealMe login.
- Once submitted, it can take up to 48 hours for MSD to receive them. Usually, we'll process any documents within 5 working days (but this may take longer during our peak times).
- **Helpful hints:** Remind students to check the document is readable before sending. Remember if the document is evidencing *identity* it needs to be verified to be accepted.



# Applying as a returning student

- If a student has a study break of more than 3 weeks, their payments will stop. Those that can't get a full-time job during a study break may be eligible for alternative support.
- If they're studying for more than one year they need to reapply for any loans and allowances each year of study.
- The process is easier and it won't take as long as we already have a lot of information about them.



# Continuing from last semester

We may be able to extend a Student Loan and Student Allowance application, if:

- the application was approved for less than 52 weeks
- extending the study would not make it be approved for longer than 52 weeks.

Students can email us with 'Student Loan - Fees' as the topic, or call us.



# Passing requirements

- To continue to receive a Student Loan or Student Allowance student's must meet certain performance tests
- Student Loan – pass at least 50%.
- Student Allowance – pass more than 50%.
- See [www.studylink.govt.nz](http://www.studylink.govt.nz) for details



# Changes in circumstances

Notwithstanding the fact that we get study information from providers, students still have a legal obligation to let us know of any change in their study and/or personal circumstances, eg declaring income, or address changes.

They can do this using their online account (MyStudyLink).

While studying, students can manage their Student Loan through Inland Revenue, for example: repayments, balance queries or obligations if travelling overseas.





# Withdrawals – advising MSD

For programmes commencing on or after 1 January 2017 new TEC funding conditions were introduced in relation to the reporting of withdrawals to MSD.

## 4.3 Reporting Withdrawals to the Ministry of Social Development (Studylink)

In addition to any other Conditions requiring you to report Withdrawals of enrolments, you must report the Withdrawal of students to the Ministry of Social Development (Studylink) within 5 working days of each Withdrawal. This is to enable student loans and student allowances to be cancelled as soon as possible.

## 4.5 Refunding fees for Withdrawals

If fees are to be refunded to a student, you must, as soon as reasonably practicable, pay the refund:

- (a) to the Ministry of Social Development, if the student paid the fees using the Student Loan Scheme, or
- (b) directly to the student.

Additionally the definition of a withdrawal was updated to mean

a student ceasing to participate in a course, programme or training scheme, by notice from the student to your organisation that they wish to withdraw participation or as a result of non-attendance or non-participation by a student at your organisation for any reason, and whether or not the student has been refunded any fees and **Withdraw** and **Withdrawn** have corresponding meanings.

We will be issuing some further guidance about how to advise MSD of student withdrawals. The next few slides outline the current **draft** of those instructions.

# Scenarios and responses

## **Complete withdrawal prior to study start date, enrolment cancelled, nothing will be reported in the SDR**

- VoS response should be sent with Name, Date of Birth, Client Number, Student ID, and:
- a 'Withdrawn' status
- No further details should be entered.

## **Complete withdrawal on or after study start date, enrolment cancelled, nothing will be reported in the SDR**

- VoS response should be sent with Name, Date of Birth, Client Number, Student ID, and:
- a 'Withdrawn' status
- No further details should be entered.



# Scenarios and responses

## **Complete withdrawal after study start date, enrolment to be reported in the SDR**

- VoS response should be sent with Name, Date of Birth, Client Number, Student ID, and:
- a 'Withdrawn' status
- the start date
- an end date which is the date the student withdrew
- the programme code
- the final EFTS value for the enrolment, which you will report in your SDR
- the SOF code which funds the greater proportion of the student's EFTS



# Scenarios and responses

## **Complete withdrawal from a future study period, while currently in study**

- VoS response should be sent with Name, Date of Birth, Client Number, Student ID, and:
- the start date
- an end date which is new study end date
- the programme code
- the EFTS value for the current enrolment
- the SOF code for the enrolment (as per the VoS rules for SOF)
- The status field should be empty; this is a 'confirmed VoS response'.



# Scenarios and responses

## Programme change

### **Complete withdrawal from a programme, no enrolment in the old programme to be reported in SDR**

- VoS response should be sent with Name, Date of Birth, Client Number, Student ID, and:
- the start date (this may have changed)
- the end date (this may have changed)
- the new programme code
- the EFTS value for the current enrolment
- the SOF code for the enrolment
- The status field should be empty; this is a 'confirmed VoS response'.

### **Complete withdrawal from a programme, some enrolment in the old programme to be reported in SDR**

- VoS response should be sent for *each* programme. VoS for the old programme should advise Name, Date of Birth, Client Number, Student ID, and:
- a 'Withdrawn' status
- the start date of the old programme
- an end date which is the date the student withdrew from the programme
- the old programme code
- the final EFTS value for the old programme, which you will report in your SDR
- the SOF code for the enrolment
- Second, VoS response for the new programme should advise Name, Date of Birth, Client Number, Student ID, and:
- the start date of the new programme
- the end date of the new programme
- the new programme code
- the EFTS value for the current enrolment
- the SOF code for the enrolment
- The status field should be empty; this is a 'confirmed VoS response'.





# Scenarios and responses

## **Withdrawal (incomplete) from a course, unit or module, but not the programme within refund period**

- VoS response should be sent with Name, Date of Birth, Client Number, Student ID, and:
- the start date (this may have changed)
- the end date (this may have changed)
- the programme code
- the EFTS value for the current enrolment
- the SOF code for the enrolment
- The status field should be empty; this is a 'confirmed VoS response'.



# Scenarios and responses

## **Withdrawal (incomplete) from a course, unit or module, but not the programme after refund period**

- *Potential solution:* Split VoS response - Confirmed VoS response using XX programme code for withdrawn study, confirmed VoS response for on-going study. These can be sent concurrently.
- One 'withdrawn' VoS response should be sent with Name, Date of Birth, Client Number, Student ID, and:
  - a 'Withdrawn' status
  - start date of the withdrawn course(s)
  - end date of the withdrawn course(s)
  - a programme code ending with XX (eg. '7001XX' for University of Auckland)
  - the EFTS value for the enrolment which has been withdrawn from
  - the SOF code which funds the greater proportion of the student's EFTS
- Second 'confirmed' VoS response should be sent with Name, Date of Birth, Client Number, Student ID, and:
  - start date of the on-going enrolment
  - end date of the on-going enrolment
  - the programme code of the on-going enrolment
  - the EFTS value for the on-going enrolment
  - the SOF code which funds the greater proportion of the student's EFTS



# Key points

- You are not required to advise MSD of a student withdrawal where no 'confirmed' VoS response has previously been sent (no change to this requirement).
- Substitution of one course (paper, unit, or module) for another does not require a new VoS to update us, provided that (i) we wouldn't see anything different in VoS from what was previously advised, and (ii) the transfer is completed within 5 working days of the withdrawal. For example: student substitutes a course with equivalent fees and EFTS within the same programme and study dates.
- We should never receive a 'confirmed' or 'withdrawn' VoS response with 0 EFTS as a means to indicate a withdrawal. These responses may create debts as they decline applications for the entirety of the study period or may not apply and our system does not register the withdrawal has occurred. A 0.001 EFTS VoS response causes the same issues should not occur for the same reasons.



# Questions?



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