STUDENT FEES SECTION

Student Fees Banner Procedures for Student Centre Staff - 2008
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What are the important dates for fees?

<table>
<thead>
<tr>
<th>Study period</th>
<th>Census Date</th>
<th>Invoice/Receipt published on Student Connect - Managing Your Studies</th>
<th>Payment Due Date</th>
<th>Cancellation Date for Non-Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer A</td>
<td>14-Jan-08</td>
<td>03-Dec-07</td>
<td>02-Jan-08</td>
<td>12-Feb-08</td>
</tr>
<tr>
<td>Summer B</td>
<td>11-Feb-08</td>
<td>07-Jan-08</td>
<td>04-Feb-08</td>
<td>11-Mar-08</td>
</tr>
<tr>
<td>Research A</td>
<td>11-Feb-08</td>
<td>07-Jan-08</td>
<td>04-Feb-08</td>
<td>11-Mar-08</td>
</tr>
<tr>
<td>Semester 1</td>
<td>31-Mar-08</td>
<td>21-Jan-08</td>
<td>18-Feb-08</td>
<td>29-Apr-08</td>
</tr>
<tr>
<td>Autumn Term</td>
<td>21-Apr-08</td>
<td>03-Mar-08</td>
<td>31-Mar-08</td>
<td>20-May-08</td>
</tr>
<tr>
<td>Winter Term</td>
<td>23-Jun-08</td>
<td>19-May-08</td>
<td>16-Jun-08</td>
<td>22-Jul-08</td>
</tr>
<tr>
<td>Research B</td>
<td>23-Jun-08</td>
<td>19-May-08</td>
<td>16-Jun-08</td>
<td>22-Jul-08</td>
</tr>
<tr>
<td>Semester 2</td>
<td>31-Aug-08</td>
<td>23-Jun-08</td>
<td>28-Jul-08</td>
<td>29-Sep-08</td>
</tr>
<tr>
<td>Research C</td>
<td>31-Aug-08</td>
<td>23-Jun-08</td>
<td>22-Aug-08</td>
<td>29-Sep-08</td>
</tr>
<tr>
<td>Spring A</td>
<td>06- Oct-08</td>
<td>04-Aug-08</td>
<td>01-Sep-08</td>
<td>04-Nov-08</td>
</tr>
<tr>
<td>Spring B</td>
<td>24-Nov-08</td>
<td>13-Oct-08</td>
<td>10-Nov-08</td>
<td>23-Dec-08</td>
</tr>
<tr>
<td>Research D</td>
<td>24-Nov-08</td>
<td>13-Oct-08</td>
<td>10-Nov-08</td>
<td>23-Dec-08</td>
</tr>
</tbody>
</table>

2008 Fees

2008 Student Contribution Level–Commonwealth supported students

<table>
<thead>
<tr>
<th>Discipline Cluster¹</th>
<th>Students enrolled pre 1997</th>
<th>Students enrolled 1997-2005</th>
<th>Students enrolled 2006-2007</th>
<th>New students in 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Law</td>
<td>$3,061 ($382/unit)</td>
<td>$6,798 ($849/unit)</td>
<td>$8,499 ($1,062/unit)</td>
<td>$8,499 ($1,062/unit)</td>
</tr>
<tr>
<td>Accounting, Commerce, Administration, Economics</td>
<td>$3,061 ($382/unit)</td>
<td>$5,807 ($725/unit)</td>
<td>$7,260 ($907/unit)</td>
<td>$4,077 ($509/unit)</td>
</tr>
<tr>
<td>Mathematics, Statistics, Computing, Health, Science</td>
<td>$3,061 ($382/unit)</td>
<td>$5,807 ($725/unit)</td>
<td>$7,260 ($907/unit)</td>
<td>$7,260 ($907/unit)</td>
</tr>
<tr>
<td>Humanities, Arts, Behavioural Sciences, Social Sciences, Clinical Psychology, Foreign Languages, Visual &amp; Performing Arts</td>
<td>$3,061 ($382/unit)</td>
<td>$4,077 ($509/unit)</td>
<td>$5,095 ($636/unit)</td>
<td>$5,095 ($636/unit)</td>
</tr>
<tr>
<td>National priorities: Education, Nursing</td>
<td>$3,061 ($382/unit)</td>
<td>$4,077 ($509/unit)</td>
<td>$4,077 ($509/unit)</td>
<td>$4,077 ($509/unit)</td>
</tr>
</tbody>
</table>

¹ This table combines funding clusters with the same value.
² A standard year is calculated on 8 units or a total of 80 cp.
### Full Fee Domestic Tuition Fees and Unit Levels for 2008

<table>
<thead>
<tr>
<th>Course</th>
<th>Per standard year</th>
<th>Per unit (0.125 unit load)</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor degree and postgraduate courses not specifically listed below</td>
<td>$9,520</td>
<td>$1,190</td>
<td>F1</td>
</tr>
<tr>
<td>Associate degrees (other than Social Sciences)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Theology and Religious Education undergraduate and postgraduate courses</td>
<td>$7,160</td>
<td>$895</td>
<td>F2</td>
</tr>
<tr>
<td>Undergraduate and postgraduate courses in Business, Information Systems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Technology Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visual Arts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undergraduate units, graduate diploma and postgraduate diploma courses in Music</td>
<td>$11,120</td>
<td>$1,390</td>
<td>F3</td>
</tr>
<tr>
<td>Psychology</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nursing undergraduate courses {includes midwifery}</td>
<td>$13,120</td>
<td>$1,640</td>
<td>F4</td>
</tr>
<tr>
<td>Associate Degree in Social Sciences</td>
<td>$5,880</td>
<td>$735</td>
<td>F5</td>
</tr>
<tr>
<td>Master of Music</td>
<td>$13,680</td>
<td>$1,710</td>
<td>F6</td>
</tr>
<tr>
<td>Master &amp; Doctor of Psychology</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-award units</td>
<td></td>
<td>The same rate as applies to undergraduate units in the relevant discipline</td>
<td></td>
</tr>
<tr>
<td>Auditing of units</td>
<td>$525$³</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### International Students - tuition fees 2008

<table>
<thead>
<tr>
<th>Course</th>
<th>Per standard year</th>
<th>Per unit (0.125 unit load)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All other Bachelor degrees</td>
<td>$13,000</td>
<td>$1,625</td>
</tr>
<tr>
<td>B Nursing</td>
<td>$15,600</td>
<td>$1,950</td>
</tr>
<tr>
<td>Music, B &amp; I Bachelors</td>
<td>$14,000</td>
<td>$1,750</td>
</tr>
<tr>
<td>Masters, Grad Dips</td>
<td>$14,000</td>
<td>$1,750</td>
</tr>
<tr>
<td>Music, B &amp; I Postgraduate</td>
<td>$16,000</td>
<td>$2,000</td>
</tr>
<tr>
<td>Research</td>
<td>$15,400</td>
<td>$1,925</td>
</tr>
</tbody>
</table>

For further information regarding International fees: [2008 International Fees](http://my.acu.edu.au/3363)

### How much do I owe?

In the Direct Access field

**General Menu GUIA**

**GO TO...**

1. Type in the Student ID in the ID field
2. Control Page Down to the Account Summary Block
3. Were a student has a hold you will need to enter “OVR” in the hold field

The outstanding amount displayed in TSAAREV is an accurate record of the fees owing for that particular term and any outstanding debt from previous terms.

A current example of this is S00042848.
How much are my fees this Semester?

In the Direct Access field

1. Type in the current term in the term field
2. Type in the Student ID in the ID field
3. Control Page Down to the Term Registration Summary Block

Double click on the 'Fee Assessment without Min/Max applied link
You are now in the Mock Fee Assessment Form. This gives you a break down of fees for the current semester.

The Total Charges field shows the total amount due.

Please note that this screen does not display any late fees or additional charges like replacement invoices. These charges can be investigated in TSAAREV.

"**Student Connect – Managing Your Studies says I have no invoice for this semester**"

Student’s invoices are posted to Student Connect – Managing Your Studies 30 days prior to the first day of the term.

Reasons why students may not have an invoice on **Student Connect – Managing Your Studies**

1. Not enrolled (SFAREGF)
2. Check if an invoice has been generated (TSZBANK)
3. Change of address (SPAIDEN) (will only affect students who requested a hard copy invoice)
4. Hold on enrolment (SOAHOLD)
5. NP (no print) attribute (SGASADD) (will only affect students who request a hard copy invoice)
6. Enrolment Cancelled (SFAREGF)
7. Student has selected the wrong semester in **Student Connect – Managing Your Studies**

Students can print their invoice from Student Connect – Managing Your Studies and once payment has been made they can also use this facility to print their receipt.

If the student has made an alteration to enrolment or has been enrolled after the first bulk run of invoices, the student can be advised that another invoice will automatically be generated and sent to their Student Connect – Managing Your Studies account within 48 hrs.
NOTE: Student Centre staff should run through the steps as outlined first. If the situation is still unclear, please contact the Student Fees Section.

Checking Procedures for Students Who Do Not Have an Invoice on Student Connect – Managing Your Studies:

(a) Not enrolled (SFAREGF)

In the Direct Access field

Go To... type SFAREGF

1. Type in the current term in the term field
2. Type in the student number in the ID field
3. Control Page Down once to the Term Registration Summary and check if the student is enrolled in units.
(b) Check if the student’s Student Connect – Managing Your Studies account was actually sent an invoice

You need to check in TSZBANK.

In the Direct Access field

Go to... type TSZBANK

1. Type in the student ID in the ID field
2. Control Page Down to the Bank Slips Records Block. The Bank Slips Block gives a running record of all invoices that were generated for all semesters.
3. Scroll down to the current term

In the example above the student has only one invoice for semester 2, 2007 when invoices were first run, the invoice number 3446989 with a due date 10 Aug 2007 was posted to Student Connect – Managing Your Studies.

If the student made changes to their enrolment a new invoice was generated. The new invoice used the same invoice number but updated the Due Date.

At this stage you can tell the student that their invoice was posted to Student Connect – Managing Your Studies, with a payment due date of the 26 Feb 2007.

Only students who have requested a hardcopy invoice may have multiple invoice numbers, because they will have an online invoice number and a different invoice number for their HARD COPY.

(c) Change of Address (SPAIDEN)
(Will only affect students who request a hard copy invoice)

Ask the question, ‘What is your current mailing address? Then confirm the student’s address with their mailing address in SPAIDEN. If the address details are correct, check the SFARQST screen to see if there is an invoice number (hardcopy invoices only). If there is, then a hardcopy invoice has been sent.
NB: Hard copy invoices are sent from the Melbourne Office and can take up to 4-5 days to reach regional areas. Please make students aware of this before suggesting them to request another hard copy invoice.

If the address is not current the student will need to update their address on Student Connect – Managing Your Studies. They will then need to email fees and request a HARD copy invoice again.

(d) Hold on Enrolment (SOAHOLD)

If TSZBANK does not show any invoices generated for that semester check the SOAHOLD screen to determine if a Hold has been placed on the enrolment. An invoice will not be generated if there is a Hold on an enrolment.

In the Direct Access field

Go To…

1. Type in the Student Number in the ID field S00045767
2. Control Page Down

1. This hold is active.

2. This hold does not affect the student’s enrolment as it is inactive

1. As we can see from this example, the student has an active financial hold on her record as the hold was placed on the 18th of October and has a ‘to’ date of the 31st December 2099. This is the period of time the hold will remain active (95 years) until the student pays the outstanding debt.

2. This is a financial hold placed on the 29th of November 2005 a financial hold. The student received the financial hold letter from the Student Fees Section, paid the outstanding fees and the hold was removed on the 13th of April 2006. This hold is now inactive as the ‘to’ date is in the past.

Hold information is never removed from a student’s record.

The hold is lifted by entering the date in which Student Fees was advised to do so, by the Library, or Finance, or by receiving payment that matches the hold.

NB: CV Conversion Holds do not mean anything. They are a consequence of the upgrade to Banner.

Financial Holds

If students would like to pay this debt, they can make payment on Student Connect. Student Fees place this hold for non-payment of fees. Holds are removed when payment has been received. Financial holds can also be placed on a student’s record for non-payment of late re-
enrolment (LATR) or late addition of units (LAU). If a student wishes to have this fee reversed they need to complete a WEF form and submit to enrolments. Student Fees are unable to assist students with LATR and LAU enquiries.

**Library Fine**

If students would like to pay this debt, they can contact the Lending Services Co-ordinator at your campus library to arrange payment. Student Fees is notified by e-mail from the Lending Services Co-ordinator to place holds on students who have outstanding library debts. Fees can only remove holds when instructed to do so by the library.

For an example of a library fine see S00067631

**Student Loan**

If students would like to pay their student loan, they can contact their Campus Finance office to arrange payment. Student Fees places and removes holds for student loans based on communications with the Finance Office at the Strathfield Campus and if a payment is made at the local Finance Office, they need to advise the Finance Office at the Strathfield Campus to ensure we are instructed to remove the HOLD.

For an example of a student loan hold see S00034041

**When Student Fees places the hold in SOAHOLD**

All students are sent a letter informing them of the hold, why the hold has been placed, how much the hold is for, and the consequences for having a hold on their record.

**Ramifications of a hold on a student’s record**

- Not permitted to receive a result in any program or unit completed
- Not permitted to enrol, re-enrol or vary enrolment in any program or unit completed
- Not permitted to graduate from any program or receive a testamur

**Note:** For staff to access these student’s records in various screens, you will need to key “OVR” and then Ctrl Page Down.

Mouse click on the drop down  to open the SOAHOLD screen and see the type of hold.
(e) NP (No print) attributes (SGASADD) (Will only affect students who request a hard copy invoice)

If there has been no hold placed on the student's enrolment check to see if the student has a NP "No Print" or very rarely an IE "incomplete enrolment" attribute. The NP "No Print" attribute is usually applied to a student's enrolment where the fees are being paid by a third party e.g. Auckland Catholic Institute of Theology and the students are not to receive an invoice.

In the Direct Access field

1. Type in Student Number in the ID field
2. Type in the term in the term field
3. Control Page Down twice to the Student Attribute Block

The above example shows that the student has a NP "No Print" attribute allocated to 200740.

The NP attribute will allow an invoice to be posted to Student Connect – Managing Your Studies.

Transfer the student to the Student Fees Section if the student requires an explanation of the "NP" attribute on their enrolment, or to check if third party payments need to be entered.
(f) Enrolment Cancelled

This is displayed in the SFAREGS screen

In the Direct Access field

1. Type in the current term in the term field
2. Type in the student number in the ID field
3. Control Page Down to the Registration Block
4. Select the “Student Term” tab

All cancelled enrolments will have an FD against the Student status (Financial Debtor).

For full fee paying students, a Financial Hold (FH) will also be placed on the student’s enrolment for the outstanding fees for the term in which they have been cancelled. The amount owing can be checked in SOAHOLD. This will remain as a debt that they owe to the university.

HECS upfront students with a FD status will have their enrolment in current semester Administratively Withdrawn (DA status) and also future semesters will be Withdrawn (DD status). This status will be displayed within SFAREGS against each unit.

If the Student has been withdrawn for non-payment of Fees please put the call through to the Student Fees Office.
I have changed my enrolment since I paid my invoice; can I get a refund?

If a student has withdrawn from a unit after they have paid their fees they may be entitled to a refund.

Unless otherwise notified, we will apply any refund amounts towards the next semester's fees (only in the same year, i.e. refunds owing at the census date of semester 2 will be paid out and not applied to the following year). If they have no enrolment in the next semester a refund will be made and these are processed approx one month after the census date.

If the student requires an urgent refund before this time or doesn't want the funds to be allocated to the next semester's debt, then they are required to complete an RF form available at http://my.acu.edu.au/studentadmin/forms/

To check if a refund has been processed:

This is a 4-step process:

Step 1: Refunds are entered in banner (RFND detail code is entered in TSAAREV with the refund amount)

Step 2: Refund list is sent to finance

Step 3: Finance generates cheque and sends to students. Finance then sends the Student Fees Section a list of all the cheque numbers.

Step 4: Cheque numbers are entered in banner (if you scroll across the RFND Detail code entry the chq number is displayed in the document field)

A cheque number has been entered. If there is no cheque number in this column, chances are they have not received a refund cheque. Call Student Fees Section if you are unsure.
Can I get confirmation of my enrolment for my Centrelink entitlements?

A confirmation of enrolment can only be generated for proof of enrolment not proof of payment. Suggest a student prints their enrolment from Student connect. If this is not acceptable follow the procedure below.

In the Direct Access field

1. Press F9 to choose a printer to print to.
2. Control Page Down Twice to the Parameter Values Block and type in the following parameters:
   1. Student Number
   2. Enter Term Code
   9. Date of Issue

   Control Page Down and Save as defaults
   The HECA will automatically print once the job has been saved (Make sure you put letter head in the printer before hand).

SLE re-credited and / or Refund of student contribution or Tuition fees:
Students should be directed to the ACU web site and the RE form entitled “Re-credit of Student Learning Entitlement (SLE) and Refund of Fees in Special Circumstances” RE Form
There are four main types of reasons (Full details are available on the RE form)

Medical Reasons
Family/personal reasons
Employment related
Course related
COMMONWEALTH ASSISTANCE FORMS

Pre-2005 Commonwealth Supported Students

The Request for Commonwealth support and HECS-HELP—pre-2005 HECS (green) form must be completed by continuing students who began their course prior to 1st January 2005 on a HECS-liable basis and are continuing their studies in a Commonwealth supported place.

2008 Commonwealth Supported Students

The Request for Commonwealth support and HECS-HELP form available on Student Connect – Managing Your Studies must be completed by all Commonwealth supported students who are commencing their course in a Commonwealth supported place.

The following instructions for each form are available at myACU “Fees & Charges”
http://my.acu.edu.au/studentadmin/fees/

Applying for HECS-HELP

**Note:** If you are a Pre 2005 student please complete a green hard copy Request for Commonwealth support and HECS-HELP— Pre 2005 HECS form available at the campus Student Centre.

To access the on-line Request for Commonwealth support and HECS-HELP Form

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Log onto <strong>Student Connect – Managing Your Studies</strong></td>
</tr>
<tr>
<td>2</td>
<td>Select “My Enrolment”</td>
</tr>
<tr>
<td>3</td>
<td>Select “Enrol into Units” or “My Fees”</td>
</tr>
<tr>
<td>4</td>
<td>Select “Apply for Commonwealth Support, HECS-HELP or FEE-HELP Assistance”</td>
</tr>
<tr>
<td>5</td>
<td>Select the term that you will enrol in units e.g. “2008 Semester 1”</td>
</tr>
<tr>
<td>6</td>
<td>Check your personal details. (Note: if your details are incorrect, please contact the Student Centre on your campus to have the your details corrected)</td>
</tr>
<tr>
<td>7</td>
<td>Scroll down to “8a” to enter your Tax File Number (TFN) if selecting the “Obtain a HECS-HELP loan for ALL or PART of my student contribution amount” payment option. If you do not have a TFN please complete a paper Request for FEE-HELP Assistance form available from the campus Student Centre and attach a copy your ”Tax file number application or enquiry form”. Providing your TFN will also ensure that your enrolment is not cancelled in the case where you select the “Full up-front payment” option and an up-front payment has not been received by the census date</td>
</tr>
<tr>
<td>8</td>
<td>Scroll down to “11” and select your payment option - “Full up-front payment” or “Obtain a HECS-HELP loan for ALL or PART of my student contribution amount”.</td>
</tr>
<tr>
<td>9</td>
<td>Tick the ”I agree” checkbox.</td>
</tr>
<tr>
<td>10</td>
<td>Then select the “Submit” button.</td>
</tr>
<tr>
<td>11</td>
<td>The receipt screen will then be displayed. Print this screen as record of your Request for Commonwealth support and HECS-HELP”.</td>
</tr>
</tbody>
</table>

The on-line Request for Commonwealth support and HECS-HELP Form **must** be submitted by the census date for the teaching period. Further information regarding census dates is available at [Fees Payable and Payment Methods](http://my.acu.edu.au/studentadmin/fees/). If your form is not submitted by the census date, you must pay the full up-front amount.

Students who have completed these forms ONLINE, do NOT need to fill out a paper form as well.

Students are prompted to contact the Student Centre if there are any incorrect details that appear in the online ECAF. (Citizenship, Name Change etc)
Full Fee Paying Students

The Request for FEE-HELP assistance form available on Student Connect – Managing Your Studies must be completed by students requesting FEE-HELP assistance for all or some of their tuition fees. This includes students who incurred a PELS debt for their studies, which began prior to 1st January 2005 and wish to continue with FEE-HELP assistance.

The following instructions for each form are available at myACU “Fees & Charges” http://my.acu.edu.au/studentadmin/fees/

Applying for FEE-HELP

To access the on-line Request for FEE-HELP Assistance Form

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Log onto Student Connect – Managing Your Studies.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Select “My Enrolment”.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select “Enrol into Units” or “My Fees”.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Select “Apply for Commonwealth Support, HECS-HELP or FEE-HELP Assistance”.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Select the term that you will enrol in units e.g. “2008 Semester 1”.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Check your personal details. (Note: if your details are incorrect, please contact the Student Centre on your campus to have your details corrected).</td>
</tr>
<tr>
<td>Step 7</td>
<td>Scroll down to “10” to enter your Tax File Number (TFN). If you do not have a TFN, please complete a paper Request for FEE-HELP Assistance form available from the campus Student Centre and attach a copy your “Tax file number application or enquiry form”</td>
</tr>
<tr>
<td>Step 8</td>
<td>Scroll down to the bottom of the page and tick the “I agree” checkbox.</td>
</tr>
<tr>
<td>Step 9</td>
<td>Then select the “Submit” button.</td>
</tr>
<tr>
<td>Step 10</td>
<td>The receipt screen will then be displayed. Print this screen as record of your “Request for FEE-HELP Assistance”.</td>
</tr>
</tbody>
</table>

The on-line Request for FEE-HELP Assistance Form must be submitted by the census date for the teaching period. Further information regarding census dates is available at Fees Payable and Payment Methods. If your form is not submitted by the census date, you must pay your tuition fees

Students who have completed these forms ONLINE, do NOT need to fill out a paper form as well.

Students are prompted to contact the Student Centre if there are any incorrect details that appear in the online ECAF. (Citizenship, Name Change etc)
Commonwealth Assistance Notices

Electronic Commonwealth Assistance Notices are now available on Student Connect – Managing Your Studies

The following instructions are available at myACU “Fees & Charges”
http://my.acu.edu.au/studentadmin/fees/

On-Line Commonwealth Assistance Notice

Follow the steps below to access the Commonwealth Assistance Notice on-line:

1. Log onto Student Connect – Managing Your Studies.
2. Select “My Enrolment”.
3. Select “Enrol into Units” or “My Fees”.
4. Select “My CAN (Commonwealth Assistance Notice)”.  
5. A username and password is required to access your Commonwealth Assistance Notice. Type “student\” followed by your student ID in the username field. (e.g. student\S00012345). Your password is the same as that used to log on to ACU computers, university email and MyACU. If you are unsure try your 8 digit date of birth eg. ddmmyy.
6. A new window will appear listing all of your Commonwealth Assistance Notices that are available on-line.
7. Move the mouse cursor over the name of the Commonwealth Assistance Notice that you would like to display and click once.
8. It is advisable to print the Commonwealth Assistance Notice, retaining a copy for your records.
   To print your Commonwealth Assistance Notice; select the “Download” icon located on the top right of the viewing window.
9. Select the ‘Open’ button and wait for the document to load.
10. Once the print dialogue box appears; select the ‘OK’ button.
11. When the document has loaded; hold down the Ctrl button then the letter ’p’ so that both are pressed simultaneously.
12. When the print dialogue box appears and you have made your printer selection click the ‘OK’
Troubleshooting

**No fees generated on invoice**
- Check whether student is enrolled
- Check with Fees whether the fee rule has been set up.

**Amount due has changed**
- Student has added/dropped a unit
- Subject load (EFTSL) has been changed
- Student Contribution band has been changed

**Incorrect Fees assessed**
- Contact Student Fees Section

**Where to find information**

- **Address and Phone:** SPAIDEN*
- **Enrolment details:** SFAREGF
- **Rate code:** SFAREGS*(Student Term tab)
- **Hold:** SOAHOLD
- **Payments:** TSAAREV*
- **Invoice Due Date and Amount:** TSZBANK
- **Hard Copy Invoice Sent:** SFARQST
- **Fee Liability:** SFAREGF
- **Audit Trail:** SFASTCA

*These screens can be seen in the SOZASTD screen (Options)

**What are the detail codes in TSAAREV?**

**Student Services Fees: Pre semester 2 2006**
- **SRCC** SRC Contribution
- **GST** Goods & Services Tax
- **GSFC** General Services Fee
- **DISC** Discount - $10 for CSP students (2005 only)

**Undergraduate Tuition Fees:**
- **FEES** Tuition Fees
- **CFFU** UG Fee-Paying Student Tuition (Pre 2006)
- **CFNA** Non-Award Student Tuition under Grad (Pre 2006)

**Postgraduate Tuition Fees:**
- **FEES** Tuition Fees
- **CFFF** PG Fee-Paying Student Tuition (Pre 2006)
- **CFNA** Non-Award Student Tuition Post Grad (Pre 2006)

**FEE-HELP**
- **CATO** FEE-HELP deferred to the ATO
- **CFHU** UG FEE-HELP Tuition (2005)
- **CFHP** PG FEE-HELP Tuition (2005)
- **CFSL** FEE-HELP Loan Fee
- **PFSL** FEE-HELP Loan Fee deferred to the ATO

**International Tuition Fees:**
- **CFOS** Overseas Student Tuition
- **EFOS** Overseas Student Fee Exempt
- **CFSA** Study Abroad Tuition
HECS:
HECS Higher Education Contribution Scheme
HEDF Deferred HECS to ATO
HEUP HECS Up-front
HEUR HECS Up-front Reversal (Pre 2006)
HPUA HECS Partial Payment Adjust
HPUP HECS Partial Upfront Payment

PELS: - (Reverts to FEE-HELP Post 2005)
PLDF Deferred PELS to ATO (Pre 2006)
PLNS Postgraduate Tuition – PELS (Pre 2006)

Payments:
CASH Cash Payment
INVC Third Party Payment (CEO Cohorts)
COUT Cash out (HECS/FEES USE)

Late Fees:
LATE Late Payment of fees
LATR Late Registration (Contact Enrolments for information)
LATA Late Addition of Units (Contact Enrolments for information)
VLTA Very Late Addition of Units (Contact Enrolments for information)
VVLA Very Very Late Addition of Units (Contact Enrolments for information)

Reinstatement:
REIN Reinstatement

Refund:
RFND Refund of Balance

Returned Chq:
RETC Returned Cheque
PENL Returned Cheque Penalty

Research Scholarship:
APAW ACU Postgraduate Award HECS Exempt (Pre 2006)
ACUR ACU Research Scholarship

Scholarships:
ACUS ACU Faculty Scholarship

Graduations:
GRAD Graduation Charge
Please note that in units with EFTSL less than .125 (e.g. EFTSL of .111 or .100) will be charged for their Units at a reduced rate (base on %) from that of standard units with a load of .125 EFTSL.

The cost of these units will not include cent amounts and will show in TSSAREV.

**UNIT LEVEL CODES**

This is the information that will appear in SFAREGF or SFAREGS next to the Units in 2008.

<table>
<thead>
<tr>
<th>Unit level</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1</td>
<td>Funding cluster Units (similar to HECS band 1) cost for .125 load $636</td>
</tr>
<tr>
<td>H2</td>
<td>Funding cluster Units (similar to HECS band 2) cost for .125 load $907</td>
</tr>
<tr>
<td>H3</td>
<td>Funding cluster Units (similar to HECS band 3) cost for .125 load $1062</td>
</tr>
<tr>
<td>H4</td>
<td>Used to indicate National priority units cost for .125 load $509</td>
</tr>
<tr>
<td>F1</td>
<td>Standard Undergraduate &amp; Postgraduate full fee units $1190</td>
</tr>
<tr>
<td>F2</td>
<td>THEO and RE full fee units $895</td>
</tr>
<tr>
<td>F3</td>
<td>Postgraduate and Undergraduate full fee business unit $1390</td>
</tr>
<tr>
<td>F4</td>
<td>Undergraduate full fee nursing unit $1640</td>
</tr>
<tr>
<td>F5</td>
<td>Full fee units within Associate Degree course $735</td>
</tr>
<tr>
<td>F6</td>
<td>Music &amp; DPsych Postgraduate and Undergraduate full fee unit $1710</td>
</tr>
<tr>
<td>R</td>
<td>Research full fee unit $1250</td>
</tr>
</tbody>
</table>
## Rate Codes

<table>
<thead>
<tr>
<th>CODE</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>110</td>
<td>Deferred all or part of Student contribution through HECS-HELP (pre-2005 HECS-liable students)</td>
</tr>
<tr>
<td>110R</td>
<td>Deferred all or part of Student contribution through HECS-HELP (pre-1997 HECS-liable students)</td>
</tr>
<tr>
<td>111</td>
<td>Paid full Student contribution up front with HECS-HELP discount (pre-2005 HECS-liable students)</td>
</tr>
<tr>
<td>111R</td>
<td>Paid full Student contribution up front with HECS-HELP discount (pre-1997 HECS-liable students)</td>
</tr>
<tr>
<td>112</td>
<td>Paid full Student contribution up front without HECS-HELP discount (pre-2005 HECS-liable students)</td>
</tr>
<tr>
<td>112R</td>
<td>Paid full Student contribution up front without HECS-HELP discount (pre-1997 HECS-liable students)</td>
</tr>
<tr>
<td>201</td>
<td>Deferred all or part of Student contribution through HECS-HELP (2005 students)</td>
</tr>
<tr>
<td>202</td>
<td>Paid full Student contribution up front with HECS-HELP discount (2005 students)</td>
</tr>
<tr>
<td>203</td>
<td>Paid full Student contribution up front without HECS-HELP discount (2005 students)</td>
</tr>
<tr>
<td>220</td>
<td>Deferred all/or part of Tuition fee through FEE-HELP (pre-2005 PELS students)</td>
</tr>
<tr>
<td>230</td>
<td>Deferred all or part of an award or enabling course Tuition fees through FEE-HELP (2005 students)</td>
</tr>
<tr>
<td>250</td>
<td>A domestic student holding a Commonwealth-funded, merit-based, undergraduate HECS-exemption scholarship for disadvantaged students (pre-2005 HECS-exempt students)</td>
</tr>
<tr>
<td>301</td>
<td>Non-award rate, full fee place</td>
</tr>
<tr>
<td>302</td>
<td>Fee-paying post graduate &amp; undergraduate places</td>
</tr>
<tr>
<td>303</td>
<td>Full fee paying employer reserved places</td>
</tr>
<tr>
<td>310</td>
<td>International students rate code (needs matching attribute)</td>
</tr>
<tr>
<td>320</td>
<td>A domestic student who receives a research HECS exemption prior to 1 September 2000 and continues studying on a student contribution exempt basis under the Research Training Scheme (RTS) as a pre-2001 student (pre-2001 RTS students)</td>
</tr>
<tr>
<td>330</td>
<td>A domestic student enrolled under the Research Training Scheme (RTS) from 1 September 2000 (RTS students from 2001)</td>
</tr>
</tbody>
</table>