

## LETTER OF OFFER AND STUDENT AGREEMENT

13/06/2025

Mrs Roshni HEMJAN  
Pabitra Tole, Hetauda Sub Metropolitan City 13,  
Makawanpur, Bagmati 44700 Nepal  
Email: [roshnihemjan@gmail.com](mailto:roshnihemjan@gmail.com)  
Agent: The Next Education Consultancy Pvt. Ltd.

Dear *Roshni*,

Thank you for choosing Sydney Metropolitan Institute of Technology Pty Ltd (T/A Sydney Met). We are pleased to offer you admission into our Bachelor of Social Work. Please review the offer letter, attached terms and conditions and student information carefully.

To accept this offer:

- Review the content carefully to verify that the details contained in this offer are correct. Read and understand the attached terms and condition information for the course.
- Address the conditions noted in this offer, *if applicable*.
- Sign the Student Declaration and Acceptance of Letter of Offer and Written Agreement.
- Return the signed documents to Sydney Met within four (4) weeks from the date of this offer to [admissions@sydneymet.edu.au](mailto:admissions@sydneymet.edu.au)

If you wish to request an adjustment or correction to your offer, such as a different start date, please provide the details in writing to Sydney Met.

A summary of your **offer details** is included in this offer letter.

We look forward to welcoming you to Sydney Met soon.

Yours sincerely,



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Shreya Bajracharya  
Admissions Officer

### DETAILS OF THIS OFFER

**Student Name:** Roshni HEMJAN

**Date of Birth:** 01/05/2001

**Student ID:** SM20251939

| Course Name  | Course Specialization | Course Length | Course Start Date | Course End Date | Tuition Fees per Unit | Upfront Fee for CoE (AUD)* | Total Tuition Fees (AUD) |
|--|-----------------------|---------------|-------------------|-----------------|-----------------------|----------------------------|--------------------------|
| <b>BSW: Bachelor of Social Work</b><br>CRICOS Code 111670E | No Major              | 157 Week(s)   | 31/01/2028        | 02/02/2031      | \$3,993.00            | \$15,972.00                | \$99,825.00              |

### Bachelor of Social Work PAYMENT SCHEDULE

| Course | Study Period   | Fee         | Scholarship | Balance     | Due Date             |
|--------|----------------|-------------|-------------|-------------|----------------------|
| BSW    | Study Period 1 | \$15,972.00 | \$0.00      | \$15,972.00 | At time of CoE issue |
| BSW    | Study Period 2 | \$15,972.00 | \$0.00      | \$15,972.00 | 08/05/2028           |
| BSW    | Study Period 3 | \$15,972.00 | \$0.00      | \$15,972.00 | 28/08/2028           |
| BSW    | Study Period 4 | \$15,972.00 | \$0.00      | \$15,972.00 | 07/05/2029           |
| BSW    | Study Period 5 | \$15,972.00 | \$0.00      | \$15,972.00 | 27/08/2029           |
| BSW    | Study Period 6 | \$15,972.00 | \$0.00      | \$15,972.00 | 21/01/2030           |
| BSW    | Study Period 7 | \$3,993.00  | \$0.00      | \$3,993.00  | 13/05/2030           |
|        | Total          | \$99,825.00 | \$0.00      | \$99,825.00 |                      |

#### Conditions of Offer

1. Should meet the Genuine Student requirement as stated on the website of the Department of Home Affairs.  
  
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-student-requirement>
  2. The student must present the Certification of Completion (Diploma of Community Service) from SMIC prior to enrolment at Sydney Met for Bachelor of Social Work.
  3. Upon successful completion of Diploma of Community Service, the student will be awarded 7 units i.e. 42 credit points to this degree.
  4. A total of 25 units will be completed over 3 years, with 8 units per year for the first two years and 9 units in the third year.
  5. The student must provide Original Year 12 Academic Documents prior to the GS Assessment.
- Please note that the scholarship will be granted to the student once it has been officially confirmed.**

## PAYMENT OF FEES FOR CoE

|                      |                           |
|----------------------|---------------------------|
| Enrolment fee        | \$200.00 (non-refundable) |
| Upfront Tuition fees | \$15,972.00               |
| Material fee         | \$0.00                    |
| <b>Total fee due</b> | <b>\$16,172.00</b>        |

- Please note that all fees for each study period must be paid in full 2 weeks before the start of the study period.
- Due date of tuition fee might vary depending on the study period.
- Terms & Conditions will be applicable for scholarship eligibility. For more information on Terms & Conditions, please visit <https://sydneymet.edu.au/scholarships/>
- Per-unit tuition fees are subject to change each calendar year.
- The total tuition fee excludes enrolment fees, textbook costs, and costs for a range of items such as travel, living and accommodation etc. (see Page 5 for more information).
- International students must study fulltime (at least 8 Units per year).

## PAYMENT METHOD

| Options                                  | Details   |
|--|---|
| Bank Cheque                              | <i>Made payable to:</i><br><b>Sydney Metropolitan Institute of Technology Pty Ltd</b>   |
|  | <b>Bank Details:</b>  |
| Direct deposit /<br>Telegraphic Transfer | Account Name      Sydney Metropolitan Institute of Technology Pty Ltd<br>BSB                      032062<br>Account Number    751658<br>Bank Name            Westpac<br>Bank Address        Burwood<br>Swift Code            WPACAU2S<br>Reference             SM20251939 Roshni HEMJAN |
| Credit Card Payment                      | To access the <a href="https://www.payway.com.au/MakePayment?BillerCode=318063">https://www.payway.com.au/MakePayment?BillerCode=318063</a><br>facility, go to the<br>link:   |

| STUDENT DETAILS  |  |
|--|--|
| Student Name   | Roshni HEMJAN  |
| Date of Birth<br>(DD/MM/YYYY)                              | 01/05/2001   |
| Gender   | Female   |
| Country of Citizenship                                     | Nepalese   |
| Marital Status   | Married  |
| Home Address   | Pabitra Tole, Hetauda Sub Metropolitan City 13, Makawanpur, Bagmati, 44700 |
| Contact Number   | +977 9807183271  |
| Email Address  | roshnihemjan@gmail.com   |
| Address for<br>Correspondence<br>(if different from above) |  |
| Passport Number  | PA0367121  |
| Passport Expiry Date<br>(DD/MM/YYYY)                       | 22/05/2032   |
| Student ID Number (if<br>applicable)                       | SM20251939   |

| COURSE DETAILS                           |                         |
|--|-------------------------|
| Course Name                              | Bachelor of Social Work |
| Course Specialisation                    | No Major                |
| Number of Units and Credits              | 25 and 150.00           |
| Orientation Date and Time at the College | 17/01/2028 (9:30 AM)    |
| Course Start Date (DD/MM/YYYY)           | 31/01/2028              |
| Length of the Course (weeks)             | 157 Week(s)             |

|  |
|--|
| <b>STUDENT SPECIAL NEEDS AND SUPPORT</b> (Please tick one or more areas of support you may need) |
|--|

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Academic skills                  | <input type="checkbox"/> Literacy & numeracy  | <input type="checkbox"/> Career development  |
| <input type="checkbox"/> Physical ability                 | <input type="checkbox"/> Intellectual ability | <input type="checkbox"/> Cultural competence |
| <input type="checkbox"/> Airport pick-up                  | <input type="checkbox"/> Accommodation        | <input type="checkbox"/> Visa related advice |
| <input type="checkbox"/> Others ( <i>please specify</i> ) |   |  |

## STUDENT DECLARATION AND ACCEPTANCE

- I have read and understood the attached fees and costs associated with studying in this course program, including living costs, and will meet these costs.
- I have read and understood the attached terms and conditions of enrolment and student information, including what is stated in the Student Handbook. I agree to abide by these. Also, I have read and understood my responsibilities regarding visa/s and ESOS rights and responsibilities.
- I understand that my personal information, including my personal and contact details, enrolment details and changes to these, and the circumstance of any suspected breach of my student visa conditions, may be shared between the college and the relevant Australian or state government department/s.
- I understand that I must apply for Overseas Student Health Cover (OHSC). I understand that I must study full time while on a Student Visa.
- I understand that I must abide by my Student Visa conditions at all times.
- I understand that I must attend classes and any other formal learning activities such that I can reasonably complete my studies.
- I attach a copy of the bank receipt or transaction receipt as evidence of payment of college fees.
- I understand that if I provide incorrect or incomplete information, this may result in cancellation of my enrolment. I recognise that it is my responsibility to provide all necessary documentation to support this application process.
- I authorise the college to obtain further information where necessary.
- I understand and acknowledge that the college cannot issue any AQF endorsed qualification or statement of attainment until I have supplied them with my Unique Student Identifier (USI), as per the Student Identifiers Act (2014). To this end I permit the college to apply for a USI on my behalf, once I have validated and confirmed my relevant personal information, if I have not already been allocated a USI at the time of my enrolment with the college.
- I understand that I am obliged to notify the college of any change of address and contact details that includes mobile numbers and email while I am enrolled in the course within seven (7) days.
- I accept this course offer made by Sydney Metropolitan Institute of Technology Pty Ltd and agree to the attached course and fee terms and conditions.
- I acknowledge the information about me contained in this Offer is accurate.
- I have read and understood the information about the course including start date and course duration.
- I understand once the signed Letter of Offer/Written Agreement has been submitted, the Sydney Met will issue an invoice for the payment as stated in the Course Fees Breakdown.
- I understand that when Sydney Metropolitan Institute of Technology Pty Ltd receives the first instalment payment, notification of an official Confirmation of Enrolment (eCoE) will be sent electronically directly to me or my nominated representative as well as a receipt for money paid.
- I understand that Sydney Met may make changes to this Agreement from time to time and student will be notified of these changes.
- I understand that I have to bring my own laptop for study purposes.

By signing here, I make this Student Declaration and that I accept this Course Offer and Agreement.

Applicant Name .....

Applicant Signature .....Date ..... / ..... /.....

## TERMS AND CONDITIONS & STUDENT INFORMATION

### COURSE PRE-REQUISITES

Please see the link below.

1. [Bachelor of Social Work \(BSW\)](#)
2. [Bachelor of Information Technology \(BIT\)](#)
3. [Bachelor of Business \(Entrepreneurship\) \(BBUS\)](#)
4. [Master of Business Administration \(MBA\)](#)
5. [Master of Information Technology \(MIT\)](#)
6. [Master of Social Work \(MSW\)](#)

### MODES OF STUDY

All courses are delivered using the face-to-face mode of delivery, but online mode is also employed.

### OTHER FEES AND COSTS

#### ESTIMATED COSTS OF LIVING AND ACCOMMODATION

Click the link below for details.

[The Australian Government estimates.](#)

#### OTHER COSTS

The table below shows additional costs that you will need to consider when you are calculating the costs of studying.

| Fee or Charge Item  | Fee \$ (AUD) |
|---|--------------|
| Enrolment / Admissions Fee (international students only)                      | 200          |
| Revised eCoE Fee (international students only)                                | 200          |
| RPL and Credit Application Fee (international students, after eCoE issued)    | 200          |
| Credit Transfer Re-assessment Fee (domestic students, after Census Date)      | 200          |
| Internal Change of Course or Change of Course Pathway                         | 200          |
| Course Withdrawal   | 200          |
| Course Transfer Application Fee   | 200          |
| Pre-Admission English Placement Test Fee                                      | 200          |
| Tuition Payment Fee - Plan Fee  | 100          |
| Late Tuition Fee Payment  | 200          |
| Re-exam or Re-Assessment or Supplementary Assessment (per assessment or exam) | 100          |
| Student ID Card Replacement   | 20           |
| Graduation Fee  | 250          |
| Refund Administration Charge  | 100          |
| Issuance of Statement of Attainment (Pre-graduation) / Interim Transcript     | 100          |

|  |                           |
|--|---------------------------|
| Replacement Testamur (Completed)                 | 50                        |
| Replacement Completion Letter                    | 50                        |
| Replacement Official Transcript (Completed)      | 50                        |
| Replacement Cross-Institutional Transcript       | 50                        |
| Replacement of AHEGS Letter                      | 50                        |
| Reference Letter or Other Letter for Third Party | 20                        |
| Re-Enrolment Letter                              | 20                        |
| Re-issuance of Study Break Letter                | 100                       |
| Library Book Late Return Fee                     | 2 per day per item        |
| Laptop Borrowing Deposit                         | 100                       |
| Laptop Late Return Fees                          | 10 per day                |
| Lost or Damage of Book, Laptop or Other Items    | Price for replacement     |
| Airport Pickup – for international students only | 200                       |
| Printing   | 10c per single-sided page |

## REFUNDS AND OTHER CONDITIONS

A Refund Application Form can be obtained from the College's reception desk, or from our Website under the Fees and Refund [link](#). The completed form must be submitted to [accounts@sydneymet.edu.au](mailto:accounts@sydneymet.edu.au), or in hard copy at the College's reception.

| Reason for Refund   | Refund Payable  |
|---|---|
| College cancels the offer of enrolment  | 100% of fees  |
| International student's visa application rejected by the Department of Home Affairs   | 100% of fees<br>Enrollment fee is NOT refundable  |
| Visa application delayed by circumstances beyond the student's control, preventing enrolment  | 100% of fees<br>Enrollment fee is NOT refundable  |
| Student does not or cannot meet the Minimum Entry Requirements or other Conditions set out in the Letter of Offer and Student Agreement   | 100% of fees<br>Enrollment fee is NOT refundable  |
| The student provides the college with misleading, false, or fraudulent documentation and information to secure the Letter of Offer, GS, or enrolment.   | The refund application will be evaluated considering the nature of the issues related to the relevant policies and Acts/ legislation. For example, whether the misleading (or false) information led to a visa rejection or may have led to an institute refusing student enrolment.<br><br>Depending on the nature of the issues, refunds could range from a No Refund to a 100% tuition fee refund.<br><br>Enrollment fee is NOT refundable |
| Provider default  | Refund according to the Act and its calculations and generally 100% of unused** fees  |
| International student withdrawal on or after the course start date  | No refund of the initially paid fees.   |
| Breach of international student visa conditions, visa cancellation or failure to comply with enrolment conditions   | No refund   |
| Exceptional circumstances where the student cannot travel to Australia, not due to visa rejection, but due to compelling or compassionate reasons outside the student's control as requested by the student with evidence and assessed and approved by the College. | 100% refund<br>Enrollment fee is NOT refundable   |
| Late or no arrival to a course while international student has already been granted a visa  | No refund   |
| Student expelled from the college for breaching college policies  | No refund   |
| International students transfer and cancel the CoE before completing eight units (48 credit points) of the course.  | No refund of tuition fees paid to the college as part of the required initial payment of fees.  |
| Student not joining their Principal Course or any other course at Sydney Met from the pathway program.  | No refund of tuition fees paid to the Principal Course.   |

## OTHER TERMS & CONDITIONS

### APPEAL FOR ACADEMIC MATTERS

Students dissatisfied with an activity or decision of a member of the academic staff can voice their concerns to the staff member concerned and, if appropriate, appeal via the college Appeals and Grievances Procedures, Matters which may cause concern could include the quality of teaching and learning, apparent prejudice, unfairness in assessment or a heavy workload.

### APPEAL AND GRIEVANCE PROCEDURES

All complaints are treated as confidential and are handled by College's Quality System Manager. The following procedures are applied:

- Students can lodge a complaint using the "Student Complaints, Grievances and Compliments Form". Forms are available at reception, on the College's Moodle site and on the College web site.
- Completed forms can be lodged by the student by placing it in the Student Complaints Box at reception. Alternatively, complaints can be made by the student in person by making an appointment to meet with the Quality Systems Manager or by emailing the complaint directly to them.
- Student Complaints Box is emptied once a week by the Quality Systems Manager. The Quality Systems Manager is an independent, trusted individual who will not divulge complaints or the complainant's name to a third party outside of the staff involved in the complaints process.
- The Quality Systems Manager will investigate the complaint and may ask for more information from the student, while always maintaining the confidentiality of the student interaction.
- At any relevant meetings between the College and the student during the Complaint or Appeal process, the student has the right to be accompanied and assisted by a support person of their choice.



- Receipt of the grievance will be acknowledged in writing. The Quality Systems Manager will provide a response to the complaint within four (4) weeks of the complaint being lodged and, where suitable; will provide proposed solutions to the complaint. If no solution can be found pertaining to the specific issue reported by the student, an interim monitoring regime will be proposed by the Quality Systems Manager for purposes of reviewing the issue for a pre-agreed period.
- If a student is not satisfied with the result of an investigation of complaint, they may lodge an appeal against the result of the complaint investigation. The appeal can be lodged using an "Appeal against Complaint Investigation Outcome Form" collected from the same repositories as those for Complaints, Grievances and Compliments Form (at reception, on the Moodle and on the College web site) and hand delivered or emailed to Dean for the relevant qualification.
- The Dean, in consultation with the nominated committee/s of the Academic Board and/or other stakeholders, not directly involved in the complaint, will provide a response and a decision regarding the student's appeal within four (4) weeks of the date of lodging the appeal and in writing.
- If the result of findings of the Dean is still unacceptable to the complaining student, a Dispute Resolution Meeting (DRM) will be held between the student, the Dean and the Principle Executive Officer to resolve the issue. The results of that meeting will be treated as binding on the parties.

## STUDENT CODE OF CONDUCT

[https://sydneymet.edu.au/wp-content/uploads/702.04\\_Student-Code-of-Conduct\\_v1\\_020624.pdf](https://sydneymet.edu.au/wp-content/uploads/702.04_Student-Code-of-Conduct_v1_020624.pdf)

## INTERNAL APPEAL

If a complainant is dissatisfied with the outcome, they may lodge an appeal with the College's PEO.

The PEO will consult with the complainant and other relevant parties within five (5) working days. Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the PEO will provide a written report to the complainant advising the further steps taken to address the issue, including the reasons for the decision, within ten (10) working days. The report will also advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

The student has other avenues of appeal available to them outside of the College as outlined below.

## EXTERNAL APPEAL

### *For Domestic Students*

If the student making the complaint is not satisfied with the outcome of their appeal with the PEO, they may seek independent mediation or arbitration through the Resolution Institute. The student can contact the Resolution Institute directly, please visit the link below for more information.

Website: <https://www.resolution.institute>

### *For International students*

For *academic matters*, international students may access the Resolution Institute in the same way as domestic students (see above). For *non-academic matters*, if an international student making a complaint is dissatisfied with the outcome of their appeal with the PEO then they may lodge an external appeal by contacting the Commonwealth Ombudsman.

The Commonwealth Ombudsman offers a free and independent service for international students who have a complaint or want to lodge an external appeal about a decision made by their provider. For more information, please to the following contact details of the Commonwealth Ombudsman:

[International student complaints | Commonwealth Ombudsman](#)

Phone - 1300 362 072

Sydney Met agrees to be bound by any recommendations from the *Commonwealth Ombudsman* and the PEO will ensure that any recommendations made are implemented immediately on receipt of such recommendations.

Complaints or grievances related to academic merits are not dealt by Commonwealth Ombudsman.

## SEXUAL HARASSMENT AND/OR RACISM

Sexual harassment is any form of sexual behaviour that is unwelcome, uninvited, and unwarranted. This may include touching, sexual suggestions, offensive remarks or messages or displays of sexually offensive material.

Racism may involve prejudice, the holding of negative attitudes about others due to a person's race, descent or national origin. It may involve discrimination, the negative differential treatment of individuals or groups on the same bases or other actions that may reasonably be deemed as racism.

Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the Student Services Officer, who will then decide how to deal with the matter. This may involve informing the appropriate head or convening face-to-face meetings with the claimant and the respondent to assist conciliation. If the complaint is about a staff member of the Institute students should directly contact the appropriate head or Student Services staff.

If the complaint is serious, the head may establish a formal inquiry and/or refer the matter to external authorities. Following the report produced by such an inquiry, the head may decide that the code of conduct has been grossly breached and recommend that a student's enrolment be terminated, or the staff member's employment is re-considered or even terminated. In both cases, individuals will be afforded natural justice.

#### **STUDENT RIGHTS UNDER AUSTRALIAN LAW**

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

For further information regarding the refund policy, students can contact Student Services.

#### **WITHDRAWAL FROM THE COMMENCED COURSE**

To give notice the Termination of Studies Form or Student Transfer Application Form must be completed to notify the college of the termination of your study. The forms are available at the office in the Main Campus building.

#### **COURSE PROGRESS AND INTERVENTION**

The College takes student progress seriously given its central role in ensuring students achieve consistent progress in their study. Course Progress is assessed using the final results for all Units studied to date and progress in Units in which the student is currently enrolled.

Satisfactory course progress is achieved when a student meets the following minimum academic requirements: •

not fail 50% or more of the Units attempted in two consecutive trimesters, and/ or

- no more than two failed attempts at a particular Unit.

A student is identified as a student at risk if the student fails to demonstrate satisfactory course progress as described above, regardless of the reasons. The Intervention Strategy starts when students are identified at risk.

#### **SCHOOL-AGED DEPENDANTS**

All prospective students should be aware that if they have any school-aged dependants coming to Australia with them, they will be required to pay full fees if they are enrolled in either a government or non-governmental schools.

#### **ESOS LEGISLATION**

The ESOS framework includes the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018. All prospective students should be aware of the ESOS framework. For a detailed description please visit the following web site:

<https://www.dese.gov.au/esos-framework>

#### **PRIVACY POLICY**

The college will not disclose any information that we gather about our students to any third party without written consent, as per the 'Information Privacy Principles' in Section 14 of the Privacy Act 1988 (Commonwealth). This Act imposes obligations on private education providers in the collection, storage, use and disclosure of personal information.

However, a student's personal information provided to the college may be made available to Commonwealth and/or State departments or agencies or as required by law, as well as the Tuition Protection Scheme (TPS) Director, pursuant to obligations under the ESOS (Education Services for Overseas Students) Act 2000, the National Code or other regulations as pertinent at the time.

You can access your personal files by requesting Student Services by showing your student card and filling in the Student File Access Request Form.

#### **STUDENT DETAILS**

While enrolling as an overseas student with Sydney Met, you must notify the Institute of any change to your address, email, and phone number within seven (7) days.

| OFFICE USE ONLY              |  |                |                |
|------------------------------|--|----------------|----------------|
| Date Received                |  | Application ID |                |
| Further Communication if any |  |                |                |
| Staff Name and Signature     |  | Date           | ____/____/____ |