International Research

Acceptance form

IF APPLICABLE

Representative/agent stamp

SWINBURNE UNIVERSITY OF TECHNOLOGY
AUSTRALIA

Read these instructions carefully before you complete the acceptance form.

This acceptance, together with your letter of offer or variation, forms your written agreement with Swinburne University of Technology required by Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. You are responsible for keeping a copy of your written agreement (Offer Letter and Research Acceptance form) and receipts of any payments of tuition and non-tuition fees. Please ensure that the original form has been signed and returned to International Admissions. You must return your completed acceptance form before or at the same time that you make any payment to the university. Your Confirmation of Enrolment (CoE) cannot be issued until you have returned your completed acceptance form and made full payment of your deposit.

Type your name as it appears in your passport. ENSURE ALL SECTIONS ARE COMPLETED. NO HANDWRITTEN FORM WILL BE ACCEPTED.

1. PERSONAL DETAILS

Title
(for example: Miss/Ms/Mrs/Mr

Family name/Surname:
(as indicated in passport)

Student ID:
(from the Offer Letter)

Personal email address:

Overseas address:
(if applicable)

Number/street

Suburb/City

Country

Postcode

Australian address:
(if applicable)

Number/street

Suburb/City

State

Postcode

Telephone (overseas):

Telephone (Australia):

Mobile:

Country of citizenship:

Country of birth:

Passport number:

Do you hold a valid Australian visa? ☐ Yes ☐ No If Yes, please provide your Australian visa number:

If Yes, type of visa (you must attach a copy):

Visa expiry date: D D / M M / Y Y

Do you intend to apply for an Australian visa? ☐ Yes ☐ No If Yes, type of visa and visa subclass:

Where will you submit your visa application from? ☐ Australia ☐ Overseas

*Please refer to **https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study** for further information.*

2. COURSE INFORMATION

Please indicate the name of the course/s you wish to accept.

COURSE NAME	DEPOSIT PAID
1.	A$
2.	A$
3.	A$

Nominated course start date: D D / M M / Y Y Name of campus:

3. LIVING COSTS

Please visit the following website for a guide to living costs: **www.swinburne.edu.au/life-at-swinburne/living-in-melbourne/costs-banking/**

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 for Swinburne to arrange my 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.swinburne.edu.au/study/international/offer/overseas-student-health-cover/**

Note: Your personal details will be submitted to Medibank Private for the purpose of membership registration and updates on their services.

You can download your OSHC Certificate from the email Medibank sent to your Swinburne Email Account.

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 course/s being accepted on this form

Please provide details and evidence of your current membership.

Name of OSHC provider:

Membership number:

Expires: D D / M M / Y Y

Please attach a copy of your current OSHC membership certificate

5. SUMMARY OF PAYMENT

Total Course Deposit A$

OSHC Payment (if arranged by Swinburne) A$

Total Fee Paid A$

Fee disclaimer: Tuition fees listed in your Offer Letter 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 *Offer Letter*. Any tuition fee increases will be applied to all applicable courses in your *Offer Letter*.

6. PAYMENT OPTIONS FOR INTERNATIONAL STUDENTS ACCEPTING THEIR OFFER

☐ **OPTION 1: ONLINE PAYMENT**

You can pay your deposit easily through our secure payment partner, Flywire. Payment options vary by home country and may include bank transfers, credit cards, e-payments, e-wallets and more. Flywire will send you text and email updates each step of the way, including a confirmation when your payment is delivered.

Pay your deposit through Flywire: **https://payment.flywire.com/pay/payment?recipient=SVW**

If you need help with your payment, please visit Flywire's support page: **https://help.flywire.com/hc/en-us**

*Due to international sanctions and regulations, Flywire is unable to accept payments from certain countries. More information is available through the **Flywire website.**

☐ **OPTION 2: 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

***Important note: The TT receipt must indicate your Full name and Swinburne Student ID number to identify your payment. If your payment is not successfully identified, this may result in having a Fee debt on your account and will affect your course enrolment.**

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

SPONSORSHIP

If your fees will be paid by a scholarship from an organisation other than Swinburne, you must complete the sponsorship registration form 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

Note: Providing emergency contact details is mandatory. Your offer acceptance form cannot be processed until emergency contact details have been provided.

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

Family name/Surname:

Given names:

Address:

Number/street

Suburb/City

Country

Postcode

Telephone:

Email address:

Relationship to you:

Language(s) spoken:

8. 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).

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 in the refund application.

1.10. An administration fee of 5% of prepaid fees or $500 will apply, whichever less, if Swinburne withdraws an offer, or a student cannot proceed with their studies because the student visa was refused.

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. If you included Overseas Student Health Cover (OSHC) in your deposit and subsequently apply for a refund of your prepaid deposit, your OSHC will be included in your refund if you have not arrived onshore to commence your course. If you have arrived onshore, you will be provided with the details of our OSHC Provider to seek a refund of your prepaid OSHC direct.

1.13. 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.

1.14. 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.

1.15 . Commencing Students

Event	Refund payable	Time to pay refund
(i) 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
(ii) Swinburne withdraws an offer prior to course commencement on the basis of incorrect	Full refund of deposit (*) paid plus any other pre-paid fees, less administration fee as per clause 10	4 weeks after receiving a complete written refund application from the student
(iii) 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 deposit (*) paid plus any other pre-paid fees	4 weeks after receiving a complete written refund application from the student
(iv) Student cannot commence a course because their visa application was refused	Full refund of deposit (*) paid plus any other pre-paid fees, less administration fee as per clause 10	4 weeks from the agreed starting date of the course
(v) Student gives 4 weeks or more notice in writing before the start of a course of an inability to undertake the course	Refund of 90% of the deposit (*) payable for the course plus any other pre-paid fees	4 weeks after receiving a complete written refund application from the student
(vi) Student gives less than four weeks notice in writing before the start of a course of an inability to undertake the course	Refund of 50% of the deposit (*) payable for the course plus any other pre-paid fees	4 weeks after receiving a complete written refund application from the student
(vii) Student withdraws from their course within the first four teaching weeks	Refund of 50% of the deposit (*)/tuition fee paid for the course plus any other pre-paid fees	4 weeks after receiving a complete written refund application from the student
(viii) 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 in accordance with Clause vii above	4 weeks after receiving a complete written refund application from the student following their allowed period of leave or deferral
(ix) Student withdraws from their course, takes leave or has their enrolment cancelled, after the first four teaching weeks	No refund	
(x) Swinburne withdraw an offer due to the provision of fraudulent documentation	No refund	

(*) Refund of deposit subject to clause 1.11 and 1.12

1.16. 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	

1.17. 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. REFUNDS AND SCHOLARSHIPS FROM A THIRD-PARTY PROVIDER

If a student has paid their fees and enrolled at Swinburne but later receives a scholarship from a third-party provider, they will not be eligible for a refund of those fees. In those cases, the student will need to claim any applicable reimbursement directly from their sponsor. A student may be eligible for a refund of fees paid for future courses at Swinburne if they can provide the university with an acceptable financial guarantee from their sponsor.

3. 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 prepaid fees calculated in accordance with the law. The refund will be paid within 14 days of the day on which the course stopped being provided. Alternatively, students may be offered enrolment in 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.

The Tuition Protection Service (TPS) ensures that students are able to either complete their studies in another course or with another education provider, or receive a refund of their unspent tuition fees, in the case that an education provider is unable to fully deliver their course of study. For more information on the TPS, please refer to **https://tps.gov.au.**

4. CONSUMER PROTECTION

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

5. COMPLAINTS AND APPEALS

Internal process

Swinburne is committed to providing our students with the support they need to succeed. If you are not satisfied with the services we have provided or have suggestions on how we can improve, please contact us through our website. If you are not happy with a decision made by Swinburne, you may also submit a request for a review or appeal.

Complaints and Feedback can be submitted through **www.swinburne.edu.au/corporate/feedback.**

External process

If you are unhappy with the outcome of the internal process, you can submit an online form to the Victorian Ombudsman through their website. Alternatively, you may contact the Ombudsman on (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 acknowledge that I have read and understood the offer acceptance information, and I will submit my completed acceptance form before or at the same time that I make any payment to the University. By accepting this offer, along with my Offer Letter or Variation, I understand that this forms my written agreement with Swinburne University of Technology under Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. I understand that I am responsible for keeping a copy of my written agreement (including my Offer Letter and Research Acceptance Form) and all receipts for any tuition and non-tuition fee payments I make.
- I acknowledge that I have made my own decision to study based on the information provided in my Offer Letter and understand that the completion of the course does not guarantee a particular employment or migration outcome.
- 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 Offer Letter 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 Offer Letter. I understand that any tuition fee increases will be applied to all applicable courses in my Offer Letter.
- 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 accept that Swinburne has the authority to collect personal information during the application and enrolment process to meet its obligations under the ESOS Act and the National Code. This data includes contact information and details about enrolment changes and visa compliance, and it can be provided without consent to the Australian Government, regulatory agencies and the ESOS Tuition Protection Service when legally required.
- 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. The terms of the preferred provider's OSHC policy are available at **https://www.medibank.com.au/privacy/.**
- I acknowledge that I am not a permanent resident/citizen of Australia or New Zealand, and that I must notify Swinburne if I am granted permanent residency in Australia. If an international student is granted permanent residency in Australia, they must apply or enrol at Swinburne as a domestic student, and there may be entry restrictions.
- I declare that I am a genuine temporary entrant of Australia and a genuine student who understands that student visas have work restrictions, including that any work not CRICOS-registered will count towards my work limit. Additionally, I authorise Swinburne to check my visa status through the immigration authority's VEVO system at any time. For more about the Australian Government's student visa restrictions, **visit their website**.
- 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 offer letter. 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 upon request.
- 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 agree to advise the University of any changes to my Australian and home country addresses, phone numbers (including mobile phone number), personal email address and emergency contact details within 7 days of any change. **Learn how to change your personal details.**
- 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 **https://www.swinburne.edu.au/privacy/.**
- I acknowledge that the tuition fees quoted in my 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.

Student signature: ..... Date: D D / M M / Y Y

CHECKLIST

- ☐ Have you answered ALL applicable questions?
- ☐ Have you included the required deposit as set out in your offer letter?
- ☐ Have you included certified evidence of meeting the conditions specified in your offer (if applicable)?
- ☐ Have your provided a copy of your valid passport?
- ☐ 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:

internationalres@swin.edu.au

Telephone: +61 3 9214 8444