Applying and Enrolling

Do you need a degree to do an MBA?  
While a bachelor's degree is a common requirement for MBA programs, some institutions offer pathways for individuals without a bachelor's degree based on relevant work experience or related graduate certificates

##### Will I receive credit for my previous studies? We can potentially offer students unit exemptions for our undergraduate courses, based on diploma and higher education qualifications undertaken within the last 10 years. Previous studies don’t necessarily need to be related to the field you’re looking to pursue with us to make you eligible for exemptions. We can also award unit exemptions towards our postgraduate courses, where previously completed studies are considered academically equivalent (i.e. postgraduate level) and have been completed within the last 10 years. TAFE students may be eligible to receive credit for previous study and work experience. If you’ve completed units or certificates at another recognised institute or training organisation, you may be able to apply for a credit transfer. Alternatively, if you have significant work experience related to your studies, you can apply to have this recognised through recognition of prior learning.

##### Where can I study online from?

##### Swinburne Online takes domestic students for both degrees and TAFE diplomas from anywhere in Australia. International students are also accepted for our degrees, although some differences to their payment processes will apply.

##### When is the cut-off date for enrolment? If you are applying to study a degree at Swinburne Online, enrolments page close approximately 10 days before the start of each teaching period. Our teaching periods run three times a year, from March to June, July to October and November to February. For TAFE students, you can enroll at any time and begin your self-paced studies at a variety of start dates that suit you. For full details about start dates, visit our website.

##### What level of English language proficiency do I need to study an undergraduate degree at Swinburne Online? It is expected that applicants have proficient English skills. We recommend the below levels in an  such as IELTS or TOEFL to ensure you are successful at university study For paper based TOEFL tests a score of 550 with a written English score of 5. For Internet based TOEFL tests a score of 79 with no band below 18. International English Language Test System (IELTS) course specifications: Undergraduate Business courses require an IELTS score of 6 with no band below 6

##### Undergraduate Media and Communication courses require an IELTS score of 6 with no band below 6 Undergraduate Social Science requires an IELTS score of 6 with no band below 6 Undergraduate Psychological Sciences requires an IELTS score of 6.5 with no band below 6 Undergraduate Education requires an IELTS score of 6.5 with no band below 6 What level of English language proficiency do I need to study a Masters at Swinburne Online?

##### It is expected that applicants have proficient English skills. You should have a bachelor degree or equivalent (at least three years) studied in English, or have completed year 12 English in Australia. You must meet the below levels in an English language test such as IELTS, ISLPR or PEAT to ensure you are successful: Achievement in the International Second Language Proficiency Rating (ISLPR) of Level 4 in all four areas of speaking, listening, reading, writing from an approved testing site. Achievement of a score A in all four areas of speaking, listening, reading, and writing in the Professional English Assessment for Teachers (PEAT) test International English Language Test System (IELTS) course specifications: Master of Professional Accounting requires IELTS 6.5 no band below 6 Master of Business Administration (MBA) requires IELTS 6.5 no band below 6 Masters of Teaching requires IELTS of 7.5 and the following scores for each component Speaking 8.0, Listening 8.0, Reading 7.0, Writing 7.0 What are the entry requirements for TAFE Business courses?

##### To study a diploma with Swinburne Online, you need to meet the specific entry criteria for your course. For our Business diplomas you must either hold a relevant Certificate IV, Year 12, or higher level qualification, or have at least two years of relevant work experience and have completed Year 10 Maths and English. If you haven’t completed Year 10 Maths and English If I have just completed Year 12, can I apply to enrol in your March intake (Teaching Period 1)?

##### No, recent Year 12 students must apply through VTAC for Swinburne courses for the March intake. However you may apply for Swinburne Online's July or November intakes. I'm not sure what to study. Who can help me?

##### If you are unsure which qualification is most relevant to you, speak to a course consultant. for some advice or see our Levels of Education FAQ section. Otherwise you can submit an application form and one of our Course Consultants will be in touch I'm not sure if I meet the entry requirements but I want to study. What should I do? If you’re unsure about whether you’ll be eligible to study with Swinburne, it’s definitely worth calling our team of course consultants on 1300 069 765 or +61 3 9956 0777 if you are calling from overseas. The team will be able to outline which entry requirements are relevant to you and explain your next steps. Often students will be eligible for a range of courses on the basis of their work experience. It may be as simple as sending through an updated resume to get on track towards your qualification of choice. How long will my application take to be assessed?

##### Our team of Course Consultants will normally get in touch with you within two working days of you submitting your application with an outcome, or to retrieve some further information. During busy periods this time frame can be a little longer. You are welcome to contact us if you’d like to follow up on an application that has exceeded this guideline. How do I apply to enrol in a degree or a diploma?

##### Applying to study with Swinburne Online is simple and one of our course consultant will be available to help you with any questions you have. Students wishing to study with us, simply need to complete an application form A course consultant will assess the application and give you prompt feedback, including any documentation required. If successful, they will be then able to finalise your application with you over the phone. Do you have a head office somewhere if I want to meet someone face-to-face about my course?

##### Because you will be studying a degree online, all of our support systems are available over the phone or online. When you go through our simple enrolment process you will speak to one of our knowledgeable course consultants over the phone. Once you are a student with us, you are always welcome to drop in to any of our campuses to access the library or any of our other students benefits Do you accept international students? Yes, Swinburne Online accept applications from international students for our higher education courses. The process of applying to enrol is exactly the same as for domestic students. Simply fill in a request for information and submit any documentation required or speak to one of our Course Consultants on 800 4002 0400

##### Am I able to study at Swinburne Online if I don't live in Victoria?

##### You can study at Swinburne Online from any state or territory in Australia, as long as you meet the entry requirements for your online course and have an Internet connection! covid-19

##### Will you be offering courses as part of the government’s higher education relief package?

##### Yes, we will be offering a range of courses as part of this initiative. Read more about our priority course program Why is Swinburne Online a good study option during isolation?

##### The courses we offer have been designed specifically for online consumption. You’ll study in a purpose-built virtual classroom with extended hours of support, allowing you to study whenever you like. With over 10,000 students currently studying with us, you can rest assured that our online study has been tried, tested and approved by many. All you need is an internet connection.

##### What kind of support do you offer to your online students?

##### We have a whole variety of support options available to students seven days a week, so no one is ever left feeling alone. For students studying a degree with us, your small online class of 20–24 students is run by a dedicated online tutor (eLearning Advisor), who will always be happy to respond to your questions. Our Student Advisors (SAs) are a team of academic/technical and administrative specialists who can be contacted seven days a week. They can help with issues from advice on assignments to problems with logging in to the Student Hub. We also have online assessment support options that will cater to a range of academic needs. To find out more about our university support options, visit the student support page on our website.

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##### What is a good option for upskilling during this time?

##### The best study option for you will depend on your current level of education, as well as the amount of available time you have to commit. For those looking to step up and earn a promotion or just upskill in general, a short course might be the best choice. A graduate certificate is also a good option for anyone looking to be educated over a short period of time. If you are unsure about what level of study or time commitment is best for you, utilise our Study Time Calculator

##### Should I start studying now? Depending on your current situation, now might be the perfect time for you to start studying. If you are finding yourself with extra time that you would usually spend on commuting or weekly commitments and would like to use it constructively,  Is now a good time to look at a career change?

##### Following the impacts of COVID-19, there are likely to be many changes in different industries. This may spark an opportunity for you to begin a career in a new field. If you are finding yourself with extra time that you would usually spend on commuting or weekly commitments and would like to use it constructively, view our range of courses today. Starting or completing a course now will help put you ahead of the pack.

##### Has Swinburne Online been affected by COVID-19?

##### Neither the operations nor the teaching period at Swinburne Online have been impacted by the COVID-19 pandemic. We will continue to operate as business as usual throughout this time of uncertainty, with no reduction in teaching, support or enrolment services. Our intake dates remain unchanged. Swinburne Online is designed to thrive in the online environment. Our experienced support teams and tutors have always effectively worked with our satisfied students from a distance. Do I have to pay for my studies upfront?

##### If you are eligible for a HECS-HELP or FEE-HELP loan, you will be able to defer your study payments until you earn above the repayment threshold defined by the Australian Tax Office. We offer either HECS-HELP or FEE-HELP to Australian citizens and permanent humanitarian visa-holders for all of our university courses. For undergraduate degrees, Commonwealth Supported Places (CSP) are available for all students who meet the entry criteria. HECS-HELP is available for Australian citizens and permanent humanitarian visa-holders as part of their CSP offer. New Zealand citizens and Australian permanent residents will need to pay their unit fees up front, but will be eligible for our domestic student fee. For postgraduate courses, Australian citizens and Permanent Humanitarian visa-holders who are eligible for courses will be able to use FEE-HELP to pay their tuition fees. International students are not eligible for any Australian government fee assistance.

##### Education Placement

##### Will I need to be screened to work with children?

##### Anyone who works with children in Australia must have a valid Child Safety Screening Check. To ensure your placements run smoothly and there are no delays in your course progression make sure you complete the Child Safety Screening Check requirements for your state as soon as you enrol. You will have access to instructions for your state once you’re enrolled in your course.

##### What are placements?

##### When you study an education degree you complete practicum units that include theory and professional experience, also called a placement. Your placement will provide you with a real-life teaching experience at an early learning centre or primary school. This will give you the chance to apply the skills you’ve learnt online, build your confidence in the classroom, and gain invaluable industry experience. I’m interested in becoming a teacher. How will teaching placements work, given that your degrees are online? Students studying our online education courses still have to complete placements like on-campus students. In order to register to teach, graduates must have completed at least 60 days of professional placement when studying at postgraduate level and at least 80 days at undergraduate level. Professional placements can be taken anywhere in Australia, in schools that use the Australian curriculum or early childhood settings that use the Early Years Learning Framework I currently work at an early childhood service, primary or secondary school, can I do my teaching placement at my workplace?

##### A placement may be able to be completed at your workplace depending on your course and circumstances. Please contact the Placements Team to discuss if this is an option for a particular placement in your course.

##### How many placements do I have to do?

##### The number of placements you have to complete depends on your course: Bachelor of Education (Primary): 3 x 20 days, 1 x 21 days. Total: 81 days Bachelor of Education (Early Childhood Teaching): 4 x 20 days. Total: 80 days Bachelor of Education (Early Childhood and Primary): 3 x 20 days, 1 x 21 days, 1 x 10 days. Total: 91 days Master of Teaching (Primary): 3 x 20 days. Total: 60 days Master of Teaching (Secondary): 3 x 20 days. Total: 60 days

##### How are my placements arranged? The process for accessing and securing a placement may differ depending on your course, your location and the type of setting. Once you’re enrolled in your course you will be able to access information and resources about placements. Our Placements Team is also available to answer any questions you may have and give you advice.

##### Can I do my education placement outside of Australia?

##### You may be able to complete one primary placement overseas provided that it is undertaken at either an Australian Curriculum School or an International School where the language of instruction is English. All early childhood placements must be completed in Australia. For more information, contact the Placements Team via the help web form

##### Are the education degrees nationally recognised? Our education degrees are accredited and recognised by the Victorian Institute of Teaching (VIT) and/or by the Australian Institute of Teaching and Leadership (AITSL) and/or by the Australian Children's Education & Care Quality Authority (ACECQA), depending on the particular course accreditation requirements. The Bachelor of Education (Primary), Bachelor of Education (Early Childhood and Primary), Master of Teaching (Primary) and Master of Teaching (Secondary) enable you to register as a teacher anywhere in Australia under mutual recognition. For the Bachelor of Education (Early Childhood Teaching), you should check with the teacher registration authority in your state or territory and course accreditation requirements necessary for any early childhood teacher registration requirements of your state or territory. Are placements available part time for education students?

##### When attending placement you are required to attend full days (seven to eight hours per day). We recommend you complete your placement five days per week over four weeks. You also have the option of completing some placements three consecutive days per week (e.g. Wed, Thurs, Fri) over eight weeks.

##### Graduation and Careers

##### What are the top 5 good customer service skills?

##### The top 5 customer service skills are problem solving, conflict resolution, multitasking, effective communication with customers and teammates, and active listening. How to demonstrate customer service skills?

##### Demonstrate customer service skills on your resume by creating a dedicated section, listing skills like problem solving, conflict resolution, multitasking, effective communication, and active listening, and quantifying achievements if possible. How to describe customer service skills? In a job interview, describe your customer service skills by providing concrete examples of situations where you applied skills like problem solving, conflict resolution, and effective communication to ensure customer satisfaction. Prepare specific achievements to share during the interview. What are customer service skills?

##### Customer service skills include problem-solving, conflict resolution, multitasking, effective communication with customers and colleagues, active listening, and emotional intelligence.

##### How can I transition out of a customer service job? To transition out of a customer service job, identify your desired career path, gain relevant skills or qualifications, update your resume to highlight transferable skills, and network with professionals in your target field.

##### What are transferable skills in customer service?

##### Transferable skills from customer service include technical skills, sales skills, specialised subject knowledge, emotional intelligence, and effective communication skills. What can you do after working in customer service? After working in customer service, you can pursue careers in retail, sales and marketing, management, visual merchandising, e-commerce, human resources, logistics, events management, hotel management, travel and tourism, education and training, customer experience management, account management, quality assurance and training, social media management, or market research.

##### How do I pivot into business from customer service? To transition into business from customer service, consider studying a relevant degree, building a network, and gaining experience in areas like sales, marketing, management, or entrepreneurship. What should I do after customer service?

##### After a career in customer service, you can explore various paths in retail, food services, become a customer service representative, or pivot into IT roles like technical support.

##### What is the career path for customer service agents? The career path for customer service agents can lead to roles in customer experience management, account management, quality assurance and training, social media management, and market research.

##### What is the most likely career for a customer support professional?

##### Customer support professionals can transition into roles such as Customer Experience Management, Account Management, Quality Assurance and Training, Social Media Management, and even Market Research.

##### What is the most common mistake when choosing a career? A common mistake is prioritising short-term gains over long-term fulfilment. Many people choose careers based solely on salary or societal expectations, neglecting their true interests and passions. It's crucial to align your career choice with your values and aspirations for lasting satisfaction.

##### What to do if you are confused about your career? If you're unsure about your career path, take proactive steps. Start by self-assessing your strengths, interests, and values. Seek advice from mentors or career counsellors. Explore internships or volunteer opportunities in fields of interest. Be open to change and embrace the learning process as you navigate toward a fulfilling career.

##### Why am I struggling to choose a career?

##### Career indecision can stem from factors like a lack of self-awareness, fear of making the wrong choice, external pressure, or limited exposure to different fields. Overcome this by conducting self-assessment, exploring various options, and seeking advice from mentors and career counsellors.

##### Is it normal to not know what career you want?

##### Yes, it's entirely normal, especially during transitions in life. Many people explore different options before finding the right fit. Embrace uncertainty, explore various paths, seek guidance, and remember that career choices can evolve with time and experience.

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##### How to find your dream job?

##### Finding your dream job involves identifying your passions and strengths. Set clear career goals and work on gaining the necessary skills. Network with people in your desired field. Be persistent and adaptable, as your dream job might evolve along the way. How do you figure out what you want to do as a career?

##### To discover your career path, start with self-reflection. Assess your interests, skills, and values. Utilise personality tests if needed. Research industries and seek advice from professionals. Align your passions and strengths with available opportunities. What is the difference between a financial planner and a financial advisor?

##### A financial planner typically has a broader scope of practice and can help with a wider range of financial matters. A financial advisor, on the other hand, is typically more specialised and may only focus on a particular area of financial planning, such as investment management or retirement planning.

##### What qualifications do financial advisors need?

##### The minimum qualification required to become a financial advisor in Australia is an approved bachelor's degree (AQF7 level) comprising 24 subjects, or above or equivalent. However, many financial advisors choose to complete a graduate diploma or master's degree in financial planning. Do you need a degree to do an MBA?

##### While a bachelor's degree is a common requirement for MBA programs, some institutions offer pathways for individuals without a bachelor's degree based on relevant work experience or related graduate certificates.

##### How do you become a CEO of a company?

##### Becoming a CEO involves a strategic progression. Start with a bachelor's degree in relevant fields like finance or management. Gain experience in management roles, hone leadership skills, and consider pursuing an MBA for advanced knowledge. Attend workshops, build networks, and continuously develop. As you advance, showcase your leadership in diverse roles, express interest in executive positions, and convey a clear strategic vision. Apply for CEO roles, navigate the selection process, and demonstrate your leadership acumen How do you become a CEO in Australia?

##### The process of becoming a CEO in Australia is like the process in other countries. To enhance your prospects, consider accumulating work experience within Australian companies, fostering connections with local CEOs and industry leaders, engaging with industry associations and organisations in the Australian context, staying current with evolving Australian business trends, and deepening your understanding of Australian business laws and regulations. These steps will empower your journey toward CEO success within the distinctive framework of the Australian business landscape. What skills do you need to become a CEO?

##### ecoming a CEO requires a diverse skill set. Key skills include exceptional problem-solving ability to identify and address issues, effective teamwork to foster collaboration within the company, strong communication skills to interact with stakeholders, decisive decision-making especially in challenging situations, and the capacity to develop and implement strategic plans. Leadership skills, adaptability, and a willingness to embrace challenges are also crucial attributes.

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##### What qualifications do most CEOs have?

##### Most CEOs have at least a bachelor's degree, typically in fields like finance, financial planning, accounting, management, logistics and supply chain management, business administration, or marketing. While some exceptional individuals may have succeeded without formal degrees, having a solid educational background paired with relevant experience greatly enhances your chances of becoming a successful CEO. What qualifies you as a CEO?

##### To qualify as a CEO, you need a combination of education, experience, and essential skills. A strong educational foundation, such as a relevant bachelor's degree, is common. Moreover, accumulating years of experience in management roles, honing exceptional communication, decision-making, and problem-solving skills, along with the ability to convey and implement a vision for the business, are key qualifications that make you suitable for the role of a CEO. What is the best degree for a financial advisor?

##### The best degree for a financial advisor is the one that will give you the skills and knowledge you need to be successful in the field. Some common choices include a bachelor's degree in finance, economics, or accounting. However, many financial advisors also choose to complete a graduate diploma or master's degree in financial planning. Some popular choices include Bachelor of Business – Accounting and Finance

##### Bachelor of Business – Finance

##### Masters of Business Administration (MBA) Ultimately, the best degree for you will depend on your individual interests and goals. What is the job of a financial advisor?

##### The job of a financial advisor is to help people with their financial planning. This includes helping them set financial goals, develop a plan to achieve those goals, and make informed financial decisions. Financial advisors can help with a variety of financial matters, such as retirement planning, investment management, and estate planning. What are the duties of a financial advisor?

##### Financial advisors have various responsibilities, but they usually involve helping clients create financial plans, looking at financial information, giving advice, handling client investments, and staying updated on financial rules. What kind of person can be a financial advisor?

##### A financial advisor needs to be a good communicator, have strong analytical skills, and be able to build trust with clients. They should also be detail-oriented and have a strong work ethic. Is it stressful to be a financial advisor?

##### Yes, being a financial advisor can be stressful. Financial advisors are often under pressure to meet the needs of their clients, and they may be dealing with sensitive financial information. However, financial advisors who can manage their stress effectively can find the job to be very rewarding. Is it hard being a financial advisor?

##### Being a financial advisor can be challenging, but it is also rewarding. It requires a strong understanding of financial markets and products, as well as the ability to communicate complex financial concepts to clients. Financial advisors also need to be able to build trust with clients and manage their expectations.. How long does it take to make it as a financial advisor?

##### It takes about three to four years to become a fully qualified financial advisor in Australia. This includes the time it takes to complete the required education, training, and experience. How do I start being a financial advisor?

##### To become a financial advisor in Australia, you need to meet the following requirements: Complete an approved bachelor's degree (AQF7 level) comprising 24 subjects, or above or equivalent. Pass the financial advisor exam. Complete a professional year.

##### Apply for registration with ASIC. ASIC will assess your application and determine if you meet the requirements to become a financial advisor. To maintain your registration, you will have to complete the continuing professional development (CPD) requirements. What qualifications do I need to be a financial advisor in Australia?

##### To become a financial advisor in Australia, secure an approved qualification at bachelor, graduate diploma, or master's level, or an equivalent certification. Passing the Financial Advisor Examination (FAE) by ASIC is crucial, followed by a year of practical experience. If you hold a foreign qualification, you can seek assessment against local standards. A financial advisor needs to be a good communicator, have strong analytical skills, and be able to build trust with clients. They should also be detail-oriented and have a strong work ethic. What is the main difference between a financial planner and a financial advisor in Australia?

##### In Australia, financial planners create comprehensive plans with qualifications like CFP or FPA accreditation. They charge fees for their services. Financial advisors have narrower expertise and might specialise in investment or insurance. Their educational background typically includes a finance-focused bachelor's degree What is the main difference between a financial planner and a financial advisor?

##### The key difference lies in their services. Financial planners offer holistic financial plans covering various aspects like retirement, savings, debt, and estate planning. Financial advisors focus on specific areas, such as investment management or insurance.

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##### Which is better, a financial planner or advisor?

##### Choose between a financial planner and advisor based on your preferences. Financial planners build long-term relationships and comprehensive financial plans. Advisors focus on areas like wealth management and insurance. Consider your skills, interests, and personality to make the right choice. Both offer fulfilling finance careers with an average salary of $110,000 to $130,000. Where can I go for career advice?

##### Our Centre for Career Development is a one-stop shop for students looking for career advice and guidance. You'll not only get assistance with career planning, you’ll also receive advice and discover avenues to develop experience and skills outside university – all giving you the advantage in the job application process. And once you've entered the job market, you will still be able to get in touch with the Centre for advice on how to further develop your career into the future. For more information visit our Centre for Career Development page. What sort of career prospects do I have with an online qualification?

##### As a graduate of Swinburne Online, you receive the same accredited qualification as an on-campus student, meaning you have the same skills and knowledge as them. This means with an online degree you have the same career prospects as an on-campus graduate of Swinburne University of Technology, which is in the top 3% of universities worldwide. TAFE study is designed to give you the skills you need to help take your career to the next level. A Swinburne Online TAFE qualification builds upon your industry experience, and gives you the formal skills and knowledge needed to take on a more senior role or change careers What resources are available to alumni once they have graduated?

##### Swinburne University of Technology provides its alumni the following benefits and services: networking events with alumni both in Australia and around the world, continued access to career support, discounted professional development programs, notifications of new courses, qualifications and scholarships and access to commercial discounts and special offers. To find out more ways that you can stay connected with Swinburne alumni and their networking programs What is a Grade Point Average (GPA)?

A GPA is a calculation for higher education results. There are two GPA scales commonly used in Australia and overseas, the four-point and the seven-point scale. These scales differ in the grade points that they allocate to each grade but the method of calculation is the same. Swinburne uses a four-point method. To find out how to calculate a GPA visit our Grade Point Average page.

##### Is there a graduation ceremony?

##### As a student of Swinburne Online, you are eligible to participate in the Swinburne University of Technology graduation ceremony which is held three times a year at the Melbourne Convention Centre. If you cannot make it to Melbourne, you can graduate in absentia and can opt to have your testamur (degree) posted to you. Levels of Education What is VET? Vocational Education and Training (VET) is focused on providing students with specific job related and technical skills. Qualifications include certificates, diplomas and advanced diplomas and take less time to complete than a university degree. Nationally recognised VET qualifications cover a wide range of industries, from business and management to trades, retail and hospitality.

##### What is Undergraduate Study?

##### Undergraduate study is a term used to describe formal, accredited tertiary education achievements. Studied at a university, higher education institution or college, an undergraduate degree will usually be your first university degree, such as a bachelor degree and will take between three and four years of full-time study (or part-time equivalent) to complete. What is TAFE?

##### Technical and Further Education (TAFE) is the term used to describe certain state-administered education institutions. Such institutions provide Vocational Education and Training (VET) and qualifying courses under the National Training System, Australian Qualifications Framework and Australian Quality Training Network. A Registered Training Organisation (RTO) is an organisation accredited by the Australian Skills Quality Authority (ASQA) which is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. What is Postgraduate Study?

##### Postgraduate study is a term generally used to describe tertiary education courses available to students who have already completed a bachelor degree or have significant relevant work experience. Postgraduate study takes the form of either coursework or research. Coursework consists of a program of academic study to achieve one or more of the following Graduate Certificate,Graduate Diploma,Postgraduate Diploma,Master by Coursework,Professional Master,Professional Doctorate,Taking a research approach to postgraduate study entails conducting research and providing a thesis to earn a:Master by Research or Doctor of Philosophy (PhD). What is online education?

##### Online education utilises breakthrough web technologies to deliver academic courses. When undertaking online study, students may use a range of tools such as webinars, videos, chat sessions and e-texts to deliver content. Assessments can be undertaken synchronously or asynchronously. Synchronous learning refers to situations where online participation from a student is required at a certain time. This may involve a live discussion session with an online tutor, or a presentation which is only available to be viewed at that time. Asynchronous learning involves study where the event is not in a live format, but it may still have a loose timeframe, for example: an assessment that will be accessible at any time over a week long period. Both of these learning styles are utilised to their optimum when studying with Swinburne Online What is Higher Education?

##### Higher education encompasses Bachelor level degrees and above and is offered by universities. Whether you're entering or re-entering the workforce, changing career paths or simply want to broaden your expertise, higher education will help you achieve your career goals with courses ranging from bachelor degrees, masters degrees, doctorates and more. Each course requires different commitments in terms of time, cost and pre-requisite or foundation study or experience. What is Distance Education?

##### Distance education (sometimes known as learning by correspondence) is a broad term that describes education delivered to a student who is in a separate location to the source of the academic content. This method of education has been around since the 1800s and in comparison with online education which is offered by Swinburne Online, it is often viewed by professionals as outdated. The mode of delivery traditionally involves sending the course materials and assessments back and forth between the student and learning institution in hard copy. Many distance education programs require the student to attend classes or workshops on campus at some stage during the semester. What is an Honours Degree?

##### You can graduate with honours from a Bachelor Degree by undertaking an additional year of study, generally requiring you to complete a research project and submit a thesis, thereby positioning you for further research studies. What is a PhD?

##### A Doctor of Philosophy, or PhD, is a globally recognised qualification that’s considered the highest postgraduate achievement an individual can earn. To be awarded with a PhD, you must select a specific subject within your chosen field, carry out extensive and original research and submit a substantial thesis on your findings. Your thesis will be assessed by external examiners and will be judged on the quality of original research and contribution to the knowledge of the subject. You'll be required to commit to three or four years of full-time study (or part-time equivalent) and will be supervised by academic staff members. Once you graduate, you'll be eligible to teach in your chosen field at a university level or work in a specialised position. What is a Masters Degree?

##### A Masters Degree allows you to become a specialist in your chosen field. Typically students are required you to demonstrate a high-order overview of a specific field of study or area of professional practice. When you graduate, you'll possess advanced knowledge of a specialised body of theoretical and applied topics, high order skills in analysis, critical evaluation, or professional application; and the ability to solve complex problems and think rigorously and independently. You will generally be required to undertake academic coursework and in some cases, preparation for professional practice. What is a Graduate Diploma?

##### A Graduate Diploma will allow you to complete specialization studies in a smaller amount of time and at a reduced cost of a master’s degree. Most of the time you will also have the option of transferring to a master’s degree in the same topic. Once you complete your graduate diploma, you'll have advanced knowledge and skills for professional, highly skilled work or further learning. What is a Graduate Certificate?

##### Completing a Graduate Certificate will help you upgrade your qualifications or give you advanced practical skills required in specialist industries. If you haven't earned a bachelor degree, many programs may allow you entry provided you have sufficient relevant work experience in your chosen field. Graduate Certificates generally require a commitment of six months’ full-time study, or an equivalent part-time commitment. what is a Double Degree? A double degree is a university degree where you study two single degrees at the same time, giving you the option of specialising in two different fields. To be eligible to enrol in a double degree, you must meet all the entry requirements of both degree programs. Even though you’ll be doubling your opportunities and giving yourself more career flexibility once you graduate, a double degree generally doesn't take double the time to complete. In most instances, you'll benefit from cross-crediting elective units, which will reduce your study costs and time compared to if you were studying separate bachelor degrees at different times. Usually a double degree will take four years full time study or part-time equivalent. What is a Diploma?

##### Completing a Diploma or Advanced Diploma certificate will give you practical skills for work as well as the opportunity to progress to another qualification. At Swinburne, you’ll be taught by experienced teachers and have access to equipment used in industry to help prepare you for your future. What is a Certificate?

##### Certificates are the most basic qualification available to secondary school students and beyond. Offered by TAFEs, Community Education Centres and Registered Training Providers, Certificates I, II, III and IV will prepare you for employment or further education and training **Certificate I:**Will give you skills when beginning a profession or help you gain community involvement **Certificate II:**You'll build on knowledge and skills to work in a defined context and undertake further learning **Certificate III:** You'll learn more in-depth theoretical and practical skills for work or further learning **Certificate IV:** You'll learn theoretical and practical skills for specialised work or further learning.

##### What is a Bachelor Degree?

Bachelor degrees are offered by universities and are presented to you when you complete an undergraduate course of study. Depending on the field of study, the duration of the degree can range from three to five years of full-time study (or part-time equivalent). Most bachelor degrees are recognised worldwide. A Bachelor degree teaches you skills such as research and analytical thinking and is recognised as a higher qualification to diplomas or certificates. Where a Diploma will give you the skills you need for your job, a Bachelor will set you up for your career.

##### Support Will I be studying alone?

##### We know how important it is to have a supportive and collaborative network around you when you’re studying. When you choose your units, we’ll enrol you into an online class of 20-25 students. Small class sizes ensure that you receive quick and effective feedback from tutors. You will also be encouraged to collaborate on discussion boards with other students. Who can help me put together a study plan for my course?

##### our course consultants are always happy to recommend a study load and specific units for you to start off with based on your needs before you begin your degree with us. Once you are enrolled, you can contact one of our student advisors at any time and they can help you set yourself up with a study plan designed to maximize your success who can help me if I am having technological difficulties?

##### When completing your degree, there is a vast amount of technical support at your disposal, both on our website and through our support team. If you can’t find what you need on our Student Portal technical support section then get in touch with one of our student advisors on 1300 937 765 from Australia, +61 3 9956 0777 for Australian citizens living overseas and 800 8001 1222 for international students, anytime between 9am–9pm (AEST) Monday to Friday and 10am–6pm (AEST) on weekends and public holidays Where can I get English language support?

##### As a Swinburne student studying online you have access to studiosity an independent tutoring service that offers constructive essay feedback in less than 24 hours. Submit your draft essay or report to get expert feedback on academic writing, structure, flow and use of research to help develop your English language skills Where can I get assessment support?

##### Aside from the Student Advisors, we offer independent assessment feedback via Studiosity. Studiosity is an online tutoring service that offers constructive essay feedback in less than 24 hours. Submit your draft essay or report to get expert feedback on academic writing, structure, flow and use of research. If you’re enrolled in a VET course you will access assessment support in Canvas – your online learning environment. A dynamic live chat means you can find out who else is online at the same time as you and ask other students questions. There is also a discussion board where you can post questions that will be answered by a pool of industry trained teachers, waiting to help you. What is an e-Learning Advisor and how can I contact them?

##### At Swinburne Online, each unit you study will be run by an online tutor with years of industry experience. The tutors are called e-Learning Advisors and they have been trained to teach specifically in an online environment. You can contact your e-Learning Advisor via the discussion boards in the student portal, or via email for a timely response. What is an e-Learning Advisor and how can I contact them?

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##### When studying a degree and you are struggling with motivation, time management or simply need help with an assignment or some technical support, you can get in touch with our Student Advisors. Call 1300 937 765 from Australia, +61 3 9956 0777 for Australian citizens living overseas and 800 8001 1222 for international students, anytime between 9am - 9pm (AEST) Monday to Friday and 10am - 6pm (AEST) on weekends and public holidays – or fill out a help web form to speak to one of our Student Advisors. If you’re enrolled in a TAFE course you will have support in Canvas – your online learning environment. A dynamic live chat means you can find out who else is online at the same time as you and ask other students questions. There is also a discussion board where you can post questions that will be answered by a pool of industry trained teachers, waiting to help you How can I get in touch with other students?

##### You can communicate with students using the discussion boards within your student portal, or via CONNECT, Swinburne Online’s very own social networking site. CONNECT is much like an online student lounge, where you can chat with students from across the whole of Swinburne Online. From discussing your course, reflecting on student life, creating face-to-face study groups with students in your local area and even networking for your future, CONNECT is your networking haven. If you’re studying a TAFE diploma you’ll have access to live chat within Canvas, which allows you to see who else is online at the same time as you and ask other students questions. You can also open up discussions with students and teachers by posting questions to an online discussion board Do you offer online support, or will I need to figure it all out myself?

We have a whole variety of support options available to students seven days a week, so no one is ever left feeling alone. For students studying a degree with us, your small online class of 20-24 students is run by a dedicated online tutor (eLearning Advisor), who will always be happy to respond to your questions. Our Student Advisors (SAs) are a team of academic/technical and administrative specialists who can be contacted seven days a week. They can help with issues from advice on assignments to problems with logging in to the Student Portal. We also have online assessment support options that will cater to a range of academic needs. To find out more about our university support options, visit the student support page on our website. For VET students, everything you need to know to complete your diploma is housed in our unique system called Canvas. However, if you do find yourself with questions one of our VET student team are on hand.

##### Swinburne University of Technology Will I receive the same qualification as an on-campus student?

##### When students graduate from our courses, they will receive the same accredited qualification as a Swinburne University of Technology on-campus student. The graduation certificate awarded will also be the same. Our courses and learning outcomes are the same as Swinburne University of Technology’s, but we adapt the material and its delivery to enable students to enjoy the most engaging online environment will I ever need to go to a campus? We provide you with everything you need to complete your studies online, however, you have access to all the facilities the campus has to offer What is the relationship between Swinburne University of Technology and Swinburne Online?

##### Swinburne Online was born out of a joint venture between SEEK.com.au and Swinburne University of Technology. We focus on providing you with industry-ready qualifications, from a university with over 100 years of history Swinburne Online students receive the same qualification as students at Swinburne University of Technology, an internationally ranked university with 30,000 students across its Melbourne and overseas campuses. How many alumni are there?

##### Swinburne University has over 215,000 alumni in more than 140 countries around the world. How long has Swinburne been around for?

##### Swinburne started as a technical college in 1909 and gained university status in 1992. How does Swinburne University of Technology rate against other universities?

##### For over 100 years Swinburne has been committed to providing our students with the latest innovations in education. In recent years, Swinburne has become one of the world’s leading universities, ranking in the top 400 in the world, as assessed by the Academic Ranking of World Universities. This result places Swinburne among the top 2% of universities in the world. Swinburne has over 30,000 students enrolled worldwide, supported by 2,800 staff and an alumni network of over 90,000. Do you have postgraduate programs?

##### Yes, we offer a number of postgraduate degrees in business and education that will help you develop the skills and knowledge for a great career. All programs require a bachelor degree in any discipline, or relevant work experience. do you have a head office somewhere if I want to meet someone face-to-face about my course? Because you will be studying a degree online, all of our support systems are available over the phone or online. When you go through our simple enrolment process you will speak to one of our knowledgeable course consultants over the phone. Once you are a student with us, you are always welcome to drop in to any of our campuses to access the library or any of our other student benefits Can I study a mixture of on-campus and online units?

##### If you are an on-campus student at Swinburne University of Technology, you may be able to study some of your units online, through Swinburne Online. Speak to a course consultant today to find out if we can meet your unit requirements Are the courses the same as the on-campus courses?

##### Swinburne Online students receive the same qualification as students at Swinburne University of Technology, an internationally ranked university with 30,000 students across its Melbourne and overseas campuses

##### TAFE Will I receive the same qualification as an on-campus student?

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##### Yes, we offer a number of postgraduate degrees in business and education that will help you develop the skills and knowledge for a great career. All programs require a bachelor degree in any discipline, or relevant work experience. Do you have a head office somewhere if I want to meet someone face-to-face about my course?

##### Because you will be studying a degree online, all of our support systems are available over the phone or online. When you go through our simple enrolment process you will speak to one of our knowledgeable course consultants over the phone. Once you are a student with us, you are always welcome to drop in to any of our campuses to access the library or any of our other student benefits Can I study a mixture of on-campus and online units?

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##### Swinburne Online students receive the same qualification as students at Swinburne University of Technology, an internationally ranked university with 30,000 students across its Melbourne and overseas campuses.

##### TAFE Business

##### Where can I get important information about the VET Student Loan Program?

##### You must read the VET Student Loans Information Booklet before applying for a loan. A VET student loan results in a HELP debt that continues to be a debt due to the government until it is repaid. You will start repaying the loan when you reach the minimum repayment threshold. The rate at which you repay the loan is based on your income, as you earn more you will repay a higher percentage of your taxable income towards your loan. Check the study assist website to find out more. We encourage you to seek independent financial advice to be sure a VET Student Loan is right for you Where can I find out more about VET Student Loans?

##### More information is available at VET Student Loans What is VET?

##### ocational Education and Training (VET) is focused on providing students with specific job related and technical skills. Qualifications include certificates, diplomas and advanced diplomas and take less time to complete than a university degree. Nationally recognised VET qualifications cover a wide range of industries, from business and management to trades, retail and hospitality. What is TAFE?

##### Technical and Further Education (TAFE) is the term used to describe certain state-administered education institutions. Such institutions provide Vocational Education and Training (VET) and qualifying courses under the National Training System, Australian Qualifications Framework and Australian Quality Training Network. A Registered Training Organisation (RTO) is an organisation accredited by the Australian Skills Quality Authority (ASQA) which is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. What is a Diploma?

##### Completing a Diploma or Advanced Diploma certificate will give you practical skills for work as well as the opportunity to progress to another qualification. At Swinburne, you’ll be taught by experienced teachers and have access to equipment used in industry to help prepare you for your future. What are the entry requirements for TAFE Business courses?

##### To study a diploma with Swinburne Online, you need to meet the specific entry criteria for your course. For our Business diplomas you must either hold a relevant Certificate IV, Year 12, or higher level qualification, or have at least two years of relevant work experience and have completed Year 10 Maths and English. If you haven’t completed Year 10 Maths and English complete online application and our Course Consultants will be in touch to talk to you about your situation Is anyone eligible for a VSL?

##### No – VET Student Loans will not be approved for students who do not meet eligibility requirements If I have a VSL can I withdraw from my course?

Yes. If you decide to discontinue your studies, you will need to formally withdraw from your course  To formally withdraw, please complete the self-service request form including Your full name and student number

The course you’re enrolled in Your intent to withdraw

Whether you paid your fees upfront or applied for VET FEE HELP or a VET Student Loan.

Withdrawing before Census: To avoid incurring a VET FEE HELP or VET Student Loan debt (or to receive a full refund if you pay for your fees upfront) you must send your email to Swinburne Online on or before your Census date. We will inform you of your Census dates when you enrol. If you paid your fees upfront, Swinburne Online will send you a refund application form. Once this is processed you will receive a full refund within 10 business days.

##### Withdrawing after Census: If you withdraw from your course after your Census date, you will be automatically charged for the units you enrolled in. You won’t be able to receive a refund. If you elected for VET FEE HELP or VET Student Loan, you will incur the debt. I’m studying a TAFE Business course, will I have to sit exams?

##### There are no exams for Swinburne Online’s TAFE Business courses. How does your model of online study work for TAFE?

##### When you study a TAFE course with Swinburne Online all of your study will happen in Canvas. Canvas is the online platform where you’ll manage your course and receive study support from teachers. You’ll be able to personalise your program, giving you the freedom to set your own goals, choose what units you study first, and determine how long you spend on each one. With the support of your Assessors and Lead Trainer, you can work towards your goals at a pace that suits you. Do I have to purchase learning materials?

##### For students undertaking a degree, most of your learning materials are included with a free license provided to you by Swinburne Online. However, in some cases, you will be notified via your student email that you will need to buy specific software or eTexts. For TAFE Business students, all of your learning materials will be available online and are covered by your course fees. You won’t need to purchase any further materials. Can I cover the cost of my Introductory Skill Set Course using VET Student Loan?

##### No. Once you have finished your Introductory Skill Set course, you can apply for VSL to apply to the Diploma. Are there dates I need to think about when applying for a VSL?

##### Yes – It's important that when you enrol, you take note of your desired start date as this will determine the deadline for your fee payment and your Census date. efer to your course start date (new students), as well as start date options for your next block of units. Census date is your last opportunity to change your enrolment without incurring the cost of your enrolled units.

TAFE NURSING

##### Will I need to attend placements to complete the Diploma of Nursing?

##### The majority of your learning will be completed online, however you will also have the opportunity to attend Simulation Labs and Clinical Placements during your course. These aspects incorporate essential practical and experiential learning elements to your learning and better prepare you for working as a nurse. Students are required to achieve a minimum of 400 hours of Clinical Placement throughout the course’s two-year duration. Will I have to sit exams in the Diploma of Nursing?

##### Yes, some of your units in the Diploma of Nursing course require you to sit exams. More information about exams and your study support options will be discussed on orientation day. Why is the Diploma of Nursing changing?

##### In late 2020, the federal Government announced changes to the current national health training package. As a result, Vocational Education and Training (VET) providers across Australia are now required to update their courses to implement these changes, including Swinburne Online. This is in effort to enhance VET qualifications and ensure students are developing the skills that employers require in the future. Who can I contact for support during my studies?

##### Your academic and student support teams are here to assist you with different aspects of your studies. Your Vocation Learning Advisor (VLA) is your go-to person to help you through your learning journey. Your VLA is extremely experienced, is a Registered Nurse and a qualified Training and Assessor. You will also have Student Advisors available seven days a week to assist with any general queries you may have, including those about your enrolment details, placements, exams and academic performance. Where can I get important information about the VET Student Loan Program?

you must read the VET student Loans information booklet before applying for a loan. A VET student loan results in a HELP debt that continues to be a debt due to the government until it is repaid. You will start repaying the loan when you reach the minimum repayment threshold. The rate at which you repay the loan is based on your income, as you earn more you will repay a higher percentage of your taxable income towards your loan. Check the study assists website to find out more. We encourage you to seek independent financial advice to be sure a VET Student Loan is right for you.

##### Where can I find out more about VET Student Loans?

More information is available at VET Student Loans

##### When will Swinburne Online be releasing the new Diploma of Nursing?

##### ANMAC (Australian Nursing and Midwifery Accreditation Council) are reviewing submissions to teach the new course packaging. This is likely to be in place in early 2022. What’s changing in the Diploma of Nursing?

The learning outcomes will remain the same, with students gaining a nationally recognised qualification. The changes follow industry review and aim to better align student outcomes: To current and evolving best-practice

To support learners in an increasingly digital environment.

##### The regulatory bodies review and update these courses every five years to ensure students can: Keep pace with rapidly changing industry needs ,Respond to future skills , Reflect industry practice. What is VET?

Vocational Education and Training (VET) is focused on providing students with specific job related and technical skills. Qualifications include certificates, diplomas and advanced diplomas and take less time to complete than a university degree. Nationally recognised VET qualifications cover a wide range of industries, from business and management to trades, retail and hospitality.

##### What is TAFE?

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##### Completing a Diploma or Advanced Diploma certificate will give you practical skills for work as well as the opportunity to progress to another qualification. At Swinburne, you’ll be taught by experienced teachers and have access to equipment used in industry to help prepare you for your future. What are the entry requirements for the Diploma of Nursing?

To study a diploma with Swinburne Online, you need to meet the specified entry criteria for your course. Please ensure you meet the entry criteria for the Diploma of Nursing before you apply.

##### Is anyone eligible for a VSL?

No – VET Student Loans will not be approved for students who do not meet eligibility requirements.

##### If I have a VSL can I withdraw from my course?

Yes. If you decide to discontinue your studies, you will need to To formally withdraw, please complete the self-service request form including: Your full name and student number , The course you’re enrolled in , Your intent to withdraw. Whether you paid your fees upfront or applied for VET FEE HELP or a VET Student Loan. Withdrawing before Census: To avoid incurring a VET FEE HELP or VET Student Loan debt (or to receive a full refund if you pay for your fees upfront) you must send your email to Swinburne Online on or before your Census date. We will inform you of your Census dates when you enroll. If you pay your fees upfront, Swinburne Online will send you a refund application form. Once this is processed you will receive a full refund within 10 business days. Withdrawing after Census: If you withdraw from your course after your Census date, you will be automatically charged for the units you enrolled in. You won’t be able to receive a refund. If you elected for VET FEE HELP or VET Student Loan, you will incur the debt.

##### How does your model of online study work for the Diploma of Nursing?

All of your study will happen in Canvas. Canvas is the online platform where you’ll manage your course and receive study support from your Vocational Learning Advisors (VLAs). The Diploma of Nursing course is fast-paced and you will need to find a work-life-study balance that suits your personal needs.

##### Do I need to purchase any learning materials for the Diploma of Nursing?

Yes, you will be required to purchase textbooks for this course at an additional cost. You will also need to purchase a nursing kit and a uniform for when you go on placement at your own cost. You can purchase these online once you begin your studies or at your on-campus orientation tour.

##### Are there dates I need to think about when applying for a VSL?

Yes – It's important that when you enroll, you take note of your desired start date as this will determine the deadline for your fee payment and your Census date. refer to your course start date (new students), as well as start date options for your next block of units. Census date is your last opportunity to change your enrolment without incurring the cost of your enrolled units.

Technology

##### Who can help me if I am having technological difficulties?

When completing your degree, there is a vast amount of technical support at your disposal, both on our website and through our support team. If you can’t find what you need on our Student Portal technical support section then get in touch with one of our student advisors on 1300 937 765 from Australia, +61 3 9956 0777 for Australian citizens living overseas and 800 8001 1222 for international students, anytime between 9am–9pm (AEST) Monday to Friday and 10am–6pm (AEST) on weekends and public holidays.

##### What is the Tableau Desktop Certified Specialist certification?

##### The Tableau Desktop Certified Specialist certification is an industry-recognised qualification that demonstrates your comprehensive knowledge and abilities in Tableau application. This certification does not expire and does not need to be renewed. For more information What devices will I need to complete my qualification?

##### These are the minimum technical requirements to study with Swinburne Online: Laptop or desktop computer,Speakers or headphones,Web camera,Microphone,For Mac: OSX version 10.7,For PC: Windows 7,Broadband internet connection with at least 30 GB data allowance per month (mobile dongles are not recommended). What are the benefits of acquiring a Tableau certification?

Earning an industry certification is a powerful way to demonstrate and validate your competency to the market Tableau certified professionals enjoy advanced career prospects, higher salaries, improved job security, greater confidence and proficiency in the workplace, and skill validation. Tableau certified professionals are also invited to enter the Tableau directory

##### Do I need fancy software?

##### For students undertaking a degree, most of the software, like your online eTexts, that you will need to complete your course can be downloaded for free, using a license provided to you by Swinburne Online. However, certain units will require students to purchase some software. If you are studying a unit(s) that requires you to purchase software, you will be notified via email prior to the start of the teaching period. All students can download a free version of Microsoft Office (Word, Excel, PowerPoint) for the duration of their studies. You will also need ongoing access to either: Mac: OS X Version 10.7 or higher , PC: Windows 7 or newer. Do I have to purchase learning materials?

For students undertaking a degree, most of your learning materials are included with a free license provided to you by Swinburne Online. However, in some cases, you will be notified via your student email that you will need to buy specific software or eTexts. For TAFE Business students, all of your learning materials will be available online and are covered by your course fees. You won’t need to purchase any further materials.