Student Handbook

SWINBURNE

SWINBURNE UNIVERSITY OF TECHNOLOGY

Swinburne University of Technology Sarawak Campus

Welcome to **Swinburne University**.

The Student Handbook provides you with an outline of the policies, guidelines, standards and responsibilities that are expected of you as a Swinburne student. The handbook also covers the services and support you'll receive in Swinburne.

Contents

1.0 STUDENT CHARTER

1.1 Expectations of Swinburne

Students will be supported in their learning through:

- Course content, facilities, resources, educational technologies and learning activities that are up-to-date and relevant.
- Teaching staff who are well prepared and use appropriate methods and technologies to maximise opportunities for learning and scholarship.
- Academic support that gives feedback on progress, provides opportunities to improve academic performance and skills and helps students in difficulty.
- Access to the information needed for successful study.
- Opportunities for industry, research, community and international experiences.
- Access to other student support services for personal and other difficulties.
- Timely, advance scheduling of teaching activities to allow students to plan their timetables for study and engagement in activities that support progression and complement their studies.
- Respect and courtesy to students.
- Opportunities to provide feedback on the student experience at Swinburne.

1.2 Expectations of Students

Students are expected to:

- Observe punctuality when attending formal learning activities, participate actively in their own learning.
- Engage with their studies, including all self-directed learning tasks, and meet assessment requirements and administrative deadlines.
- Monitor their own progress and use feedback from staff to improve learning.
- Be accountable for their own learning.
- Work responsibly and collaboratively to achieve study outcomes that require group activity and avoid behaviour that interferes with the study experience of others.
- Treat other students and staff with honesty, respect and courtesy in a safe manner, and refrain from harassing them or discriminating against them.
- Respect University property and facilities, including library, computing and laboratory resources, and recognise the right of others to use these facilities and services.
- Demonstrate professional behaviour while undertaking industry placements, projects or fieldwork, and respect the privacy of the client and any commercial information made available.

2.0 STUDENT BEHAVIOUR AND WELL BEING

Swinburne has a range of policies and procedures that govern how students are expected to conduct themselves throughout the course of their relationship with the University. These include statutory law and university policies on expected standards of behaviour and conduct which cover interaction with fellow students, staff and the wider University community, in addition to the health and safety requirements in the course of their studies and whilst using University facilities.

All students are expected to familiarise themselves with University regulations, policies and procedures and have an obligation to abide by the expected guidelines. These include:

2.1   University Policies and Regulations

- Student Misconduct Regulation
- Reviews and Appeals Regulations 2012
- Finance Policy – Student Refund and Tuition Fees

Any student found to be in breach may be subject to relevant disciplinary processes.

2.2   Malaysian Laws and Legislations

Swinburne students are also required to be aware of and observe the Malaysia laws and legislations which are relevant to them while being a student in the country.

- Malaysian Act 555: Private Higher Educational Institutions Act 1996
- Malaysian Act 234: Dangerous Drugs Act 1952 (Revised 1980)
- Immigration Act 1959/63 (amended 2006)
- Passports Act 1966

2.3　Campus Regulations

NO SMOKING / NO VAPING / NO E-CIGARETTE

Swinburne is a SMOKE Free CAMPUS since October 2014, so smoking/vaping/e-cigarette is PROHIBITED on Campus.

NO DRUGS AND ALCOHOL

Drugs and alcohol are strictly prohibited on campus.

NO FIGHTING / QUARELLING / LOVER'S SPAT / BULLYING

Avoid conflict at all costs. Fighting, quarrelling and bullying are acts of misconduct and are not acceptable behaviours.

NO LITTERING / VANDALISM

Help us make Swinburne campus clean and free from vandalism.

NO STEALING

Stealing is a crime.

DISPLAY STUDENT IDENTIFICATION CARD

For easy identification, always display student identification cards when on campus.

2.4 Privacy Collection Notice

Swinburne University of Technology Sarawak Campus ("Swinburne Sarawak") only collects personal data that is necessary for, or directly related to, one or more of Swinburne Sarawak's functions or activities. The term "you" or "your" in this Privacy Collection Notice extends to any individual whose personal data has been provided to Swinburne Sarawak that includes current students, prospective students, past students, job applicants, benefactors, research participants, external contractors/suppliers, and directors/shareholders of the external contractors/suppliers.

Swinburne Sarawak will only collect personal data by lawful and fair means. Swinburne Sarawak will generally collect personal data from you directly, unless:

- you consent to the collection of the information from the related individuals in which the individuals are also subjected to Privacy Collection Notice; or
- Swinburne Sarawak is required or authorised by, or under, a Malaysian law, or a court/ tribunal order, to collect the information from someone else; or
- it is unreasonable or impracticable to get the information from you directly.

Swinburne Sarawak stores personal data in both electronic and hard copy forms and must comply with the retention requirements of the University Personal Data Protection Policy and Procedure.

Swinburne Sarawak will not collect sensitive information unless:

- you consent to the collection, and the information is reasonably necessary for, or directly related to, one or more of Swinburne Sarawak's functions or activities; or
- the collection of the information is required or authorised by or under a Malaysian law or a court/ tribunal order; (e.g. when providing Government Student Support); or
- the information is necessary to provide health services to you; or
- the information is necessary to process your contract.

Some of the main reasons Swinburne Sarawak collects your information includes:

- to correspond with you;
- for administrative purposes;
- for the purposes of undertaking university-commissioned research;
- for the facilitation of student elections;
- to meet legal obligations;
- to inform you about your course or other university courses/ events;
- to confirm your entitlement to a scholarship;
- for government reports;
- to verify your internal/ external grants/ scholarships;
- for performance management;
- to process your service proposal with Swinburne Sarawak (e.g. reference check);
- to track the provision of your goods and services entitled to us.

For more information, please visit our Privacy Collection Notice webpage. [OBJ]

2.5　Updating your Personal Details

It is important for the students to update their personal details such as new postal address, contact details and email so the University can provide updated information or contact the students.

Should you have changes in your personal details, please fill in the [Amendment to Personal Details form](#) which is available on the Swinburne Sarawak website.

Completed forms with required supporting documents can be submitted over the counter at StudentHQ or alternatively students can reach out via [Servicedesk](#).

3.0 ACADEMIC GUIDES

3.1 Enrolment and Registration matters

Matters	Details
ENROLMENT via STUDENT PORTAL	Student Portal is a self-service web portal where information and services are found in one place. Students are able to access academic information (i.e. class timetable, examination timetable, semester/term's results and progress etc.), financial aid (i.e. instalments) and fee payment details throughout the course of studies. Students will be able to register for courses and perform self-allocation to classes online based on the dates published through student webmail, Canvas and the student portal itself. *Logging in to Student Portal:* On Swinburne website, go to CURRENT STUDENTS (top bar) > STUDENT PORTAL (green box) Registering and allocating to classes:

If you are a student of…	New/ Continuing	What you should do	Note(s)
Foundation	New	Get your program study planner for recommendation of courses/units to register. Wait for the Welcome email that will be sent to your personal and student email. Check your timetable online after receiving the e-mail.	Students' course registration and timetable will be processed by the staff.
Foundation	Continuing	Get your program study planner for recommendation of courses/units to register. Register for courses/units online. Check your timetable based on the timetable availability date. Please refer to the Academic Calendar. Check your timetable online after receiving the e-mail.	Students' timetable will be processed by the staff.

	Master by Coursework Degree Programs Diploma Programs ELICOS	New	Get your program [study planner](#) for recommendation of courses/units to register. Wait for the Welcome email that will be sent to your personal and student email. Check your timetable online after receiving the e-mail.	Students' course registration and timetable will be processed by the staff.
	Master by Coursework Degree Programs Diploma Programs ELICOS	Continuing	Get your program [study planner](#) for recommendation of courses/units to register. Register for courses/units online. Perform class registration (timetable) online based on the class registration date. Please refer to the [Academic Calendar](#)	Timetable will be available in the Student Portal once you have done your class registration.

To know more about Student Portal:
On Swinburne website, go to STUDENTS (top bar) > [Student Guides](#) > Student Portal (Text Guides)

AMENDMENT TO ENROLMENT	The application is for adding and withdrawing of units of your current program within the allowance period as below will be via Student Portal:

Process	Deadline
Addition of units	Friday of the 1st week of classes for 12-week terms OR 1st day of classes for 6-week terms
Withdrawal of units	Sunday of week 4 of classes for 12-week terms OR Sunday of week 2 of classes 6-week terms

Amendment made after the allowance period will be via [Application to Amend Enrolment](#) and upon approval. The submission is to Student Information and Records via [SE Servicedesk](#) OR to their counter at StudentHQ, Block A.

Dropping of unit(s) after the allowance period and without approval is liable for both Academic Penalty (Grade WF which is equivalent to Fail) and Financial Penalty (please refer to the [Finance Policy – Students Refund and Tuition fee on the forfeiture fee](#)).

REGISTRATION FOR CONTINUING STUDENTS	The registration for the subsequent semester is done via Student Portal. It is a self-service course registration which is to be done within an allocated period. Announcement on guidelines and any related matters will be published on all Swinburne available channels prior to the start date. Click here for enrolment related Important Dates.
INTERNAL COURSE TRANSFER	All applications will be considered by the respective Head of Department or Course Coordinator. Offers will be dependent on places being available in the program for which you are applying. Credit for units of study successfully completed in the original program will be granted on a case-by-case basis in accordance with the University's credit transfer policy. You will be advised of the outcome of this application after the publication of results for the current teaching period. You may wish to submit certified copies of previous studies/results to support your application. International and non-Sarawakian students who wish to apply must seek advice from the Visa Services office before submitting the application. Transfers are subject to the following conditions being met: • You must meet the prerequisites for the program for which you are applying. • You must meet entry requirements for admission to the program. • You require a credit average or better to be considered for selection. • Individual Faculty have specific selection requirements. (Contact the appropriate Faculty to check these requirements). Students who do not meet these criteria for selection must submit a letter to support their application, including their reasons for wishing to transfer along with a copy of results. These applications will be considered on a case-by-case basis.

DEREGISTRATION DUE TO OUTSTANDING FEE	Students who fail to settle their fees within the timeframe will cause them to be deregistered from all units enrolled in that semester. **Consequences:** • Blocked from next semester enrolment including for short semester. • Students will not be able to view their result. Re-enrolment will be done after full payment is made (including penalty).
LEAVE OF ABSENCE	Students may apply for Leave of Absence for a minimum of one (1) semester and a maximum of one (1) year. Applications received after Week 4 (long semester) or Week 2 (short semester) of class commencement is liable for both Academic Penalty (Grade WF which is equivalent to Fail) and Financial Penalty (full fee forfeiture). As the approval for Leave of Absence is not automatic, students are required to attach documentary evidence such as medical certificate, counsellor's letter or a statutory declaration. International and non-Sarawakian Students who wish to apply must seek advice from the Visa Services office prior to the submission of the application. Outcome notifications will be emailed to your Swinburne Student Webmail.
WITHDRAWAL	Applications received after Week 4 (long semester) or Week 2 (short semester) of class commencement is liable for both Academic Penalty (Grade WF which is equivalent to Fail) and Financial Penalty (please refer to the Finance Policy – Students Refund and Tuition fee on the forfeiture fee). International and non-Sarawakian Students who wish to apply must seek advice from the Visa Services office prior to the submission of the application. Outcome notifications will be emailed to your Swinburne Student Webmail.

3.2   Grade System

Final Examination mark/score will be presented with grade as below.

Additionally, a supplementary grading system of Grade Point Average (GPA) is also used by the University. GPA Value of 1.00 to 4.00 is set to differentiate Grade. The minimum passing percentage is 50 with a GPA value of 2.33.

Undergraduate and Postgraduate (by Coursework)

Grade	Code	Percentage	GPA value	Status
High Distinction	HD	80 — 100	4.00	Pass
Distinction	D	70 — 79	3.67	Pass
Credit	C	60 — 69	3.00	Pass
Pass	P	50 — 59	2.33	Pass
Conceded Pass	CP	45 — 49	1.67	Pass
Fail	N	45 — 49	1.67	Fail
Fail	N	30 — 44	1.33	Fail
Fail	N	0 — 29	0.00	Fail
Passed Supplementary (Undergraduate) /Further Assessment (FND)	SP	50	2.33	Pass
Failed Supplementary (Undergraduate) /Further Assessment (FND)	SN	0 — 49	0.00	Fail

Postgraduate by Research

Grade	Description	Grade Value
P	Pass	—
N	Fail	—

3.3   Plagiarism, Misconduct and Academic Integrity

- Plagiarism is the practice of submitting or presenting the ideas, writing or other work of someone else, in whole or in part, as though it is your own work.
- It is also plagiarism if you submit or present work as exclusively your own when it has been prepared with another person, without acknowledging the source, even if it is with the knowledge or consent of the other person.
- Cheating in a unit's final examination venue includes possession and/or attempted use of unauthorised materials such as unauthorised notes (with or without writing) related and/or unrelated to the unit, possession and/or attempted use of a mobile phone, collusion and communication in final exam, and copying from another candidate.
- The sanctions for above academic misconducts include but are not limited to formal reprimand, zero mark for the final exam, zero mark for the unit, suspension up to one year, or exclusion.

Click below for more details:

1. Plagiarism and Misconduct
2. Academic Integrity

3.4   Student Academic Progress

Students are expected to maintain a satisfactory level of academic performance. At the end of each semester and after results published, students' academic performance will be reviewed and classified according to "At Risk", "Unsatisfactory Condition 1" or "Unsatisfactory Condition 2" also known as "Show Cause" status. The following information is a guide to assist in what you must do when you receive our letter / notification.

Status	Grounds / Reasons	Grade Value
AT RISK	Failed 50% or more of the enrolled units in the semester OR Failed the same unit for the 2nd time	At Risk Letter will be issued by the University Student to attend meeting or any support programs required by the University
UNSATISFACTORY Condition 1	Failed 50% or more (including 100%) for the 2nd or 3rd time consecutively	Unsatisfactory Notification Letter will be issued by the University To meet Head of Department/Course Coordinator to discuss on units to be enrolled and to sign Show Cause consultation report Student to attend meeting or any support programs required by the University
UNSATISFACTORY Condition 2	Failed 50% for the 4th time consecutively OR Failed 100% for the 2nd time consecutively OR Failed the same unit for the 3rd time OR Other exceptional circumstances as per advised by the progress review panel members	Notification Letter will be issued by the University Student to submit Show Cause Submission Form to explain why s/he should not be excluded Submission after due date will not be entertained and automatically excluded Student might be required to attend Student Progress Review Interview

3.4.1 Supplementary Assessment (Last to Complete)

Requirements:
- Only applicable to Final Year Diploma and Degree Students and left with ONE unit to complete.
- Final Marks obtained is within 40 – 49 only.
- Application submission is within 5 working days from the result publication date.
- [Apply for Supplementary Assessment](#)

3.4.2 Conceded Pass (CP Grade)

Requirements:
- Applicable for Degree **(except for Engineering outcome OR pre-requisite units)** and Diploma Students ONLY. Check your study planner or seek confirmation from your respective Head of Department before applying.
- Final Marks obtained is within 45 – 49 only and NOT applicable for results after Supplementary Assessment (Last to Complete).
- Application submission within 5 working days from the result publication date.
- [Apply for Conceded Pass](#)

Both of the above can only be utilised ONCE throughout their program of study.

Failure to meet the requirements may cause your application not to be considered.

3.4.3 Misreading of Examination Timetable

Misreading of the examination timetable will not be accepted as a reason for failing to attend an examination. It is also not accepted to apply for Special Consideration (including Special Examination).

The Final Examination Timetable is published at least 4 weeks (long semester) or 2 weeks (short semester) on CANVAS and other communication channels available in the campus.

3.4.4 Application for Special Consideration (including Special Examination)

As part of supports for students who are hampered by any unforeseen conditions during their study.

It is an application and the approval is not automatic.

Types	Example
Equitable Assessment Arrangement	Disability or long-term medical condition
Alternate Assessment Arrangement	Culture or Religious commitment
Extension	Illness or unavoidable circumstances beyond students' control
Special Consideration	Hospital admission or bereavement

To apply, click here. Further details can be obtained here.

3.4.5 Graduation Processes

Students need to apply to graduate from their course and to receive their award certificate. Even if you have successfully completed all your subjects, you have not officially graduated and cannot call yourself a graduate – until you have been through the graduation process.

Click here to apply to graduate.

4.0 STUDENT SUPPORT AND SERVICES

4.1 Student Experience

There's more to Uni than studies and assignments. Yes, they are important – but that's only part of your university experience. At Student Experience, we offer many opportunities to make your time even more memorable, from events, clubs, volunteering and other services and support while you are studying here in Swinburne Sarawak.
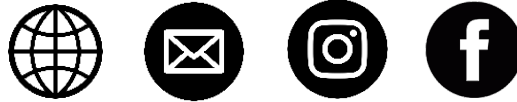
4.1.1 Clubs and Societies

Swinburne Sarawak is home to 53 clubs and societies, covering everything from academics to sports! These student-led groups organize events and activities all year round to make your campus life more exciting and enriching. We want you to graduate with unforgettable memories and experiences, so why not explore what's out there? Whether you're looking to discover a new passion or find you people, take a quick browse through our clubs and societies by clicking HERE.

4.1.2 Orientation and Transition

Starting university is a big step, and we know it can feel overwhelming. That's why Orientation Week (O-Week) is all about helping you settle in, make new friends, and feel at home on campus. We've designed the program just for you, our new Swinbees, to give you the best start to your university journey! To make your transition smoother, visit the Orientation website, where you'll find the full O-Week schedule, essential resources and info.

4.1.3 Swinburne Life Volunteering Program (SLVP)

If you love helping others and giving back to the community, the Student Life Volunteering Program (SLVP) is the perfect way to get involved! Be part of exciting events like Orientation Week, Swinburne Carnival, university events and even external activities such as the Rainforest World Music Festival, charity drives with PERKATA, and more.

As a SLVP member, you'll enjoy exclusive benefits, including free training, workshops, seminars, and the chance to be nominated for the Volunteer of the Year Award! Plus, earn volunteering points and work towards the SLVP award, recognizing your dedication and contributions.

Join the SLVP team today and start making an impact! For more information, do drop us an email at volunteering@swinburne.edu.my or visit the SLVP website HERE.

4.1.4 Swinburne Sarawak Student Council (SSSC)

Looking for an important leadership role while studying in Swinburne Sarawak? SSSC is a great way to sharpen your leadership, negotiation, event planning and entrepreneurial skills. "By the Students, For the Students" – SSSC is the voice of the Swinburne Sarawak students to the University management on important agendas to improve student experience and satisfaction while studying in Uni. SSSC organizes fun, exciting activities and events such as Swinburne Carnival, Orientation Week, Cultural Night, Prom Night, to name a few. Feel free to contact them at studentcouncil@swinburne.edu.my or drop by Student Hub – SSSC Office or visit the SSSC webpage for more information.

4.1.5 Student Life Space Booking

Need space for your event, meeting or activity? Students and student organizations can book university venues through our easy-to-use booking system! Just to make sure to check availability and follow the university's guidelines on safety and proper use. Submit your request through the online booking platform – Skedda or email to Event Venue Hub at eventvenuehub@swinburne.edu.my. To keep things fair for everyone, plan and follow the booking guidelines – it's that simple.

Here is the list of spaces for your reference:

Spaces Opening Hours:

Multipurpose Hall (MPH) – Building R Open: Daily Time: 7:00 am – 11:00 pm	Student Hub – Building D Open: Daily **Ground Floor** Monday - Sunday: 8:30 am – 10:00 pm **Sports Hall, First Floor** Monday – Sunday: 7:00am - 11:00pm

4.1.6 Students' Space Booking

Skedda – Digital Venue Booking System
Here are the venues in Skedda for booking:

Multipurpose Hall (MPH)
Library Discussion Rooms
Student Hub (Ground Floor)
Sports Hall, Student Hub (First Floor)
The Junction, Borneo Atrium Level 1
The Junction, Borneo Atrium Level 2
Student Village Discussion Rooms

Step-by-step booking guideline:

Space booking for sport and leisure is through [Skedda online](#) via Microsoft 365 SSO login. Usage allowed is two hours per student/group with two weeks' advance booking.

Space booking is subject to change for University Events, user(s)/student(s) will be notified via email.

Once you have booked the space, mandatory check-in is required. Space hoarding/ no-show will be observed.

Clubs' Space Booking

Clubs and societies can book designated event spaces on campus by submitting a request via email to the [Event Venue Hub](#). Be sure to include key details such as the event name, date, time, expected attendance, and any special requirements in your eproposal and the eproposal must be approved. Venue availability is subject to approval, so early booking is recommended.

Here are the venues for booking through Event Venue Hub:

Block A Lobby
Block B Lobby
Block G Lobby
Alfresco Dining
Borneo Atrium

4.2 Accommodation

Student Village is your hassle-free on-campus accommodation at Swinburne Sarawak! Living here means you're just a short walk from your classes and university facilities, making student life even more convenient. Plus, you'll be part of a vibrant community with exciting activities organized by your **Resident Advisor**, clubs, and societies. It's the perfect place to make new friends while enjoying a comfortable, safe, and supportive environment.

Want to explore your on-campus living options? Check out the [Accommodation webpage](#) for more details!

4.3 Student Counselling and Support

4.3.1 What is Counselling?

Counselling is a professional helping process between a qualified counsellor and an individual or a group of individuals seeking professional help.

Our services:

- Individual counselling and consultation
- Group counselling and consultation
- AccessAbility
- Workshops
- Swin-eCounselling

4.3.2 Counselling Service

We consult students who require support in both their academic and personal lives through short-term counselling at no cost.

- Personal, relationship and family issues
- Effective studying techniques, exam anxiety and other academic related problems
- Motivation and time management
- Stress
- Loss and grief
- International and local students adjusting to the culture and university life

4.3.3 Confidentiality

All counselling is confidential. The information can only be shared with your consent.

However, the counsellors are required to disclose information in cases where there is a reasonable belief that there is a risk of harm to yourself or others, or when ordered to do so by a court.

4.3.4 AccessAbility

We provide support services for students with special needs. We assist students with physical disabilities, mental disorders, learning difficulties as well as those with medical conditions in order to help them cope with their studies better.

4.3.4 Workshops

A variety of workshops are available to all Swinburne students throughout the year for their academic and personal development.

4.3.5 Swin-eCounselling

Swin-eCounselling is an online counselling service made available for individuals who are uncomfortable meeting a counsellor face-to-face.

Students can express their concerns to counsellors via email. Counsellors on duty will respond to the email within 3 working days to guide the students through the issue.

Swin-eCounsellors can be reached at ecounselling@swinburne.edu.my. All information shared in the emails will be regarded as confidential.

4.3.6 Contacts and Appointments

For general enquiries: student.support@swinburne.edu.my

To request an appointment for counselling and consultation, you can:

- Email to us at ecounselling@swinburne.edu.my;
- Walk in at Building G Level 8 (G801); or
- Book an appointment with us online.

4.3.7 Our Counsellors

Our counsellors are registered and certified practitioners with the Board of Counsellors Malaysia and a member of the Association of Counsellors Malaysia.

Evelyn Liew Hui Yann	**Chloe Liong Siau Wui**	**Novenna Amanda**
Email: hyliew@swinburne.edu.my	Email: swliong@swinburne.edu.my	Email: nlamabajo@swinburne.edu.my

4.4 Employability

At Employability, our focus is on providing Swinburne Sarawak current students and recent graduates with the skills and resources needed to succeed in today's competitive labour market and proactively manage and develop their careers into the future.

Our services assist you to both plan your career and also build a body of experience and skills outside the classroom which gives you an advantage in the job application process. Our services provide you with many useful resources relevant to employment and employability. Throughout the year we run a range of events to give you access to the latest trends and an edge in your job applications. We also offer one-to-one career counselling for your more specific or detailed queries.

4.5.1 Career Advisory Services

Students will be guided on preparing effective resumes and cover letter and practicing confident presentation skills for any job interview (full-time/part-time employment and/or internship).

4.5.2 Career Counselling

Students will be guided by career consultants to develop a career management plan based on individual skills, interests, values and employability roadmap.

4.5.3 Career and Internship Opportunities

A wide array of career and internship opportunities are shared with students through Swinburne Sarawak social media platforms. Internships get students ready for career development through application of various learned theories in industrial settings.

4.5.4 Career Personality Test

Students will discover their suitable Swinburne course based on their own personalities to get ready for future work skills and career.

4.5.5 Career Events

A variety of career events and programs are organized in a semester to meet current student professional development in areas such as Career Start Program, Professional Purpose Program, Swinburne Future Ready Leaders, networking and personal branding, assessment center, work ethics, and job search.

Please contact **Employability via e-mail** careercentre@swinburne.edu.my. We are located at Building G Level 1 (G101).

4.5 Student Safety and Care

The Student Safety and Care initiatives encompass various functions designed to support and protect students. These include the Safer Community program, the Student Care Fund, Crisis and Emergency Support (CIRT), and the Safer Committee Coordinator. Additional focus areas include ensuring food security, organizing awareness activities and events, and monitoring the success of students under loans, scholarships, and bursaries.

4.5.1 Student Care Fund

The Student Care Fund (SCF) serves the primary objective in providing urgent financial assistance to students at Swinburne University of Technology Sarawak, who are unable to meet immediate and essential expenses due to temporary hardships related to situations beyond their control.

Monies received from this fund are meant to be a one-off help, unintended for any replacements nor act as a supplement for financial aid and thus do not have to be repaid.

4.5.2 Types of Funds

Bereavement Support (Death of Parents/Guardian)
•   In the case of a temporary cease in allowance, as previously, the parent or guardian was the sole breadwinner or provider in the family

Natural Disaster or Pandemic Relief
•   In the case of the applicant and his/her family affected by a natural disaster or pandemic (i.e. flood, tsunami, earthquake, COVID-19, MERS, SARS) and allowances are temporarily ceased.

Transportation Cost for Emergencies
•   In the case of when the applicant needs funds for transportation costs (i.e. flight ticket, express boat ticket, bus ticket) to return home due to emergency-related cases (i.e. parents'/guardian's death, natural disaster, fire). With the condition that the applicant's allowances are temporarily ceased due to the emergency.

Emergency Cases (Involving Accidents and/or Medical Expenses)
•   In the case of the applicant having exceeded the amount in the medical card or insurance coverage and the applicant's allowances have been temporarily ceased due to unfortunate incidents/situations.
•   To assist the applicant who is unfit to pay for the hospital admission fees and gain essentials (i.e. groceries and toiletries) due to being bed-ridden/ in an unconscious state, mentally unfit, and/or ongoing self-quarantine as per agreed by the University.

<u>Incidents Beyond Control</u>
- In the case where the applicant is the victim of a robbery, snatch theft, fire and other incidents, it is defined at the discretion of the Manager, Student Life and Support Services.

4.5.3 What is not covered (not limited to)?

- Health Insurance Premium
- Outstanding tuition fees (Related to Enrolment/Examination)
- Fines or Restitution Owed from Criminal or Court Cases
- Accommodation (On-Campus and Off-Campus)

4.5.4 Who is eligible to apply?

The applicant must be enrolled in Swinburne University of Technology Sarawak Campus on a Full-Time basis or equivalent.

The applicant must be physically in Kuching, Sarawak during the period of temporary financial hardship.

Applicant has never received help from SCF during his/her period of studies.

4.5.5 Who is not eligible to apply?

- Study Abroad Students
- Exchange Students
- Students on leave of absence or Inactive

4.5.6 What is the maximum amount I can receive from the fund?

The amount will be determined depending upon allocation for each category, justification of financial need/hardship and subject to the availability of funds.

<u>Maximum amount for Types of Hardship:</u>

Bereavement Support (Death of Parents/Guardian)	RM200.00
Natural Disaster or Pandemic Relief	RM200.00
Transportation cost for Emergencies	RM1000.00
Emergency cases (Involving accidents and/or Medical Expenses)	RM1000.00
Incidents Beyond Control	RM100.00

4.5.7 If I am approved, how will I receive the funds?

If approved, payment will be banked-in to the student's account within 14 working days after approved application submitted to Finance and Business Analysis.

4.5.8 How long will it take to receive a decision on my application?

The decision will be communicated to you within five (5) working days upon submission of the application form. However, the procedural timetable is subject to the number of applications received.

4.5.9 How do I apply?

Eligible students may apply for the SCF via the online form: [SCF Application Form](#).

4.6 Financial Advisory

4.6.1 Loans

Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN)

Eligibility
- The loan is applicable for Malaysian Diploma and Degree students only (except Double Degree program)
- Must have sat for Sijil Pelajaran Malaysia (SPM) examination.
- You must have at least 1 year (2 semesters) of study left upon application.

Before applying, **YOU MUST**:
1. Download the MyPTPTN App
2. Open an SSPN Account on the MyPTPTN App

3. Open a CIMB account – for loan disbursement by semester and must be under applicant name

4. Once your PTPTN Application is approved:

Please download 2 sets of the PTPTN Agreement document and submit it directly to PTPTN.

Please refer to the PTPTN Agreement Guidelines here:
https://www.ptptn.gov.my/myptptn for further info.

Application

Application for PTPTN is now via their app MYPTPTN. You may visit:
https://www.ptptn.gov.my/myptptn for further info.

Application Period:

Semester 1:	From 1st until 31st January
	From 1st until 28/29th February
Outcome of application:	After the 7th of each application month
Semester 2:	From 1st until 31st August
	From 1st until 30th September
Outcome of application:	After the 7th of each application month

Kindly log into your PTPTN account to check the approval and download the agreement forms.

Once your PTPTN Application is approved:
For further information, please refer to the PTPTN Agreement Guidelines HERE.

Biasiswa Pinjaman Pelajaran Yayasan Sarawak

Eligibility
- Must be a Sarawakian
- It is mandatory to obtain a credit in the Bahasa Melayu subject in the SPM examination or an equivalent examination as follows:
  - Obtained at least a Grade C for the Malaysian Certificate of Education (SPM).
  - Obtained at least a Grade C for the General Certificate of Ordinary Level (GCE O-Level).
  - Obtained at least a Grade B6 for the Unified Examination Certificate (UEC)
- Applicable for all Foundation/Diploma/Degree Courses
- Must have received a Letter of offer from Swinburne Sarawak
- Subject to terms and conditions stipulated by Yayasan Sarawak

Application process
Step 1: Register for Yayasan Sarawak account – to upload applicant's IC for registration on the Yayasan Sarawak website: [Yayasan Sarawak](#)

Step 2: Once done with the registration. Applicant can proceed to apply for *Skim Biasiswa Pinjaman Pelajaran Dalam Negara.* To upload all the supporting document on Yayasan Sarawak website.

- Offer letter from Swinburne University of Technology (or Articulation Letter for Degree students)
- PTPTN Offer Letter (for Degree students – if applicable)
- BP40 Eligibility Letter (if applicable)
- Both parents latest pay slips (if applicable)
- Guarantors' latest pay slips (if parents are not the guarantors)
- Income tax form / Government Pensioner Slip/ Verified letter for parents not working (if applicable)
- SPM certificate
- Foundation / Diploma / UEC or equivalent certificate (For Degree students)
- Applicant's Birth Certificate
- Applicant's IC (Front & Back)
- Parents' IC (Front & Back)
- Guarantors' IC (Front & Back – if parents are not guarantors)
- Parents' Death Certificate (If applicable)
- Parents' divorce certificate (if applicable)
- Applicant's bank account details

Step 3: Submit your proof of online application "Student Interactive system page" to Financial Advisory via [Servicedesk](#).

Your application is subject to approval at the discretion of Yayasan Sarawak.

4.6.2 Scholarships

Internal Scholarships

Swinburne Sarawak offers a range of internal scholarships to support students in achieving their academic goals. These scholarships are awarded based on academic excellence, leadership, or specific criteria set by the university. Open to both new and continuing students, they provide financial assistance in the form of tuition fee rebates or discounts. Eligible students are encouraged to apply and take advantage of this opportunity to ease their financial burden while focusing on their students. For more details, visit the Scholarships webpage.

External Scholarship

In addition to internal scholarships, Swinburne Sarawak students can apply for various external scholarships offered by organizations such as Yayasan Sarawak, Sarawak Energy Berhad (SEB), and many others. These scholarships provide financial support based on academic achievement, financial need, or specific eligibility criteria set by the sponsoring organizations. They may cover tuition fees, living expenses, or other educational costs.

All external scholarship opportunities will be advertised on official Swinburne Sarawak platforms, so be sure to stay updated and apply early. For mor details, visit the Scholarships webpage or reach out to Financial Advisory.

4.6.3 Swinburne Bursaries

In recognition of their pre-university academic achievements, all applications for enrolment into Swinburne Sarawak will be assessed for eligibility to our range of scholarships and bursaries.

For the list of bursaries offered, please visit: https://www.swinburne.edu.my/study/study-options/scholarships.php

4.7 Insurance

4.7.1 Health Insurance

As a Swinburne Sarawak international student, you are required to be covered by a comprehensive insurance plan (GHS) with Pacific Insurance and MSIG which is arranged by the University. Local students are covered with GPA only by MSIG.

Students are to seek treatment at panel clinics and specialist hospitals. The complete list of panel clinics and hospitals are available on the website.

For more information, please visit our Insurance webpage.

4.7.2 Insurance Claim

Submission of claims must be accompanied by the Claim form, available on our Insurance webpage, together with original medical bill/receipt as well as supporting documents (i.e. Medical report, X-Ray, Lab results). Claims are subject to the insurance company's approval.

4.8 Student Visa/Pass

Under the Immigration Regulations 1963, all International and Non-Sarawakian students are required to have a valid Student Visa/Pass. With the implementation of EMGS in Sarawak effective 1 August 2022, all processes (except for PVP/Mobility) will be supported by them. Students under this category are advised to comply with the processes needed as per stated in the International & Non-Sarawakian e-Kit. Alternatively, please visit our webpage.

4.8.1 Visa / Pass Renewal

A Malaysian Student Visa/Pass validity is up to *36 months, meanwhile for international student is only for ONE (1) year.

Students must submit the renewal of their Student Visa/ Pass to Visa Services at least 3 months (90 days) before the expiry date with the conditions below fulfilled.

- Minimum 3 units enrolled in current/following semester (UNLESS due to exceptional grounds, such as poor academic performance, health issue and other equivalent)
- CGPA at least 2.00
- Valid insurance coverage
- Attendance records more than 80%

Passport validity of at least 18 months upon submission to EMGS.

*Validity granted is at Malaysia Immigration Department (Sarawak) discretion.

4.8.2 Overstaying

Overstaying is a serious offence and shall be referred to the Immigration Enforcement Unit.

Punishment imposed will be a FINE not exceeding RM10,000.00 or imprisonment for a term not exceeding 5 years or both (immigration Act 1959/63 pind.2002 section 15(1)(c).

4.8.3 Visa / Pass Cancellation

A Student Visa/Pass shall be cancelled when:

- You withdraw from the course
- You wish to transfer to another institution
- You have completed the course
- You obtain a work permit

4.8.4 Visa / Pass Withdrawal Process

Proceed to the Visa Services Counter in StudentHQ and submit:

- Your Passport
- Flight Itinerary to leave Kuching & Malaysia
- New Institution/ College Offer Letter (for student transferred to other institution)

Complete and submit:
- [Withdrawal From Program form](#)
- [Refund Request form](#)
- Scanned copy of your passport profile page
- Scanned copy of your bank details (if local bank)

4.8.5 Passport Renewal

- Passport validity must be 18 months and above prior to travelling to Malaysia. To avoid any inconveniences upon arrival and issuance of Student Visa, student is highly advisable to renew beforehand.
- Passport renewal is the responsibility of the passport holder (student), and the University will not be responsible for any charges incurred in the procedure.
- You are advised to renew your passport before your Student Visa expires and it can be done at your country's Consulate or Embassy in Malaysia. Some may require you to travel back to your home country within the renewal period and expected to impact your learning on campus.
- Documents needed for passport renewal:
    i. Student Status/Confirmation Letter from the University
    ii. Current Passport

4.8.6 Attendance

The Malaysian Ministry of Higher Education (MOHE) has directed all higher education institutions to monitor international students' attendance.

- International students who miss classes more than 3 times per week or with overall attendance of below 80% will be issued a Warning Letter by Visa Services.
- International students who fail to reply or do not have a valid reason will be referred to the Immigration Department & the Ministry of Higher Education for further action.
- Submission of Explanation Letter does not guarantee your Student Visa/Pass to be renewed. Among the consequences will be instruction by the Immigration to return to your home country which is equivalent to forced withdrawal from the University.

4.8.7 Student Banking (for International Students only)

Documents needed to open a savings account:

- Letter of Offer / Student Status / Confirmation Letter from the University
- Passport with valid Student Visa/Pass
- Minimum cash deposit of as advised by respective bank

Kindly note any restrictions from the bank due to unavoidable situations. Please seek further advice from Visa Services and some may require further assistance from your respective Embassy.

4.8.8 Embassies' Contact Details

For embassies' contact details, please visit our webpage.

4.9 Evaluation Services

The University constantly strives for high quality deliverance of its services towards the students. Therefore, the University introduced a series of surveys to gather students' feedback and gain further insight that would contribute to better quality assurance and continuous improvement to better serve the students. All feedback provided is confidential and anonymous.

Among others, the following are the list of surveys for students:

4.9.1 Student Feedback on Unit (SFU)

Student Feedback on Unit (SFU) gathers feedback of students' assessment and satisfaction of the delivery and structure of individual units of study they have enrolled in a given semester/term. The SFU survey covers assessment relating to the overall quality of the unit in regard to unit organization and assessment process.

4.9.2 Student Feedback on Teaching (SFT)

Conducted concurrently with SFU, Student Feedback on Teaching (SFT) provides the platform for students to evaluate the lecturers/tutors in which they've engaged throughout a given semester/term. This evaluation provides input for teaching staff to reflect and evaluate their teaching approaches and thus enables them to identify areas that requires further improvement.

4.9.3 Check-In Survey

A short early warning survey specifically targeting first year students, the survey aims to collect feedback on student satisfaction on the delivery of the unit and gain insight on whether the student can cope with studying the unit.

Students can read more on the University surveys and its corresponding timelines via [Evaluation Services](#).

Contact us

If you would like to reach out to us regarding anything mentioned in the handbook or throughout your study here at Swinburne, we welcome you to log in to Student Engagement Servicedesk using your student webmail.

By logging in, you will be able to easily send new tickets to the right people, keep track of, and refer to previously submitted tickets. You will also be able to add replies, check on tickets' status, leave notes and explore other services that we offer.

Alternatively, our live chat is also available on our website simply by visiting during opening hours.