

ONLINE STUDY FREQUENTLY ASKED QUESTIONS

We are excited to welcome you to join our upcoming intake where you will begin your course online ahead of joining us face to face once borders re-open. As we know that this may seem quite different for you and your family, we have prepared a list of questions and answers which will hopefully address some of these, but you can reach out to us directly if there is anything else that we can help with.

WHEN DOES THE COURSE START IF I CHOOSE TO START MY STUDIES ONLINE?

The course will start on 28 June 2021 for Foundation Studies, UniLink Bridging and UniLink Diploma students. Students in the Postgraduate Qualifying Program will start on 2 August 2021.

DO WE HAVE A LATE START DATE FOR THE ONLINE STUDY?

We can accept late starts for online study up until 9 July for Foundation, UniLink Bridging and UniLink Diploma. However, we discourage this as you would be expected to catch up any coursework that you have missed.

WHAT ONLINE TEACHING PLATFORMS AND METHODOLOGY DO WE USE?

- Our central LMS (Learning Management System) is **Canvas**.
- We are using **Collaborate** as our main video conferencing tool for live lessons with our teachers and students.
- Our teaching staff use a range of additional online tools to ensure students interact, practise and engage with their online learning and each other:
- **Loop** is used for interactive feedback on teaching and learning activities.
- **Zoom** is our alternative videoconferencing tool for student group-work or other collaborative activities.

DO I NEED AN APPLE PRODUCT TO OPERATE ONLINE, OR WILL EVERYTHING WORK ON WINDOWS AS WELL?

You can use either Apple or Windows for your online studies. We have tested both and are confident that there will be minimum problems regardless of the equipment or systems that you are operating at home.

WHAT IF THE ONLINE PLATFORM DOESN'T WORK IN MY COUNTRY?

We have selected platforms that we are confident will operate in all regions, so this should not be a problem for you. We have active students from a wide-range of locations currently accessing our systems from abroad. If you experience any problems, we will have dedicated student support staff on campus to help you.

Contact our dedicated IT support team:
+61 3 9214 5000
servicedesk@swin.edu.au

DO I NEED TO PURCHASE ADDITIONAL SOFTWARE TO COMPLETE MY STUDIES?

No, as a Swinburne student you get free access to Microsoft Office and Adobe Creative Suites. This is all you need to complete your coursework.

WILL I STILL HAVE HOMEWORK?

Yes, you will have assignments just like if you were physically in Australia. These will be submitted through Canvas (Swinburne's Learning Management System).

WHO ARE THE TEACHERS THAT WILL DO THE ONLINE TEACHING?

The same teachers that are teaching the students in Australia will be delivering the online modules.

HOW CAN STUDENTS ENGAGE WITH TEACHERS ONE-ON-ONE?

Teachers will maintain a discussion thread in their Canvas course, which allows students to ask public questions that all students can see. Students can also message staff privately through Canvas or direct email.

HOW CAN I BE SURE THAT I WON'T FALL BEHIND IF I AM STUDYING ONLINE AND THE OTHER STUDENTS ARE STUDYING IN CLASS?

There is no reason for you to fall behind as you will be studying at the same pace as your classmates in Australia. You will be able to easily track your progress as your tuition will be separated into weekly activities. If you do feel you are falling behind, we have a range of experienced academic support staff on hand to assist you.

WHAT KIND OF TRAINING DO YOUR TEACHERS HAVE WITH THE ONLINE PLATFORMS THAT YOU ARE USING?

We have the unique advantage of being a very technologically advanced institution already.

The teaching team in particular, are very well prepared for online delivery. The majority of our staff have completed Higher Education study related to online delivery techniques and effective use of technology. In addition, a number of our academic team members currently hold academic positions in Swinburne Online.

WHAT SUBJECTS WILL I STUDY ONLINE?

All subjects will be offered online. Foundation students will study four common units in Stage 1 and one discipline-specific unit (e.g. Marketing for

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Business students). The four common Stage 1 units are Academic Communication A, Innovation and Change, Introductory Mathematics and Information Technology. Foundation Stage 2 will consist of four discipline-specific units.

UniLink (8 Month Diploma) students will study four discipline-specific units and Stages 1 and 2.

HOW CAN I CHOOSE MY SUBJECTS?

The majority of subjects in your course will be compulsory. If electives are available, you will be able to select these units online through our student portal.

IF I FAIL A UNIT AND HAVE TO RESIT, WILL THIS APPEAR ON MY TRANSCRIPTS?

No, failed units will not appear on your transcripts while you are studying online due to COVID-19.

ARE CLASSES COMPULSORY?

Yes, it is expected that you attend all scheduled classes the same way as you would if you were physically on campus in Australia. We will take attendance and we will also monitor your interaction with the online resources we make available, so we have evidence of full participation as this is important for your future success.

Please note that once you obtain your student visa and join classes in Australia, you will need to comply with attendance requirements and conditions attached to your student visa. Attendance requirements can be found here.

WHAT IF I AM SICK AND UNABLE TO ATTEND CLASS SOMETIMES?

We understand that from time-to-time students may be unwell and unable to attend class. A doctor's note for any absences of more than 2 days is required. Any assignment extensions due to illness need to be supported by medical evidence. If a class is missed, all teaching and learning materials for that session will be available online from the day of delivery.

IF I AM IN AUSTRALIA, WILL I ALSO FOLLOW THE SAME STUDY TIMETABLE?

Yes, all students will follow the same timetable regardless of their location.

- Foundation Studies programs will all be timetabled in the 11.30 – 6.30pm slot.
- These students will be mainly onshore students so that should be fine.
- UniLink programs will have 3 options – On campus, online AM and online PM.
- The exception may be for students in the UniLink Bridging Course – students may have one morning slot.
- International students will be directed to the online PM option. If they choose the wrong option, this can be corrected.

IF THE LIVESTREAM PART OF ONLINE STUDY MAKE IT DIFFICULT FOR ME TO JOIN IN MY TIME ZONE, WILL THERE BE A RECORDED VERSION THAT I CAN ACCESS, AND WILL I STILL BE ABLE TO TAKE PART IN THE SELF-STUDY/ GROUP WORK AT A MORE SUITABLE TIME FOR ME?

Yes, all live sessions will be recorded and available for playback immediately after delivery. You can self-manage your study but time with your tutor will need to be arranged so you receive regular feedback on your progress.

I HAVE A CONDITIONAL OFFER AT THE MOMENT, BUT NEED TO SUPPLY MY TRANSCRIPTS FROM HIGH SCHOOL, WHICH I CAN'T OBTAIN AT THE MOMENT. CAN YOU ACCEPT WITHOUT THIS?

We are considering acceptance of alternatives here as well, and will be in touch as soon as we can confirm what we can accept.

HOW LONG WILL I BE STUDYING ONLINE?

As soon as we are confident that the borders will re-open, we will work towards welcoming students to Australia. We will teach out the semester that you are studying online so that all students can join face to face at the beginning of the following semester together.

Please note that there is likely to be a delay with visa processing due to the backlog of applications. Our goal is that this will allow enough time for students to obtain visas in time for the following semester's intake. However, we will commit to providing online learning for as long as required while students wait for visas to be processed.

SHOULD I JUST DEFER TO THE NEXT INTAKE NOW RATHER THAN STUDY ONLINE?

We understand that this is new and that you may not have studied online before, but we would recommend that you try the online learning option and see how it goes, this will allow you to stay on track with your study plans.

WHAT IF I DECIDE THAT ONLINE STUDY IS NOT WORKING FOR ME?

We're confident that once you get started you will see the value that our programme delivers. All students will be able to commence their learning online. If you experience difficulties with accessing the online course material, you have some different options around deferral, depending on when you decide to do so.

A: If you choose to defer before course commencement, we will transfer your offer, Confirmation of Enrolment (CoE) and any fees paid to the next available intake.

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B: If you choose to defer after course commencement, you must do so before the census date (23 July 2021). We will transfer your enrolment, CoE and any fees paid to the next available intake.

C: If you choose to defer after commencement and after the census date, you can do so, but you will incur the cost of the tuition fee for the first semester of your course.

Please note that changing to a future intake may mean that your whole study plan is delayed. If you wish to withdraw and defer to a future intake, you must advise the Admissions team (international@swin.edu.au) before the census date.

IF I REALLY WANT TO STUDY FACE-TO-FACE, WHAT ARE MY OPTIONS?

If you would prefer to defer your offer to a later intake, our courses will also run in October 2021 for Foundation Studies, UniLink Bridging and UniLink Diploma. We are unable to confirm at this time when face-to-face delivery will be available as we must follow guidelines set by the Australian Government. You can view up to date information [here](#).

WHAT IF I START MY STUDIES ONLINE WITHOUT HAVING MY VISA AND THEN MY VISA IS REJECTED?

In the case of commencement of studies by remote learning, we require you to have been issued your Confirmation of Enrolment (CoE) – although this means that you need to prepare further in advance for your remote learning studies, it will reduce the risk of a visa rejection.

In order to ensure that you have the best chance of obtaining your visa quickly once you commence, we expect students to submit their visa application within the first week of commencement.

However, we acknowledge that even once we have issued the CoE, there is still a small possibility that some students may have their visas refused, in which case, we will provide a full refund of the course fees whether you have already studied part of your course or not.

I HAVE A CONDITIONAL OFFER AT THE MOMENT BUT NEED TO SUPPLY A LANGUAGE TEST TO ACCEPT MY PLACE. CAN YOU ACCEPT ANY EQUIVALENTS TO IELTS?

In addition to our normal equivalencies, we have also decided to accept the Duolingo English test, Linguaskill General & TOEFL iBT Home Version, using the scores that you can find here:

English Test	Overall Score	Equivalent IELTS Score
Linguaskill – General	Overall score of 140–159 with no band less than 120	Overall 5.5
Duolingo English Test	Overall score of 85–90	No individual band below 5.0
Linguaskill – General	Overall score of 160–179 with no band less than 140	Overall 6.0
		No individual band below 5.5
TOEFL iBT Home-Based Edition Test	TOEFL iBT: minimum score 65 (no band less than 15)	Overall 5.5
		No individual band below 5.0
TOEFL iBT Home-Based Edition Test	TOEFL iBT: minimum score 75 (no band less than 17)	Overall 6.0
		No individual band below 5.5

While the Duolingo/Linguaskill English Test has been approved for entry to Swinburne, it may not satisfy visa requirements for an Australian student visa. You may be required to take an additional language test to qualify for a student visa. Any questions related to student visas for study in Australia should be directed to the Department of Home Affairs nearer the time of your student visa application.

You are advised to contact Swinburne Learning and Academic Skills (LAS) Centre for additional support throughout your study at Swinburne. Please click [here](#) for further information.

The university has made available additional language support for you. This is an additional service that Swinburne provides to you at no cost and a service that will not impact the duration of your study with us. If you inform the university that you need additional support, you will be required to undergo a Versant test to determine the level of language support.

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IF I AM IN AUSTRALIA ALREADY, CAN I START THE COURSE ONLINE WITHOUT HAVING MY VISA YET?

No, unfortunately if you are already in the country, the immigration regulations restrict you from being able to start your online study without a valid visa. You cannot commence study onshore unless you have a valid visa that allows you to study in a formal course. If you hold a valid student visa and are already in Australia, you can apply as normal.

DO I NEED TO PAY THE FULL TUITION FEE?

Yes, please pay all fees as indicated on the offer letter.

DO I NEED TO DO ANYTHING DIFFERENTLY IN ORDER TO ACCEPT MY OFFER?

No, you only need to sign & submit your Offer Acceptance Form to confirm your acceptance and you will be issued with your Confirmation of Enrolment.

I HAVE A SCHOLARSHIP FOR MY COURSE, WILL THIS BE CARRIED OVER IF I DEFER?

Any scholarships issued for pathway programmes can be deferred for the next preferred intake.

WHO ARE THE KEY CONTACTS I CAN REACH OUT TO?

If there is anything that you would like to discuss, please contact our student support team. During orientation, we will introduce you to your individual support contacts who will include:

- The Dean responsible for your programme
- Programme Managers responsible for teaching staff
- Your teachers
- Our International Support Pathways Support staff and International Advisory Team.
- Student services, who will support you with accommodation and any general inquiries

For any other inquiries, we are confident that we will be able to answer all of your questions during our orientation programme, but please reach out to your agent or our **Swinburne Admissions team** if you'd like to speak to someone