



Short Term Student Loan Program Guidelines

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1. LOAN DETAILS

1.1. From time to time students present themselves to staff in need of financial assistance. In recognition of this, Charles Sturt University has approved the allocation of funds in the form of a Short Term Loan for the purpose of assisting students who are experiencing genuine financial hardship and whose welfare or academic success may suffer as a result.

1.2. Loans will be for an amount up to \$2000.00.

1.3. Loans are available to eligible students to assist with meeting temporary shortfalls and expenses associated with the educational requirements of their course and/or costs associated with remaining enrolled in the course.

1.4. Loans can be used to meet expenses such as:

- Textbooks, readers, journals
- Course equipment
- Travel and accommodation costs for compulsory placements or residential schools
- Study related equipment such as a computer
- General and ongoing living expenses where there is a temporary shortfall
- Bond and rent in advance, if relocating for study-related reasons
- Emergency medical and dental expenses

1.5. Loans would generally not be approved for:

- Tuition fees
- On-campus accommodation fees or any other University associated fee
- Utilities bills
- Holidays or leisure travel
- Payment of conference expenses including travel
- Non-compulsory and/or extracurricular activities
- Debt consolidation
- Purchase of cars
- Financial penalties (University or other)

1.6. Applicants are limited to one loan at a time.

1.7. Loans would generally not be granted until after Census date for 1st year students, especially for loans of a substantial amount.

1.8. The Office of Student Safety and Wellbeing in conjunction with the Division of Finance is responsible for the assessment, allocation and administration of this loan.

2. DEFINITIONS

2.1. Active Student: A student who is enrolled in subject/s in the current/commencing session. This excludes students on approved Leave of Absence

2.2. Commencing Student: A student enrolled in, and undertaking, subjects in their first year of study at CSU.

2.3. Continuing student: A student enrolled in, and undertaking, subjects in their second and subsequent years of study at Charles Sturt University.



2.4. Domestic Student: Means a student with a permanent home address in Australia who is:

- An Australian citizen
- A New Zealand citizen
- A diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative; or
- A student with an Australian permanent visa.

3. POLICY

3.1 To receive this loan, a student must meet the eligibility criteria in these guidelines and complete an application form.

3.2 Applications with incorrect or no supporting documentation will not be assessed until the documentation has been provided.

3.3 Charles Sturt University will treat any information provided by the applicant within the terms of relevant privacy legislation. See Charles Sturt University's privacy policy for further information

3.4 Due to privacy laws, any discussion of a loan application or recipient must take place only with the loan applicant/recipient and their nominated Guarantor (if applicable).

3.5 The information collected will be used by authorised University staff to assess eligibility and administer the loan program. The information may also be used for assessment purposes for other scholarships, grants and equity programs across the University. Recipient names and email addresses may be made available to departments within the University for marketing and research purposes. No details will be used externally for any reason without the recipient's consent. Students should be aware that they provide information of their own free will.

3.6 Personal and health information provided by the applicant will not be made available to any person within the University or external organisation for any other purpose without the applicant's consent, except where it may be a legal requirement of the University to provide information.

4. ELIGIBILITY CRITERIA

4.1 To be eligible for a loan a student must be:

- an active student currently enrolled in Charles Sturt University course;
- a commencing student or continuing student at Charles Sturt University;
- a domestic student
- have no outstanding debt to Charles Sturt University;
- making satisfactory academic progress;
- and able to demonstrate that they have the capacity to repay the loan within the specified timeframe without experiencing ongoing financial hardship due to the loan repayments.

5. GUARANTEES

5.1 If the student has completed less than 64 credit points of study, they may borrow up to \$299 without a guarantor. If the student has completed more than 64 credit points of study, they may borrow up to \$599 without a guarantor.

5.2 The stated limits are guidelines only and students may be required to provide guarantees for lesser amounts.



5.3 Guarantors must complete and sign the Guarantee Form. Guarantee Forms must be provided to CSU from the Guarantor's own email address or original signed hard copy.

5.4 The Student Liaison Officer will contact the Guarantor to confirm that the Guarantor is aware of the conditions of the loan, the responsibilities associated with providing a Guarantee and that a credit check will be performed against their name.

5.5 The Loans Officer, Division of Finance will conduct a formal credit check on the Guarantor to assess their suitability to act in this role.

5.6 Where a Guarantor is found to be unsuitable, the loan will not be approved. The student will be given the opportunity to provide another Guarantor.

6. OFFER PROCESS

Application

6.1 Students are required to complete an application form and provide current supporting documentation where appropriate.

6.2 Students are required to attend an interview with a Student Liaison Officer.

Selection

6.3 Applicants will be assessed in accordance with the eligibility criteria and information provided. Loans are assessed on the basis of financial need. Information about the student's ongoing income and expenses will be considered when recommending a loan for approval.

6.4 Applicants will be assessed on the basis of financial need. Information about the student's ongoing income and expenses will be considered when recommending a loan for approval.

6.5 Consideration will be given to the expected future duration of study at Charles Sturt University.

Outcome

6.6 All applicants, both successful and unsuccessful, will be informed in writing of the outcome of their application.

6.7 Successful applicants must complete a Loan Agreement form to accept their loan offer.

7. PAYMENT

7.1 Loan funds will generally be paid directly to the supplier(s) of the items for which the funds have been requested.

7.2 Loan funds will only be paid directly to applicants at the discretion of the Loans Officer, Division of Finance. Students can register bank details with Charles Sturt University on the Student Administration website by going to Your Personal Details to enter or change bank details.

7.3 The receipt of a loan is a privilege and as such should not be transferred.

8. REPAYMENT

8.1 The loan should be repaid in full within 40 weeks of the loan being granted, or when a student ceases to be a currently studying student at Charles Sturt University, whichever is soonest.

8.2 The date of the first and final repayments, frequency of repayments and amount of repayments will be set out in the Loan Agreement to be signed by the student. The Loans Officer, Division of Finance will also email the student a schedule of repayments on payment of the loan funds.

8.3 Loan repayments are to be made either through the Charles Sturt University online payment system or in person at the Cashier's Office on campus.



8.4 Loan repayments must be made on or before the agreed due dates. If a repayment is unable to be made as required, an extension of time must be sought by emailing Revenue Services finar@csu.edu.au prior to the due date.

8.5 Any extension of time granted will not affect the student's obligations to repay the loan as set out in the agreement. Rewriting of a loan will only be granted under extenuating circumstances and must be arranged through the Division of Student Services.

8.6 Loans will be interest free and usually fee free, provided the student repays the loan in the manner set out in the agreement.

8.7 Students with overdue loans may be charged an administrative fee of \$10 each time the Division of Finance is required to contact them regarding an overdue loan repayment.

8.8 A Loan Default Reporting Fee of \$50 may be applied, in addition to other reasonable costs incurred, if it is required to report default of this agreement to a mercantile or other agency for collection purposes.

8.9 If suitable arrangements are not made for repayment of overdue loans, the Division of Finance will initiate debt collection proceedings.

9. FOLLOW-UP AND RECOVERY

9.1 Students must comply with the agreed repayment schedule as set out in the Loan Agreement.

9.2 Repayment reminders and follow-up for late or non-payment will be undertaken by the Division of Finance.

9.3 Students who do not apply or make satisfactory alternate arrangements with the Division of Finance may be liable for penalties.

9.4 If normal University follow-up action fails to recover an outstanding loan a debt collection agency may be used to recover the outstanding amount.

9.5 Students who suffer demonstrated personal hardship or other exceptional circumstances accepted by the University Loans Committee may be recommended to the Executive Director, Division of Finance, to have their debt written off. Under no circumstances will the University Loans Committee approve a grant to a student.

10. PENALTIES

10.1 Students with overdue loans may be charged an administrative fee \$10 each time the Division of Finance is required to contact them regarding an overdue loan repayment.

10.2 Where the repayment schedule has not been maintained and repayments are overdue, examination grades will be withheld at the end of session, re-enrolment will be refused and graduation will be postponed until the loan is discharged.

10.3 A Loan Default Reporting Fee of \$50 may be applied, in addition to other reasonable costs incurred, if it is required to report default of this agreement to a mercantile or other agency for collection purposes.

11. PROVISION OF FALSE INFORMATION

11.1 If Charles Sturt University knows or has reason to believe that a loan recipient has provided false or misleading information to Charles Sturt University in relation to the loan, Charles Sturt University will immediately:

- provide the student with an opportunity to explain; and
- re-assess the student's entitlement to the loan.



12. APPEALS

12.1 Students may appeal a decision made in regard to their loan application by requesting in writing that the decision be referred to the University Loans Committee. If you wish to lodge an appeal please email finance.slo@csu.edu.au

13. RELEVANT LEGISLATION

- 13.1 The following legislation, as amended from time to time, is directly relevant to these guidelines:
- 13.2 Higher Education Support Act 2003;
- 13.3 Freedom of Information Act 1982;
- 13.4 Privacy Act 1988 (Cwlth) as amended in the Privacy Amendment (Private Sector) Act 2000 (Cwlth);
- 13.5 Privacy and Personal Information Protection Act 1998 (NSW); and
- 13.6 Health Records and Information Privacy Act 2002 (NSW).

14. AMENDMENTS

14.1 Amendments may be made to these guidelines from time to time by the Charles Sturt University Division of Student Services.

15. VERSION CONTROL

Date	Version	Author	Description/Amendments
January 2019	1.0	Student Liaison Officer (Finance)	First version for 2019
August 2019	1.1	Student Welfare and Finance Adviser	Update for brand and role title changes

