

Appendix 3

Student Services and Amenities Fee Guidelines

The Student Services and Amenities Fee Guidelines ('the Fee Guidelines') will be a legislative instrument made under proposed amendments to the *Higher Education Support Act 2003* (HESA).

The Fee Guidelines will specify the purposes for which any compulsory services and amenities fee ('the fee') can be used; and prescribe the administrative arrangements for the fee, including those relating to SA-HELP.

The Fee Guidelines will apply to higher education providers that choose to charge the fee and that would also be required to provide access to SA-HELP. Individual higher education providers are expected to consult their student body on the specific uses of the fee within the guidelines.

Proposed amendments to HESA will require that providers must not spend the funds collected from the fee to provide support to a political party, or to support a candidate for political office. The amendments also impose a similar prohibition on any person (including organisation) who receives any such funds from the provider (in relation to the use of those funds).

The uses of the fee to provide student services and amenities will need to be over and above those services required by the **National Access to Services Benchmarks**.

The fee will also be able to be used for enhancements to academic support services that are over and above those required by the **National Student Representation and Advocacy Protocols** and are within the allowable uses of the fee.

Revenue from the fee may be used directly by the higher education provider or provided to third party services and amenities providers for the provision of allowable services for students.

Allowable uses of the fee in relation to services and amenities may include the categories listed below. In all cases the purpose would include but not be limited to, the direct provision of the service or amenity, the provision of infrastructure (including new construction) and subsidies that would reduce the price that students may have to pay.

(a) food and beverages;	Relating to the provision of food and beverage services available to students on campus.
(b) sports and recreation;	Relating to the support of sports and recreation activities for students.

(c) clubs and societies	Relating to the administrative support for student clubs and societies.
(d) child care;	Relating to the provision of child care services for students.
(e) legal services;	Relating to the provision of legal services for students, including for example, employment of legal officers and contributions to community legal centres.
(f) health care;	Relating to the provision of health care and welfare services, including non-academic counselling, for students.
(g) housing;	Relating to the provision of services to assist students to secure housing and accommodation.
(h) employment;	Relating to the provision of employment and career advisory services for students.
(i) financial services;	Relating to the provision of financial assistance services for students.
(j) visual arts, performing arts and audio visual media;	Relating to support for student visual and performing arts and audio visual media activities.
(k) debating;	Relating to the support for student debating activities.
(l) libraries and reading rooms;	Relating to the provision of services and support for libraries and reading rooms (other than the provider's academic libraries and student study areas).
(m) student media;	Relating to support for the production and dissemination to students of student media (including radio, television, newspapers, audio-visual media and internet publications).
(n) academic support;	Provision of specific skills training and advocacy services to assist with advice on matters arising under the academic and procedural rules and regulations of the higher education provider.

(o) personal accident insurance for students;	Relating to the provision of personal accident insurance for students.
(p) orientation information;	Relating to the provision of orientation information and activities over and above those required by the Access to Services Benchmarks .
(q) support services for overseas students; and	Relating to the provision of services for overseas students over and above those required by the <i>National Code of Practice (Standard 6 – Student Support Services)</i> and the National Access to Services Benchmarks (for example, welfare, accommodation and employment services targeting the specific needs of overseas students).

Items not included in the above list would require Ministerial and Parliamentary approval as an amendment to the Fee Guidelines (and be subject to Parliamentary disallowance).

Student Services, Amenities, Representation and Advocacy Guidelines

The Student Services, Amenities, Representation and Advocacy Guidelines ('the Guidelines') will be a legislative instrument made under proposed amendments to the *Higher Education Support Act 2003* (HESA). Higher education providers (HEPs) that receive funding under the Commonwealth Grant Scheme will be required to satisfy the Guidelines which detail the **National Access to Services Benchmarks**, relating to the provision of information on, and access to, student support services of a non-academic nature and the **National Student Representation and Advocacy Protocols**, relating to mechanisms for opportunities for student representation and access to advocacy services.

The Benchmarks and Protocols are intended to ensure that higher education providers give appropriate attention to a range of essential student support services and that enrolled students are able to participate in the decision making processes of the HEP through opportunities for democratically elected student representation.

Part 1 – National Access to Services Benchmarks

Part 1 of the Guidelines is the **National Access to Services Benchmarks**. These Benchmarks set out the services which HEPs are to provide information on, and access to, for enrolled students.

1. HEPs must provide an orientation program for all enrolled students.
 - a) An orientation program should be accessible to all enrolled students, including allowing for those enrolling at different entry points.
 - b) An orientation program may provide relevant information to enrolled Students in a number of ways. This might include electronically on the HEP's website, via email, SMS broadcasts or pod casts, in written or oral form.

HEPs must ensure that enrolled students are provided with information on and access to available:

- a) **Health services**

These services will include medical and emergency health services, mental health services and health-related counselling. HEPs must not charge students when making a referral to an external provider.
- b) **Welfare services**

These services will include services to assist with accommodation, financial matters, legal concerns and employment. HEPs must not charge students when making a referral to an external provider.

HEPs must ensure that where they provide services directly to enrolled students trained and qualified staff are engaged to meet the needs of enrolled students under each Benchmark.

HEPs are expected to consider the varying and differing circumstances of the enrolled student body in determining the level of support at a particular campus.

Part 2 – National Student Representation and Advocacy Protocols

Part 2 of the Guidelines is the National Student Representation and Advocacy Protocols.

These Protocols set out a framework that ensures there are opportunities for the interests of enrolled students to be considered in institutional decision making. These Protocols also aim to ensure that independent advocacy services are available to all enrolled students.

A HEP must provide enrolled students with the opportunity to participate in a process to democratically elect student representatives:

- a) Student representatives must be students enrolled at the relevant HEP.
- b) The form of student representation will be established through consultation between enrolled students at the relevant HEP.
- c) In meeting this obligation a HEP is to meet the necessary and reasonable costs of conducting valid and transparent polls for this purpose.

A HEP must publish the details of the mechanisms, approved by the governing body of that HEP, by which students would be consulted by the HEP.

- a) A HEP must consult with students to identify the best way of satisfying the Protocols at that HEP.
- b) A HEP must consult with students regarding the provision of non-academic services and amenities funded by the proceeds of a compulsory services and amenities fee.

A HEP must provide adequate and reasonable support resources and infrastructure for elected student representatives to carry out their functions on behalf of enrolled students.

A HEP must provide enrolled students with access to independent advocacy services in relation to matters arising under the academic and procedural rules and regulations of the HEP.