

**ATTACHMENT 1 - CORRESPONDENCE ON SCHOLARSHIP
FROM DVC EEE**

From: Nidzam [REDACTED]
Sent: Monday, 15 August 2022 3:57 PM
To: [REDACTED]
Subject: Re: Urgent clarification on the definition of 'satisfactory academic performance'

Thank you for your quick response, Sarah. I appreciate the effort you have gone to hear us out in relation to this matter.

I will be informing the students to keep an eye out for the emails as it comes through.

SSU will be sure to inform you in case any of the affected students do not receive the email.

I also think this situation also calls for a consideration of student representation at the decision-making table to ensure that matters such as this one achieve a greater diversity of scrutiny and discussion in order to avoid circumstances like this playing out to the detriment of Swinburne as a whole.

Feel free to reach out to me if there is any way I can be part of that process.

Cheers,

Nidzam [REDACTED]

**President
Swinburne Student Union**

[REDACTED]

E: president@ssu.org.au

W: www.ssu.org.au

A: Level 4, UN Building, Swinburne University, John St, Hawthorn

P: PO Box 2250, Hawthorn 3122



From: Sarah [REDACTED]
Sent: Monday, August 15, 2022 3:36 PM
To: [REDACTED]
Subject: Re: Urgent clarification on the definition of 'satisfactory academic performance'

Hi Nidzam,

Thank you so much for bringing this to our attention.

I can confirm that the University has made an error in its interpretation of unsatisfactory process for some of the International Excellence Scholarship students, which has no doubt caused distress for many students.

Letters will be issued to impacted students over the next 24-48 hours. I will commit to getting back to you to confirm once all letters have been sent to close the loop. After this time, if you feel that any students who should have received a letter does not, please do let us know.

I greatly appreciate your diligence and support for students.

Kind regards,
Sarah.

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Prof Sarah [REDACTED]
Deputy Vice-Chancellor (Education, Experience & Employability)
Professor of Astrophysics
Swinburne University of Technology
H20, PO BOX 218, Hawthorn, VIC 3122, AUSTRALIA
[REDACTED]
CRICOS Provider 00111D

I acknowledge the traditional custodians of the land that our Australian campuses currently occupy, the Wurundjeri people of the Kulin nation, and pay respect to Indigenous Elders past and present.

From: [REDACTED]
Date: Monday, 15 August 2022 at 11:50 am

[REDACTED]

Subject: RE: Urgent clarification on the definition of 'satisfactory academic performance'

Thanks Nidzam,

I am seeking further advice on this matter. I will get back to you as soon as possible.

Warm regards,

Michelle

From: Nidzam [REDACTED] <president@ssu.org.au>
Sent: Monday, 15 August 2022 11:40 AM
To: [REDACTED]

Subject: Re: Urgent clarification on the definition of 'satisfactory academic performance'

Hi Michelle,

I am following up on this matter. I hope you can appreciate the urgency, as it is time sensitive.

I have been approached by the National Union of Students (NUS) as a group of concerned scholarship students have been in contact with them. This is what I have been provided by the NUS:

NUS

The NUS has reached out to SSU in terms of providing comments to the media. I have asked for this to be held off until I have received clarification from Swinburne as to how the process has been handled as per my previous email.

Additionally, the NUS have informed the SSU that they are seeking advise from TEQSA to verify if Swinburne has followed the due process as outlined in the Academic Progress Policy and Academic Courses Regulations 2013 in regards to scholarship revocation.

Concerned Students

As per our conversation last Monday 08/08, it is the SSU's understanding that Swinburne will be reviewing the cases of students whose scholarship have been revoked. I am in close contact with these students to ensure that the SSU is up to date on the matter.

However, these students have informed the SSU that their requests to seek a review have been knocked back as of last Friday, 12/08.

This is contrary to the discussions we have had last Monday.

Action from SSU

Ultimately, I would appreciate clarification from my previous email by **EOB today**. I will be entertaining media requests after the deadline with all the information that SSU currently possess now, with or without the clarification.

SSU will also initiate a campaign following the deadline.

Hope to hear from you very soon.

Nidzam [REDACTED]

**President
Swinburne Student Union**

[REDACTED]
E: president@ssu.org.au

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A: Level 4, UN Building, Swinburne University, John St, Hawthorn

P: PO Box 2250, Hawthorn 3122



From: Nidzam [REDACTED]
Sent: Friday, August 12, 2022 1:00 PM
To: [REDACTED]

Subject: Urgent clarification on the definition of 'satisfactory academic performance'

Dear Michelle,

Thanks for your recent engagement in relation to clarifying matters pertaining to the scholarship eligibility for students relating to the 'Swinburne International Excellence Scholarship'.

The terms and conditions set out in the scholarship refer to a condition where a student *"must maintain satisfactory academic performance, as defined by the university's Academic Progress Reviews"*.

According to Swinburne, the "academic review process is covered by the Academic Progress Policy and Academic Courses Regulations 2013". Regulations would be of higher order than a policy in the context of delegated decision-making power.

It is currently unclear how Swinburne has applied the definition of 'satisfactory academic performance' in the context of the scholarship program as defined under the Academic Courses Regulations 2013.

The Academic Policy states that "In accordance with the Academic Courses Regulations (Chapter 6), unsatisfactory progress may have consequences for students, such as conditions imposed on enrolment or exclusion from a course."

In reviewing the references Regulations, there are only two sections of the Regulations that define satisfactory academic performance – they are outlined under Divisions 2 and 3. Advice received from the Scholarships team (as attached) indicates that no trigger to a revocation or alteration of the scholarship would occur in a circumstance where Division 2 of the Academic Courses Regulations 2013 applies. That is, in defining 'unsatisfactory academic performance' in a single study period, the University **will not change the scholarship eligibility**. It is of note that the Regulations also do not explicitly provide for a change in scholarship conditions as a power under the Regulations pertaining to consequences of unsatisfactory academic performance where Division 2 is applied.

However, Division 3 does provide such a power. This is outlined specifically under clause 65 of the Regulations under Division 3 as highlighted.

65. Consequences of unsatisfactory progress

1. If the University has issued a show cause notice under this Division, the University may, after considering any submission by the student made in accordance with the notice—

- a. impose conditions on the student's enrolment or academic performance in the following teaching period;
- b. impose a probationary status on the student's enrolment, which may include a requirement to undertake specified actions, such as attending workshops or meetings with designated staff;
- c. require the student to undertake specified actions;
- d. revoke a scholarship that was awarded to the student;**
- e. require the student to take leave of absence for a specified period;
- f. require the student to transfer to another course if the student wishes to remain enrolled at the University;
- g. exclude the student from the course for a period not exceeding two years, following which the student may apply to re-enrol in the course subject to the application and selection requirements for that course at the time of application to re-enrol.

2. It is a student's responsibility to

This process, that is an exclusion of course, clearly sets out that a student who has not passed more than 50% of units is subject to clause 65(d).

It is therefore reasonable to conclude based on the advice of the Scholarships Team and the conditions set out under the scholarship, that only students who failed 50% or more units in two consecutive study periods may be

subject to an adverse decision in relation to scholarship awarded to that student and that this would occur at the point of exclusion and not where a student is deemed 'at risk'.

We contend that the only clauses set out in the Regulations pertaining to consequences of unsatisfactory academic performance relate to circumstances where a student must have failed more than 50% of units **across two study periods**.

We note that there are numerous incidences of students receiving notices for adverse changes to scholarships after just one study period, and, with no opportunity to be heard.

The condition set out itself in the terms and conditions of the scholarship states that the definition of 'satisfactory academic performance' make clear that it is in direct reference to the Academic Progress Review, which is then defined under the Academic Courses Regulations.

I am therefore not satisfied that there is any explicit provision that Swinburne can point to that enables the decision by the university to apply a change of scholarship when no such power exists in the Regulations.

Advice sought

I therefore seek urgent advice on how it is that the definition of unsatisfactory academic performance has been determined and the clauses/regulations relied upon to make such a determination in the context of the Academic Courses Regulations.

Referenced materials

<https://www.swinburne.edu.au/about/policies-regulations/academic-courses>
<https://www.swinburne.edu.au/about/policies-regulations/academic-progress>

Screenshot of email received by a student

According to your scholarship conditions noted in your Offer Letter, you must performance, as defined by the University's Academic Progress Reviews."

If you fail a unit you may receive an "at risk" notification. This will not impact y

However, if you continue to fail units in the following semester you may receiv

As this is a time sensitive matter, I would appreciate a quick response on the matter.

Regards,

Nidzam [REDACTED]

**President
Swinburne Student Union**

E: president@ssu.org.au

W: www.ssu.org.au

A: Level 4, UN Building, Swinburne University, John St, Hawthorn

P: PO Box 2250, Hawthorn 3122



Fwd: Important information about your scholarship [REDACTED]

ATTACHMENT 2 - Correspondence from Review Officer providing reasons for decision in connection with a scholarship decision'

From: Swinburne University <askgeorge@swin.edu.au>

Sent: Wednesday, July 27, 2022 [REDACTED]

To: [REDACTED]

Subject: Important information about your scholarship [REDACTED]



[REDACTED] 27/07/2022 [REDACTED]

Dear [REDACTED]

We recently reviewed your academic progress and unfortunately, you have not met the academic requirements of your Swinburne International Excellence Scholarship outlined in your offer letter.

According to your scholarship conditions, you must maintain satisfactory academic performance by passing 50% or more of your units, as defined by the University's Academic Progress Reviews.

What does this mean?

This means you are no longer eligible to receive your Swinburne International Excellence Scholarship at the full rate. Instead, your scholarship will be reduced to 30% from Semester 2 2022 and will then be subject to the following conditions:

1. You must maintain satisfactory academic performance as defined by the university's Academic Progress Reviews.
2. You must enrol in a minimum 75% of a full-time study load.
3. If your academic performance falls below an Average Mark of 70%, Swinburne reserves the right to revoke the scholarship.

Support available

We understand that university life can often be difficult and we're here to support you. You may wish to speak with your faculty's [Academic Development Adviser](#), an [International Student Adviser](#) or a counsellor at [SwinCounselling](#). We can also offer you [study and assessment advice](#).

Can I ask for this decision to be reassessed?

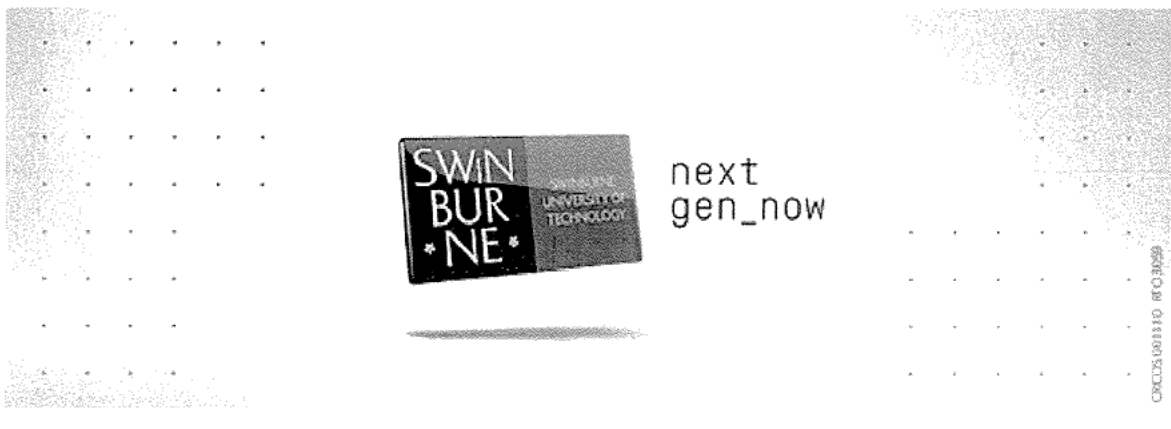
If you believe you were unable to meet your scholarship conditions due to circumstances outside your control, you can submit an [online complaint form](#) outlining the details and any other information that may be relevant. You must submit this form within 21 working days from the date of this letter. If you need help with your submission, [Swinburne Student Life](#) can assist you.

If you choose to submit a complaint, you should continue to study and attend classes, and comply with administrative, financial and enrolment deadlines as usual. Unless the complaint outcome determines otherwise, your scholarship will be reduced to 30%.

Please email us at scholarship@swin.edu.au if you have any further questions.

Regards

[REDACTED]
Fees and Scholarships Team



Call studentHQ on 1300 794 628 | Visit the studentHQ website

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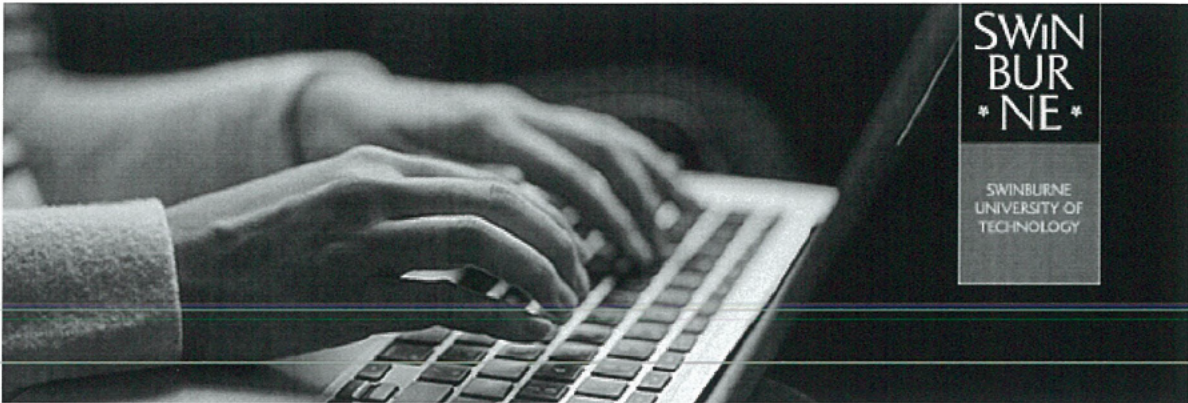
TEQSA PRV12148 Australian University

Fwd: Scholarship reinstate to 75% [REDACTED]

From: Swinburne University <askgeorge@swin.edu.au>

Sent: Friday, [REDACTED]

Subject: Scholarship reinstate to 75% [REDACTED]



[REDACTED]

Thank you for raising your issue with us.

Outcome: Further information required

The Swinburne International Excellence Scholarship is awarded to top students from around the globe in recognition of their outstanding achievements. As a recipient of one of the University's highest scholarships, you are expected to fully engage in campus life, act as an ambassador for the University and, importantly, to maintain strong academic performance for the duration of your studies (in addition to the standard academic progress rules).

The terms of your scholarship state that you must maintain satisfactory academic performance during your studies. This means a student is not maintaining satisfactory academic performance when they fail 50% or more of their units in any given semester or teaching period OR if the student has failed an enrolled unit (or its equivalent) for a second time.

Over the last two years, Swinburne has not actively verified whether scholarship holders have met the terms and conditions of their scholarships. With the return to on-campus study, we have begun to monitor these terms and conditions again and have sought to ensure that all students are advised of this.

As a result of not meeting the conditions of your scholarship, unfortunately your original scholarship has been revoked and replaced with a new scholarship valued at 30%. Please make sure to take note of the conditions of your new scholarship to ensure that you understand how to meet the conditions.

Submitting a request for review due to special circumstances

Swinburne understands that circumstances can change and impact your ability to study. If there were compassionate or compelling circumstances, i.e. circumstances outside your control that impacted your ability to study, please respond via return email advising the circumstances with supporting documentation within tendays of this email.

We can only review requests where special circumstances are evident, and you must provide documentary evidence to support your claim.

Examples include:

- study hampered by acute illness or condition
- impacted unexpectedly by natural disaster
- family bereavement during the semester.

All **medical claims** must include a medical impact statement, to be completed by your professional practitioner and submitted with your response.

The following are NOT considered special circumstances:

- Adjusting to study in Australia
- Working too many hours
- Inability to pay adjusted fees – you may apply for a fee payment extension: please refer to the application form on the website
- Online study

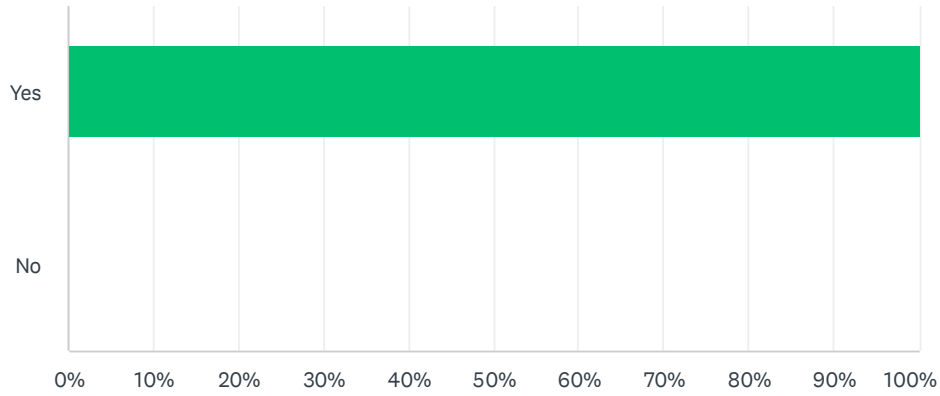
Please email us at scholarship@swin.edu.au if you have any further questions.



Scholarships Team
Student Administration and Library Services
Swinburne University of Technology, Melbourne, Australia
[Copyright and disclaimer](#) | swinburne.edu.au | [Contact Us](#)

Q1 Are you a current or former Swinburne student?

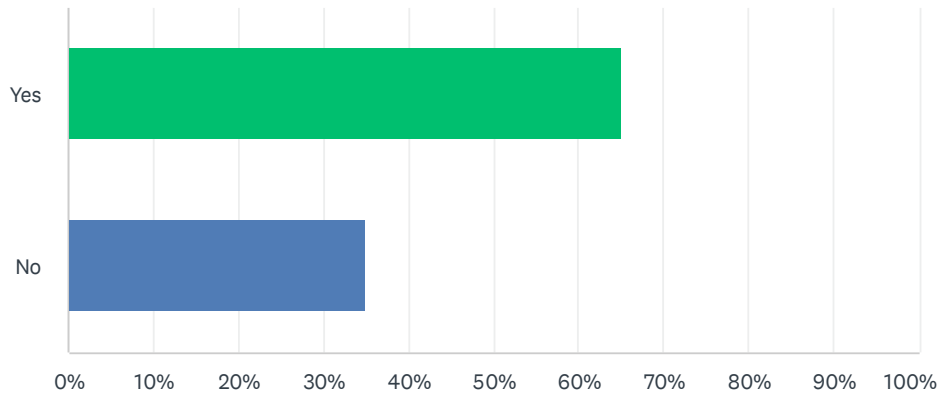
Answered: 261 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	261
No	0.00%	0
TOTAL		261

Q2 Are you or were you a recipient of Swinburne's International Excellence Scholarship?

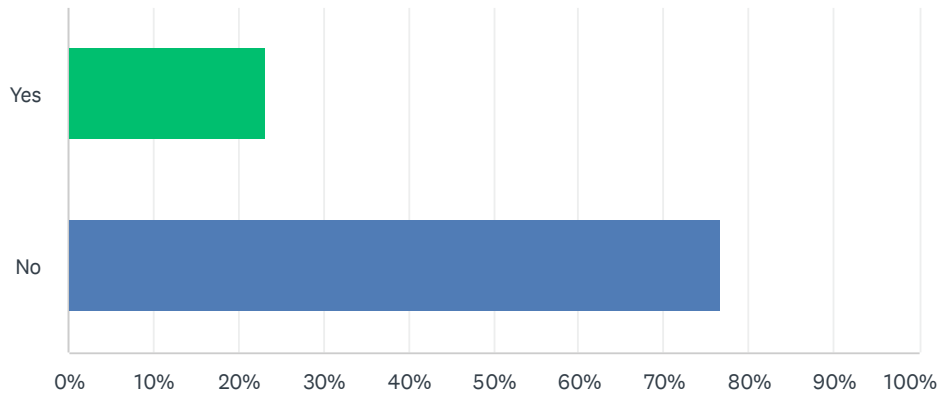
Answered: 249 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	65.06%	162
No	34.94%	87
TOTAL		249

Q3 Have you ever used Swinburne's advocacy services ran by Swinburne Student Life?

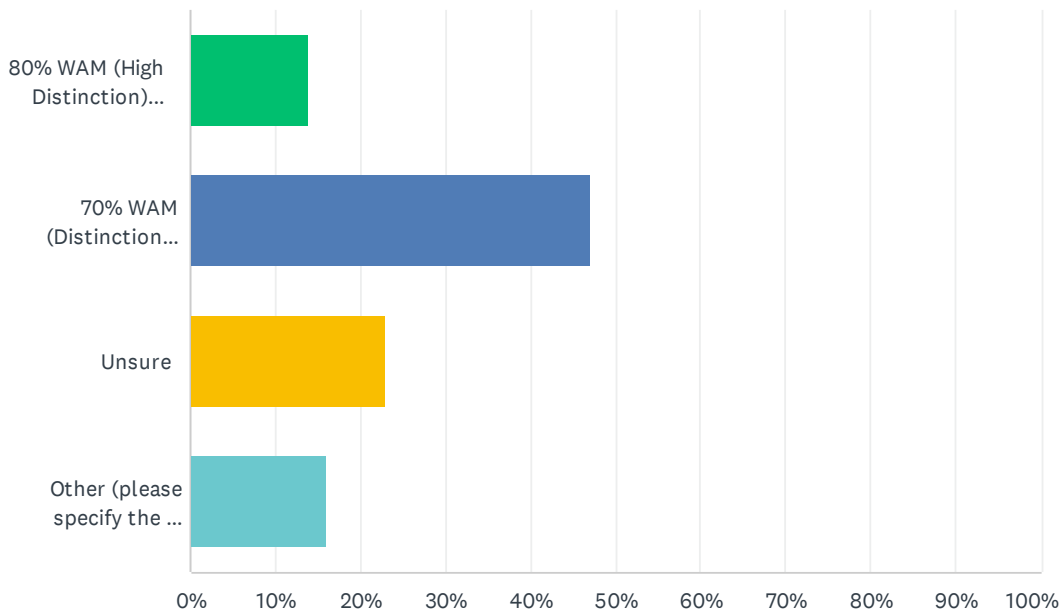
Answered: 86 Skipped: 175



ANSWER CHOICES	RESPONSES	
Yes	23.26%	20
No	76.74%	66
TOTAL		86

Q4 Which of the following WAMs are included in your scholarship contract?

Answered: 87 Skipped: 174



ANSWER CHOICES	RESPONSES
80% WAM (High Distinction) average	13.79% 12
70% WAM (Distinction) average	47.13% 41
Unsure	22.99% 20
Other (please specify the % requirement)	16.09% 14
TOTAL	87

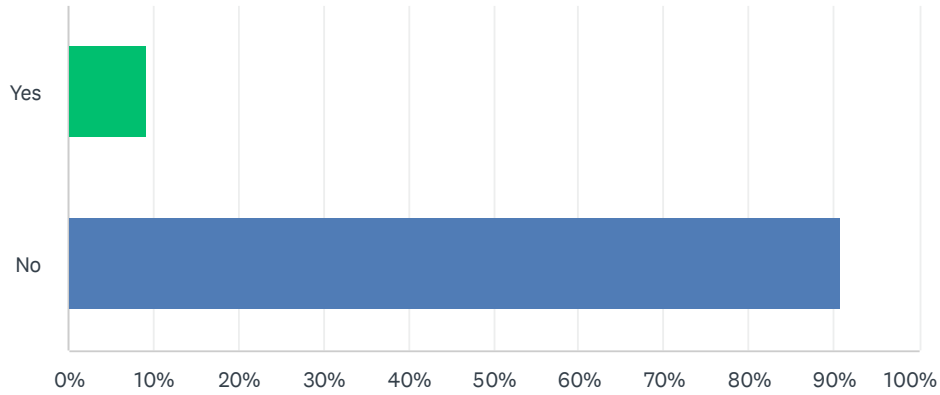
#	OTHER (PLEASE SPECIFY THE % REQUIREMENT)	DATE
1	50% WAM	8/21/2023 11:41 AM
2	50%	8/19/2023 2:51 PM
3	50	8/18/2023 5:41 PM
4	It doesn't specify any mark on the contract, it says "satisfactory academic performance". When I seeked clarification back in March 2022, the scholarships team told me I just needed to pass all my units to keep my scholarship.	8/18/2023 7:19 AM
5	75%	8/18/2023 12:28 AM
6	50%	8/17/2023 10:08 PM
7	75% Wave, Min Requirement is to Pass	8/17/2023 8:21 PM
8	Never mentioned a particular threshold. Only mentioned 'satisfactory performance'.	8/17/2023 6:35 PM
9	50%	8/17/2023 5:00 PM
10	50%	8/17/2023 3:33 PM
11	50	8/17/2023 2:46 PM
12	15	8/17/2023 2:30 PM

Review into Swinburne's Advocacy Services

13	None	8/17/2023 2:12 PM
14	No Scholarship	8/17/2023 2:03 PM

Q5 Did you ever receive any support from Swinburne prior to receiving a letter telling you your scholarship would be terminated?

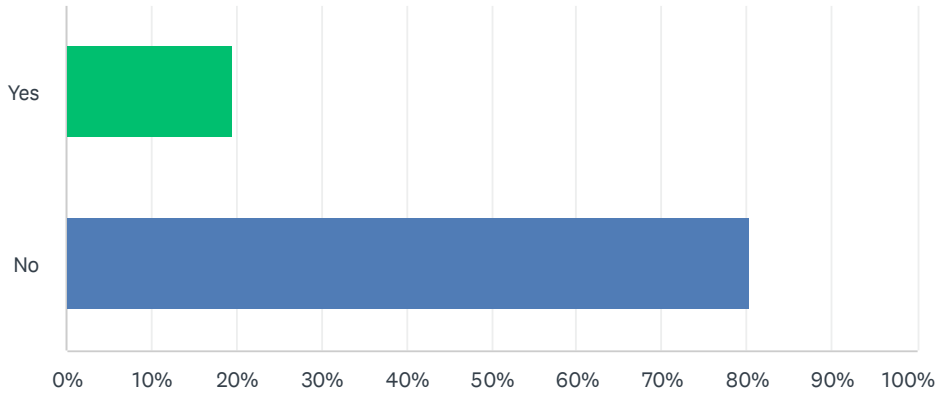
Answered: 87 Skipped: 174



ANSWER CHOICES	RESPONSES	
Yes	9.20%	8
No	90.80%	79
TOTAL		87

Q6 Did you need to use the mental health services Swinburne offered in their termination letter?

Answered: 87 Skipped: 174



ANSWER CHOICES	RESPONSES	
Yes	19.54%	17
No	80.46%	70
TOTAL		87

Q7 Tell us about how the experience of the scholarship cut affected you?

Answered: 87 Skipped: 174

#	RESPONSES	DATE
1	As an international student, the sudden cancellation of my scholarship has thrown me into a state of financial hardship and uncertainty. The scholarship had been a lifeline, enabling me to pursue my education with a sense of security and focus on my academic goals. Now, with its unexpected termination, I find myself grappling with the daunting task of finding alternative means to fund my education. The scholarship had been instrumental in covering my tuition fees, accommodation expenses, and other essential educational costs. Its abrupt cessation has left me without a safety net, forcing me to confront the reality of the financial burden that now rests heavily upon my shoulders. The shock of the scholarship cancellation has left me emotionally and mentally overwhelmed. I had meticulously planned my academic journey, relying on the scholarship's support to ease the financial strain on my family and me. Now, I am left to navigate a complex landscape of loans, part-time work, and potential delays in completing my studies. The limited time to prepare for this unforeseen financial setback adds further stress to my already demanding academic responsibilities. Instead of focusing on my coursework and personal growth, I find myself preoccupied with anxieties about securing funding and how to keep my educational dreams alive. I am determined to overcome these challenges and continue my education, but I am in desperate need of time to explore various financial aid options, such as grants, bursaries, and external scholarships. Additionally, I am actively seeking part-time employment to contribute towards my educational expenses, but finding suitable work while balancing my studies is proving to be a daunting task.	8/22/2023 8:27 AM
2	I have a scholarship of 30 percent on my total University fees. I scored 67 percent this semester and I got an email from Swinburne telling that my scholarship is revoked for this semester. They send me this email on 1st August and study period began on 31st July. The deadline for fees payment was 10th August. They informed me so late and I was very disturbed by this. There are so many international students that have a scholarship which requires them to pass each subject to be enrolled with their scholarship. I think the criteria of 70 percent or distinction should be removed as it feels very harsh on International scholarship Students. I scored 67 percent which is actually good score but still received the e-mail of scholarship being revoked.	8/21/2023 1:03 PM
3	My scholarship is still in effect since I have maintained my WAM	8/21/2023 11:46 AM
4	It affected a lot that nobody could understand. I had to suffer a lot. I couldn't continue my studies in Swinburne because of this unnoticed termination. I had to change my whole course without having any time to think if I was doing right or wrong. I was studying CS and now I am doing a trade course just because I didn't know what to do at that time of thinking anything and if I take time I would lose my visa too. I had a lot of stress and for this, I suffered a lot of mental problems such as depression and this also affected me physically.	8/21/2023 11:41 AM
5	The fees after the scholarships was so high that once the scholarship was terminated the fees has become completely unaffordable	8/21/2023 10:06 AM
6	I got mail from Swinburne on 23rd January 2023 stating that my scholarship is revoked because I could not maintain 70% WAM on second semester of 2023 though I came in Semester 2 2023 intake in Swinburne. I was fully depressed after hearing scholarship revoke mail, I couldn't find any hope to pay my fee, around extra \$5000 per semester was added to my fee sum up to \$17580 per Semester. Due to increase in fee I had to borrowed a lot of money from my friends and family, and it was affecting my billing cycle of house rent, phone bills and daily groceries. It was tough time for me I hadn't planned such consequence before though I didn't receive any mails that my scholarship is at risk prior to the revoke.	8/20/2023 2:49 PM
7	Swinburne terminated my scholarship without any prior notice. I was already going through a lot of struggle due to family crisis. They canceled my scholarship at the start of August without any prior notice and the last payment date was the 9th of August. I had to take an extension for paying my fees because I am running very short financially, due to this it has caused me along with my family much trauma and a hassle. I still have not paid my semester fees as I am running short	8/19/2023 3:31 PM
8	I currently haven't being cut down from my scholarship	8/19/2023 2:51 PM
9	It affected me in a critical way as scholarship prices, as I was the sole bearer to pay up the	8/19/2023 10:52 AM

Review into Swinburne's Advocacy Services

loans and university fees, because my parents were financially unstable due to a huge business loss back in their country. Even after stating the same, I did not receive any satisfactory response from the university.

10	It's bad	8/19/2023 12:05 AM
11	It gives me a lot of stress, as on top of balancing the already difficult life of an international student in Melbourne, I also have to worry about maintaining my WAM above a certain level.	8/18/2023 5:41 PM
12	it would impact on mental health and reduce enthusiasm	8/18/2023 4:12 PM
13	It hasn't affected me yet as I'm in first year and still maintaining the scholarship requirements	8/18/2023 2:02 PM
14	I literally had an heartbreak after hearing this, getting HD in all the subjects in not easy. I hope the university knows it very well and hence they mentioned the 80% threshold in my offer letter. As an international student before we enrolled , how do we know getting all HD's would be difficult, we were relaxed getting a scholarship before enrolling in the university. Now after coming here, we know the reality , it was just an eye wash to attract more students to the university and later cut the scholarship. In simple term its called the Marketing strategy. Overall , it was bad experience. I wish someone take up the case and refund the students who got cut's in the scholarship. Because we all are struggling financially , because of inflation going around Australia.	8/18/2023 1:24 PM
15	Too much mental stress	8/18/2023 12:17 PM
16	sa	8/18/2023 11:17 AM
17	No effect, my scholarship wasn't cut.	8/18/2023 7:19 AM
18	It was okay but could've been better and fairer for international students	8/18/2023 6:28 AM
19	Mentally bad	8/18/2023 1:44 AM
20	Never experienced. If that happen, it will cost me more and harder to support my living wxpense.	8/18/2023 12:49 AM
21	The fees are too overwhelming as the one with scholarship are already high for most international student. Not to mention being cut off.	8/18/2023 12:28 AM
22	It's causing me too much mental pressure. I might leave Swinburne after semester 1 if their conditions are not minimized.	8/17/2023 11:43 PM
23	Hi I am a first year engineering student and in the first semester I couldn't maintain my overall grades of 70% so swinburned removed my scholarship of 30%. And i just found out that I cannot apply for a another scholarship or regain my old scholarship back. It's been really tough with the semester fees and conditions the University have. The university basically use international students as a business to make money.	8/17/2023 11:33 PM
24	It badly affected me and my family back in my home country. I was not able to have the proper meals and was depressed. I thought I led my family down.	8/17/2023 11:31 PM
25	it was alright	8/17/2023 10:08 PM
26	Fortunately, I still have the scholarship.	8/17/2023 9:42 PM
27	Panic	8/17/2023 9:37 PM
28	It's still going on.	8/17/2023 8:43 PM
29	The SSU team helped us a lot when the Swinburne authority did a mistake by reducing our scholarship	8/17/2023 8:21 PM
30	I'm very stressed about it and I'm trying to find a solution to it because i really wanted to study in Swinburne but I'm afraid i wont be able to with the scholarship cancelled. Also the university had a technical problem from their side that led me failing in a unit. The online quiz i did attempt never went through and is not in their records now. I'm still pursuing the issue and i had several problems earlier in my semester to which I got no support. I would really want to continue my scholarship. As of now I don't know what to do and im really confused about everything. Right now I'm looking for other universities, pursuing the convenor for a meeting with me so I can show him the proof that I did attempt the quiz and also requesting the university to reinstate my scholarship. My mental health was not good before too due to some issues I was faced with in first semester for which i also went to the universities psychologist and have upcoming appointments still. I got no relief in the first semester too and. My mental Health worsened when they failed me in the unit I actually	8/17/2023 8:20 PM

Review into Swinburne's Advocacy Services

studied for and attempted the quiz which was 60% of the final grade. Why would I as an international student who has to maintain 70% scholarship would just straight up not attempt a quiz worth 60% grade of the unit. And it got even worse when they terminated my scholarship. I'm taking pain killers because of the headaches I get due to the mental stress I have now.

31	This made school a lot more stressful than necessary	8/17/2023 7:52 PM
32	I haven't received any termination letter from Swinburne, but I do find the WAM in my scholarship contract quite unreasonable. I have a 20% scholarship, having to maintain a WAM of 80%, while my friend with a 15% scholarship (5% less than mine) is only required to pass the units.	8/17/2023 7:14 PM
33	It's not easy to maintain very high marks to all the units. Hence, if the scholarship gets terminated halfway it can affect my whole life. First, I would not be able to afford the whole tuition. And because I will be removed from the course if I can't pay the whole amount, my visa will be terminated and I will have to go back to my country. It's hard to go to university in my country if I'm a drop out here in Australia. Then my whole life would be a mess.	8/17/2023 7:04 PM
34	Scholarship not terminated	8/17/2023 6:57 PM
35	Firstly, whenever I tried to connect with swinburne I did not received a good response. I was extremely disheartened by the fact that my scholarship was revoked. In this scenario, I had thoughts of discontinuing my studies and was seriously impacted my mental health. Swinburne did not handle the situation well.	8/17/2023 6:35 PM
36	My scholarship is still intact	8/17/2023 6:29 PM
37	Very bad	8/17/2023 6:22 PM
38	I am currently in my second semester, and I applied for the July 2022 intake, in which I received an offer letter, but eventually, I had to withdraw from that intake. Later, I applied, and I got into the February 2023 intake, but I noticed I received an updated offer letter, but my scholarship conditions were the same as the previous intake, which are different from the other classmates who started with me at the same time and they only waived off my scholarship.	8/17/2023 6:21 PM
39	I had to work a lot more to earn because if my parents were to send from overseas it would cost alot due to the unstable exchange rates. Also its very demotivating to even go forward in the next semesters when the scholarship is terminated just because there was a two mark gap.	8/17/2023 5:54 PM
40	My Study	8/17/2023 5:36 PM
41	I have just started my study in Swinburne so it doesn't effected my scholarship yet	8/17/2023 5:25 PM
42	My scholarship was reduced to 20%. So it means 2000\$ more per semester than before. so it is kinda hard with current living costs	8/17/2023 5:23 PM
43	They not cut me but I think there should be a system to get more scholarship when I get high grades	8/17/2023 5:14 PM
44	I am in mental pressure for the 70% marks maintaining issue.	8/17/2023 5:08 PM
45	As i am in my first semester, i do have my scholarship. so till today, i have not experienced the scholarship cut ,neither it has affected me.	8/17/2023 5:00 PM
46	no problem	8/17/2023 4:59 PM
47	Having to pay slightly less than the actual fees which made studying abroad more affordable for me and possible	8/17/2023 4:58 PM
48	My scholarship hasn't been terminated yet.	8/17/2023 4:42 PM
49	I know that many of my friends and peers got affected by it and I was deeply angered and confused at how they could do something so blatant	8/17/2023 4:37 PM
50	The cut really made me feel hopeless since the overall expenses has already been sky high.	8/17/2023 4:34 PM
51	My scholarship has not been cut. However, I do not like how Swinburne reduced their scholarship from 75% to a mere 30%. This meant that I would only get a maximum scholarship of 30% despite having the grades to be awarded the 75% scholarship if I had applied the previous academic year.	8/17/2023 3:58 PM
52	I didn't have my scholarship revoked but you need to be in constant pressure to keep up	8/17/2023 3:33 PM

Review into Swinburne's Advocacy Services

with good grades and bear the risk of getting your scholarship cancelled and knowing no further steps ahead if the worst happens.

53	Good	8/17/2023 3:29 PM
54	After 4 weeks of the results released, just before 1 week before the due payment date, I was notified that my scholarship was revoked. Which increased by fees from \$14000 to \$20000 each semester. When I asked for help, reevalutaion and extension to pay fees, it was simply neglected and each one of them just passed on other email ids and contact info. My issue was never really looked at into	8/17/2023 3:15 PM
55	I was informed about the cut close to the starting of the next semester. They told me there was nothing they could further do about it. Since without the scholarship the tuition fee would have been way too much I had no choice but to withdraw from the course.	8/17/2023 3:15 PM
56	The scholarship helped me financially to reduce my tuition fees, and here I am today studying at Swinburne.	8/17/2023 3:05 PM
57	I didn't receive any email about it. However, if there is in fact a scholarship cut, it would affect me negatively and burden me with finance difficulties.	8/17/2023 2:59 PM
58	After losing my 30% scholarship, my tution fees went to 17580 from 12306 which is big increase in terms of paying my tuition fees. Which effected my family and my mental condition. Even though my family can still afford to pay my tuition fees but to me it feels like a burden.	8/17/2023 2:54 PM
59	I GOT MY SCHOLARSHIP REVOKED BACK IN THIS YEAR SEM 1 , I ASKED FOR HELP TO ADVOCATE TEAM , EVEN CONSULTED TO SCHOLARSHIPS TEAM ABOUT THE CONSQUENCES THAT I FACED IN MY VERY FIRST SEM AT UNI , NO ONE OF THE TEAM SUPPORTED TO THE FACT , DIDNT EVEN PUT THEMSELVES IN THE FEET OF INTERNATIONAL STUDENTS .i WAS SUFFEREING FROM COVID DURING THE MID SEM EXAMS , HOME SICKNESS AND MENTAL ILLNESS AS WELL WHICH DIDNT SEEM TO BE A CAUSE FOR THE SWINBURNE, INSTEAD ASKED FOR THE DOCUMENTS TO PROOF IT . INFAC T , I DIDNT VISITED ANY GP FOR MY HOMESICKNESS OR MENTAL ILLNESS CAUSE IT WAS INITAL PHASE OF MISSING MY FAMILY AND ETC . BUT "SWINBURNE SCHOLARSHIP TEAM" WANT IT TO BE MORE VAST BY ASKING RANDOM DOCUMENTS	8/17/2023 2:49 PM
60	I have fees from leaving swinburne and attending Monash Uni, i was uner the impression that i could leave with no fees as it wen tto my scholarship however it didnt.	8/17/2023 2:46 PM
61	I received a mail on July 31 that states I have lost my Swinburne scholarship which was 30 percent I didn't have any extra money to pay the amount I have taken money from other people to pay and finish here for this year and I am struggling mentally and physically to finish of my debts I didn't saw this thing coming	8/17/2023 2:42 PM
62	yes, i have no that much money to afford it	8/17/2023 2:30 PM
63	It was cut and resumed due to mental health	8/17/2023 2:29 PM
64	It made me very anxious and scared about what this meant for my future. It severely effected my mental health and caused me to seek help elsewhere that cost money. I questioned the whole university experience and struggled to get over it.	8/17/2023 2:28 PM
65	Though initially I was offered 25% scholarship, after covid they reduced my scholarship to mere 10% which affected my finances badly and the struggle has been still on for it. Also there aren't any answers that Swinburne gives anytime I've asked.	8/17/2023 2:26 PM
66	Lots of my friends had their scholarship cut for having a WAM below 70%. One of them had a 69.9% average and the uni still decided to terminate their scholarship. This is unfair to the students and cause tremendous stress on their mental wellbeing.	8/17/2023 2:24 PM
67	It's very challenging for me to pay semester fees and I passed all units with overall 65%	8/17/2023 2:20 PM
68	It affected my mental health as i couldnt balance my work and studying.	8/17/2023 2:20 PM
69	With the scholarship, my tuition fee is more affordable.	8/17/2023 2:20 PM
70	It was really awful. Ended up getting depressed over it as well. I tried contacting them but they were being unreasonable. They were literally forcing me to pay. A friend of mine who had this same scholarship was expelled after failing one unit. He didn't even get a warning. He was just expelled. Swinburne is messed up internally.	8/17/2023 2:18 PM
71	I'm a first year Architecture student with genuine passion for it. Just after my first semester, 6 days before my fees were due, Swinburne sent an email stating my scholarship had been	8/17/2023 2:18 PM

Review into Swinburne's Advocacy Services

terminated. After calculating my marks, it came at an 69.25% where as my required marks was 70%. I had 4 courses that semester and although I did struggle with one of them and scored 60% in that, I was more than confident my other subjects would be enough. But it felt like I was purposefully left out for the sake of losing my scholarship. I understand that might not be the case but even during the 10 days period to showcase my reasoning, Swinburne did not provide any help at all. I emailed the scholarship team asking some questions as the email they sent me were vague didn't have all the answers I required, but they replied back to me in a sentence asking me to just read the original email they sent me. I had to physically go to the ISA team on campus but even there they couldn't answer anything I asked. General questions like, "what kind of reasons are acceptable for scholarships to be reinstated?" or "has anyone before even got their scholarship reinstated at all?" were met with "I don't know". I felt scammed and quite honestly cheated.

72	I take a loan ,if I can not get it,I have to drop out , thank you for help	8/17/2023 2:16 PM
73	I felt very disappointed. Because after attending the classes in Swinburne I made lots of international friend. When I discussed my scholarship condition to a friend he just surprised. Because with same academic background and holding same year , Swinburne offered me 30% scholarship with a condition and offered him 50% scholarship without condition. Even it's not about only my friend and me. If you look other University like RMIT, Macquarie University in Sydney they offered 20-30% scholarship without any condition to a international student. This is tough to maintain 70% of result in all the semester. And we are also not native to this country. We face lots of difficulties. Stay without family is not easy. As a international student my experience specific with their scholarship term is not good. Overall teachers and staffs are good.	8/17/2023 2:13 PM
74	I havent faced scholarship cut yet	8/17/2023 2:12 PM
75	My scholarship cut of informed just after i paid my fees! They did not send any messages prior to that making me shocked and vulnerable. It is just unjustifiable how Swinburne scholarships are. My friend who failed in 3 subjects gets to have his 20% scholarship where as i who scored around 68% was about to loose her whole scholarship just for 2%. This is not fair , Swinburne cannot expect international students to be perfect in the very 1st semester, they are dealing with lot of things!. This is literally very unjustified i got my scholarship back due to a medical issue but what about my other friends who are facing this? Swinburne needs to recognise that scholarship is a very important part of international students not just in terms of financial aid but also sentiments (i would not like my comments to be made PUBLIC or my name to be uncovered through any medium but please take this into consideration)	8/17/2023 2:12 PM
76	Hello, I am not directly experienced it yet but i heard couple of students who were studying in international scholarships but their was nothing specific about the grades you need to keep track. I know that,(from HQ) in my offer letter the requirements are just to pass all the units but it's not mentioned in my offer letter. So every semester I had to keep myself up to date and keep having good grades. But i want to part of this inquiry because i feel like it's actually being quite taunting for every international student. And about the fees, it's increasing and showing different values every year. I hope my experience will help for this inquiry. Thank you for taking this initiative for the international students.	8/17/2023 2:11 PM
77	The scholarship cut created financial difficulties for me, impacting my situation significantly. But I am somehow managing	8/17/2023 2:10 PM
78	It was so stressful for me. I tried my best to maintain 70% marks but I got 68%. The most hurtful event was Swinburne emailed me that my scholarship has been revoked after 3 days after my class started. I tried to reach advocacy services but they are not giving any tips properly. They are contacting me via email.	8/17/2023 2:08 PM
79	I haven't gotten through the cut process but it's really unfair where my fellow Australian friends can maintain only pass marks for their scholarships I have to maintain 70% on average. So it's really unfair	8/17/2023 2:06 PM
80	It is traumatic	8/17/2023 2:05 PM
81	I didn't get it cut	8/17/2023 2:05 PM
82	I am still able to manage my scholarship with the WAM they've mentioned but it is not helping with all the part time and uni work we have to complete. This keeps on stressing me out and it is hard to concentrate on work as well!!	8/17/2023 2:05 PM
83	I've failed in a unit and they have terminated it for the following semester.	8/17/2023 2:04 PM
84	Depressed	8/17/2023 2:04 PM
85	I was not affected by the scholarship cut, but I was surprised to hear that it had happened	8/17/2023 2:03 PM

Review into Swinburne's Advocacy Services

last year.

86	N/A	8/17/2023 2:03 PM
87	Bad	8/17/2023 12:28 PM

Q8 Can you tell us about the support (if any) you received from Swinburne?

Answered: 73 Skipped: 188

#	RESPONSES	DATE
1	Only advice from advocacy ask me to email directly to scholarship team to review my scholarship	8/22/2023 8:28 AM
2	They agreed to reinstate my scholarship considering on special circumstances but still I feel that the criteria of 70 percent should be eased out.	8/21/2023 1:05 PM
3	No support	8/21/2023 11:47 AM
4	I tired to seek for support but couldn't find that would help me.	8/20/2023 2:52 PM
5	Last semester my scholarship got canceled as well. I had some severe mental health issues back then which caused me to go to the doctor, the doctor diagnosed me and wrote the scholarship a letter and that caused my scholarship to get reinstated.	8/19/2023 3:32 PM
6	None support received, even they stopped replying to the mails, transferred me from one department to another, gave up, and paid the extra fees	8/19/2023 10:53 AM
7	No	8/19/2023 12:05 AM
8	I appealed for an academic intervention and reassessment once, due to a past incident involving non-transparency in grading scheme. Swinburne got back in touch and eventually elevated the issue, however it was very delayed.	8/18/2023 5:43 PM
9	Food bag	8/18/2023 4:14 PM
10	-	8/18/2023 2:02 PM
11	Nothing regarding scholarship cancellation, it was just a mail. I found the scholarship threshold was different to many individuals , which is again looks like discriminating and seeing students in a different way.	8/18/2023 1:25 PM
12	All the support were too much slow	8/18/2023 12:18 PM
13	None	8/18/2023 7:20 AM
14	None	8/18/2023 6:28 AM
15	Nothing	8/18/2023 1:44 AM
16	Student support	8/18/2023 12:49 AM
17	None	8/18/2023 12:28 AM
18	I didn't get any kind of support prior to the scholarship thing.	8/17/2023 11:45 PM
19	Nothing I emailed them back explaining my situation but their wasn't much support tbh, I had some family issues back in my home country during the semester, death of two grandparents, which affected my mental health. I sent a email explaining the situation regarding to Swinburne but I didn't get much support or any help with my scholarship.	8/17/2023 11:34 PM
20	No support provided. They were very strict with their meeting requirements for the scholarship.	8/17/2023 11:32 PM
21	Swinburne's Advocacy Services helped me quite a bit	8/17/2023 10:09 PM
22	N/A	8/17/2023 9:44 PM
23	Student advocacy services in order to get refunds for failed units.	8/17/2023 9:37 PM
24	I'm on an Academic excellence scholarship. Rest I'm receiving the standard things all others get	8/17/2023 8:44 PM
25	Regarding the issues I told earlier. Not really. But i got support in other things .eg the student HQ helped me in my enrollment.	8/17/2023 8:23 PM

Review into Swinburne's Advocacy Services

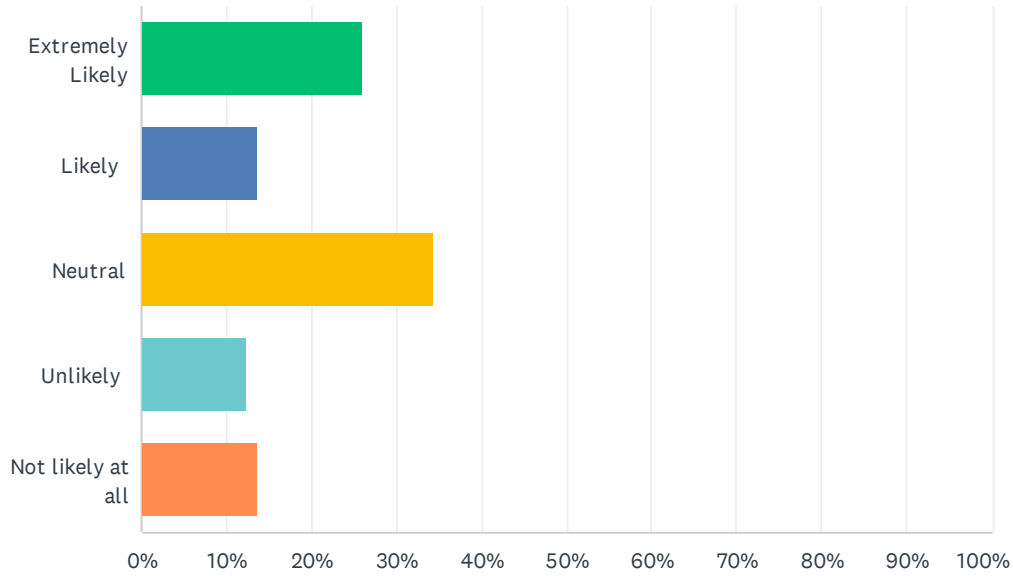
26	Nothing from the University Authority only the SSU helped us	8/17/2023 8:22 PM
27	I haven't asked for any Advocacy Services from Swinburne.	8/17/2023 7:15 PM
28	I didn't receive any support regarding this service	8/17/2023 7:05 PM
29	Na	8/17/2023 6:57 PM
30	None. Never heard our voice ever. We have tried to contact swinburne this semester but still got negligible response.	8/17/2023 6:38 PM
31	Not any	8/17/2023 6:30 PM
32	No support from student hq and the admissions team till now no response from anyone	8/17/2023 6:22 PM
33	Not applicable	8/17/2023 5:54 PM
34	It's really hard to maintain 70%. They should decrease the requirement. They helped me in my scholarship and I got it back.	8/17/2023 5:41 PM
35	30% of scholarship	8/17/2023 5:25 PM
36	i did not ask any support. I only asked why the schol was reduced	8/17/2023 5:24 PM
37	Not really any support	8/17/2023 5:15 PM
38	Not yet	8/17/2023 5:09 PM
39	I have not been seeking for any support so i have not got any of it. But Swinburne is very supportive regarding every student matter	8/17/2023 5:02 PM
40	no any help	8/17/2023 5:00 PM
41	No support	8/17/2023 4:58 PM
42	No support received.	8/17/2023 4:42 PM
43	Very little support, lots of directing me to different people and none of them could give me much of an answer or direction	8/17/2023 4:37 PM
44	N/A	8/17/2023 4:35 PM
45	I have not received any support.	8/17/2023 3:59 PM
46	N/A	8/17/2023 3:34 PM
47	NIL They kept on saying contact this or that person for further info	8/17/2023 3:16 PM
48	Swinburne Student Union is providing several services to students enrolled here, and furthermore special assistance is given to international students.	8/17/2023 3:07 PM
49	I have not received any support from Swinburne regarding the fact about my scholarship.	8/17/2023 2:55 PM
50	RECIEVED SUPPORT FOR ADVOCATE TEAM BUT WASNT A FRUITFUL ONE , AFTER ALL EVERYTHING NEED TO DO WAS BY ME	8/17/2023 2:50 PM
51	I tried contacting isa people I have asked for an appointment they said that they will talk only through mails and it is not fair people who got less than me are getting sponsored just because they don't have the condition	8/17/2023 2:44 PM
52	Always, Loan , training and exams ,assignments And swinbourne It has become like a supportive family for me .	8/17/2023 2:37 PM
53	-	8/17/2023 2:30 PM
54	30% scholarship on annual fees.	8/17/2023 2:29 PM
55	I arranged some meetings to talk about it as my mental health was not doing well. However, i did not find that these discussions helped as they did not really see my side of things and just wanted to find a quick and easy solution without understanding my position and the harm it had already caused.	8/17/2023 2:29 PM
56	None	8/17/2023 2:26 PM
57	Free mental health consultation After hours calls	8/17/2023 2:25 PM
58	-	8/17/2023 2:21 PM
59	Nope not any that i know	8/17/2023 2:20 PM

Review into Swinburne's Advocacy Services

60	Nothing	8/17/2023 2:19 PM
61	All I got was to refer to the email they sent me	8/17/2023 2:19 PM
62	Advocacy is helpful	8/17/2023 2:14 PM
63	I achieved overall 64%. I learned some of my friends has scholarships of 20% without conditions so I sent a mail requesting for scholarship change. But they didn't reply to mail just sent me a mail saying check initial mail for how to request a review and provide supporting documents.	8/17/2023 2:14 PM
64	Yes i got support after not before.	8/17/2023 2:13 PM
65	I still haven't faced any problems yet.	8/17/2023 2:12 PM
66	I didn't get any support from Swinburne. After admitting to Swinburne my life become worst.	8/17/2023 2:09 PM
67	I mean it's only my first semester. I haven't received any supports	8/17/2023 2:07 PM
68	Advocacy	8/17/2023 2:06 PM
69	The support systems are upto a standard but sometimes we end up getting no answers and we try to solve the problems on our own	8/17/2023 2:06 PM
70	None	8/17/2023 2:05 PM
71	No	8/17/2023 2:04 PM
72	I have not received much support regarding scholarships at Swinburne.	8/17/2023 2:04 PM
73	Advocacy met with me to discuss taking a 'withdrawn fail' mark off my transcript after I withdraw past census date. They actually managed to get the uni to take the fees for the unit off my HECS debt as well as removing the fail mark.	8/17/2023 2:04 PM

Q9 How likely are you to recommend the support to other students?

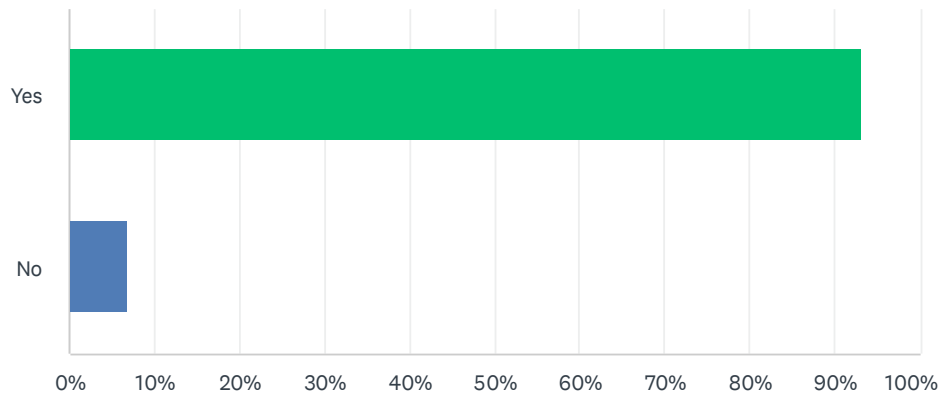
Answered: 73 Skipped: 188



ANSWER CHOICES	RESPONSES	
Extremely Likely	26.03%	19
Likely	13.70%	10
Neutral	34.25%	25
Unlikely	12.33%	9
Not likely at all	13.70%	10
TOTAL		73

Q10 Are you still a Swinburne student?

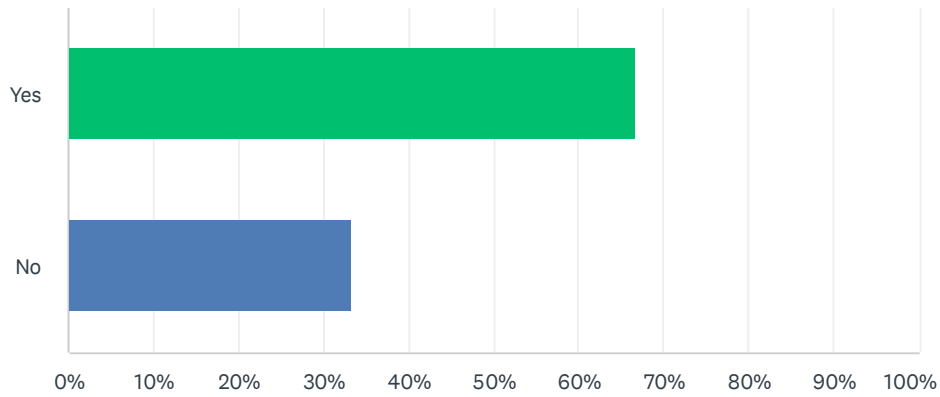
Answered: 87 Skipped: 174



ANSWER CHOICES	RESPONSES	
Yes	93.10%	81
No	6.90%	6
TOTAL		87

Q12 Would you be interested in speaking to us (confidentially) about your experience?

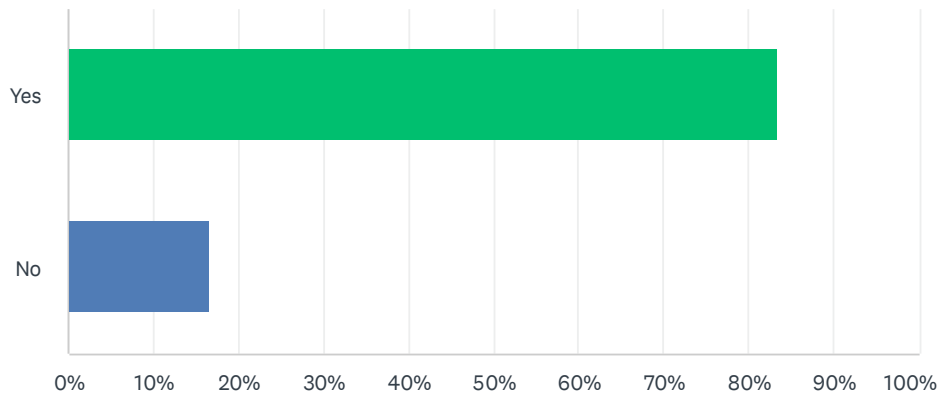
Answered: 6 Skipped: 255



ANSWER CHOICES	RESPONSES	
Yes	66.67%	4
No	33.33%	2
TOTAL		6

Q13 Are you still a student at another educational institution in Australia?

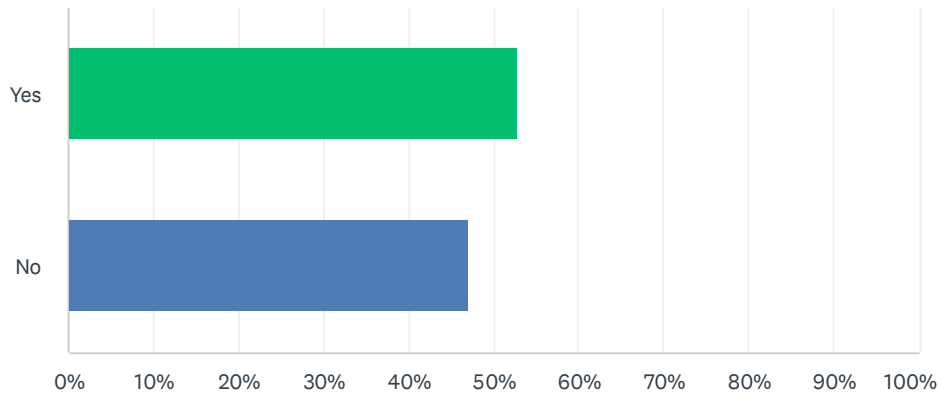
Answered: 6 Skipped: 255



ANSWER CHOICES	RESPONSES	
Yes	83.33%	5
No	16.67%	1
TOTAL		6

Q19 Would you be interested in speaking to us (confidentially) about your experience?

Answered: 72 Skipped: 189



ANSWER CHOICES	RESPONSES	
Yes	52.78%	38
No	47.22%	34
TOTAL		72

Sent from [Mail](#) for Windows

From: [Swinburne University](#)

Sent: Wednesday, 2 August 2023

Subject: Important information about your scholarship



ATTACHMENT 4 - Template notice issued to students in connection with the scholarship scheme

02/08/2023

Dear

We recently reviewed your academic progress and unfortunately, you have not met the academic requirements outlined in your offer letter to maintain your Swinburne International Scholarship.

According to your scholarship conditions, you must maintain an average mark of 70% or above.

What does this mean?

This means you are no longer eligible to receive your Swinburne International Scholarship as of Semester 2, 2023. Your scholarship will be removed, and an updated statement of account sent to your student email address.

This does not affect your enrolment and you can remain enrolled in your current course, pending the outcome of the progress review period. Please ensure that you continue to follow the instructions outlined in any communication you may receive regarding your progress review.

Support available

We want you to succeed in your studies and highly recommend you reach out to our

support services including:

- [Academic Development Adviser](#)
- [International Student Adviser](#)
- [SwinCounselling](#)
- [Study and assessment advice](#)
- [Swinburne Student Life Advocacy Services](#)

Submitting a request for review due to special circumstances

Swinburne understands that circumstances can change and impact your ability to study.

If there were compassionate or compelling circumstances, i.e. circumstances outside your control that impacted your ability to study, please respond via reply email advising the circumstances with **supporting documentation** within **ten days** of this email.

We can only review requests where special circumstances are evident, and you must provide documentary evidence to support your claim.

Examples include:

- study hampered by acute illness or condition
- impacted unexpectedly by natural disaster
- family bereavement during the semester.

All **medical claims** must include a [medical impact statement](#), to be completed by your professional practitioner and submitted with your response.

The following are NOT considered special circumstances:

- Adjusting to study in Australia
- Working too many hours
- Inability to pay adjusted fees – you may apply for a fee payment extension: please refer to the application form on the [website](#)
- Online study

Please email us at scholarship@swin.edu.au if you have any further questions.

Yours sincerely

Fees and Scholarships Team

Student Administration and Library Services
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