

# OS-HELP Loan Procedure

## Section 1 - Summary

(1) This Procedure defines the application, selection and disbursement of the OS-HELP loans as per the [Higher Education Support Act 2003 \(Cth\)](#) and Victoria University's internal processes.

## Section 2 - HESF/ASQA/ESOS Alignment

(2) HESF: Standard 3.3 Learning Resources and Educational Support; 2.4 Student Grievances and Complaints.

## Section 3 - Scope

(3) This Procedure applies to:

- a. Eligible full-time Commonwealth Supported (CSP) higher education students who study at an approved institution overseas or in an approved non-institution-based program overseas.
- b. All staff engaged in the OS-HELP Loan process.

## Section 4 - Definitions

(4) Student Exchange

(5) Study Abroad

(6) Study Tour

(7) Short Program

(8) OS-HELP

(9) EFTSL

(10) CSP

## Section 5 - Policy

(11) [OS-HELP Loan Policy](#)

## Section 6 - Procedures

## Part A - Summary of Roles and Responsibilities

Roles	Responsibilities
Victoria Abroad Staff	Assess and approve/reject OS-HELP Loan applications.
Finance	Process student payment and notify the ATO.

## Part B - Procedures

(12) Students are eligible to apply for OS-HELP when they have been accepted to study at an approved institution overseas via the following programs:

- a. Student Exchange;
- b. Study Abroad;
- c. Study Tour;
- d. Short programs.

(13) Students must also be eligible as per the OS-HELP Loan Policy and the [Higher Education Support \(OS-HELP\) Guidelines 2023](#).

### Application

(14) Students apply to Victoria University directly for the OS-HELP loan via MyVU.

### Selection Process

(15) Selection of loan recipients is based on two criteria:

- a. Eligibility as per the [Higher Education Support \(OS-HELP\) Guidelines 2023](#);
- b. Approval by Victoria University to undertake an overseas study program.

(16) VU Global staff assess the OS-HELP Loan applications and approve those that meet the criteria.

### Disbursement of Loan Fund

(17) When approved, the loan documentation is forwarded to Finance, who process the payment to the student via EFT within 7 working days and record the transaction.

(18) Finance then notifies the ATO, and VU issues the student with a Commonwealth Assessment Notice (CAN).

### Review Process

(19) Students who are not selected for a loan may seek a review by the Chief Student Officer.

## Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	20th July 2022
<b>Review Date</b>	20th July 2025
<b>Approval Authority</b>	Chief Student Officer
<b>Approval Date</b>	19th July 2022
<b>Expiry Date</b>	Not Applicable
<b>Accountable Officer</b>	Lisa Line Deputy Vice-Chancellor Enterprise and Digital Lisa.Line@vu.edu.au
<b>Responsible Officer</b>	Michelle Gillespie Chief Student Officer +61 3 9919 5106
<b>Enquiries Contact</b>	Steve Wright Director, Admissions, Enrolments, and Graduations +61 3 9919 4078

## Glossary Terms and Definitions

**"OS-HELP"** - Financial Assistance to eligible CSP to undertake part of their course of study overseas. Not eligible for remission.

**"Student Exchange"** - Approved study with an Exchange Partner institution. Fees paid to VU.

**"Study Abroad"** - Approved study with an overseas institution. Fees paid to the host institution.

**"Study Tour"** - An academic-led program leading a group of students travelling overseas, usually for two to four weeks.

**"EFTSL"** - Equivalent full-time student load.

**"CSP"** - Commonwealth Supported Place.

**"Short Program"** - A short program (usually Summer/Winter) with fees paid to host institution.