Information Sheet and FAQs for Channel Partners

UTS College StudyLink Online Acceptance – Electronic Acceptance and Flywire Payment

1. Overview

StudyLink Online Acceptance with Flywire payment functionality is available through the UTS College Agent Portal. The process supports international and domestic students, with the applicable acceptance method determined by the student's age at the time of acceptance.

Eligible students aged 18 years or over at the time of acceptance can electronically sign their Acceptance Form. Students under 18 must provide a physically signed Acceptance Form, which the agent uploads through the Agent Portal.

Important: Accepting an offer and completing payment are separate steps. For alternative payment methods, please refer to the payment options specified in the student's offer letter.

2. International Student Acceptance Process

The Agent Portal displays **Electronic Acceptance** and **Paper Acceptance** options, regardless of the student's age. Agents must select the appropriate acceptance method based on the student's age at the time of acceptance.

- **Students aged 18 or over:** Select Electronic Acceptance. The student will receive an Electronic Acceptance Invitation to sign the Acceptance Form online.
- **Student under 18:** Select Paper Acceptance. The student must provide a physically signed Acceptance Form (by Student and Parent), which the agent uploads when completing the acceptance.

2.1 Students 18 or over – Electronic Acceptance

Eligible students age 18 or over can sign their Acceptance Form electronically.

Part I – Acceptance workflow:

Agent initiates online acceptance → Electronic Acceptance Invitation sent to student → Student Signs Acceptance Form online → Agent completes Acceptance in Agent Portal

Steps for agents

1. Initiate the acceptance process through **Respond to Offer** in Agent Portal
2. Confirm the applicant's email address and send the Electronic Acceptance Invitation
3. Ask the student to complete and electronically sign the Acceptance Form.
4. Return to the application record in the Agent Portal
5. Attach the required supporting documents, complete any applicable information, and select **Accept Offer** to finalise the acceptance.

A PDF copy of the student's electronic acceptance will be available for the agent to access.

Part II – Payment workflow:

Agent selects **View Required Deposit** → Payment initiated through Flywire → Payment completed

Refer to Section 4 for further details about payment.

2.2 Students Under 18 – Paper Acceptance

Students under 18 at time of acceptance must complete a paper Acceptance Form and comply with all applicable UTS College under-18 acceptance requirements.

Part I – Acceptance process

1. Initiate the acceptance through **Respond to Offer** in the Agent Portal
2. Select **Paper Acceptance**
3. Completed the required Acceptance Information
4. Obtain the student's physically signed Acceptance Form
5. Upload the signed form and all other required supporting documents.
6. Review the information and select **Accept Offer** to finalise the acceptance

Part II – Payment workflow:

Follow the same payment process as Over 18 students:

Agent selects **View Required Deposit** → Payment initiated through Flywire → Payment completed

3. Required Documents for International Student Acceptance

The online acceptance process replaces only the UTS College paper acceptance form for student aged 18 or over who complete electronic acceptance. All other applicable acceptance documents remain unchanged and must be submitted to complete the admissions process.

Required documents

- Partner Checklist
- GS Checklist (International Student)
- Paper-signed UTS Package Application Form, if a Joint CoE with UTS is requested
- Paper-signed Acceptance Form, mandatory for students under 18
- Under 18 Declaration Form, if applicable

4. Making Payment via Flywire

4.1 Understanding Acceptance and Payment Status

Accept Offer and Make Payment are separate steps in StudyLink.

Once the agent selects **Accept Offer** and finalises the acceptance, the application status changes to **Accepted – Pending Payment**. This confirms that the offer has been accepted, but it does not mean that payment has been completed.

The deposit payment option becomes available in the Agent portal when the application reaches **Accepted – Pending Payment** status.

4.2 Initial Payment

To initiate the initial payment:

1. Finalise the offer acceptance in the Agent Portal
2. Confirm that the application status is **Accepted – Pending Payment.**
3. Select **View Required Deposit** in the Agent Portal.
4. Follow the instructions to access Flywire and initiate payment.
5. Complete the payment using the available payment method.

Important: If the application is not in **Accepted – Pending Payment** status, the agent will not see the View Required Deposit option.

Before payment is submitted, Flywire displays the available payment options and applicable fees based on the selected country. Students and their families should review any applicable fees or surcharges before proceeding.

4.3 Additional Payment

The deposit payment option is available while the initial payment is pending. Once the online acceptance and initial payment have been completed, the payment option will no longer be available through the Agent Portal.

For any additional payments, please refer to the payment instructions in the student's offer letter.

Important: Do not assume that additional payments can be initiated through the Agent Portal after the initial payment has been completed.

4.4 Alternative Payment Methods

Students may use other available payment methods in accordance with the instructions in their offer letter. Please refer to the offer letter for the applicable options and payment instructions.

5. OSHC Changes During Acceptance

Agent can assist students who wish to change their Overseas Student Health Cover (OSHC) selection during the acceptance process.

Option 1 – Request a change before acceptance

Contact UTS College Admissions and advise them of the student's requested OSHC change.

Admissions can revise the offer before the agent proceeds with acceptance.

Option 2 – Update the selection during acceptance

Select the applicable OSHC option and record the requested change in the **comments** section.

Available changes include:

- Changing the OSHC type
- Changing from OSHC required to **I have arranged my own OSHC**.
- Adding OSHC if it was not previously requested

The total required payment will be automatically adjusted according to the selected OSHC option before payment.

Important: Ensure the OSHC selection reflects the student's requirements before initiating payment.

6. Domestic Student Acceptance Process

The acceptance process also applies to domestic students, including Australian citizens, New Zealand citizens, Australian permanent residents and eligible humanitarian visa holders. The applicable acceptance method depends on the student's age at time of acceptance.

1.1 Domestic Students Aged 18 or over – Electronic Acceptance

Part I – Acceptance process

1. Initiate online acceptance through the Agent Portal.
2. Send the Electronic Acceptance Invitation to the student.
3. Ask the student to electronically sign the Acceptance Form.
4. Complete the Government Statistics Form on behalf of the student.
5. Complete the remaining acceptance requirements and select **Accept Offer**.

1.2 Domestic Students Under 18 – Paper Acceptance

Part I – Acceptance process

1. Initiate online acceptance through the Agent Portal.
2. Select **Paper Acceptance**.
3. Complete the Acceptance Information.
4. Obtain and upload the student's physically signed Acceptance Form.
5. Complete the Government Statistics Form on behalf of the student.
6. Complete the remaining acceptance requirements and select **Accept Offer**.

1.3 Domestic Students Payment Options

Part II – Payment workflow

Agent selects **View Required Deposit** → Flywire payment initiated → Payment completed

Domestic student wishes to pay through Flywire, including via BPAY where available, can follow the same payment process as international students.

Alternatively, students should refer to their offer letter for other available payment methods, which may include:

- FEE-HELP, subject to eligibility
- BPOINT

Frequently Asked Questions (FAQs)

Q1. What happens if an agent sends an Electronic Acceptance Invitation to a student who is under 18 at the time of acceptance?

The student must still provide a physically signed Acceptance Form. The agent must select Paper Acceptance and upload the signed form when completing the online acceptance. An electronic signature alone is not sufficient for students under 18

Q2. Why can I see both Electronic Acceptance and Paper Acceptance portion in the Agent Portal?

The Agent Portal displays both options and does not automatically customise or restrict them based on the student's age. Agents must select the appropriate method: Electronic Acceptance for students aged 18 or older and Paper Acceptance for students under 18 (at time of acceptance).

Q3. What name should students enter on the electronic Acceptance Form?

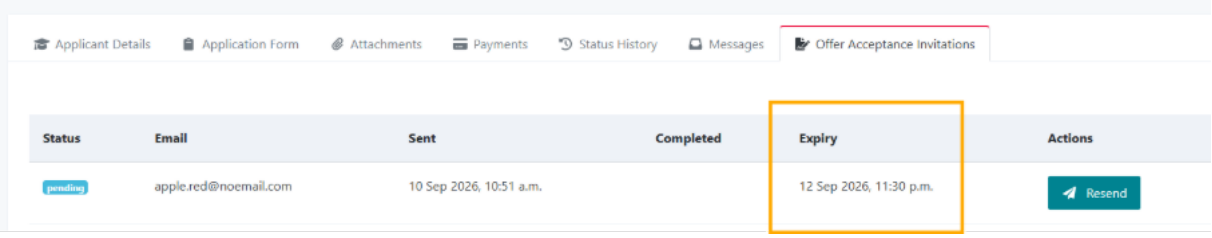
Students must enter their full name in English letters, exactly as it appears on their passport/official document.

Q4. How long is the Electronic Acceptance Invitation valid?

The invitation link is valid for three days. Do not send a new invitation until the original link has expired.

Q5. Where can agents track electronic acceptance invitations?

Agents can track and manage invitations through the **Offer Acceptance Invitations** tab in the relevant application record.



Offer Acceptance Invitation Statuses

Status	
Completed	When the applicant has completed the electronic acceptance
Pending	The electronic acceptance has been sent to the application email and is awaiting the applicant to sign.
Expired	The electronic acceptance sent to the application email has expired and can no longer be used. The invitation will expire after 3 days, or if a new invitation has been sent.

Q6. What should I do if the student does not receive the Electronic Acceptance Invitation?

Confirm that the applicant's email address is correct. If it is incorrect, contact UTS College Admissions to request an update before resending the invitation.

If the email address is correct, ask the student to check their junk or spam folder and search for emails from **noreply@studylink.com**. If there are any issues with the link, please contact the StudyLink agent and student support desk email address: support@studylink.com.

Q7. Why can't I see the View Required Deposit?

The option becomes available when the application status is **Accepted – Pending Payment**. If the application has not reached this status, the option will not be displayed.

Q8. Can students pay using a method other than Flywire?

Yes. Other payment methods may be available. Please refer to the student's offer letter for the applicable options and instructions.

Q9. How can students check whether Flywire charges any fees or surcharges?

Before payment, Flywire displays the available payment methods and applicable fees based on the selected country. Students and their families should review these details before proceeding.

Q10. Can a student make multiple payments for the same acceptance through the Agent Portal?

The deposit payment option is no longer available through the Agent Portal once the initial payment has been completed. For additional payments, please follow the payment instructions in the student's offer letter.

Q11. Can domestic students use Flywire?

Yes. Domestic students can use Flywire, which includes BPAY as an option. Other payment options, including FEE-HELP and BPOINT where applicable, are outlined in the student's offer letter.

Checklist for Channel Partners

Before completing an acceptance, please confirm the following:

Applicant details and documentation

- The student's age at the time of acceptance has been confirmed.
- The correct acceptance process has been selected.
- The student's email address has been verified, where applicable.
- The student has been reminded to enter their full passport name in English letters on the electronic Acceptance Form.
- All required supporting documents have been uploaded.
- For students under 18, the physically signed Acceptance Form has been uploaded.
- For domestic students, the Government Statistics Form has been completed.
- Any OSHC changes have been recorded and the selection checked.

Applicant and payment

- The offer acceptance has been finalised in the Agent Portal.
- The application status is **Accepted – Pending Payment**, where applicable.
- The View Required Deposit option is available.
- The student or family has reviewed the available Flywire payment methods and any applicable fees.
- Payment has been completed, or alternative payment arrangements have been made in accordance with the offer letter.

Thank you for your continued support in ensuring a smooth and efficient acceptance experience for UTS College students.