



Student Support Policy

Policy

In addition to academic support, Swinburne Open Education (RTO 3059) also provides access to non-academic support services for enrolled students. Swinburne Open Education student support services comply with the requirements in Quality Area 2 (VET Student Support) of the Standards for Registered Training Organisations 2025.

Purpose

The purpose of this policy is to ensure that Swinburne Open Education students have access to a sufficient range of non-academic support services to meet their needs.

Scope

This policy applies exclusively to non-academic student support services provided by Up Education Online on behalf of Swinburne Open Education (RTO 3059) in accordance with the established partnership agreement. Academic support services are described in the Learning Policy and Associated Procedures.

Responsible Officer(s)

The Head of Quality and Compliance is responsible for ensuring that all non-academic support services operate in accordance with this policy and its associated procedures. The Student Services Manager is responsible for implementing and supporting students through the Student Support procedures as outlined within this policy.

Review and Improvement

This policy and associated procedures are subject to regular review and improvement through Continuous Improvement processes as described in the Continuous Improvement Policy and Procedures.

Student Support Procedures

Swinburne Open Education defines 'Student Support' as the range of non-academic support services that are available to students provided by the Student Services team:

Swinburne Open Education Student Support services are:

- Accessible
- Responsive
- Available as on demand and opt in processes
- Provided at no additional cost to students
- Aligned with access and equity principles
- discriminatory



Student Privacy

If a student reaches out to Swinburne Open Education via the mobile number or email linked to their enrolment, their identity will be verified automatically. If they use other contact details, a team member will ask them to confirm one or more of the following:

- Date of birth
- Phone number
- Email address
- Residential address
- Enrolment/student number

Support available to students.

Swinburne Open Education provides the following Student Support services:

- Administrative Support
- Student Issues
- Workplace Support

Administrative Support

Students can access Administrative Support for help with a range of administrative matters, including:

- Learning Platform technical issues
- Change to personal details
- Payment
- Third Party Authority
- Accessing Reasonable Adjustment
- Course extension requests
- Course deferral requests
- Special consideration requests
- Course cancellation
- Course improvements
- Certificate receipt and reissue
- Reasonable Adjustments
- Course Improvements

How can a student access support from Student Services?

A student can lodge a support request via one of the following channels:

- 1) Contacting the Call Centre on 1300 635 480 (Available Monday – Friday, 9am – 6pm AEDT/AEST)
- 2) Emailing studentservices@swinburneopen.edu.au where a response will be provided within 2 business days.
- 3) Accessing the 'Support' page located in the Learning Platform and lodging a 'Support Request' where a response will be provided within 2 business days via email.

When actioning a support case, the Student Services Team may:

- Seek additional details from the student,
- Refer the case to other business units for action,
- Complete the support request within the limits of their role.

Informal Resolution and Local Resolution

Students have access to an informal avenue to raise and resolve minor concerns or issues promptly, without the need to initiate the formal Local Resolution process. Students are encouraged to contact the Student Services team through any of the channels outlined above if they wish to discuss a grievance or concern.

The Local Resolution procedure begins when a student identifies an issue related to their course or overall student experience and seeks assistance from Student Services. A student may request to initiate the Local Resolution process directly, or the designated Retention & Engagement Officer may determine that commencement of this process is the appropriate next step.

Please note: Students may choose to engage in the [formal complaint](#) process via Swinburne University of Technology at any time but are encouraged to engage with the Local Resolution process first.

Local Resolution Process

1. Complainant engages with the Student Services team to alert them of their request for Local Resolution.
2. A Retention & Engagement Officer will be allocated to the case and provide the student with the Local Resolution form to complete within two business days of the request being received.
3. Once the Local Resolution Form has been returned via studentservices@swinburneopen.edu.au the allocated Retention & Engagement Officer will review the feedback and requested outcome. The Retention & Engagement Officer investigates the complaint including but not limited to via:
 - a. Obtaining additional information from complainant if required.
 - b. Reviewing available information/evidence/records.



- c. Referring to the relevant Swinburne Open Education policy and procedures.
 - d. Consulting with Swinburne Open Education Business Units and staff as required.
4. Complainant will receive a formal outcome in writing via email within 5-10 business days.

In the event a student is dissatisfied with the resolution of their issue or believes the outcome of their issue is inconsistent with Swinburne Open Education Policies and Procedures, the Retention & Engagement Officer allocated to the case will advise on the appropriate next steps, including formal complaint avenues.

Work Placement Requirements & Support

Every workplace that is proposed to host a student for Structured Workplace Learning must be approved by Swinburne Open Education prior to the student commencing their Structured Workplace Learning. Students may seek to use their existing workplace where appropriate, or source a suitable workplace. A student may be required to use more than one workplace to successfully complete their Structured Workplace Learning requirements.

Where a course includes Structured Workplace Learning, a student is provided with the Structured Workplace Learning Support Guide. This guide provides information on sourcing a suitable workplace, the roles of the Workplace Supervisor and Assessor and any specific additional details. For further details on Structured Workplace Learning and Assessment, please refer to the Student Handbook.

If a student has trouble locating their own suitable workplace, they may contact Student Services through any of the channels outlined above. Student Services will aid the student in their efforts to obtain a suitable placement, in collaboration with the relevant Trainers and Assessors and the Partnerships Manager.

Student Support Guidelines

Additional Details for Administrative Support Matters.

Change of name:

When a student wishes to change or correct their name, they are first required to update the name associated with their Unique Student Identifier (USI). This can be done with the [USI Portal](#).

Once a student confirms their name via the USI portal has been updated, the student will then be required to provide one or more of the following documents:

- 1) Birth certificate
- 2) Driver's license
- 3) Marriage certificate
- 4) Change of name certificate



5) Passport

On receipt and verification of the authenticity of the documentation provided, the Student Services Team will make the relevant changes to the students' records, as well as contacting Swinburne University of Technology to advise them of the change.

Change of address and contact details:

The Student Services Team will verify the details with the student and amend as required. Students are also able to update their listed address within the Learning Management System via the 'Profile' page.

Change of e-mail address:

The Student Services Team will verify the new email address with the student. Once verified, the Student Services Team will update the email address within the student management system as well as update log in details.

Third Party Authority:

Under the Australian Privacy Act 1998, Swinburne Open Education requires written consent from the student regarding Third Party Authority. This authority will be dependent on the level of access authorised on the Third-Party Authorisation Form. The third party will be able to access the students' records depending on the level of access authorised.

Upon Student Services receiving a completed Third-Party Authorisation Form the Student Services Team will upload a copy to the student management system. Unless authorised, Swinburne Open Education is unable to discuss the students' records with anyone other than the student.

Course extensions:

The maximum duration of the course is specified on the Swinburne Open Education website and Student Agreement. If a student does not complete the course within the maximum duration of time, the enrolment will expire without refund.

If a student wishes to extend the course beyond the enrolment expiry date, the student must:

1. Be up to date with course fees payments.
2. Contact the Student Services Team prior to their enrolment expiry date.
3. Pay any applicable fee as outlined in the Schedule of Administrative Fees.



Upon receiving a student's request for extension, the Student Services Team will confirm that the student meets the eligibility criteria.

To be eligible for an extension, the following conditions must be met:

1. Course fees are current and paid in full.
2. The request is submitted before the enrolment expiry date.
3. The requested extension does not exceed the maximum allowable duration.
4. The course remains current and has not expired or entered a teach-out period under the relevant Training Package.

Where these conditions are met, an extension of up to six months may be granted, subject to course availability. A student may apply for two extensions of up to three months each, or a single six-month extension during their enrolment period. This extension is at no additional cost.

As outlined in the Student Handbook, if additional time is required beyond the standard six-month extension, students may choose one of the following options (subject to approval by Student Services):

- Pay \$50 per month for each additional month required, **or**
- Pay a flat fee of \$100 for a three-month extension.

Swinburne Open Education retains the right to refuse an extension.

Course deferral:

If a student experiences personal circumstances that significantly impact their ability to continue studying, they may request a deferral of their course. A deferral temporarily pauses enrolment for an approved period, allowing the student to resume study at a later date.

Students wishing to request a deferral should contact the Student Services Team, who will provide a Course Deferral Request form and explain the process. Requests must include relevant supporting documentation and will be assessed in line with Swinburne Open Education's deferral conditions. Approval of a deferral is not automatic and is subject to eligibility criteria, including course availability and compliance with Training Package requirements.

If a Course Deferral is approved, Swinburne Open Education may:

- Extend the maximum duration of the course, provided it remains within the teach-out period.
- Pause student's access to the learning platform for the period of the deferral.
- Agree on an alternative payment plan, which may include deferral of payments for up to six months.



- Provide additional academic or learning support services.

An approved deferral does not entitle the student to a refund of course fees, and the student remains liable for all payments due under the Student Agreement. A confirmation email will be sent to the student advising the outcome of the deferral request.

Course cancellation and refunds

A refund of course fees paid, less any applicable administrative fees (as outlined in the Schedule of Administrative Fees), will only be issued if Swinburne Open Education receives a cancellation request within the Cooling-Off Period. The Cooling-Off Period is defined as fourteen (14) calendar days from the date the student's access to the learning platform was provided.

A 50% reduction in course fee liability applies if Swinburne Open Education receives a cancellation request before the student reaches the halfway point of their enrolment period (excluding any extensions). At this stage, the student is considered to be in Block 1 of their course duration.

If a student cancels during the second half of their original course duration, they are considered to be in Block 2 and are therefore liable for 100% of the total course fee.

The Student Agreement and Cancellation and Refund Policy and Procedures outline the full terms and conditions governing course cancellations and refund eligibility.

Special Consideration

The Special Consideration process is designed to assist students who are facing serious or ongoing personal circumstances that significantly affect their ability to study or meet their financial commitments under their Student Agreement.

Students seeking Special Consideration are encouraged to first contact Student Services to discuss their situation. Should Student Services confirm the student's reason for Special Consideration meets the requirements, the Special Consideration application form will be provided for the student to complete. Students must provide additional documentation to support their claims.

For further information on eligibility, application requirements and accepted forms of evidence, please visit the Student Handbook.

Certificate Reveal and Re-issue:

Upon completion of a qualification with Swinburne Open Education, your Certificate will be issued directly from Swinburne University of Technology. Students must ensure that any course fees have been paid in full to be eligible for Certificate reveal.