



SCHOLARSHIPS AND FINANCIAL ASSISTANCE

POLICY AND PROCEDURES

Commencement Date: 14 December 2015

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1 INTRODUCTION

SCHOLARSHIPS AND FINANCIAL ASSISTANCE MANUAL

This manual is a compilation of policies and procedures relating to the provision of scholarships and financial assistance to students of Curtin University.

The full title of the manual is *Scholarships and Financial Assistance - Policy and Procedures*. It may be referred to and cited as the *Scholarships and Financial Assistance Manual*.

The *Scholarships and Financial Assistance Manual* rescinds and replaces the following policy and procedures with effect from the date of approval by Academic Board:

- **Financial Assistance for Overseas Study (OS-HELP) Policy and Procedures**

All policies and procedures contained in this Manual will remain in force until amended or repealed by the Academic Board.

APPROVAL DETAILS

<u>Endorsed:</u>	Academic Services Committee	5 November 2015
<u>Approved:</u>	Academic Board (Policies)	27 November 2015
	Chair, Academic Services Committee	14 December 2015

Academic Registrar
27 November 2015

2 SCOPE OF POLICY AND PROCEDURES

Refer to each section of the manual for details regarding the scope of the policy and each supporting procedure.

POLICY

3 SCHOLARSHIPS AND FINANCIAL ASSISTANCE

1. PURPOSE

To provide a framework for the provision of scholarships and financial assistance to students of the University.

2. POLICY STATEMENT

Scholarships

- 2.1 Scholarships may be offered by the University at an undergraduate and postgraduate degree level and provide support (financial and/or other support) to assist students.
- 2.2 Scholarships are created and offered on the basis of set criteria and encompass the strategic direction and vision of the University and sponsor/donor.
- 2.3 The University will adhere to relevant federal, state and University guidelines in the description, assessment and awarding of funds.
- 2.4 Where the University is responsible for the selection of scholarship recipients, it will ensure a fair and equitable selection process for scholarships applicants.

Financial Assistance

- 2.5 An Emergency Student Loan is available to provide temporary assistance to alleviate factors that may impact an eligible student's ability to continue their studies.
- 2.6 OS-HELP loan assistance is available to eligible Commonwealth supported students and provides financial assistance to undertake periods of study with overseas higher education institutions, if certain requirements are met, internationalising the overall student learning experience.
- 2.7 Procedures for OS-HELP will outline a standard process for administering OS-HELP assistance, provide a transparent, fair and equitable application and selection process, for determining eligibility for and granting of financial assistance under the OS-HELP program.

3. RESPONSIBILITY FOR IMPLEMENTATION, COMPLIANCE MONITORING, MEASURING AND CONTINUAL IMPROVEMENT

These management positions are responsible for implementation and compliance monitoring of the policy in their work areas:

- Deputy Vice-Chancellor, Academic – Implementation and Compliance Monitoring (Undergraduate, Honours, Postgraduate coursework (excluding doctoral scholarships) Scholarships.
- Academic Registrar – Measuring and Continual Improvement (Undergraduate, Honours, Postgraduate coursework (excluding doctoral scholarships) Scholarships.
- Deputy Vice-Chancellor, Research (Higher Degree by Research and Doctoral Coursework) Scholarships.
- Associate Deputy Vice-Chancellor Research Training (Higher Degree by Research and Doctoral Coursework) Scholarships.

4. SCOPE OF POLICY

All students

5. DEFINITIONS

(Note: Commonly defined terms are located in the [Curtin Common Definitions](#). Any defined terms below are specific to this document)

Applicant

A person who is applying for a scholarship offered through or by Curtin University.

Emergency Student Loan

An interest free loan that is available to assist eligible Curtin students experiencing financial difficulties of an unforeseen and isolated nature.

Scholarship

Support provided to a student, or on behalf of a student, to assist with expenses associated with study at Curtin.

Student

Any person enrolled in a course/unit at the University.

6. SUPPORTING PROCEDURES

- Scholarships Administration (**see Section 4**)
- Establishing a Scholarships (**see Section 5**)
- Advertising a Scholarship (**see Section 6**)
- Application and Selection (**see Section 7**)
- Awarding a Scholarship (**see Section 8**)
- Student Services Scholarships Office - Scholarships Monitoring, Payment and Cessation (**see Section 9**)
- Graduate Research School – Post-Award Administration (**see Section 10**)
- Emergency Student Loans (**see Section 11**)
- OS-HELP Loans (**see Section 12**)

7. RELATED DOCUMENTS/LINKS

[Rule No. 10 Made Pursuant to Statute No. 12 – Enrolment: Degree of Doctor by Research](#)

[Rule No. 11 Made Pursuant to Statute No. 12 – Enrolment: Degree of Master by Research](#)

[Made Pursuant to Statute No. 12 - Enrolment Rules \(General\)](#)

[Higher Education Support Act \(2003\)](#)

[Education Services for Overseas Students \(ESOS\) Act](#)

[Competition and Consumer Act](#)

Policy Compliance Officer	Jon Yorke , Academic Registrar
Policy Manager	Deputy Vice-Chancellor, Academic
Approval Authority	Academic Board
Review Date	1 st April 2019

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Version	Approved/ Rescinded	Date	Committee / Board / Executive Manager	Approval / Resolution Number	Key Changes and Notes
NEW	Approved	25/11/2011	Academic Board	AB 186/11	Attachment 4 to Document No 01214/11
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	Amended	27/11/2015	Academic Board	AB 194/15	Attachment C to Item 11.3 (AB only approves amended policies within the manual)

PROCEDURES

4 SCHOLARSHIPS ADMINISTRATION

4.1 Legislation/Enterprise Agreement/Policy Supported

4.1.1 Scholarships and Financial Assistance Policy

4.2 Procedural Details

4.2.1 The relevant Scholarships Office will be notified of all scholarships offered by Curtin University, to ensure all scholarships are centrally advertised.

ADMINISTERING AREA	SCHOLARSHIPS ADMINISTERED
Student Services Scholarships Office	<ul style="list-style-type: none">UndergraduatePostgraduate coursework (excluding doctoral scholarships)
Postgraduate Research Scholarships Office	<ul style="list-style-type: none">Higher Degrees by Research

4.2.2 Honours student scholarships may be administered by the relevant School or Department.

4.2.3 Where there is doubt about a specific type of scholarship administration, this will be determined on a case by case basis by the appropriate Scholarships Office staff member in consultation with the relevant areas.

4.2.4 A scholarship will have the eligibility, application and selection criteria clearly stated.

4.2.5 The relevant Scholarships Office may, at its discretion, publicise other scholarships available to Curtin students, from sources outside the University.

4.2.6 Information on individual scholarships will be accessible to all students on the Curtin website at <http://scholarships.curtin.edu.au/>

4.2.7 Exceptions to ongoing scholarships administered by the Student Services Scholarships Office will be approved by the Academic Registrar. A small number of externally or internally funded scholarships for undergraduate or postgraduate coursework (excluding doctoral scholarships) international students may also be administered by the Student Services Scholarships Office or International Office.

4.2.8 The Postgraduate Research Scholarships Office is responsible for post-award administration of all Higher Degree by Research stipend payments. Some scholarships make provisions for other allowances and these may be administered by the Postgraduate Scholarships Office of the enrolling area depending on the type of scholarship.

4.2.9 Exceptions to ongoing Higher Degree by Research scholarships administered by the Postgraduate Research Scholarships Office will be approved by the Associate Deputy Vice-Chancellor, Research Training.

4.3 Scope of Procedures

4.3.1 All students.

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5 ESTABLISHING A SCHOLARSHIP

5.1 Legislation/Enterprise Agreement/Policy Supported

- 5.1.1 Scholarships and Financial Assistance Policy
- 5.1.2 Naming Rights Procedures

5.2 Procedural Details

- 5.2.1 The establishment of a new scholarship will be planned and transparent and involve consultation with relevant stakeholders.
- 5.2.2 New scholarships may receive funding from a variety of sources including; government, central university funds, faculty or school/department funds, individuals, businesses or external organisations.

Types of Scholarship Awards

- 5.2.3 Newly established scholarships may offer differing types of assistance for scholarship recipients.

Notifications and Approvals Required

- 5.2.4 If the funding is from a philanthropic source, the Director of Advancement will be notified of the scholarship.
- 5.2.5 In order to minimise the likelihood of multiple approaches being made, the Executive Engagement Group will be contacted prior to any approach to prospective industry partners, corporations or individuals for undergraduate or postgraduate coursework (excluding doctoral) scholarship or prize support.
- 5.2.6 If funding for an existing undergraduate or postgraduate coursework (excluding doctoral) scholarship is likely to end before the applicant ceases their course of study, the Advancement Office may be contacted to seek advice on fundraising and/or methods to raise the required funding from philanthropic sources.
- 5.2.7 Any scholarship initiated within a faculty of the University and funded by that faculty, school or department, will be approved by the relevant Pro Vice-Chancellor.
- 5.2.8 The name of a scholarship and use of the sponsor/donor(s) name will be in accordance with the *Naming Rights Procedures*.

5.3 Scope of Procedures

- 5.3.1 All students.

5.4 Schedules

- 5.4.1 Schedule 1 – Coursework Scholarship (excluding doctoral) Establishment Process Flowchart (see Section 15)
- 5.4.2 Schedule 2 – Higher Degree by Research Scholarship Establishment Process Flowchart (see Section 15)

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6 ADVERTISING A SCHOLARSHIP

6.1 Legislation/Enterprise Agreement/Policy Supported

- 6.1.1 Scholarships and Financial Assistance Policy
- 6.1.2 Disclosure of Personal Information Procedures
- 6.1.3 Media Procedures
- 6.1.4 Advertising Procedures
- 6.1.5 Competition and Consumer Act 2010

6.2 Procedural Details

- 6.2.1 The University endeavours to advertise scholarships accurately in order to minimise the likelihood that scholarships are described in a way that could be interpreted as misleading or deceptive.
- 6.2.2 When appropriate, scholarship recipients may be asked to participate in media activities for the promotion of their scholarship and the University.

6.3 Scope of Procedures

- 6.3.1 All students.

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7 APPLICATION AND SELECTION

7.1 Legislation/Enterprise Agreement/Policy Supported

- 7.1.1 Scholarships and Financial Assistance Policy
- 7.1.2 Conflict of Interest Procedures

7.2 Procedural Details

- 7.2.1 The selection of recipients for a scholarship will be based on the published selection criteria for the scholarship.

Advice to Applicants

- 7.2.2 All applicants applying for an advertised scholarship will be notified of the outcome of their application.

Scholarship Selection Panels

- 7.2.3 Where a selection panel is convened, it will ideally have at least three (3) members, satisfy gender balance and endeavour to include people from diverse backgrounds. Membership of selection panels may vary and will be determined on a case-by-case basis depending on the source of funding and/or purpose of the scholarship.
- 7.2.4 The quorum for all scholarship selection panels is two (2) members. If the scholarship is University funded, quorum requires one of the two (2) members to be a Curtin staff member.
- 7.2.5 Where funding for an undergraduate or postgraduate coursework (excluding doctoral) scholarship is from a business/industry/corporate sponsor, a representative of the sponsor will normally form part of the selection panel. A Curtin staff member will be present for all interview/selection panels for these externally funded scholarships to ensure a fair and equitable selection process.
- 7.2.6 Where funding is deemed to be a charitable donation, the donor will not form any part of the selection panel.
- 7.2.7 Staff members will disclose any conflict of interest in accordance with the *Conflict of Interest Procedures*.
- 7.2.8 Higher Degree by Research scholarship recipients may be nominated by the enrolling area dependant on the source/s of funding.

7.3 Scope of Procedures

- 7.3.1 All students.

7.4 Schedules

- 7.4.1 Schedule 32 – Coursework Scholarship (excluding doctoral) Application Process Flowchart (see Section 15)
- 7.4.2 Schedule 4 – Coursework Scholarship (excluding doctoral) Selection Process Flowchart (see Section 15)

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8 AWARDING A SCHOLARSHIP

8.1 Legislation/Enterprise Agreement/Policy Supported

8.1.1 Scholarships and Financial Assistance Policy

8.2 Procedural Details

Advice to Applicants

8.2.1 All students awarded a scholarship will be notified and provided with the relevant acceptance documents.

8.2.2 All acceptance documentation will be completed and returned to the administering scholarships office before acceptance of a scholarship is formalised.

Scholarship Terms and Conditions/Conditions of Award

8.2.3 Each scholarship will have terms and conditions/conditions of award clearly stated.

8.2.4 The terms and conditions/conditions of award will be provided to all successful scholarship recipients.

8.2.5 The scholarship conditions will specify duration and other details for the scholarship and for categories of support.

8.2.6 The scholarship conditions will clearly state any specific commitment the scholarship recipient must make in order to take up the scholarship.

8.2.7 A recipient accepting an offer of a scholarship is required to sign the terms and conditions/conditions of award as confirmation of their agreement.

Scholarship Award Ceremonies

8.2.8 Scholarship Award Ceremonies may be organised for particular categories of scholarships.

8.2.9 The area administering the scholarship will liaise with the relevant departments of the University to ensure the appropriate organisation of the Scholarship Award Ceremony.

8.2.10 Guests and attendees will not be charged fees to participate in or attend Scholarship Award Ceremonies.

8.3 Scope of Procedures

8.3.1 All students.

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9 STUDENT SERVICES SCHOLARSHIPS OFFICE - SCHOLARSHIP MONITORING, PAYMENT AND CESSATION

9.1 Legislation/Enterprise Agreement/Policy Supported

- 9.1.1 Scholarships and Financial Assistance Policy
- 9.1.2 General Debtors Procedures

9.2 Procedural Details

Scholarship Monitoring

- 9.2.1 Scholarship monitoring is a process undertaken to determine if scholarship recipients are abiding by the terms and conditions of their scholarship.
- 9.2.2 Scholarship monitoring may include but is not limited to:
 - Academic progression monitoring;
 - Re-assessment of personal circumstances; and
 - Enrolment monitoring.

Scholarship Payment

- 9.2.3 Payments may be paid to the recipient directly in the form of money or other financial benefit.
- 9.2.4 Payments may be made indirectly, in the form of a financial obligation paid on behalf of the student.

External Funding

- 9.2.5 Where an external sponsor/donor is funding a scholarship administered by Curtin University, the sponsor/donor will be contacted prior to the date funding ceases, to review the continuation, value and aims of the relevant scholarship.

Cessation

- 9.2.6 Scholarships may be cancelled in accordance with the conditions provided in the terms and conditions of the recipient's scholarship.
- 9.2.7 If a scholarship is to be cancelled, the recipient will be notified in writing and provided the opportunity to appeal.
- 9.2.8 Any appeal will be submitted in writing to the Manager, Scholarships Office c/o Student Services, Bentley Campus within ten (10) working days of notification of the scholarship cancellation.
- 9.2.9 If a recipient's scholarship is cancelled, the University may reclaim any stipend or other scholarship related funding.

9.3 Scope of Procedures

- 9.3.1 All students except:
 - Higher Degree by Research students; and
 - Doctoral Coursework students.

9.4 Schedules

- 9.4.1 Schedule 5 – Coursework Scholarship (excluding doctoral) Monitoring, Payment and Cessation Flowchart (see Section 15)

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10 GRADUATE RESEARCH SCHOOL - POST-AWARD ADMINISTRATION

10.1 Legislation/Enterprise Agreement/Policy Supported

- 10.1.1 Scholarships and Financial Assistance Policy
- 10.1.2 General Debtors Procedures

10.2 Procedural Details

Scholarship Monitoring

- 10.2.1 Scholarship monitoring is a process undertaken to determine if scholarship recipients are abiding by the terms and conditions of their scholarship.
- 10.2.2 Scholarship monitoring may include but is not limited to:
 - Academic progression monitoring;
 - Re-assessment of personal circumstances; and
 - Enrolment monitoring.

Scholarship Payment

- 10.2.3 Annual stipends are payable to recipients on a fortnightly basis.
- 10.2.4 Payments may be made indirectly, in the form of a financial obligation paid on behalf of the student.

Cessation and Suspension

- 10.2.5 Scholarships may be cancelled/suspended in accordance with the conditions of award of the recipient's scholarship.
- 10.2.6 If a scholarship is approved for cancellation/suspension, the recipient will be notified in writing and provided the opportunity to appeal.
- 10.2.7 Any appeal will be submitted in writing to the Postgraduate Research Scholarship Office c/o the Graduate Research School, Bentley Campus within ten (10) working days of notification of the scholarship cancellation.
- 10.2.8 The University may reclaim any stipend overpayment resultant of scholarship cancellation/suspension.

10.3 Scope of Procedures

- 10.3.1 All students except:
 - Undergraduate students; and
 - Postgraduate coursework (excluding doctoral) students.

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11 EMERGENCY STUDENT LOANS

11.1 Legislation/Enterprise Agreement/Policy Supported

- 11.1.1 Scholarships and Financial Assistance Policy
- 11.1.2 General Debtors Procedures

11.2 Procedural Details

Emergency Student Loan Limit

- 11.2.1 An Emergency Student Loan is limited to a maximum amount of \$2000, will be disbursed by electronic bank transfer or cheque and have an expected repayment date of six (6) months from the date the loan is approved.
- 11.2.2 An Emergency Student Loan is not available to eligible Curtin students to assist with expenses associated with studying, such as tuition fees and incidental charges or to supplement income, to repay existing commercial debt (e.g. a bank loan or credit card debt) or for recreational expenses.

Emergency Student Loan Eligibility Criteria

- 11.2.3 To be eligible to apply for an Emergency Student Loan, a student will:
 - Have a current enrolment in an award course at a Curtin location within Australia, excluding Curtin Sydney;
 - Have no outstanding debt to Curtin. Outstanding debt may include fines, charges, tuition fees and payment plans;
 - Be able to demonstrate temporary, unexpected financial need and provide documentation to support their situation;
 - Provide documented evidence to demonstrate capability to repay the loan;
 - Demonstrate that the circumstances that have led to the need for a loan are not due to avoidable or inappropriate behaviour by the student; and
 - Have not been found guilty of student misconduct.
- 11.2.4 If a student applying for an Emergency Student Loan has a history of late payment of fees and charges, this may be taken into consideration when assessing the application.
- 11.2.5 Some examples of situations that may warrant favourable consideration include, but are not limited to:
 - Unexpected expenses arising from illness or death of a family member;
 - Urgent accommodation and living expenses resulting from an unexpected change in normal circumstances; and/or
 - Urgent and unexpected medical expenses.

Emergency Student Loan Application Process

- 11.2.6 A designated Student Services Scholarships Officer will be the first point of contact for student loan matters.
- 11.2.7 For the purposes of these procedures, the Scholarships Officer responsible for the administration of Emergency Student Loans is referred to as a Loans Officer.
- 11.2.8 To apply for an Emergency Student Loan, a student will complete and submit to the Loans Officer the appropriate application form (as prescribed by the Academic Registrar) and provide the relevant supporting documentation that demonstrates their financial need.
- 11.2.9 If a student is under the age of eighteen (18), a parent or guardian will provide their written consent for the student to apply for the loan.

Documentation Requirements

- 11.2.10 To be considered for a loan, the student will provide, where requested:
- Details of personal income, expenditure and assets;
 - Identification (for proof of number and age of dependants); and
 - A clearly written statement explaining the reasons for the loan request.
- 11.2.11 The type of documentation required to support a loan application may include, but is not limited to:
- Proof of employment or income (i.e. payslips/statement of Centrelink payments);
 - Copy of bill/quote of the required payment;
 - Accommodation bond (invoice or receipt);
 - Bank statement indicating transactions and savings;
 - Quotes for optometry/physiotherapy/dental or other medical costs; and/or
 - Official letters of support or authorisation; e.g. from Embassies or educational institutions, medical or counselling staff.

Student Support

- 11.2.12 Students who experience difficulties that impact adversely on their loan repayments will contact the Loans Officer immediately for advice on their situation.
- 11.2.13 Students may also seek additional support from the Counselling and Health Services, Guild Student Assist, Student Advisors and/or Student Services at Bentley campus.

Repayment Terms and Conditions

- 11.2.14 The terms and conditions for Emergency Student Loan repayments are included in the formal loan agreement that will be signed by the applicant.
- 11.2.15 The terms and conditions contained in the Emergency Student Loan agreement are legally enforceable and legal channels of recourse are available to both parties.

Default in Repayments

- 11.2.16 Unless otherwise negotiated with the Loans Officer, failure to repay the loan as per the agreed schedule may incur a financial penalty. It will be the responsibility of the debtor to bear all expenses, fees and reasonable costs incurred by the University when an account of outstanding debt is referred to a debt collection agency for recovery.

Appeals Process

- 11.2.17 Students are able to appeal a decision of rejection of an Emergency Student Loan.
- 11.2.18 The appeal will be relevant to the case and be supported by appropriate documents and evidence.
- 11.2.19 The appeal will demonstrate that the student has followed the relevant procedures.
- 11.2.20 The appeal will include new information not previously considered by the Loans Officer.
- 11.2.21 Appeals will be submitted in writing to the Manager, Scholarships Office c/o Student Services, Bentley Campus within ten (10) working days of notification of the loan application outcome.

Responsibility of Loans Officer

- 11.2.22 The Loans Officer will be responsible for:
- Providing information to students regarding Emergency Student Loans;
 - Assessment of Emergency Student Loan applications;
 - Monitoring funding used for Emergency Student Loans; and
 - Providing quarterly reports to the Manager, Scholarships Office on the Emergency Student Loan program.

11.2.23 Compliance with the *Emergency Student Loans policy* will be monitored through regular audits.

11.3 Scope of Procedures

11.3.1 All students except:

- Open Universities Australia (OUA) students;
- Undergraduate or postgraduate coursework International Offshore students; and
- Curtin Sydney Students.

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12 OS HELP LOANS

a. Legislation/Enterprise Agreement/Policy Supported

- i. Higher Education Support Act (*HESA*)
- ii. OS-HELP Guidelines 2013
- iii. Scholarships and Financial Assistance Policy

b. Procedural Details

- i. Section 118-1 of *HESA* sets out the criteria for entitlement to OS-HELP assistance.
- ii. Section 118-2 of *HESA* sets out the criteria for entitlement to the Supplementary Asian language loan.
- iii. Criteria for selection is articulated and limited by the government.
- iv. A student will apply to and be selected by the University to receive OS-HELP assistance or the supplementary Asian language loan.
- v. The amount of OS-HELP assistance is limited to a maximum and minimum amount for each period of study, and will be published by the Student Services Scholarships Office.
 - The amount of maximum funding available to the institution is determined by the government.
 - The maximum OS-HELP (overseas study and Asian language study) amount, for a period of six (6) months, will be advised annually and as defined by *HESA* or Regulations or Guidelines issued under *HESA*.
 - The minimum OS-HELP (overseas study and Asian language study) amount, for a period of six (6) months, will be determined by the University.
- vi. In respect of the amount requested by each eligible student, the University may approve the full amount, or approve a smaller amount, or decline to approve any amount.
- vii. An OS-HELP loan will cover a period of six (6) months.
- viii. A student may only be granted a maximum of two (2) OS-HELP loans.
- ix. A student is ineligible for an OS-HELP loan in relation to any period, if that student has already been granted OS-HELP assistance through another higher education provider either for that entire period, or a portion of that period.
- x. A student incurs a debt to the *Commonwealth* if, under the OS-HELP scheme, the *Commonwealth* makes a loan to the student. The amount of the OS-HELP debt is the loan amount.
- xi. The OS-HELP debt is taken to have been incurred on the day on which the University, on the *Commonwealth's* behalf, paid the amount to the student.
- xii. The indebtedness may be voluntarily discharged or compulsorily discharged in accordance with the provisions of Part 4-2 of *HESA*.
- xiii. The debt is indexed in accordance with Part 5-6 of *HESA*.

Application for OS-HELP assistance

- xiv. Applications will be submitted to the Student Services Scholarships Office by the published deadline.
- xv. Applicants will be notified of the outcome in writing. This will be provided either within two (2) months of receipt of the application or within two (2) months of the application closing date, whichever is later. A notification of an offer of OS-HELP assistance will include the amount of the assistance to be provided, and the conditions for accepting the offer of assistance.
- xvi. When the offer is made prior to the publication of results, the offer of OS-HELP assistance will be conditional on satisfactory academic performance.

Selection and offer for OS-HELP assistance

- xvii. Each eligible application will be considered.
- xviii. Selection for OS-HELP assistance will be provided based on the following criteria:
 - Academic merit - determined by the grades achieved by the student in units completed;
 - Where two (2) eligible students have equally meritorious academic records, other factors such as membership of equity groups, or any other disadvantage, or previous receipt of OS-HELP assistance, may be taken into consideration; and
 - Other relevant considerations e.g. absence of any proven misconduct, or other problems which have warranted a reprimand, or other penalty.
- xix. An offer of an OS-HELP Loan will lapse if the OS-HELP Debt Confirmation form is not completed and submitted to the Student Services Scholarships Office within thirty (30) working days from the date on the offer letter.

Withdrawal of OS-HELP assistance

- xx. If the University has offered OS-HELP assistance to a student, but has not yet paid the OS-HELP amount to the student, the University will withdraw the offer of OS-HELP assistance to a student if the University determines that the student does not or will not meet the provisions for entitlement to OS-HELP assistance in section 118-1 of *HESA*.
- xxi. If the University knows or has reason to believe that a student in receipt of OS-HELP assistance has provided false or misleading information to the University in that student's application for OS-HELP assistance, the University will immediately notify the Department responsible for administering OS-HELP of the suspected offence, and provide any information requested by the Department.

Payment of OS-HELP assistance

- xxii. The student will complete, sign and lodge a *Commonwealth OS-HELP Debt Confirmation Form* before payment may be made.
- xxiii. Payment of OS-HELP assistance to the student will be in one (1) instalment and will be made at least two (2) weeks prior to commencement of the student's overseas study.
- xxiv. A *Commonwealth Assistance Notice* will be provided to the student within 28 days of the student receiving the OS-HELP assistance.
- xxv. Any assistance to be provided to an eligible student will be determined having regard to the total amount of funds available.

Appeals

- xxvi. An appeal will only be considered if
 - the complaint relates to the procedure which was followed, to consider the application for OS-HELP assistance; and
 - the application for OS-HELP assistance was lodged on time, with all relevant documentation provided to the advertised submission address.
- xxvii. A student who wishes to appeal will do so, in writing within ten (10) working days of notification of the outcome of the OS-HELP application, to the Academic Registrar stating the reasons for the appeal.
- xxviii. On receipt of the appeal, the Academic Registrar will:
 - Acknowledge receipt of the appeal within five (5) working days; and
 - Notify the student, in writing, of the decision within ten (10) working days after acknowledgement of the appeal.
- xxix. A student who considers that he or she has been unfairly or improperly treated in the appeals process may lodge a complaint as outlined in the University's *Complaints Policy*.

c. Scope of Procedures

- i. Eligible Commonwealth Supported Students.

Policy Compliance Officer	Jon Yorke , Academic Registrar
Policy Manager	Deputy Vice-Chancellor, Academic
Approval Authority	Chair, Academic Services Committee
Review Date	1 st April 2019

REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Date	Committee / Board / Executive Manager	Approval / Resolution Number	Key Changes and Notes
NEW	Approved	25/11/2011	Academic Board	AB 186/11	Attachment 4 to Document No 01214/11
	Administratively Updated	13/05/2015	Director, Legal and Compliance Services		Committee website link updated
	Amended	14/12/2015	Chair, Academic Services Committee	EM1523	Unconditional

ADDITIONAL INFORMATION

13 INTERPRETATION

Where there is any doubt as to the interpretation or administration of the policies and procedures contained within the *Scholarships and Financial Assistance Manual*, the Academic Registrar is responsible for determining the matter.

14 DEFINITIONS

Commonly defined terms are located in the [Curtin Common Definitions](#). Any defined terms below are specific to all sections of this manual.

An **Applicant** is a person who is applying for a scholarship offered through or by Curtin University.

An **Award Course** means a structured combination of units approved by the University Academic Board which when completed qualifies the student for an award from Curtin.

Emergency Student Loan refers to an interest free loan that is available to assist eligible Curtin students experiencing financial difficulties of an unforeseen and isolated nature.

A **Loans Officer** refers to Scholarships Officers, Senior Scholarships Officers, Deputy Manager and Manager, Scholarships Office in relation to the administration of Emergency Student Loans.

A **Scholarship** is support provided to a student, or on behalf of a student, to assist with expenses associated with study at Curtin.

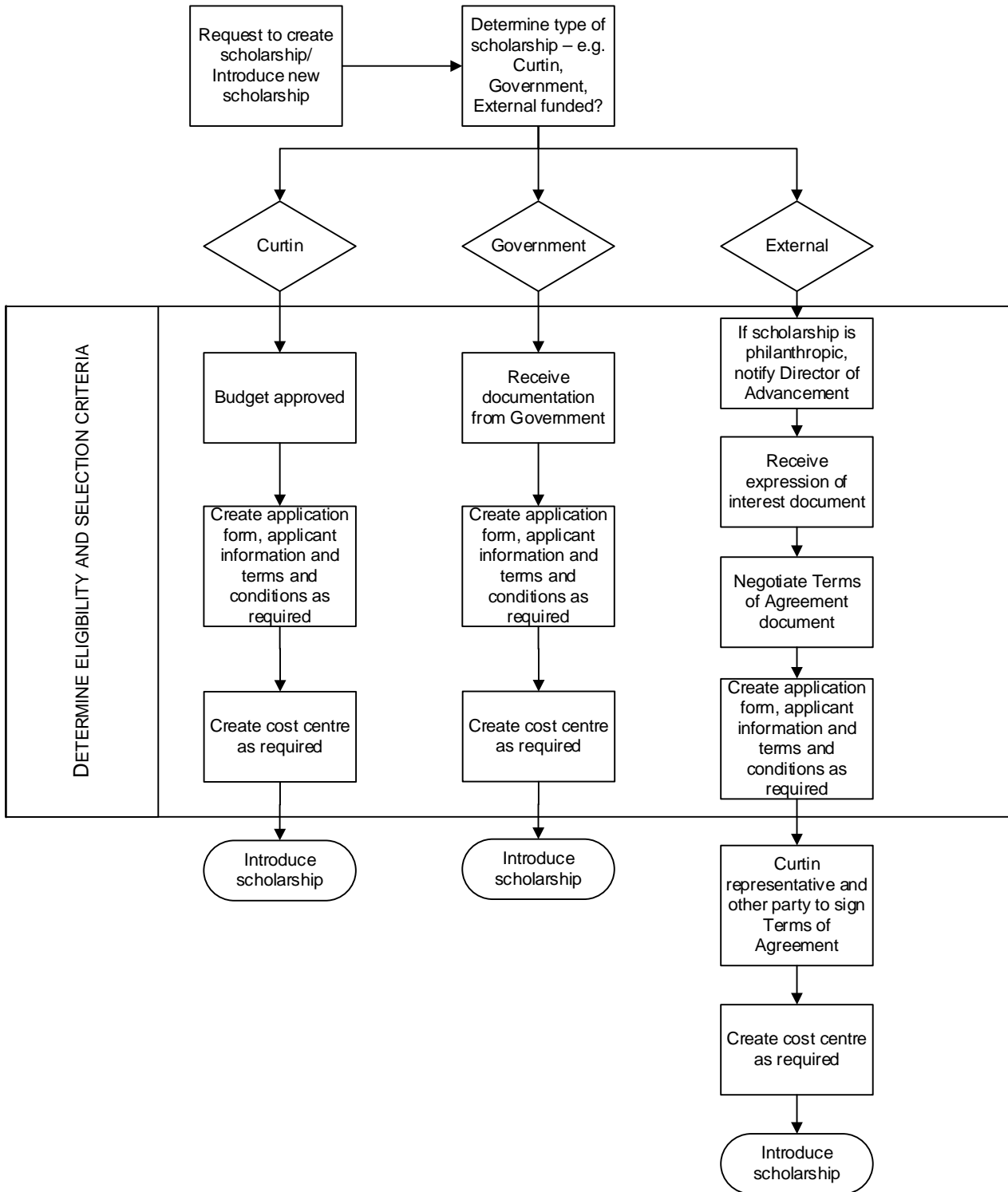
Scholarship Monitoring is a process undertaken to determine if scholarship recipients are abiding by the terms and conditions of their scholarship.

A **Student** means any person enrolled in a course/unit at the University.

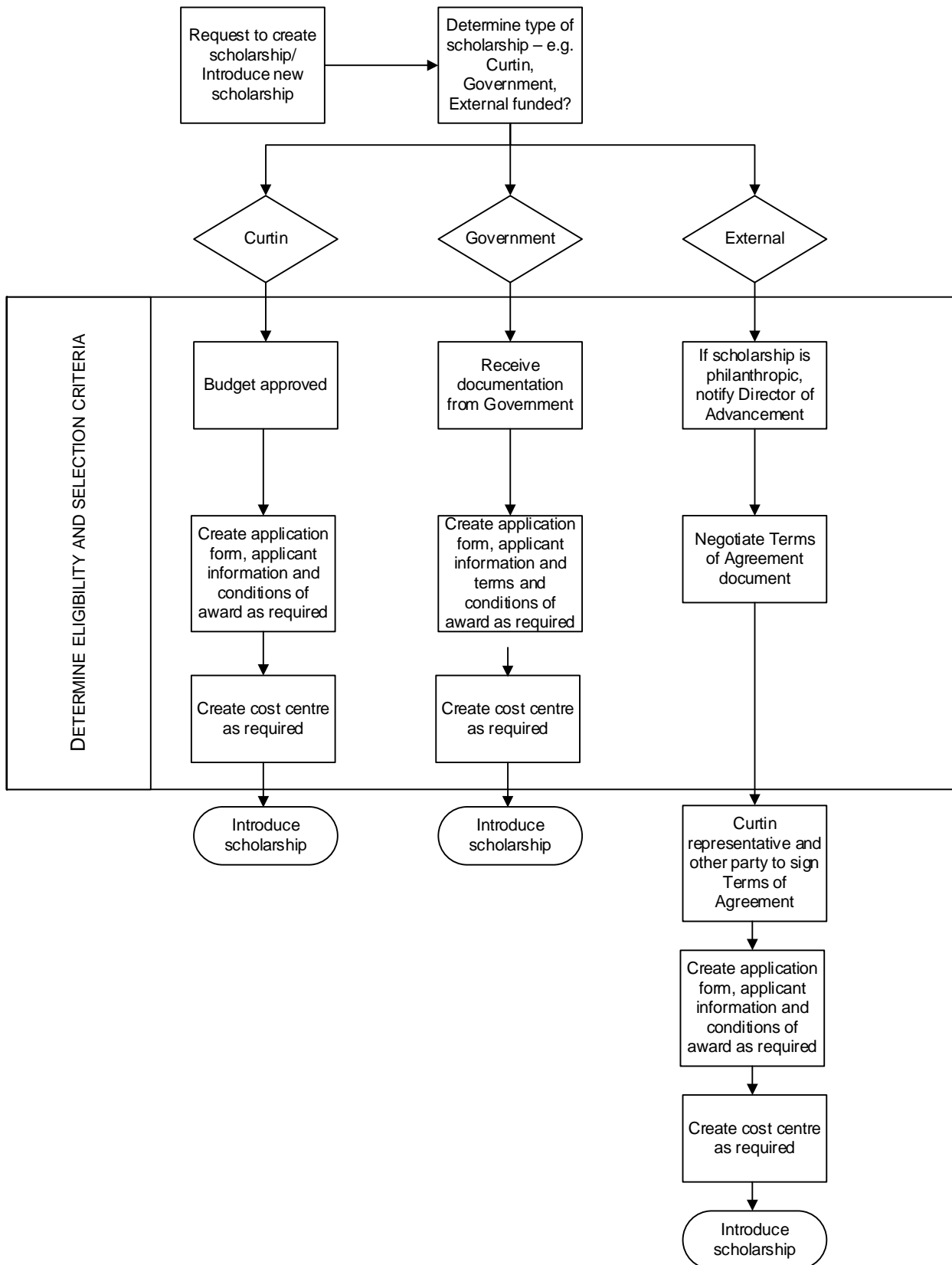
A **Working Day** is defined as all days Monday to Friday including all State, country and religious observances. However with the exception of the 5 day Easter observance; i.e. Good Friday to Easter Tuesday inclusive and the 14 day University Christmas/New Year break; i.e. from the Monday of the first week until the Sunday of the second week inclusive.

15 SCHEDULES (1 to 5)

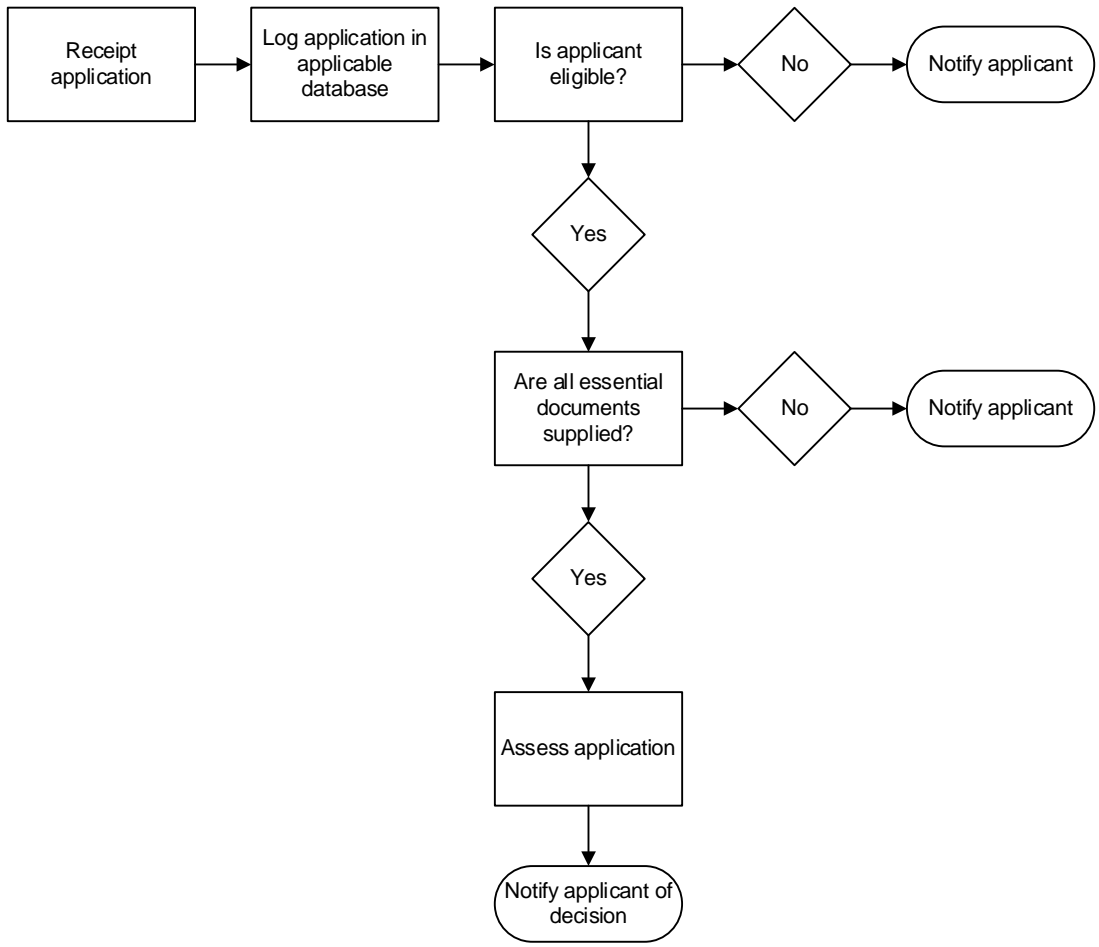
SCHEDULE 1: Coursework Scholarship (excluding doctoral) Establishment Process Flowchart



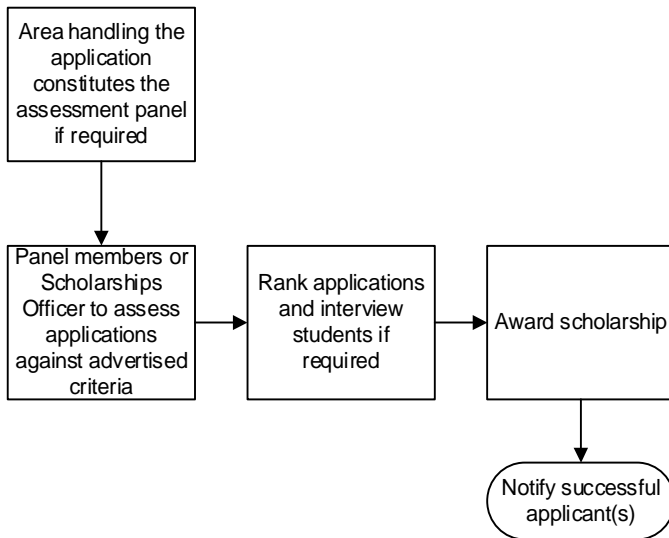
SCHEDULE 2: Higher Degree by Research Scholarship Establishment Process Flowchart



SCHEDULE 3: Coursework Scholarship (excluding doctoral) Application Process Flowchart



SCHEDULE 4: Coursework Scholarship (excluding doctoral) Selection Process Flowchart



SCHEDULE 5: Coursework Scholarship (excluding doctoral) Monitoring, Payment and Cessation Flowchart

