



Read these instructions carefully before you complete the acceptance form.

This offer acceptance form, refund policy and your letter of offer, constitute your written agreement with Swinburne University of Technology Sarawak Campus. Please retain a copy for your record and ensure that the original form has been signed and returned to Swinburne Sarawak. You cannot proceed further with your acceptance until you have signed and returned this form with the required payment and documents. No official receipts will be issued unless this form is received with the payment. If there are any changes to your details prior to your arrival, please notify the Business Development and Communications immediately.

PRINT YOUR NAME AS IT APPEARS IN YOUR NRIC/PASSPORT. Please use BLOCK LETTERS. All applicable fields must be completed.

PERSONAL DETAILS

Title (Mrs, Miss, Ms, Mr etc.): _____ Gender: Female Male Date of birth*: / /

Family name/Surname*:
(as indicated in passport)

Given names*:
(leave spaces between names)

Email address*:

Permanent address:

Country Postcode

Malaysian address:
(if applicable)

Country Postcode

Telephone (Overseas): _____ Telephone (Malaysia): _____

Fax: _____ Mobile: _____

Country of citizenship*: _____ Country of birth: _____

Identity Card (NRIC)* or Passport number* :
(for Malaysian students only) (for International students only)

Passport expiry date: / /

Do you hold a valid Malaysian visa? Yes No

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

Visa expiry date: / /

Location for collection of visa : _____

*mandatory

COURSE INFORMATION

Please indicate the name of the course/s you wish to accept. (If on Study Abroad/Exchange Program please write "Study Abroad" or "Exchange").

COURSE	TOTAL PAID
1.	
2.	
3.	

Commencement date of first course: / /

SUMMARY OF PAYMENT

Tuition fee	RM/USD _____	Medical insurance	RM/USD _____
Accommodation booking fee	RM/USD _____	Processing fee	RM/USD _____
Application fee	RM/USD _____	International deposit	RM/USD _____
		TOTAL FEE PAID	RM/USD _____

PAYMENT DETAILS

The fees indicated in the offer letter must be paid in full in Malaysian currency. For Malaysian students, the fees payable must be paid in full within seven (7) working days after the start of the semester. For International students, the total fees must be paid at least six (6) weeks before the start of the semester. The University will not be liable for any discrepancies or shortfall (e.g bank charges, loss in foreign currency exchange, etc.) from the payment made by the currencies other than the nominated currency and the same shall be borne by the students. If there is any such discrepancies or shortfall, the said discrepancies or shortfall must be fully paid to the University before the students are considered to have fully paid the fees. All fees payable to Swinburne Sarawak must be issued in the name of **Swinburne Sarawak Sdn. Bhd.** Payment must not be made to a third party including education agent of Swinburne Sarawak or an individual staff member of an education agent.

The Cashier Counter at Swinburne Sarawak does not accept CASH payment exceeding RM500.00. You may choose one of the options below:

Bank draft/cheque

I have enclosed a bank draft/cheque made payable to SWINBURNE SARAWAK SDN. BHD. to the value of

RM/USD _____ Cheque/Draft No. _____

Direct Bank-in

Cash or Malaysian cheque can be directly deposited at our banker. A copy of the bank-in slip must be submitted along with your Offer Acceptance Form.

Telegraphic Transfer (also referred to as Wire Remittance)

This mode of payment may take some time to process and is not recommended for students requiring urgent visa documentation. Please ensure you attach a copy of the Telegraphic Transfer Receipt and return it with this form to enable identification of your payment. Note that you must pay any fees charged by your bank or by our bank.

Your bank must include the following details when they process the telegraphic transfer:

Student's name and payment details (e.g. Tuition fees for Semester 1, 2014)

You must send this form to Swinburne Sarawak immediately after making a telegraphic transfer, to ensure it has been received by Swinburne Sarawak prior to receipt of your payment.

Credit Card/Bank Card

This mode of payment can only be processed in the presence of the card holder. The card holder must proceed to the Cashier Counter at Swinburne Sarawak for the processing of credit and bank card payment. There will be a service charge for every transaction.

Swinburne Sarawak accepts Visa and MasterCard.

Bank Details

Our account details are:

Account name	: Swinburne Sarawak Sdn Bhd	Account name	: Swinburne Sarawak Sdn Bhd
Bank name	: RHB Bank Berhad	Bank name	: CIMB Bank Berhad
Account number	: 2-11016-00065829	Account number	: 80-0526998-9
Address	: 256 Jalan Padungan, 93100 Kuching, Sarawak, Malaysia	Address	: Lot 262 Section 48 Ground Floor, Wisma Bukit Mata Kuching, Jalan Tunku Abdul Rahman, 93100 Kuching, Sarawak, Malaysia
SWIFT code	: RHBBMYKL	SWIFT code	: CIBBMYKL

Sponsorship

If your fees are to be paid by a sponsor or scholarship, please provide a copy of the letter of notification from your sponsor/scholarship provider.

Name of Sponsor/Scholarship: _____

EMERGENCY CONTACT DETAILS*

Please provide details of the person you wish to be contacted in case of emergency:

Name: _____

Postal Address: _____

Telephone: _____ Fax: _____

Mobile: _____ Email Address: _____

Relationship: _____ Language(s) spoken: _____

CHECKLIST

- Have you answered ALL applicable questions?
- Have you included the required payment as set out in your letter of offer?
- Have you read the Swinburne University of Technology Sarawak Campus Refund Policy?
- Have you included certified evidence of meeting the conditions specified in your offer (if applicable)?
- If you hold a valid Malaysia visa: Have you included a copy of your visa?
- Sponsored students: Have you included the Letter of Notification signed by your sponsor?
- International students: Have you included the required documents for visa processing?
- Have you filled in the accomodation booking form (if applicable)?
- Have you included the accommodation booking fee?

GENERAL PRIVACY STATEMENT

The information collected on this form is to assess your application for entry onto a course at Swinburne University of Technology Sarawak Campus. It is also used to create an enrolment record for the University database, prepare statistical analysis and to inform you about your course and other courses and/or events. The information is processed in accordance with the Malaysian Personal Data Protection (PDP) Act 2010. It is only disclosed to third parties only with your consent or to meet statutory obligation.

For more information, please refer to the University's Privacy Policy at <http://www.swinburne.edu.my/privacy/>.

By signing this form, you are subject to the Student Privacy Notice of the University and have consented to the processing and disclosure of your personal data for the fulfilment of this contract.

CONDITIONS OF ACCEPTANCE AND DECLARATION

1. I acknowledge that I have read and understood the description of the course I am accepting.
2. By signing this section, I have read, understood, accepted and agreed to abide to the terms and conditions of the offer made to me by Swinburne University of Technology Sarawak Campus. In addition, I understand and agree that my enrolment will be governed by the conditions set out in the letter of offer, and current Swinburne Sarawak policies and procedures. Swinburne Sarawak reserves the right to make changes as necessary and I will be informed directly or through any representative agent, of the changes made.
3. I acknowledge that I have read and understood the Refund Policy and agree to accept the terms and conditions of that policy.
4. I understand that the tuition fee does not include the cost of books, materials, field trips or living expenses, unless otherwise specified.
5. I understand that the offer made by the university assumes the information I have supplied to be 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.
6. I understand that the personal information I provided may be made available to Malaysian Immigration Department and Ministry of Education. I further understand that the university is required to advise government agencies about certain changes to my enrolment and any breach by me of a student visa condition relating to attendance or satisfactory academic performance.
7. I authorise the university to disclose information relevant to my application and enrolment to the university's Medical Insurance or Personal Accident Insurance provider and other third parties for the purposes of arranging my insurance and progressing my application and enrolment.
8. I confirm that I must arrive at the university before the commencement of classes.
9. I understand that by signing this form, I am subject to the University's Student Privacy Notice and give the University consent to process my personal data for the fulfilment of this contract.
10. I confirm that I have obtained consent from the individuals mentioned in this form and notified them of Swinburne's Student Privacy Notice in the processing and disclosure of their personal data for the purpose of this contract.
11. I accept and acknowledge any recognition of prior learning indicated in my letter of offer. I further acknowledge that any credit transfer is conditional upon the presentation by me of the original or certified copies of academic transcripts and testamurs on which it was granted.
12. I confirm that I will present original or certified copies of my academic transcripts, testamurs and other documents at enrolment.
13. I agree to advise the university of any changes to my Malaysian address and/or telephone number within seven days.
14. I understand that Swinburne University of Technology Sarawak Campus collects, uses and destroys my information in accordance with the University's Policies.

Student's signature*: _____

Date*: / /

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

Parent/Guardian signature*: _____

Date*: / /

Name: _____

*mandatory

Swinburne University of Technology Sarawak Campus

Refund Policy

This form should be read and understood carefully by all students who have applied to study at Swinburne University of Technology Sarawak Campus.

Approved by: **Board of Directors**
Approval date: **22 January 2015**

Swinburne University of Technology Sarawak Campus is entitled and empowered to make changes to this Refund Policy from time to time at their sole discretion with or without notice to the students, and any such future changes will supersede the antecedent provisions in the present Refund Policy signed by the Student without affecting or impairing the validity, legality and enforceability of the remaining provisions hereof.

PRINCIPLES

The policy exists to ensure proper handling and authorisation in refund processing. In addition, the policy will ensure all the necessary procedures are being carried out smoothly and efficiently amongst the staff and various units. The policy on the refund of tuition fees constitutes a written agreement between Swinburne and all the students. The agreement is formed when a student delivers their acceptance form.

DEFINITIONS

Word/Term	Definition
Enrolled student	A student who has enrolled with Swinburne University of Technology Sarawak Campus and has paid some or all fees and charges as stipulated by the University. A student who has not enrolled with the University but has paid some or all fees and charges is deemed to have enrolled.
Short semester	Teaching period less than 12 weeks.
Long semester	Teaching period of 12 weeks and above.
Commencement of a program	The official semester commencement date shall be deemed to be the date of commencement of the MPU program or the core program whichever is earlier. Where applicable, the commencement of a course also includes programs offered in the summer/winter term.
Commencing students	Students commencing a new program.
Continuing students	Students who are continuing to enrol in a course in which they have previously been enrolled.
Current fee structure	The fee applicable at the year of enrolment into the new course.
Electives Plus	Electives Plus gives students options to broaden their career skills and strengthen their employability by selecting from units outside their program discipline. It is an initiative aimed at integrating career skills development into the undergraduate curriculum.
Financial aids	Collectively means Scholarship, Study Loan, and Installment Payment Plan.
IDM	Immigration Department of Malaysia
International deposit	The deposit sum required as security for the guarantee that the international student to whom the student pass is issued will comply with the provisions of the Ordinance and of any regulations made under, and with any conditions imposed in respect of, or instructions endorsed on the student pass, as required/prescribed by Regulation 18 of the Immigration Regulations, 1963.
MPU	Mata Pelajaran Umum
Previous fee structure	The fee at the time of first enrolment into the previous course.
Scholarship	Financial aid given by Swinburne or sponsor which the student is not required to repay.
Study loan	Financial aid given by sponsor which the student is required to repay after completion of study.
Unclaimed moneys	Moneys which are legally refundable to the student but have remained uncollected for a period of two (2) year after they have become claimable. This includes student excess payment and refundable deposit.
Year of enrolment	Swinburne University of Technology Sarawak Campus (SUTS) fiscal calendar year that begins on 1 Jan and ends on 31 December.
Student Exchange -Outgoing	Undergraduate students enrolled at SUTS undertaking a student exchange program at Swinburne University of Technology, Melbourne (SUTM) or at any of its partner institutions.

PRINCIPLES

The policy exists to ensure proper handling and authorisation in refund processing. In addition, the policy will ensure all the necessary procedures are being carried out smoothly and efficiently amongst the staff and various units. The policy on the refund of tuition fees constitutes a written agreement between Swinburne and all the students. The agreement is formed when a student delivers their acceptance form.

1. Payment of Refunds

- 1.1 Refunds of fees paid, less deductions provided for in this policy, will be made if students apply to Swinburne Finance within the refund application period as prescribed in this policy.
 - 1.1.1 Students seeking a refund while in Malaysia must complete and submit the Refund Request Form, available from the Cashier Counter and Swinburne official website, http://www.swinburne.edu.my/student_operations/general_admin.php?do=student_forms. Appropriate supporting documentation must be provided with the Refund Request Form.
 - 1.1.2 International students seeking a refund while in Malaysia must include in their Refund Request Form and appropriate supporting documentation. e.g. evidence of arrangements for departure from Malaysia or acceptance into another program of study.
 - 1.1.3 International students seeking a refund while outside Malaysia must include in their refund request letter; the student's contact details, reasons for the refund request, the name of the person to whom the refund is to be made, and payment details. Appropriate supporting documentation must be provided with the letter.
 - 1.1.4 Applications for refunds must be made within 12 months of the event occasioning the refund as prescribed in this policy.
- 1.2 If the refund payment is made to a third party's bank account, the student must include an Authorisation Letter, available from the Cashier Counter and Swinburne official website, http://www.swinburne.edu.my/student_operations/general_admin.php?do=student_forms with the refund application indicating the name and payment details of the beneficiary.
- 1.3 In order for a refund to be payable, the funds must be available (e.g. cheques are cleared, telegraphic transfers received), and any debts to Swinburne must be paid in full or the outstanding amounts will be deducted from the refund.
- 1.4 Approved refunds will be made in Ringgit Malaysia within four (4) weeks of receipt of a written request (if overseas) or receipt of the Refund Request Form from students. Where applicable, copies of required documents should also be furnished by students.
- 1.5 Swinburne reserves the right to retain the amount of any agent or success fee incurred by Swinburne in recruiting a student, in addition to any other amount Swinburne is entitled to retain under this policy.
- 1.6 This policy applies to all students irrespective of who pays the fees.
- 1.7 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.
- 1.8 An administration fee will apply if a refund has to be re-issued on the basis of incorrect or incomplete information supplied by the student.
- 1.9 Swinburne reserves the right to retain the full fee paid where an offer was made on the basis of fraudulent documents.

2. Refund of Tuition Fees

- 2.1 Subject to the conditions of 1.4, a full refund of tuition fees will be provided if:
 - 2.1.1 an offer of a course is withdrawn prior to commencement, except where the offer was withdrawn on the basis of incorrect or incomplete information supplied by the student; or
 - 2.1.2 a student does not meet the conditions stated on their offer letter; or
 - 2.1.3 a student is not permitted to enrol or re-enrol due to failure to meet academic progression requirements; or
 - 2.1.4 a student has their student visa application refused (applicable to international students only)
 - 2.1.5 a student who has accepted a course transfer to Swinburne, Melbourne.

- 2.2 A refund of tuition fees, less 5% of the fee payable if a student enrolled in a course withdraws, takes a leave of absence, or has their enrolment cancelled more than two weeks before the commencement of a course.
- 2.3 A refund of tuition fees, less 10% of the fee payable if a student enrolled in a course withdraws, takes a leave of absence, or has their enrolment cancelled within two weeks before the commencement of a course.
- 2.4 A refund of tuition fees, less 20% of the fee payable if a student enrolled in a course withdraws, takes a leave of absence, or has their enrolment cancelled within two weeks after the commencement of a course.
- 2.5 A refund of tuition fees, less 50% of the fee payable if a student enrolled in a course withdraws, takes a leave of absence, or has their enrolment cancelled after two weeks but less than 4 weeks after the commencement of a course.
- 2.6 With effect from 1 January 2014, Section 2.2 – 2.5 will be replaced by Section 2.7 – 2.8.
- 2.7 If a commencing or continuing student enrolled in a course running on a short semester;
 - 2.7.1 Refund of tuition fees, less 10% of the fees payable if student withdraws, takes a leave of absence, or has their enrolment cancelled before the commencement of a course.
 - 2.7.2 A refund of tuition fees, less 50% of the fee payable if student withdraws, takes a leave of absence, or has their enrolment cancelled within two weeks after the commencement of a course.
 - 2.7.3 No refund is payable if a student enrolled in a program withdraws, takes a leave of absence, or has their enrolment cancelled after two weeks of the commencement of a course.
- 2.8 If a commencing or continuing student enrolled in a course running on a long semester;
 - 2.8.1 Refund of tuition fees, less 10% of the fees payable if student withdraws, takes a leave of absence, or has their enrolment cancelled before the commencement of a course.
 - 2.8.2 A refund of tuition fees, less 50% of the fee payable if student withdraws, takes a leave of absence, or has their enrolment cancelled within four weeks after the commencement of a course.
 - 2.8.3 No refund is payable if a student enrolled in a program withdraws, takes a leave of absence, or has their enrolment cancelled after four weeks of the commencement of a course.
- 2.9 Where a commencing or continuing student takes leave of absence within four weeks of the commencement of a course, money paid will be retained as a deposit for the course. If the student returns to study after the allowed period of leave, the pre-paid fees will be used to pay the fees in the relevant study period. If the student does not return to study after the allowed period of leave, the refund provisions for students in Section 2 of this policy apply. Students must apply for a refund within the refund application period as specified in Section 1 of this policy.
- 2.10 The refund policy is also applicable to students under the study abroad or exchange course.

3. Refunds in Exceptional Circumstances

- 3.1 Exceptional circumstances may be accepted as grounds for a full or partial refund of any pre-paid tuition fees, where a student would not otherwise be eligible for a refund, at the discretion of Swinburne Finance. Exceptional circumstances include but are not limited to:
 - 3.1.1 A major illness or disability affecting the student; or
 - 3.1.2 The death of the student or a close family member (parent, sibling, spouse, or child); or
 - 3.1.3 A political, civil or natural event in the student's home country that prevents the student from continuing their study in Malaysia

4. Change of Intake

- 4.1 Commencing students, who wish to change to a later intake, must notify Swinburne Business Development and Communication in writing prior to the course commencement date. A new offer will be issued advising of their new course commencement date, subject to program availability. A place may only be deferred for up to 12 months.
- 4.2 Where a student changes intake any monies paid to accept the course will be retained as a deposit.
- 4.3 If, after changing intake, a student gives written notice that they do not intend to take up their place, the refund provisions for students in Section 2 of this policy apply. Students must apply for a refund within the refund application period as specified in Section 1 of this policy.

- 4.4 It is possible that changing intakes may affect a student's visa. Students are advised to contact Swinburne Business Development and Communications to ascertain any impact on their visa (applicable to international students only).

5. Refunds for Units of Study

- 5.1 A full refund of tuition fees for those units of study will be provided if
- 5.1.1 a student withdraws from the unit(s) of study that does not meet the pre-requisite requirement.
 - 5.1.2 a student has time-table clashes (proof of a clash has to be submitted to Swinburne Finance).
 - 5.1.3 a student is not approved to enroll into the unit of study by the Faculty (it must be acknowledged by the co-ordinator).
- 5.2 A commencing or continuing student enrolled in a course who withdraws from units of study (but not the course) will be entitled to the following refund of tuition fees for those units of study if:
- 5.2.1 A refund of unit tuition fees, less 5% of the fee payable if a student enrolled in a course withdraws from units of study more than two weeks before the commencement of a course.
 - 5.2.2 A refund of unit tuition fees, less 10% of the fee payable if a student enrolled in a course withdraws from units of study within two weeks before the commencement of a course.
 - 5.2.3 A refund of unit tuition fees, less 20% of the fee payable if a student enrolled in a course withdraws from units of study within two weeks after the commencement of a course.
 - 5.2.4 A refund of unit tuition fees, less 50% of the fee payable if a student enrolled in a course withdraws from units of study after two weeks but less than 4 weeks after the commencement of a course.
- 5.3 With effect from 1 January 2014, Section 5.2 will be replaced by Section 5.4 – 5.5
- 5.4 A commencing or continuing student enrolled in a course running on a short semester who withdraws from units of study (but not the course) will be entitled to the following refund of tuition fees for those units of study if:
- 5.4.1 A refund of unit tuition fees, less 10% of the fee payable if a student enrolled in a course withdraws from units of study before the commencement of a course.
 - 5.4.2 A refund of unit tuition fees, less 50% of the fee payable if a student enrolled in a course withdraws from units of study within two weeks after the commencement of a course.
 - 5.4.3 No refund is payable if a student enrolled in a course who withdraws from units of study after two weeks of commencement of a course.
- 5.5 A commencing or continuing student enrolled in a course running on a long semester who withdraws from units of study (but not the course) will be entitled to the following refund of tuition fees for those units of study if:
- 5.5.1 A refund of unit tuition fees, less 10% of the fee payable if a student enrolled in a course withdraws from units of study before the commencement of a course.
 - 5.5.2 A refund of unit tuition fees, less 50% of the fee payable if a student enrolled in a course withdraws from units of study within four weeks after the commencement of a course.
 - 5.5.3 No refund is payable if a student enrolled in a course who withdraws from units of study after four weeks of commencement of a course.
- 5.6 Students enrolled under the study abroad or exchange program who withdraw from units of study (but not the course) are not entitled to any refund.

6. Elective Plus Teaching Period

- 6.1 An optional Electives Plus may be offered in some courses during the summer/winter teaching period. Students may be able to complete units of study in this teaching period which can be credited toward their course.
- 6.2 No refund will be provided for enrolments in the Electives Plus program after the commencement of a teaching period.

7. Non-Refundable Fees

- 7.1 The local student application fee, international student processing fee and insurance premium are not refundable.
- 7.2 Where a materials fee or other fees related to the courses, which is separate from the tuition fees, is payable for a program, these fees are not refundable.

8. Full Refund of Tuition Fees

- 8.1 Notwithstanding anything in this policy, a full refund of tuition fees will be provided within two (2) weeks of the default day if:
- 8.1.1 Swinburne does not commence a course, or a revised accredited course on the agreed start date; or
 - 8.1.2 Swinburne is unable to continue to provide a course or a revised accredited course to a student after commencement but prior to completion; or
 - 8.1.3 A course cannot be provided in full and a student has not withdrawn prior to sanctions being imposed on Swinburne.

And the student has not withdrawn before the default day.

- 8.2 In the event of a course not being delivered, Swinburne may offer a student a place in an alternative course at Swinburne's expense. Where a student accepts the alternative course in writing, Swinburne is relieved of its liability to pay a refund under 8.1.

9. Refund of International Deposit

- 9.1 A full refund of international deposit will be provided to:
- 9.1.1 A commencing or continuing student who has completed the course; or
 - 9.1.2 A commencing or continuing student who has been accepted and have transferred the course to Swinburne University of Technology, Melbourne; or
 - 9.1.3 A commencing or continuing student who has withdrawn from the course.
- 9.2 No refund will be provided for a commencing or continuing student who had been deported by the IDM. However, the student is entitled to the other pre-paid fees less fee payable, as specified in Sections 2 and 7 above.

10. Unclaimed Moneys

- 10.1 Pursuant to the provisions of the Unclaimed Moneys Act 1965, the University is obliged to surrender the unclaimed moneys to the Registrar of Unclaimed Money (JANM).
- 10.2 Queries regarding unclaimed moneys already sent should be referred to the Registrar of Unclaimed Money (JANM) (information available at www.anm.gov.my). The owner of the unclaimed moneys may recover the moneys from the Registrar in accordance to Part II of the Act.

11. Grievance Handling

- 11.1 Any grievance regarding issues administered by Swinburne Finance and any appeals regarding decisions relating to this policy should be lodged in writing and addressed to the Registrar and the Manager, Finance within 20 working days of the event giving rise to the grievance or the student receiving the original decision from the University.
- 11.2 A review of a student's grievance/appeal will commence within 10 working days of the written grievance/appeal being lodged. The student will be given a written statement of the outcome of their grievance/appeal, including reasons for the outcome.
- 11.3 Any decision made on the grievance/appeal shall be considered within the University's policies, statutes and regulations.

12. Ancillary Fees

The University charges a range of ancillary fees which can be viewed in the Student Administration Ancillary Fees Policy available at http://www.swinburne.edu.my/ppd/directory.php?do=ss_sis.

13. 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, to ensure student compliance with the conditions of their visas and their obligations under Malaysian immigration laws generally. Information collected about students can be provided, in certain circumstances, to the Malaysian Government and designated authorities. 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.

14. Student's Obligation to Notify Change of Address

Students must advise Swinburne Student Operations of any changes in their correspondence and permanent addresses and phone numbers (including mobile phone number) and personal email address within seven days of the change.

15. Student's Obligation to Maintain Visa and Insurance

International students must ensure that they maintain a valid visa and insurance required by the Immigration Department of Malaysia (IDM). Swinburne will arrange for the insurance as required by the IDM for the students. However, students are responsible to pay for the insurance premium. Student is also responsible for the application for the visa renewal one month before expiry.

16. Tuition Fees

- 16.1 Tuition fee is charged based on the standard full time study load of a course.
- 16.2 Students who undertake more or less than the standard full time study load in a teaching period will have their fee adjusted accordingly.
- 16.3 Students who enrol from 2009 to 2012 will be charged the annual tuition fee applicable at the time of enrolment into their course. Fees may be subject to no more than a 5% increase per annum in each subsequent year of enrolment.
- 16.4 Students who enrol from 2013 to 2014 will be charged the tuition fee applicable at the time of enrolment into their course. Fees may be subject to no more than a 5.5% increase per annum in each subsequent year of enrolment.
- 16.5 Students who enrol from 2015 onwards will be charged the tuition fee applicable at the time of enrolment into their course. Fees may be subject to no more than a 7% increase per annum in each subsequent year of enrolment.
- 16.6 For students who transfer from one course to another at the same level and within the same discipline, the previous fee structure will remain applicable (this only applies to students enrolled prior to 2009).
- 16.7 For students who transfer from one course to another at the same level but to a different discipline, the current fee structure of the new discipline is applicable.
- 16.8 For students who progress to another course at a different level after completing the previous course, the previous fee structure remains applicable (this only applies to students enrolled prior to 2009). However, if a student transfer to a course introduced in 2009 onwards, the current year fee structure applies.
- 16.9 For students who progress to another course at the same level after completing the previous course, the current fee structure of the new course is applicable.
- 16.10 For students who had withdrawn or been excluded and re-apply to study with Swinburne, the current fee structure of the course is applicable.
- 16.11 For students who transfer from one course to another at a different level, the current fee structure of the new course is applicable.
- 16.12 Commencing students who change their intake must pay the tuition fee applicable at the time of enrolment into the course.
- 16.13 Continuing students who apply leave of absence must pay the tuition fee applicable at the time of enrolment into the course.
- 16.14 Additional tuition fees are payable if:
 - 16.14.1 a student is enrolling in an additional unit of study with the approval of their School discipline. The approval is subject to availability of a place and that the unit of study does not clash with the other already enrolled units of study; or
 - 16.14.2 a student is repeating a failed unit(s) of study.
- 16.15 Commencing international students must pay all outstanding dues specified in their offer letter and provide the documentation required by Swinburne before proceeding to visa application.

17. Payment of Tuition Fee

- 17.1 By submitting the Offer Acceptance Form or paying the deposit, a student is deemed to have entered into a contract to pay the tuition fees by the due dates.
- 17.2 Tuition fees for both commencing and continuing students are normally payable within seven (7) working days after the commencement of the semester.
- 17.3 Tuition fees for both commencing and continuing students enrolled after the commencement of the semester are payable within seven (7) working days after the Fee Invoice date.
- 17.4 The University will not be liable for any discrepancies or shortfall (e.g. bank charges, loss in foreign currency exchange, etc) from the payment made by the currencies other than Ringgit Malaysia and the same shall be borne by the students. If there are any such discrepancies or shortfall, then the said discrepancies or shortfall must be fully paid to the University before the students are considered to have fully paid the fees.
- 17.5 Students undertaking a course with teaching periods outside the standard academic year may be required to make additional payments.
- 17.6 Students undertaking additional units outside the standard academic year for their course are subject to the due dates specified by Swinburne.
- 17.7 Where full payment is not received by the due date, penalties are payable and one or all of the following may occur:
- 17.7.1 The student's enrolment will be cancelled. For international students, IDM will be informed of the enrolment cancellation, which may result in the student's visa being cancelled.
 - 17.7.2 Student access to university facilities will be blocked.
 - 17.7.3 The student will not be permitted to sit for examinations.
 - 17.7.4 The student's official results and award will be withheld.
 - 17.7.5 The student will not be permitted to re-enroll at Swinburne.
 - 17.7.6 A re-enrolment penalty, in addition to the late payment penalty, will apply.
 - 17.7.7 Student will only be allowed to re-enrol after paying the outstanding fee including the late payment and re-enrolment penalties.
- 17.8 Students who fail to pay their tuition fees by the due dates because they did not receive their Enrolment Summary and Fee Invoice will not be exempted from the provisions in this section. It is the student's responsibility to ensure that they familiarise themselves with the payment due dates set and check their electronic correspondence with the University.
- 17.9 Students receiving financial aid may be granted special arrangements by the University.

18. Extension of Payment

Continuing students whose financial position has been affected by circumstances beyond their control may apply to extend the due date of payment. The application must be made in writing to the Finance Manager, prior to the due date and accompanied by evidence of financial hardship. Fee extensions will only be granted in exceptional circumstances.

19. Repeating Units of Study

- 19.1 Students who repeat units of study must do so at full cost
- 19.2 Repeating units of study is not automatic and is subject to Swinburne's progression requirements. Restrictions apply to international students holding student visas extending the duration of their course.

20. Financial Aids

- 20.1 Students on financial aid are required to maintain academic standards and comply with any other conditions in accordance with the terms of the aid, otherwise the aid may be cancelled.
- 20.2 Where two or more scholarships have been offered to a student, only the scholarship of greater value will be applied to the student's tuition fee. A student is only entitled to one scholarship from any organisation.

- 20.3 Students on financial aid other than a Swinburne scholarship, who wish Swinburne to invoice their sponsor for tuition fees must provide Swinburne with an official letter from their sponsor confirming:
- 20.3.1 what costs incurred by the student are to be invoiced.
 - 20.3.2 the duration of the scholarship
 - 20.3.3 the student's personal details as well as the contact person and address for sending the invoices.
- Upon receipt of the letter, Swinburne will invoice the student's sponsor directly for teaching periods thereafter.
- 20.4 Where a student's financial aid does not cover the entire tuition fee payable for a teaching period, the student remains liable for any unpaid amount by the specified due dates.

21. Student Exchange - Outgoing

Students intending to participate in an Student Exchange program must pay all tuition fees (in Ringgit Malaysia), including health & medical insurance fee (if applicable) due for the total duration of the exchange to Swinburne Sarawak in advance prior to leaving for exchange.

Procedure Steps		Responsibility
1.	Refunds	
1.1	Submit 'Refund Request Form' or refund request letter.	Student
1.2	Process refund and provide to student, sponsor or other authorised third party.	Swinburne Finance
2.	Change of Intake	
2.1	Notify Swinburne Business Development and Communications of wish to change intake period.	Commencing Student
2.2	Issue amended offer, if change of intake possible.	Swinburne Business Development and Communications
3.	Grievance Handling	
3.1	Student submits written appeal within 20 working days of relevant decision.	Student
3.2	Review of student's appeal commenced within 10 working days of submission.	The Registrar (or nominee) and Manager, Finance (or nominee).