

2. COURSE INFORMATION

Please indicate the name of the course/s you wish to accept. If you are accepting a Study Abroad/Exchange program please write "Study Abroad" or "Exchange" and attach your unit nomination form.

COURSE NAME	DEPOSIT PAID
1.	
2.	
3.	

Commencement date of first course: / /

Name of campus: _____

3. LIVING COSTS

Please visit the following website for a guide to living costs: www.international.swinburne.edu.au/plan-your-arrival/living-in-melbourne/living-expenses

Please visit the following website for a guide to tuition fees: www.swinburne.edu.au/courses

Do you understand the costs associated with studying in Australia? Yes No

(including the cost of tuition, living expenses, overseas student health cover and return airfares etc.)

4. OVERSEAS STUDENT HEALTH COVER (OSHC)

Swinburne International will arrange visa-length cover with Medibank Private. This once-only payment provides protection against fee increases for the duration of the cover. If you prematurely withdraw from your course and return home, the prepaid portion may be refunded by Medibank Private, upon request.

I wish to commence a new OSHC membership

Amount included A\$ _____

Please indicate type of OSHC cover required:

Single cover Couple family cover Family cover

For detailed information please refer to www.international.swinburne.edu.au/plan-your-arrival/overseas-health-cover

Note: your personal details will be submitted to Medibank Private for the purpose of membership registration and updates on their services. Arrangements will be made upon your arrival for you to obtain your Medibank Private membership card.

I do not require any OSHC cover because:

I am eligible for the Norwegian exemption

I am eligible for the Swedish exemption

I am eligible for the Belgian exemption

I have a current OSHC membership valid for the duration of the courses being accepted on this form

Please provide details and evidence of your current membership.

Name of OSHC provider: _____

Membership number: _____

Expires: / /

Please attach a copy of your current OSHC policy

5. SUMMARY OF PAYMENT

Total Course Deposit A\$ _____

Enrolment Fee (if applicable) A\$ _____

OSHC Payment A\$ _____

Total Fee Paid A\$ _____

Fee disclaimer: Tuition fees listed in your Letter of Offer are indicative only. Fees will be reviewed annually and are subject to change. The fees you pay in future years will be those approved for the corresponding academic year, and may not be the same as the fees listed in your Letter of Offer. Any tuition fee increases will be applied to all applicable courses in your Letter of Offer.

6. PAYMENT OPTIONS FOR INTERNATIONAL STUDENTS ACCEPTING THEIR OFFER

Option 1 – GlobalPay Portal

YOU MUST RETURN YOUR COMPLETED ACCEPTANCE FORM BEFORE OR AT THE SAME TIME THAT YOU MAKE ANY PAYMENT TO THE UNIVERSITY.

Preferred Option: GlobalPay Portal – via international telegraphic transfer or credit card

Swinburne accepts credit card payments (Visa or MasterCard) and telegraphic transfers through Western Union Business Solutions.

Access the international student payment portal <https://student.globalpay.wu.com/geo-buyer/sut>

Five steps to making your payment via GlobalPay Portal

Step 1: Enter your student information (including your Student ID – indicated in your offer letter).

Step 2: Enter your payment amount in Australian dollars.

Step 3: Select payment method – credit/debit card or telegraphic transfer.

• telegraphic transfer – choose your country and currency*.

• credit/debit card – enter your card details, choose your local currency* and make payment.

Step 4: Enter the details of the person making the payment and print your bank transfer instructions.

Step 5: Complete your payment at your local bank branch or with online banking using the printed instructions.

*Due to international banking regulations, transactions in some currencies are not available. If your currency does not appear as an option, please select an alternative currency such as USD\$.

Option 2 – Bank cheque

I have enclosed a bank cheque made payable to Swinburne University of Technology to the value of A\$ _____

PAYMENT MUST BE MADE IN AUSTRALIAN DOLLARS. CHEQUES MUST BE PAYABLE AT AN AUSTRALIAN BANK.

Option 3 – Wire remittance

This method of payment takes longer to process and is not recommended if you require urgent visa documentation. Please ensure you clearly indicate your family name, given name & Swinburne student ID number on your wire remittance receipt. You must attach a copy of your receipt to this form and return it to Swinburne to enable us to identify your payment in our bank account.

All bank charges for this wire remittance will be your responsibility.

Bank	Westpac Bank
Branch	Glenferrie Road
BSB number	033050
Account number	316047
Account name	SUT Student Fees
SWIFT code	WPACAU2S
Bank address	655 Glenferrie Road, Hawthorn, Vic. 3122

Refunds

If your student visa application is not successful, you will be granted a refund in accordance with the terms and conditions outlined on page 4.

If your fees are paid by a sponsor the refund will be paid to the sponsor.

To allow us to make this refund to you via a telegraphic transfer to your overseas bank account, please provide the following information.

Name of bank: _____

Number and street: _____ City: _____ Country: _____

Account name: _____

Account code/Branch code: _____ SWIFT code: _____ IBAN (if applicable) _____

If you already live in Australia and your student visa is not approved, your refund will be sent to your Australian address.

Name cheque is to be made payable to: _____

Number and street: _____ Suburb: _____ Postcode: _____

Sponsorship

If your fees will be paid by a scholarship from an organisation other than swinburne, you must complete the sponsorship registration form available at www.swinburne.edu.au/study/international/offer and attach the letter of sponsorship/financial guarantee on official letterhead as evidence of your scholarship entitlement/s.

Name of Sponsor/Scholarship: _____

7. EMERGENCY CONTACT DETAILS

Please provide the name and address of the person you wish to be contacted in case of an emergency:

Family name/Surname: _____ Given names: _____

Number and street: _____ Town/Suburb: _____

Country: _____ Postcode: _____

Telephone: _____

Email address: _____

Relationship to you: _____ Language(s) spoken: _____

8. FOR STUDENTS UNDER 18 YEARS OF AGE

Information about your parent/legal guardian

Name: _____

Relationship to student (e.g. mother): _____

Residential address: _____

Mobile phone (if any): _____ Email address (if any): _____

9. TERMS AND CONDITIONS

These terms and conditions are determined in accordance with the Education Services for Overseas Students Act (the ESOS Act) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code).

DEFINITIONS

Agreed Starting Date: The day on which a course is scheduled to start, or a later day agreed between the University and the student.

Census Date: A date (set by the University) until which students may withdraw from a course or unit without financial penalty (unless otherwise specified in this agreement). Census dates are published in the University's academic calendar annually.

Commencing Students: Students who are starting a new course at Swinburne (even if they have studied at Swinburne previously).

Continuing Students: Students who are continuing their enrolment in a course at Swinburne.

ESOS Act: Education Services for Overseas Students Act 2000 (Commonwealth).

ESOS Regulations: Education Services for Overseas Students Regulations 2001 (Commonwealth).

National Code: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

1. PAYMENT OF REFUNDS

- 1.1. Refunds of pre-paid fees for studies not undertaken (less deductions provided for in this agreement) will be made if students apply in writing within 12 months of the event occasioning the refund. Students must use the University's refund application form and attach any required supporting documents.
- 1.2. In the event that the information provided in a refund application is not complete and further information is required, the processing timeline will not commence until the completed information has been submitted.
- 1.3. Refunds cannot be paid until Swinburne is in receipt of the monies into its account as cleared funds.
- 1.4. Any debts to Swinburne must be paid in full or the outstanding amounts will be deducted from the refund which is due.
- 1.5. Refunds will be made in Australian dollars.
- 1.6. Swinburne accepts no liability for any currency exchange movement between the date the fees were received and the date a refund is paid or any bank charges relating to the refund.
- 1.7. Where a refund is payable due to discontinuation from a course or unit, the refund application is not deemed to be complete until the course or unit discontinuation has been processed and recorded on the University's student management system.
- 1.8. Where a student's fees are paid by a sponsoring body or scholarship agency invoiced by Swinburne, any refund payable will normally be made to that body.
- 1.9. An administration fee of \$40 will apply if a refund has to be re-issued on the basis of incorrect or incomplete information supplied by the student.
- 1.10. An administration fee of \$500 will apply if Swinburne withdraws an offer, or a student cannot proceed with their studies due to visa rejection, on the basis of fraud.
- 1.11. Where a student has received a packaged offer for a combination of courses, and does not enrol in the second or subsequent course, \$3,000 of the deposit paid for the principal course shall be retained by the University. This includes packaged offers in which one of the courses is delivered by an institution other than Swinburne.
- 1.12. The refund provisions in this agreement apply to ELICOS students with the following exceptions:
 - a. an ELICOS student who has commenced and wishes to withdraw must give at least two weeks written notice prior to the commencement of the next teaching period
 - b. an administrative fee of \$500 will apply to any refunds provided for the remaining modules.
- 1.13. At its sole discretion, the University may decide to remit fees in exceptional circumstances where a student would not otherwise be eligible for a refund under this agreement. Exceptional circumstances include but are not limited to:
 - a. a major illness or disability affecting the student
 - b. the death of a close family member (parent, sibling, partner or child)
 - c. a political, civil or natural event in the student's home country that prevents the student from continuing their study in Australia.

1.14. Commencing Students

Event	Refund payable	Time to pay refund
Swinburne fails to start a course at the location specified in this agreement on the agreed starting date	Full refund of any pre-paid fees (Instead of a refund, Swinburne may elect to offer the student an alternative location or course)	14 days from the agreed starting date of the course
Swinburne withdraws an offer prior to course commencement on the basis of incorrect or insufficient information	Full refund of any pre-paid fees	4 weeks after receiving a complete written refund application from the student
Student does not meet conditions of offer and the University determines the student has made a genuine attempt to meet the conditions	Full refund of any pre-paid fees	4 weeks after receiving a complete written refund application from the student
Student cannot commence a course because their visa application was refused	Full refund of any pre-paid fees	4 weeks from the agreed starting date of the course
Student gives 4 weeks or more notice in writing before the start of a course of an inability to undertake the course	Refund of any pre-paid fees less 10% of the deposit payable for the course	4 weeks after receiving a complete written refund application from the student
Student gives less than four weeks notice in writing before the start of a course of an inability to undertake the course	Refund of any pre-paid fees less 50% of the deposit payable for the course	4 weeks after receiving a complete written refund application from the student
Student withdraws from their course within the first four teaching weeks	Refund of any pre-paid fees less 50% of the deposit payable for the course	4 weeks after receiving a complete written refund application from the student
Student is permitted to defer commencement or take leave before or within the first four teaching weeks	Notwithstanding anything else in this agreement, any pre-paid fees will be retained as a deposit. If the student commences or returns to study after their allowed period of leave, the pre-paid fees will be used to pay their fees in the relevant teaching period. If the student does not commence or return to study, they may apply for a refund of any pre-paid fees, less 50% of the deposit payable for the course.	4 weeks after receiving a complete written refund application from the student following their allowed period of leave or deferral
Student withdraws from their course, takes leave or has their enrolment cancelled, after the first four teaching weeks	No refund	

1.15. Continuing Students

Event	Refund payable	Time to pay refund
Swinburne ceases to provide a course at the location specified in this agreement after it has started, but before it is completed by the student	Full refund of any pre-paid fees (Instead of a refund, Swinburne may elect to offer the student an alternative location or course)	14 days from the date the course ceases to be provided
Student has to withdraw from a course because their visa application was refused	Full refund of any pre-paid fees	4 weeks from date of withdrawal
Student's enrolment is cancelled for non-payment of fees, and the reason the student did not pay was because their visa application was refused	Full refund of any pre-paid fees	4 weeks from date of enrolment cancellation
If a student withdraws from their course, takes leave or has their enrolment cancelled, before the census date for a teaching period	Full refund of any pre-paid fees	4 weeks after receiving a complete written refund application from the student
Student withdraws from their course, takes leave or has their enrolment cancelled, after the census date for a teaching period	No refund of any pre-paid fees for that teaching period	

1.16. Commencing and Continuing Students

Event	Refund payable	Time to pay refund
Student withdraws from a unit (but not the course) before census date	Full refund for unit	4 weeks after receiving a complete written refund application from the student
Student withdraws from a unit (but not the course) after census date	No refund	
Student is granted Australian permanent residency on or prior to the census date for a teaching period and provides evidence of their enrolment at Swinburne as a domestic student	Refund of pre-paid fees minus the fee applicable to domestic students for the same course and units	4 weeks after receiving a complete written refund application from the student
Student is granted Australian permanent residency after the census date for a teaching period	No refund of any pre-paid fees for that teaching period	
Student's offer is withdrawn or their enrolment is cancelled due to misconduct including the provision of fraudulent documents	No refund	

2. CHANGE OF INTAKE

Students who wish to change to a later intake must notify Swinburne in writing prior to the course commencement date. A new offer may be issued in accordance with Swinburne's regulations and policies on changing intakes, subject to course availability and the student continuing to meet Swinburne's applicable entry criteria. It is possible that changing intakes may affect a student's visa. Students should contact Australian immigration authorities to ascertain any impact on their visa.

3. CHANGE OF RESIDENT STATUS

Students granted Australian permanent resident status must advise the University. They will not be able to continue their application or enrolment as an international student. They will need to apply or enrol as a domestic student for which entry restrictions may apply. Please note, this agreement only applies to international students.

4. REFUNDS WHERE A STUDENT RECEIVES A THIRD PARTY SCHOLARSHIP

Notwithstanding anything else in this policy, where a student has paid fees directly to the University and subsequently receives a scholarship from a third party, the student is not eligible for a refund once they have enrolled. The student should claim any applicable reimbursement of their tuition fee amounts directly from their sponsor. Any deposits paid for future courses can be refunded to the student provided the student supplies the University with a financial guarantee acceptable to the University which allows the University to invoice the sponsor directly.

5. COURSE NOT DELIVERED

As provided for in the ESOS Act, in the event that Swinburne does not commence a course on the agreed start date or is unable to deliver a course in full at the location specified in this agreement, students will be offered a refund of any pre-paid fees calculated in accordance with law. The refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, students may be offered enrolment into a substitute course or at another location. If they choose placement in a substitute course or location, Swinburne will ask them to indicate their acceptance in writing.

6. SHARING OF PERSONAL INFORMATION

Personal information about students is collected as part of the application and enrolment process and during their ongoing enrolment at Swinburne in order to meet Swinburne's obligations under the ESOS Act and the National Code, to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act, the ESOS Regulations and the National Code. Information collected about students can be provided, in certain circumstances, to the Australian Government, regulatory agencies and the ESOS Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition. In other instances information collected can be disclosed without a student's consent where authorised or required by law.

7. STUDENT'S OBLIGATION TO NOTIFY CHANGE OF ADDRESS

Students must advise Swinburne of any changes in their Australian and home country addresses, phone numbers (including mobile phone number) and personal email address within seven days of the change.

8. STUDENT'S OBLIGATION TO MAINTAIN VISA AND HEALTH INSURANCE

Students must ensure that they maintain a valid visa and any health insurance required as a condition of their visa. Visa and health insurance renewal is the responsibility of the student.

9. CONSUMER PROTECTION

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. Please note, this agreement only applies to international students.

10. COMPLAINTS AND APPEALS

Internal process

Complaints and Feedback can be submitted through www.swinburne.edu.au/corporate/feedback. Applications for Student Reviews and Appeals can be submitted through www.swinburne.edu.au/corporate/reviews-and-appeals

External process

If you are unhappy with the outcome of the internal process, you may wish to complain to the Victorian Ombudsman by completing the online complaint form www.ombudsman.vic.gov.au or by calling (03) 9613 6222 or 1800 806 314 in regional areas.

ACKNOWLEDGEMENT AND DECLARATIONS

- I acknowledge that I have read and understand the description of the course I am accepting on Swinburne's website. I understand that restrictions apply to transferring to another course or another institution and that I may not be able to do so.
- I declare I have completed the online acceptance process at www.swinburne.edu.au/study/international/offer
- I acknowledge that I have read the offer acceptance information.
- I understand that the tuition fee does not include the cost of books, materials, field trips or living expenses, unless otherwise specified.
- I understand that the tuition fees listed in my Letter of Offer are indicative only and that fees will be reviewed annually and are subject to change. I understand that the fees I pay in future years will be those approved for the corresponding academic year, and may not be the same as the fees listed in my Letter of Offer. I understand that any tuition fee increases will be applied to all applicable courses in my Letter of Offer.
- I accept and acknowledge that if I subsequently vary my offer agreement after submitting my signed Offer Acceptance Form and before enrolling into the original course this pertains to, that I am bound to the terms & conditions contained in the original agreement.
- I understand that it is my responsibility to keep copies of payment receipts.
- I understand that the offer made by the University assumes that information I have supplied is true and correct and that any false information provided may lead to the termination of my enrolment at any time and that the University may inform others, including government agencies, of this information.
- I authorise the University to disclose information relevant to my application and enrolment to the University's OSHC preferred provider and other third parties for the purposes of arranging my OSHC, progressing my application and enrolment, and administering my course.
- I am not a permanent resident/citizen of Australia or a citizen of New Zealand.
- I confirm that I must arrive at the University before the commencement of classes.
- I acknowledge that my enrolment may be cancelled if the University is unable to confirm my arrival at campus or if I enrol part-time without permission.
- I accept and acknowledge any recognition of prior learning indicated in my letter of offer. I further acknowledge that any credit is conditional upon the presentation by me of the original or certified copies of academic transcripts and testamurs on which it was granted.
- I confirm that I will present original or certified copies of my academic transcripts, testamurs and other documents at enrolment.
- I understand that if I have any school-aged children or dependents accompanying me to Australia, they must attend school and I will be required to pay a full fee if they are enrolled either in a government or non-government school.
- I understand that if I am accepted as a study abroad student and I decide to graduate with an award after this study abroad semester, I must pay the difference in fees between an award program and the international study abroad program.
- I agree to advise the University of any changes to my Australian and home country addresses, phone numbers (including mobile phone number) and personal email address within 7 days.
- I authorise the University to access the Australian immigration authorities' Visa Entitlements Verification Online system, at any time, to obtain information on my visa status.
- I confirm that I must provide a personal email address on this acceptance form.
- I understand that I must attend my classes and other formal learning activities and that my enrolment may be cancelled if I do not do so.
- I understand that Swinburne University of Technology collects, uses and destroys my information in accordance with the University's Privacy statement, available at www.swinburne.edu.au/privacy
- I declare that I am a genuine temporary entrant and genuine student and that I have read and understood conditions relating to these requirements. (www.border.gov.au/Trav/Stud/More/Genuine-Temporary-Entrant)
- I acknowledge that the tuition fees quoted in the offer letter are subject to change. If applicable, I agree to pay the resulting outstanding balance prior to enrolment.
- I am aware of the tuition and living costs of my stay in Australia and have the financial capacity to meet such costs for the duration of my course. I will make timely payments of any fees or associated costs and I understand that if I do not pay my fees my enrolment may be cancelled.
- I am aware that only 50 per cent of my tuition fees must be paid upfront but understand that I have the option to pay more. I confirm that if I pay more than 50 per cent of my tuition fees upfront, it is my choice to do so.
- If I am undertaking an ELICOS course, I acknowledge that my course duration may change after I have sat a placement test.

Student signature: _____

Date: / /

Where a student is under 18 years of age, this form must be signed by their parent or guardian also:

Parent/Guardian signature: _____

Date: / /

CHECKLIST

- Have you answered ALL applicable questions?
- Have you included the required deposit as set out in your letter of offer?
- Have you included certified evidence of meeting the conditions specified in your offer (if applicable)?
- If you hold a valid Australian visa: Have you included a copy of your visa?
- Sponsored students: Have you included the Sponsorship Registration Form? You must complete the "Candidates Declaration" section of the form, providing consent for Swinburne to release academic results to your sponsor.

Note: There may be a delay in issuing your COE if the information provided in this form is incorrect, incomplete or you have not provided the required documentation.

SENDING YOUR ACCEPTANCE

Electronic submissions can be sent via email:
international@swinburne.edu.au

Hard-copy submissions can be sent by post to:

Swinburne University of Technology
Swinburne International
PO Box 218
Hawthorn VIC 3122
Australia
Telephone: +61 3 9214 8444