



Student Handbook 2018

A Complete Guide for
RGIT International Students

Student Handbook 2018



© RGIT Australia

All rights reserved. No part of this publication may be reproduced, repackaged, stored in a retrieval system or transmitted in any form or by any means whatsoever without the prior written permission of the copyright owner.

Prepared and published by RGIT Australia:

28-32 Elizabeth St, Melbourne, VIC 3000, Australia
Postal Address: GPO Box 5466, Melbourne, VIC, 3001, Australia
Phone: (+61 3) 8639 9000 | Facsimile: (+61 3) 8639 9001
Email: study@rgit.edu.au | Website: www.rgit.edu.au

Disclaimer

Every effort has been made to ensure that this student handbook is free from error or omissions. However, you should conduct your own enquiries and seek professional advice before relying on any fact, statement or matter contained in this book. RGIT Australia is not responsible for any injury, loss or damage as a result of material included or omitted from this resource. Information in this student handbook is current at the time of publication. The time of publication is indicated in the Version information printed at the bottom of each page.

Quick Reference Guide

Student Contact Details

Student Name:

RGIT Student ID:

Mobile Phone:

Email:

Important Contacts

	Phone	Email
Reception	8639 9000	admin@rgit.edu.au
Student Services & Administration		
Trainers		
Accounts		accounts@rgit.edu.au

RGIT Australia

Melbourne Campus Location

28-32 Elizabeth St, Melbourne, VIC, 3000, Australia

Postal Address

GPO Box 5466, Melbourne, VIC, 3001, Australia

Phone: (+61 3) 8639 9000 | Facsimile: (+61 3) 8639 9001

Email: study@rgit.edu.au | Website: www.rgit.edu.au

Hobart Campus Location

Level 3, 162 Macquarie Street, Hobart, TAS 7000 Australia

Phone: (03) 6217 9000, 1800 844 866

Student Handbook 2018



Table of Contents

Welcome to RGIT Australia.....	7
VET Academic Calendar: Term Dates.....	8
Public Holidays	8
Course Overview	9
General Student Information	10
Orientation	10
Student ID Cards.....	10
Campus Facilities.....	11
Reception.....	14
Employment & Job Placement	14
Accounts Department.....	15
Your Feedback	15
Personal Support Services	15
Local Doctors	16
Studying at RGIT Australia	17
USI – Unique Student Identifier	17
Credit Transfer	17
Recognition of Prior Learning (RPL)	17
Highly Qualified Staff.....	17
Education Integrity	17
Class Schedule.....	18
Course Delivery.....	18
Student Excursions	18
Additional Costs.....	18
Attendance.....	18
Assessment	19
Work-Based Assessment	19
Hospitality Work Placements.....	20
ECEC Work Placements.....	21
Pathways to Higher Education	22
Student Welfare	22
Student Safety.....	22

Student Handbook 2018



Student Support Services	23
Academic and English Language issues	23
Personal / Social issues.....	23
Work Issues.....	24
Student Code of Behaviour	24
Plagiarism, Collusion & Cheating	25
Student Complaints and Appeals Procedure	25
Personal Information Privacy and Security	27
Access and Equity Policy	27
Fees & Charges.....	27
Tuition Fee Payment & Refunds	28
Personal Property and Security	29
Mobile Phone Usage.....	29
Dress Code	29
Smoking	29
Drugs and Alcohol.....	29
Emergency Procedures	30
International Students	30
Education Services for Overseas Students (ESOS)	30
Support Services for International Students	31
Emergency Services.....	31
Change of Institution or Course	35
Deferred or Suspended Studies.....	35
Refund Policy	38
Study Methods & Difficulties.....	38
Working in Australia	39
Use of Personal Information	39
Student Visa Obligations	40
ELICOS Attendance	40
Unsatisfactory Course Progress.....	40
Change of Address.....	41
Living in Melbourne	42
Melbourne	42

Student Handbook 2018



Climate	42
Festival City.....	43
Multiculturalism	43
Language	43
Religion	44
Healthcare	44
Food	44
Sports and Recreation	44
Entertainment	45
Electricity.....	45
Public Transport.....	45
Telephones	46
Budgeting	46
Travel	46
Money and Banks.....	46
Finding Accommodation	47
Cost of Living	49

Welcome to RGIT Australia

Dear Student,

Welcome to RGIT Australia, one of Australia's leading vocational education and training colleges. Renowned for our quality and excellence, RGIT Australia offers a wide variety of courses to both local and international students including traineeships, apprenticeships, short courses, certificates, diplomas and advanced diplomas in delivery modes including full-time, part-time and online.

Our main campus is located in the heart of Melbourne's Central Business District (CBD), with purpose-built training facilities and smaller classrooms to cater to the learning needs of our students. We are a growing institute, and in 2014 we opened our new campus in Hobart, Tasmania.



As a student at RGIT Australia, you will receive quality training and industry experience. We will equip you with all the necessary skills for you to embark on your career. As a graduate at RGIT Australia, you will have the opportunity to enter either into the relevant workforce arena or pursue further studies at university.

You will be fully supported by our dedicated and professional staff. We pride ourselves in providing a caring environment to each of our students, and seek to support them by ensuring their welfare and wellbeing. We aim to provide holistic support to our students so as to help them achieve their full potential.

Welcome to our institute – where an authentic, multicultural Australian educational experience awaits. I sincerely hope you enjoy your time here at RGIT Australia, and I wish you every success.

Chandra Yonzon

Chief Executive Officer (CEO)

VET Academic Calendar: Term Dates

VET Courses	
February Intake: 29th January – 8th April	Break: 9th April – 22nd April Orientation: Monday 22nd January
April Intake 23rd April – 1st July	Break: 2nd July – 15th July Orientation: Monday 16th April
July Intake 16th July – 23rd September	Break: 24th September – 7th October Orientation: Monday 9th July
October Intake 8th October – 16th December	Break: 17th December – 27th January 2018 Orientation: Monday 1st October
ELICOS (English Course)	
General English	Every week enrolment (New students can join the class every Monday) Break: 2 weeks holiday 2nd July – 15th July 24th December – 1st January 2018

Public Holidays 2018

New Year's Day	Mon 1 Jan
Australia Day	Fri 26 Jan
Labour Day	Mon 5 Mar
Good Friday*	Fri 30 Mar
Day following Good Friday	Sat 31 Mar
Easter Sunday	Sun 1 Apr
Easter Monday	Mon 2 Apr
ANZAC Day*	Wed 25 Apr
Queen's Birthday	Mon 11 Jun
Friday before the AFL Grand Final	TBD
Melbourne Cup Day	Tue 6 Nov
Christmas Day	Tue 25 Dec
Boxing Day	Wed 26 Dec

Course Overview

CRICOS	National Code	Course	Duration (inc holidays)	Tuition Fees*
Business and Management				
086834B	BSB30115	Certificate III in Business	52 weeks	AU\$10,000
086954E	BSB40215	Certificate IV in Business	27 weeks	AU\$10,000
091302K	BSB51915	Diploma of Leadership & Management	52 weeks	AU\$15,000
087225G	BSB50215	Diploma of Business	52 weeks	AU\$20,000
087499D	BSB60215	Advanced Diploma of Business	78 weeks	A\$18,000
Health Sciences				
091411E	CHC30113	Certificate III in Early Childhood Education Care	52 weeks	AU\$10,000
091412D	CHC50113	Diploma of Early Childhood Education and Care	61 weeks	AU\$16,000
096653B	CHC52015	Diploma of Community Services	72 weeks	AU\$16,000
096780F	HLT54115	Diploma of Nursing	80 weeks	AU\$24,000
Information Technology				
086482K	ICT20115	Certificate II in Information, Digital Media & Technology	39 weeks	AU\$13,000
091408M	ICT30115	Certificate III in Information, Digital Media & Technology	52 weeks	AU\$15,000
091409K	ICT40115	Certificate IV in Information Technology	52 weeks	AU\$18,000
086658B	ICT50415	Diploma of Information Technology Networking	63 weeks	AU\$18,000
086700E	ICT50715	Diploma of Software Development	63 weeks	AU\$18,000
091410F	ICT60115	Advanced Diploma of Information Technology	64 weeks	AU\$20,000
Hospitality				
096059J	SIT31016	Certificate III in Patisserie	52 weeks	AU\$18,000
096060E	SIT40716	Certificate IV in Patisserie	72 weeks	AU\$24,000
096057M	SIT30816	Certificate III in Commercial Cookery	52 weeks	AU\$18,000
096058K	SIT40516	Certificate IV in Commercial Cookery	72 weeks	AU\$24,000
091443G	SIT30616	Certificate III in Hospitality	52 weeks	AU\$10,000

096083J	SIT40416	Certificate IV in Hospitality	50 weeks	AU\$18,000
091044A	SIT50416	Diploma of Hospitality Management	102 weeks	AU\$28,000
091119J	SIT60316	Advanced Diploma of Hospitality Management	131 weeks	AU\$32,000
English Course (ELICOS)				
092002C	-	General English (Starter-Advanced)	73 weeks	AU\$19,040
096651D	22250VIC	Certificate I in EAL (Access)	27 weeks	AU\$6,250
096652C	22251VIC	Certificate II in EAL (Access)	27 weeks	AU\$6,250
091298A	22253VIC	Certificate III in EAL (Access)	51 weeks	AU\$12,000
091299M	22256VIC	Certificate IV in EAL (Access)	27 weeks	AU\$6,000
072504B	-	English for Academic Purposes I (EAP I)	12 weeks	AU\$2,800
072505A	-	English for Academic Purposes II (EAP II)	12 weeks	AU\$2,800
084570D	-	English for Academic Purposes III (EAP III)	12 weeks	AU\$3,000
092105G	-	IELTS Test Preparation	10 weeks	AU\$2,400

*Course tuition fees, quoted in Australian Dollars, are valid for 2018 only and are subject to change. **These prices are indicative only. We recommend you call RGIT to determine if you are eligible for fee variation based on your individual circumstances.** Please visit our website to download *International Student Prospectus 2018*. Tuition Fees exclude course material, ingredients, workbooks/textbooks and/or equipment fees. Please refer to individual courses for details.

General Student Information

Orientation

Orientation is conducted prior to the commencement of the course. New students are provided an introduction to studying at RGIT, Melbourne's cost of living, transportation, facilities, banking and accommodation. Questions can be answered and issues clarified.

Student ID Cards

RGIT issues students with student ID cards at the time of enrolment which must be carried at all times when on campus.

Campus Facilities

Main Campus

RGIT Australia's Main Campus is conveniently located at 28-32 Elizabeth Street, in the heart of Melbourne's Central Business District (CBD). The campus is a short distance from Flinders Street Train Station and the Elizabeth Street tram terminal. The campus is spread across 7 floors of the 8 storey building. All floors can be accessed via lifts or staircase.

Victoria House Campus

In 2015, RGIT opened Victoria House, a second campus located opposite Main Campus, located at 51-53 Elizabeth Street, Melbourne. Victoria House is dedicated to ELICOS, Business and Management and Community Services classes.

Hobart Campus

RGIT Australia's Hobart Campus is located in the CBD, near City Mall shopping precinct at 162 Macquarie Street, Hobart, Tasmania. City accommodation and apartments for students are also nearby, which is advantageous for interstate and international students. Hobart Campus is well furnished with modern facilities and amenities.

Training Kitchen

The purpose-built training kitchen, which is fully equipped to commercial kitchen standards, is located on Level 1 of Main campus. A second kitchen is based in South Melbourne for hospitality students. The second kitchen facility is located at 17-21 Buckhurst Street, South Melbourne.



Nursing Lab

RGIT Australia focuses on theoretical as well as practical training in our simulated Nursing Lab, located at our Victoria House campus in Melbourne. Our training facilities are designed to offer practical training in a realistic setting to make you confident in your knowledge and work ready.

Our purpose-built facilities provide students with a realistic setting in which to demonstrate their theoretical and well as practical understanding of classes to their teachers and peers.

RGIT, through training in our Nursing Lab, prepares students for training for diverse employment, including opportunities in a variety of clinical settings such as aged care, rehabilitation, sub-acute and acute settings in public and private hospitals, nursing and community healthcare facilities.



Simulated Childcare Room

You will demonstrate your theoretical and practical knowledge to your trainer and peers with confidence in our simulated nursery room at Victoria House Campus. Our simulated nursery environment consists of everything the modern day care facility would have, making for a fun, hands-on learning environment where students can see theory applied in a realistic, simulated setting.

Classrooms

Classrooms are modern, air-conditioned and are well-equipped for effective learning. Most enjoy natural light and city views. These are accessed via elevators or stairs.

Student Administration & Support Services

Student Administration and Support Services are on Level 2 Main campus. This is your first point of contact for any queries.

Student Lounge & Café

Main campus: Our student lounge in Basement has a kitchen, billiard table, table tennis board, televisions, showers and change room. A vegetarian café offering affordable meals is located on Level 1.

Victoria House Campus: The student lounge/recreation room is located on Level 1. The recreation room is equipped with lounge chairs, table tennis board, television, refrigerator, along with a pantry on Level 2 for student use.

Computer Rooms

Main campus: Our two computer rooms are located on Level 5. One is a general computer room for use by all students; the other is a dedicated facility for students undertaking Information Technology studies.

Victoria House Campus: There is a computer lab equipped predominantly with Mac Computers on level 2 for student use during campus hours.

Student Library & Resource Centre

Main Campus: The student library located on Level 8 is equipped with free Wi-Fi Internet access and a range of textbooks, magazines, periodicals, newspapers, self-paced learning CDs and DVDs. This library is maintained and updated regularly with appropriate materials. Student notice boards outside the library offer information on rooms available to rent/share and other general information related to campus life, events, jobs and living in Australia.

Victoria House campus: The student library is located on Level 2 and is equipped with free Wi-Fi Internet access and a range of textbooks, magazines, periodicals, newspapers, self-paced learning CDs and DVDs.

Printing and Photocopying

Printing and photocopy facilities are available in the Library on Level 8. Re-chargeable printing/photocopy cards are available from the library, and Student Administration on Level 2. The cost is \$0.10c per black-and-white page.

Student Administration and Support Services

The Student Administration and Student Support Services are located on Level 2. A Student Support Officer will provide details about the services during the orientation program.

Students requiring special or intensive assistance must contact the Operations and Compliance Manager or Student Support Officers who may refer them to external support services if required. Otherwise, contact:

Reception, Level 2

For all general course, enrolment and administrative queries.

Student Administration, Level 2

For specific enrolment and course queries.

Trainers, Basement

For all specific subject and assessment issues.

Student Counsellors, Level 2

For all issues such as stress, financial difficulties, health, family, bullying, relationship issues, living-away-from-home and social issues.

To speak with our onsite student counsellors, make a booking through Reception on Level 2, 28-32 Elizabeth Street, Melbourne, or call (03) 8639 9000. If you require psychological services, our counsellors will refer you to an appropriate service.

Reception

Main Campus: Receptionists are available on Level 2 from 9:00am to 5:00pm, Monday to Friday.

Victoria House campus: Receptionists are available on Level 1 from 9:00 am to 5:00pm, Monday to Friday.

Hobart campus: Receptionists are available on Level 3 from 9:00 am to 5:00pm, Monday to Friday.

Employment & Job Placement

RGIT supports students by enhancing their employability skills with updated information and tips on job hunting, applying for jobs and interviewing skills through its own website and quarterly student magazine, *EVOLVE*. Trainers assist, where possible, in directing students to job opportunities. Students are also encouraged to monitor employment websites such as:

www.seek.com.au

www.jobsjobsjobs.com.au

www.mycareer.com.au

www.careerone.com.au

www.job.com.au

For good job-hunting tips, including how to apply for jobs, how to write a resume and how to conduct yourself in interviews visit www.youthcentral.vic.gov.au.

Accounts Department

All queries and transactions regarding tuition fees, receipts, fines or private health insurance transfers are handled by Accounts Department on Level 7.

Your Feedback

RGIT values your feedback and is committed to the continuous improvement of the Institute for your benefit. Please take time to fill out Student Feedback Forms during your course of study. Forms are available on Level 2 at Student Administration, and on Level 8 in the Library.

Personal Support Services

The following support services are free. They are able to provide you with immediate telephone-based counselling and further referrals to help you deal with your issue. Be advised that 1300 numbers incur a local call cost. 1800 numbers are free calls.

International Student Care

Provides counselling, referral & case management on 1800 056 449.

Lifeline

Provides 24-hour suicide prevention counselling on 13 11 14.

Mensline Australia

Provides counselling for men in distress on 1300 78 99 78.

Kids Help Line

Provides 24-hour counselling for people between 5 and 25 years of age on 1800 551 800.

Griefline

Provides grief counselling from noon until 3:00am, 365 days a year on (03) 9935 7400.

DirectLine

Provides 24-hour drug and alcohol counselling on 1800 888 236.

Crisis Accommodation Information

24-hour free call on 1800 825 955

Women's Domestic Violence Crisis

1800 015 188

Gambling Help Line

Provides 24-hour counselling for gamblers on 1800 858 858.

Local Doctors

In Australia, doctors are called general medical practitioners or GPs. GPs see patients for basic health conditions and provide referrals to specialists for more complex health issues.

A list of nearby foreign-language doctors is provided below. Please note that RGIT has no association with these doctors. This is not a complete list, and you may find other GPs who better suit your needs.

International students

Remember, if you are absent from class because you are sick, you must have a medical certificate from a doctor, also commonly known as General Practitioner, or GP, in Australia. If you do not live in or near the city, it is wise to find a GP near your home so it is easy to make an appointment if you fall ill.

Studying at RGIT Australia

USI – Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the institute during the enrolment process. If students do not provide USI, the Training Providers will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USIs visit www.usi.gov.au.

Credit Transfer

Students who have completed identical units from their VET course at other institutions will be given recognition for these units on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing. The Application Form is available during formal enrolment or from our website at www.rgit.edu.au/downloads/application-forms

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the VET course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof that you currently have the required competencies. An application must be made using the RPL Application Form that will be made available during formal enrolment, or from our website at www.rgit.edu.au/students/international/recognition-prior-learning-rpl.

Highly Qualified Staff

All our trainers and assessors are highly qualified experts in their fields with extensive industry experience and have completed the required Certificate IV in Training and Assessment. For detailed information on our dedicated trainers and assessors visit www.rgit.edu.au/staff/rgit-staff.

Education Integrity

RGIT has a rigorously monitored and executed compliance framework to ensure the Institute meets all Commonwealth and State legislations and regulations including National Code 2018, Australian student visa program, *Equal Opportunity Act 2010*, *Workplace Injury Rehabilitation and Compensation Act 2013*, *Occupational Health and Safety Act 2004*, and *Commonwealth Privacy Act 1988*. For further information visit www.rgit.edu.au/about-us/governance.

Class Schedule

RGIT runs classes seven days a week. Classes are scheduled between 8:30am and 9:10pm, depending upon the course. Maximum study hours in a day do not exceed eight hours but may be less than this depending upon the course. Please refer to your course timetable for precise details. Timetables are available from Student Services.



Course Delivery

Institute staff use a number of approaches for course delivery. These may include: teacher-led classroom delivery, workshops, practicals, seminars, e-Learning resources, tutorials and self-supervised study. During class time, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

Student Excursions

RGIT has an active student excursion program for most courses aimed at enhancing the learning experience and providing enjoyable social, academic and networking opportunities.

Additional Costs

Students are required to pay for their own textbooks, uniforms/ingredients (for Commercial Cookery courses) and other equipment (iPads, laptops for Business and Information Technology). Further information is provided during your Orientation session, and trainers also offer advice on local suppliers. Please refer to Fees & Charges in this handbook.

Attendance

Student attendance is recorded daily, including late arrivals and early departures.

International ELICOS students must attend at least 80 percent of classes in each study period. If an ELICOS student's attendance falls between 85% and 90%, Student Services will send the student a warning letter. A student will be reported to the government department issuing the student's visa if the student's attendance falls below 80% in a study period.

International students studying VET courses are expected to attend all classes, however, these students will be reported to the Department of Home Affairs only on the basis of unsatisfactory course progress.

Assessment

Assessment approaches used by trainers may include observation of performance in class, practical demonstrations, workshops or laboratories, case studies, projects, assignments, presentations, role plays, written tests and exams, and workplace-based assessment.



Students will be notified in advance of the time and form of an assessment. Students will be given the opportunity of at least one re-assessment for any competencies not achieved on the first attempt. Re-assessment fees may apply for subsequent attempts and for some practical hospitality units. Please refer to our Assessment Policy for full details on our website at www.rgit.edu.au/policies.

Work-Based Assessment

Work-based assessment, also referred to as practical placement, is a compulsory requirement for completing hospitality and early childhood and care qualifications at RGIT Australia. Work-based assessment involves students working in a commercial enterprise to demonstrate their hospitality skills and to complete assessment requirements.

RGIT Australia will arrange practical placement at a commercial enterprise for students. The number of hours that a student must work is determined by the course requirement. While working in the commercial enterprise, students will be supervised by staff there, and by RGIT Australia staff. Students will be covered by Work Cover insurance for the time they spend on work-based assessment.

For students completing the Hospitality course as Work-based Training, a Traineeship or Apprenticeship, assessment will be conducted at their workplace throughout the duration of the course by RGIT Australia staff.

As part of work-based assessment, students are required to maintain a log book that records their experience and attendance at both the commercial enterprise and RGIT Australia. The log book forms an essential part of course assessment and will be monitored regularly.

In situations where a student's log book does not show completion of the required workplace experience, the student must undertake additional work-based experience to meet the assessment requirements.

Prior to Work Placement

Students will receive induction training at both RGIT and their place of work before commencing work-based placement. Occupational Health and Safety training is part

of RGIT course content and takes place at RGIT. RGIT trainers simulate work-place situations within the classroom so that students can practice their knowledge and skills. Induction at the workplace allows students to become familiar with the workplace, procedures and staff.

Work-based assessment applies to the following qualifications and units:

Hospitality Work Placements

The Hospitality qualifications in the SIT16 – Hospitality Training Package contains a number of holistic or integrated units of competence in the qualifications below:

Qualification code and title	Unit code and title	Duration / shifts
SIT31016 Certificate III in Patisserie	SITHCCC011 Use cookery skills effectively	80 hours consisting minimum of 12 complete service periods/shifts with combination of breakfast, lunch, dinner and special function
SIT40716 Certificate IV in Patisserie	SITHCCC011 Use cookery skills effectively	80 hours consisting minimum of 12 complete service periods/shifts with combination of breakfast, lunch, dinner and special function
SIT30816 Certificate III in Commercial Cookery	SITHCCC020 Work effectively as a cook	280 hours consisting minimum of 48 complete service periods/shifts with combination of: breakfast, lunch, dinner and special function
SIT40516 Certificate IV in Commercial Cookery	SITHCCC020 Work effectively as a cook	280 hours consisting minimum of 48 complete service periods/shifts with combination of: breakfast, lunch, dinner and special function
SIT30616 Certificate III in Hospitality	SITHIND004 Work effectively in hospitality service	80 hours consisting minimum of 36 complete service periods/shifts
SIT40416 Certificate IV in Hospitality	SITHIND004 Work effectively in hospitality service	80 hours consisting minimum of 36 complete service periods/shifts
SIT50416 Diploma of Hospitality Management (Patisserie Stream)	SITHCCC011 Use cookery skills effectively	80 hours consisting minimum of 12 complete service periods/shifts
SIT50416 Diploma of Hospitality Management (Commercial Cookery Stream)	SITHCCC020 Work effectively as a cook	280 hours consisting minimum of 48 complete service periods/shifts with combination of: breakfast, lunch, dinner and special function
SIT50416 Diploma of Hospitality Management (Hospitality Stream)	SITHIND004 Work effectively in hospitality service	80 hours consisting minimum of 36 complete service periods/shifts
SIT60316 Advanced Diploma of Hospitality Management (Patisserie Stream)	SITHCCC011 Use cookery skills effectively	80 hours consisting minimum of 12 complete service periods/shifts with combination of: breakfast, lunch, dinner and special function
SIT60316 Advanced Diploma of Hospitality Management (Commercial Cookery Stream)	SITHCCC020 Work effectively as a cook	280 hours consisting minimum of 48 complete service periods/shifts with combination of: breakfast, lunch, dinner and special function.
SIT60316 Advanced Diploma of Hospitality Management	SITHIND004 Work effectively in hospitality service	80 hours consisting minimum of 36 complete service periods/shifts

ECEC Work Placements

Early Childhood Education and Care qualifications in the CHC Community Services Training Package contain a number of work-based training units of competence in the qualifications below:

Qualification code and title	Number of required hours of work placement
CHC30113 Certificate III in Early Childhood Education and Care	120 hours in a regulated education and care service
CHC50113 Diploma of Early Childhood Education and Care	240 hours in a regulated education and care service
CHC52015 Diploma of Community Services	Minimum 100 hours in a community setting environment

Professional Experience Placement (PEP)

As a Diploma of Nursing student, you will complete a minimum of 480 hours of PEP or work placement supervised by a clinical teacher.

VET Qualification Recognition

Qualifications gained at RGIT Australia are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF), VET Quality Framework (VQF) and are recognised nationally.

Students who complete all assessment requirements for a VET qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations and locations.

Pathways to Higher Education

Diploma and Advanced Diploma graduates of RGIT Australia may seek credits of up to 1.5 years to relevant bachelor's degree programs at Australian Universities.

Student Welfare

RGIT's student policies are designed to ensure you receive fair treatment and are given the best opportunity to complete your studies in a supportive environment. These policies include *Access and Equity*; *Student Safety and Security*; *Student Code of Behaviour and Discipline*; and *Student Complaints and Appeals Procedure*.

If you do experience any personal problems or study difficulties, it is important to speak to a staff member as soon as possible who will do their best to help you resolve the situation. More information on these and more policies can be found on our website at rgit.edu.au/policies.

Student Safety

When you are out and about, particularly at night, it is important to be alert and aware of your personal safety. In particular:

- Think ahead; consider how you are going to get home (e.g. taxi, friend, etc)
- Try to remain with friends at all times
- If you are going somewhere alone, ensure some is aware of your movements
- Make sure you carry your mobile phone at all times in case of emergencies
- Be wary of casual requests from strangers, like someone asking for a cigarette or money - they could have ulterior motives
- Try not to carry your wallet or valuables in a way that might attract the attention of others
- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Stay in well-lit areas, as much as possible

- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- Ensure that key contact information such as police and security are either in your mobile phone or in your purse/wallet.
- Never leave your belongings unattended

To avoid being the victim of theft, keep an eye on your belongings at all times. You should treat your campus like any other public place, which means that your laptop, phone and bag should never be left unattended. When you are studying in the library, it helps to have a friend with you who can look after your belongings if you need to grab a coffee or go to the bathroom.

If there are any security issues which are causing you concern, please advise the Student Support Officer or any member of staff

Student Support Services

Academic and English Language Issues

Poor attendance, poor academic performance and other related issues may place students at risk of not achieving course requirements. Students can get advice and support to ensure they maintain appropriate academic and attendance levels.

If any student feels as though their level of English language proficiency is causing them difficulties, they are encouraged to contact Student Services Department, where they will receive guidance and referrals to English language support services if necessary.

Students' progress and attendance are monitored, and guidance and support provided where non-satisfactory results are identified.

Students are encouraged to access Student Services Department to discuss any academic, attendance or other related issues to studying at RGIT Australia at any time.

Personal / Social issues

If students experience any social, personal, or other issues affecting studies at RGIT Australia, students are encouraged to seek support at Student Services Department.

Work Issues

If you need information on your workplace rights, please visit the website of the Fair Work Ombudsman at www.fairwork.gov.au/employee-entitlements.

Students can find information on employment at the Victorian Government website at www.vic.gov.au/employment-workplace/wages-awards-conditions/employment-law.

Student Code of Behaviour

The Student Code of Behaviour serves the best interests of all students at RGIT Australia. It is a code that requires the mutual respect of all students and must be adhered to at all times. RGIT students should uphold:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and co-operative environment
- The right to have personal property (including computer files and student work), and the Institute's property, protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (through RGIT's Complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times.

Non-Compliance with the Code

In the event of non-compliance with the Code of Behaviour, the following three-step procedure for discipline is applied.

Step 1: An Institute staff member will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.

Step 2: If the issue or behaviour continues, students will be invited for a personal interview with the Head of Vet (or a nominee) to discuss this further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file on the student management system.

Step 3: Should the issue or behaviour continue, the student is given a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file on the student management system.

If the behaviour persists after the three steps have been followed, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled. In the case of international students, suspension or cancellation of their enrolment will be reported to Department of Home Affairs and may affect the student's visa status.

At any stage of this procedure, students are able to access RGIT's Complaints and Appeals Procedure to settle any disputes that may arise.

Plagiarism, Collusion & Cheating

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the unit of work, incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the Institute. All work submitted must be an accurate reflection of the student's level of competency. Please see our Assessment Policy for full details on the website.

Plagiarism: means taking or using another person's ideas or work and passing them off as your own ideas or work. Plagiarism is also failing to acknowledge adequately any ideas that are not your own.

Collusion: is when two people work together to intentionally gain an unfair advantage in their assessment by, for example, authoring a task jointly that should be completed individually, or allowing someone to pass off your information as their own.

Cheating: means preparing information in a way that gives you an unfair advantage: for example, copying someone's work during a test, or copying another student's assignment, or allowing another student to use your work for their own assessment task.

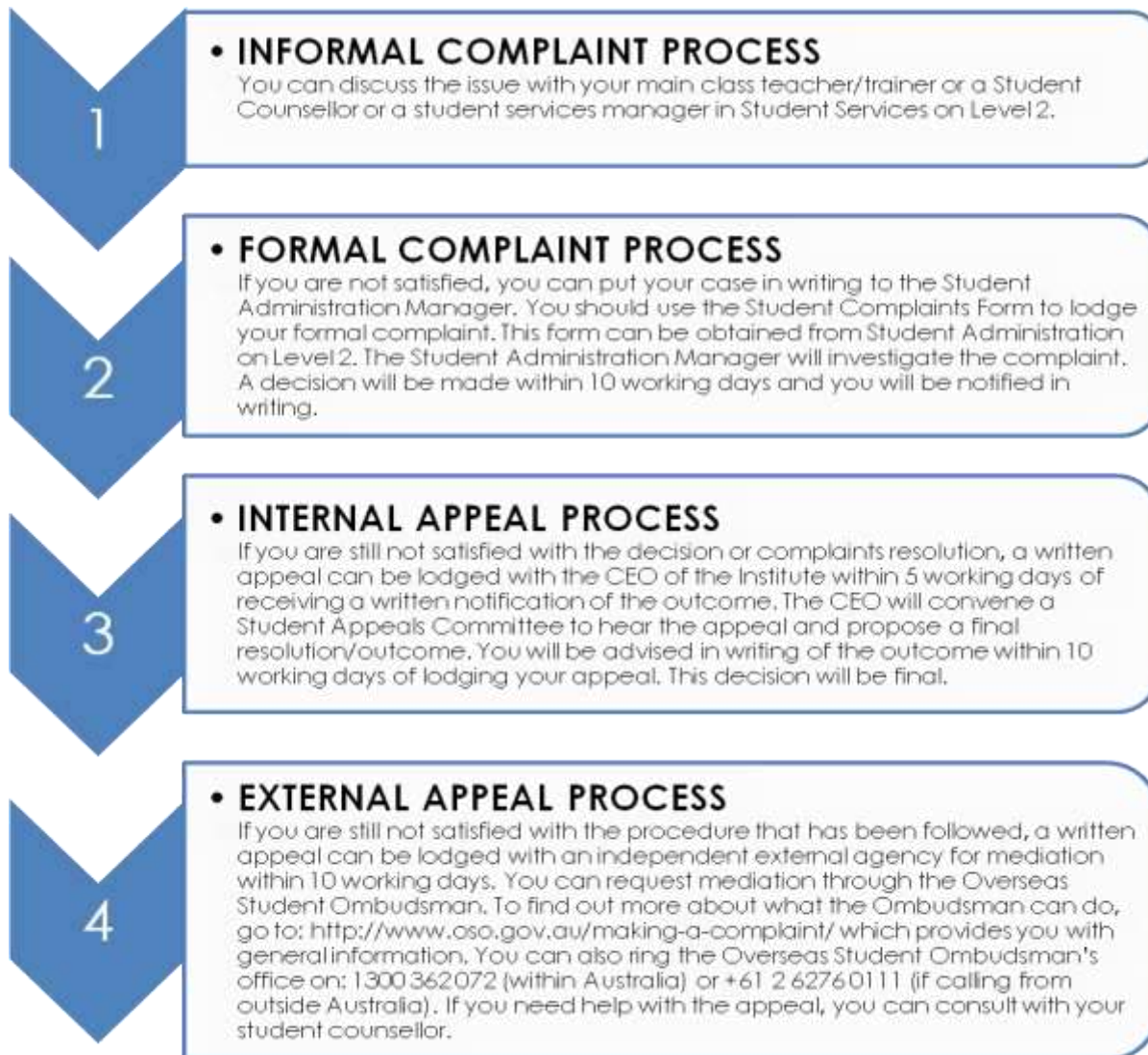
Student Complaints and Appeals Procedure

RGIT has a Student Complaints and Appeals Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

The Student Complaints and Appeals Procedure includes a requirement that an independent mediator be appointed for a fee (payable by students) if the student is dissatisfied with the resolution proposed by the Institute. Students will also be supported to seek an external appeal process through the Overseas Student Ombudsman www.oso.gov.au or 1300 362 072.

The Institute's Student Complaints and Appeals Procedure policy can be obtained from Student Administration or viewed on our website www.rgit.edu.au/policies.

Flowchart of Student Complaints and Appeal procedure:



Personal Information Privacy and Security

Students' personal information will be collected by fair and lawful means which is necessary for the purpose of enrolment and administration at the Institute. RGIT is committed to ensuring the confidentiality and security of all student information provided in accordance to the *Commonwealth Privacy Act (2000)*. In addition, RGIT's Privacy Policy provides procedures for how RGIT collects, stores, uses and disseminates student information with reference to the record management system and the *Victorian Freedom of Information Act (1982)*.

Access and Equity Policy

The Institute's Code of Practice includes an Access and Equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the Access and Equity policy are met at all times. It is available at www.rgit.edu.au/policies.

Fees & Charges

Tuition Fee	Please refer to individual course detail pages.
Enrolment Fee (non-refundable)	\$250
Enrolment Variation fee	\$100
Textbooks & Workbooks	\$120 – \$520 (depending on the chosen courses)
Reassessment Fee	\$20 per assessment (theoretical) \$100 per assessment (practical, Hospitality only)
Re-enrolment	\$300 per unit
Equipment & Ingredients Fee	\$400 (Certificate III in Commercial Cookery)
RPL Fee	Varies as per courses and units
Administration Fee	\$200 (non-refundable)

All fees are quoted in Australian dollars and are subject to change without notice. Students are required to pay for their own textbooks, uniforms and ingredients (Commercial Cookery courses) and equipment (iPads, laptops for Business and Information Technology). Further information about fees and charges is also provided during your Orientation session.

Tuition Fee Payment & Refunds

Payment of fees

Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's Confirmation of Enrolment (COE).

Tuition fees for each study term must be paid in advance, unless a payment plan is made with the Institute.

Late or non-payment

A late payment fee may be levied on students who pay their fees after the due date. Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. RGIT maintains the right to withhold student results until any outstanding tuition fees are paid in full.

Withdrawal from the course

Upon receiving a written notice of withdrawal, RGIT will refund tuition fees, less an Administration Fee of \$200. No refund is available after the course has commenced, unless special circumstances apply, such as circumstances of a compassionate nature, or death or severe illness in the immediate family.

Refund requests

All requests for refund must be made in writing by way of an Application for Refund form, clearly stating the reason for the refund, and must include any documentation that supports the request, such as a completed Course Withdrawal Form provided by the Institute.

For full details of Fee Payments and Refunds Policy visit rgit.edu.au/policies.



Relevant Legislation

A range of legislation is applicable to all students of RGIT Australia. It is the responsibility of all RGIT staff to ensure that the requirements of relevant legislation for RGIT students are met. Students should refer to the websites indicated, or contact the Institute if they require further information. There may be additional, course-specific legislation that is also relevant. Information about this legislation will be provided during the classes.

Occupational Health & Safety Act 2004

www.worksafe.vic.gov.au/laws/ohs

Equal Opportunity Act 2010:

www.humanrightscommission.vic.gov.au/the-law/equal-opportunity-act

Education and Training Reform Act 2006

www.education.vic.gov.au/about/department/legislation/Pages/act2006.aspx

Registered Training Institute (RTO) matters

www.asqa.gov.au

Personal Property and Security

Students are responsible for safeguarding their own personal property. RGIT accepts no liability for lost or stolen student property.

If you have any concerns at all about your personal safety while on campus, please discuss this immediately with your trainer or Student Administration on Level 2.

Mobile Phone Usage

Students are not permitted to use mobile phones in the classrooms.

Dress Code

RGIT requests that students dress in an appropriate and respectful manner, which excludes very short skirts, singlets and thongs. Trainers have the right to refuse students permission to attend class if their clothing is deemed to be inappropriate.

Smoking

Smoking is strictly forbidden inside the building (including stairwells and toilets) and outside the front entrance.

Drugs and Alcohol

At no time will students under the influence of drugs and/or alcohol be permitted on campus. Taking drugs or drinking alcohol on campus is strictly forbidden.

Emergency Procedures

Please take time to familiarise yourself with the Emergency Evacuation diagrams and location notification of First Aid kits, which are visible on each floor in the foyers outside the elevators.

In the event of an emergency, such as a fire or bomb threat, you must be able to act swiftly and promptly. Emergency exit is via the building's stairwell.

If you are required to leave the building, the Primary Assembly Area (place to meet) is on the corner of Flinders St and Elizabeth St, and the Secondary Assembly Area is located on the corner of Flinders Lane and Rothsay Lane, depending on which stairwell exit is used.

International Students

Education Services for Overseas Students (ESOS)

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding period of study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the Education Services for Overseas Students (ESOS) framework and they include *The Education Services for Overseas Students Act 2000* (ESOS Act 2000) and *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018* (National Code 2018). RGIT Australia is governed by the ESOS framework and is committed to fulfilling its obligations under ESOS Act 2000 and National Code 2018.



For a full description of the ESOS Framework, please refer to our website at www.rgit.edu.au/esos-framework

Relevant Legislation

A range of legislation is applicable to international students of RGIT Australia. Information on relevant legislation can be found at the following websites.

ESOS Framework

www.rgit.edu.au/esos-framework

Department of Home Affairs

www.homeaffairs.gov.au

RTO & CRICOS matters

www.asqa.gov.au

It is the responsibility of all RGIT staff to ensure that the requirements of relevant legislation for international students are met. Students should refer to the websites indicated, or contact the Institute if they require further information. There may be additional, course-specific legislation that is also relevant. Information about this legislation will be provided during the orientation session.

Support Services for International Students

Emergency Services

<u>CONTACT</u>	<u>TELEPHONE</u>	<u>WEBSITE</u>
Police	000 (from landline) 112 (from mobile)	www.police.vic.gov.au
Ambulance	000 (from landline) 112 (from mobile)	www.ambulance.vic.gov.au
Fire	000 (from landline) 112 (from mobile)	www.mrfb.org.au
Missing Persons –Australia Federal Police (Ask for Police)	000 (from landline) 112 (from mobile)	www.afp.gov.au/national/missing
National Security Hotlin	1800 123 400	www.nationalsecurity.gov.au

State Emergency Service	132 500	www.ses.vic.gov.au
Telstra Call Tracing Services	1800 007 097	www.telstra.com.au

Essential Services

<u>CONTACT</u>	<u>TELEPHONE</u>	<u>WEBSITE</u>
Poisons Information	13 11 26	www.rch.org.au/poisons
Gas Emergency	132 0771	www.esv.vic.gov.au
Electricity Emergencies	13 12 80	www.citipower.com.au
Water and Sewer Emergencies	8381 0300	www.southeastwater.com.au

Medical Services

<u>CONTACT</u>	<u>TELEPHONE</u>	<u>WEBSITE</u>
Alfred Hospital - Commercial Road (corner St Kilda Road)	9276 2000	www.alfred.org.au
Box Hill Hospital - Nelson Road, Box Hill	9895 3333	www.easternhealth.org.au
Epworth Eastern - 1 Arr Street, Box Hill	8807 7100	www.epworth.org.au
Nurse-On-Call	1300 60 60 24	www.health.vic.gov.au/nurseoncall
Royal Melbourne Hospital - Grattan Street, Parkville	9342 7000	www.rmh.mh.org.au
Royal Women's Hospital - 32 Grattan Street, Parkville	9344 2000	www.rwh.org.au
St Vincent's Hospital - 4 Victoria Parade	9288 2211	www.svhm.org.au

Community Bodies

<u>CONTACT</u>	<u>TELEPHONE</u>	<u>WEBSITE</u>
Australian Red Cross	8327 7922	www.redcross.org.au
Salvation Army	1300 627 727	www.salvos.org.au

Counselling Services

<u>CONTACT</u>	<u>TELEPHONE</u>	<u>WEBSITE</u>
Lifeline	13 11 14	www.lifeline.org.au
Mensline Australia	1300 78 99 78	www.mensline.org.au
Beyond Blue (Depression Anxiety)	1600 22 4636	www.beyondblue.org.au
National Association for Loss & Grief (VIC)	9650 3000	www.nalagvic.org.au
Suicide Helpline Victoria	1300 651 251	www.suicideline.org.au
Victorian Sexual Assault Crisis Line	1800 806 292	www.sacl.com.au

Specialist Services

<u>CONTACT</u>	<u>TELEPHONE</u>	<u>WEBSITE</u>
Crime Victims Support Association	9758 4512	www.cvsa.asn.au
Funeral Advice Line - Australia	1300 306 670	www.funeralassist.com.au
Road Trauma Support Team	1300 367 797	www.rtssv.org.au
Victorian Work Cover	9641 1555	www.workcover.vic.gov.au

Authority		
Headway Victoria	9437 5967	www.brainfoundation.org.au
Independence Austral	9415 1200	www.independenceaustralia.com

Legal

<u>CONTACT</u>	<u>TELEPHONE</u>	<u>WEBSITE</u>
Legal Aid Victoria	1300 792 387	www.legalaid.vic.gov.au
The Institute of Arbitrators & Mediators Australia	8648 6578	www.iama.org.au

International Student Support

<u>CONTACT</u>	<u>TELEPHONE</u>	<u>WEBSITE</u>
Study Melbourne Student Centre	1800 056 449	www.studymelbourne.vic.gov.au

Translating and Interpreting Service

Telephone 131 450

Study in Australia

Everything you need to know about studying in Australia

www.studyinaustralia.gov.au

Youth Central: Information and advice on jobs, study, travel and events in Victoria

www.youthcentral.vic.gov.au

Telephone directory: *The Yellow Pages* lists business and residential telephone numbers around Melbourne and Australia

www.yellowpages.com.au

Places of Worship

The following websites will help you find the closest place of worship to your home.

Churches

www.australianchurches.net

Mosques

www.mosque-finder.com.au

Temples

www.hindunet.com.au/new/page28.html

Change of Institution or Course

National Code 2018 restricts RGIT Australia from enrolling transferring students prior to a student completing 6 months of their principal course of study. This means RGIT Australia is unable to knowingly enrol a student transferring to RGIT Australia, who has not completed at least 6 months of their initial principal course without meeting specified criteria.

Students who have studied longer than this period of 6 months can apply as normal and no letters of release need to be sighted. The following procedures have been separated into 'Incoming students' and 'Outgoing students.'

Incoming students

The following is relevant to any student who applies for a course within RGIT and is currently studying on-shore with another registered provider. For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:

- Student Administration accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- In completing this process, they would print a copy of the PRISMS record and attach to the student application.



- If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- Where a student has NOT completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.
- To support the application, they can be provided with an "Offer of Enrolment" which clearly states that an offer of a place is contingent on their being released by their current provider.
- If the current provider provides a Release on PRISMS, the application proceeds as for all off-shore applicants.
- If the current provider has not advised on PRISMS that the student has been released, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.
- If the student is in receipt of a Government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

Outgoing students

The following is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- Students make a written request (e-mail is satisfactory) to Student Administration to transfer to another provider. The only reasons under which a student will be released are if: -
 - RGIT has cancelled/ceased to offer the students program (letter from RGIT supplied)
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8

- there is evidence of compassionate or compelling circumstances
- RGIT has failed to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by RGIT or an education or migration agent, regarding RGIT or its course, and the course is therefore unsuitable to their needs and/or study objectives
- The student is asked to provide a valid "Offer of Enrolment" from the new provider.
- In assessing the application to transfer, the Student Administration will check the following points:
 - Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers
 - Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records
- Once the above points have been addressed by the Administration Manager, information on the release of the student is entered into PRISMS
 - Where the request to transfer to another RTO is be refused, the student is to be advised in writing of the reasons for the refusal, and the student's right to appeal the decision within 20 working days of being advised of the decision
 - All requests, considerations, decisions and copies of letters of release should be placed on student's file
 - The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy

Deferred or Suspended Studies

(Includes leave of absence for any length greater than 5 days.)

Students may initiate a request to defer commencement of studies, or suspend their studies, on the grounds of compassionate or compelling circumstances. The request must be made in writing to the Institute.

Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (for example, you are going to the hospital)
- Bereavement (death of an immediate family member)
- Serious illness of an immediate family member

If you know that you will not be attending classes during the study period, you should contact the Institute and arrange an appointment to discuss your circumstances. Subsequent to your meeting, and after providing documented evidence supporting your circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to complete and submit an Application for Suspension or Cancellation of Enrolment form.

RGIT-initiated Suspension

The Institute may decide to suspend or cancel a student's enrolment on its own accord in response to misbehaviour by a student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs by the Institute and this may affect the status of a student visa.

Refund Policy

If a student visa is refused

Where a prospective student is refused an initial student visa by the Australian Government a full refund of course tuition fees will be made less an administration fee no more than 5% or \$500 (whichever is the lesser). In order to receive the refund students have to provide to the Institute authenticated evidence of the student visa refusal. Please read the Fee Payments and Refund Policy at www.rgit.edu.au/policies.

If RGIT defaults on course delivery

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all fees paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost. You have the right to choose whether you would prefer a full refund, or to accept a

Page: 38 of 54

place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Please refer to our Fee Payments and Refund policy and Tuition Protection Service policy for details at www.rgit.edu.au/policies.

Study Methods & Difficulties

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data, on presenting arguments about subject matter and being willing to defend one's argument. All these involve heavy use of research resources, intensive note-taking in lectures and active participation in the learning process (as opposed to passive listening and role learning).

To be a successful student in Australia, you need to adapt to these methods of learning, but trainers at RGIT are very willing to offer assistance to develop effective study skills. Many of our lecturers have substantial experience teaching overseas students. They understand the difficulties in getting used to different study methods and will be patient in helping students to develop new skills.

If you are having difficulties, please do not suffer in silence. Ask for assistance.

Working in Australia

Australian immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 20 hours per week during the term, and may work full-time during term breaks. However, work is not always easy to find and under no circumstances should students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

Use of Personal Information

Information is collected during your enrolment in order to meet the Institute's obligations under ESOS Act 2000, National Code 2018 and to ensure student comply with the conditions of their visas and their obligations under Australian immigration laws. The authority to collect this information is contained in ESOS Act 2000, *Education Services for Overseas Students Regulations 2001* (ESOS Regulations 2001) and National Code 2018.

Information collected about students during the enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the Tuition Protection Service. In other instances, information

collected during enrolment can be disclosed without the student's consent where it is authorised or required by law.

It is a requirement of the VET Quality Framework that VET students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date. Students should apply in writing to the Student Administration Manager if they wish to view their own records.

Student Visa Obligations

ELICOS Attendance

International students enrolled in English (ELICOS) courses must meet the attendance requirement. If the ELICOS student's attendance falls below 90% over their study period, RGIT Australia will contact the student and warn them that they are at risk of breaching their visa conditions, if their attendance falls below 80 percent. Please refer to the *Attendance Policy* on RGIT's website at rgit.edu.au/policies.

Unsatisfactory Course Progress

Each student's progress is monitored, recorded and assessed. Government regulations require that international students make satisfactory course progress, which means you must pass at least 50% of units each study period. Students who fail 50% or more units in a study period are contacted to attend an intervention strategy meeting. Students, who fail 50% or more units across two consecutive study periods in the same course, are then sent a Notification of Intention to Report the student to Department of Home Affairs, which results in cancellation of the student's COE. For further details please refer to the *Satisfactory Course Progress Policy* on RGIT's website.

VET Reassessment administration fees

If you are enrolled in a VET course, you will need to pay a reassessment administration fee if you have attended less than 50% of scheduled classes for a unit or you do not complete assessments within the term in which they were offered.

Reassessment fees are \$20 per theory assessment and \$100 per practical assessment (Hospitality courses only). You must repeat a unit, if you miss an entire unit throughout the term. The Repeat Unit fee is \$300 per unit.

To avoid reassessment administration fees, we advise that you come to class regularly and submit all assessments on time.

Change of Address

Upon arriving in Australia, students are required to advise the Institute of their residential address and telephone number, and of any subsequent changes to those details. This is *extremely important* as the Institute is obliged to contact students at their last known address; as the Institute may send warning notices to help you prevent any breaches of your visa conditions.

Students are required to update their contact details at least every six months. It is your responsibility and in your own interests to ensure that your contact and address details are always up-to-date at the Institute and to ensure you receive important information about your course. Additional information on student visa issues is available on the Department of Home Affairs web site at www.homeaffairs.gov.au.

Living in Melbourne



Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 50km from the city centre.

Melbourne is a truly multicultural city. The population is approximately 4.5 million. There are now people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

Melbourne is considered to be the fashion (and shopping) capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to average daily temperatures.

Spring	September – November	12° – 22°
Summer	December – February	28° – 32°
Autumn	March – May	12° – 20°
Winter	June – August	10° – 15°

Melbourne does not have a specific wet season. It can rain at any time of the year.

Festival City

Known as Australia's festival city, Melbourne provides lively festival entertainment every month. Major festivals include: Chinese New Year Parade, Moomba Parade, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Spring Fashion Week and the Melbourne Fringe Festival.

Melbourne's primary community venue, Federation Square, hosts a great many multicultural festivals throughout the year, most of which are free, such as the Indian Film Festival, Diwali Indian Festival of Light, Japanese Summer Festival, Nepal Festival and Fiesta Malaysia. Melbourne's music festivals are many ranging from Indie music events that attract popular international acts to Jazz festivals.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.



Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and communities. RGIT takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 2.4 million Australians speak a language other than English at home; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language.

English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the differences are much less than those found in America, Britain and Canada. As you improve your English, you will learn some of

Australia's colourful and often humorous slangs, and have much fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country, however all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into a private health insurance fund receive extra privileges when using private healthcare services.

You will find the usual healthcare services available in Australian suburbs. Most institutions provide healthcare advice, and sometimes healthcare services, like counselling, for students. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (see: **Student Visa Obligations**, in this section).

Food

Australia has a fantastic variety of food. Its top quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home.

Students can sample almost every type of cuisine in Melbourne's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented. The adventurous might want to sample Australia's bush tucker and national specialties like Kangaroo and Crocodile.

Sports and Recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Melbourne is also known as the sports capital of Australia. Some of the International sporting events include Spring Racing Carnival (Melbourne Cup), Australian Open

(Grand Slam tennis), Grand Prix Motor Racing, World Series and Test cricket and Bells Beach Surf Classic.

Entertainment

Being centrally located in Melbourne's Central Business District (CBD), RGIT's campus is close to a great array of entertainment options from ten-pin bowling, cinemas and karaoke, to sophisticated art galleries, theatre and dance events, as well the usual bars and clubs. Melbourne is Australia's festival capital, with many free events held in the city and outer communities each month. The city's beautiful green and spacious surrounds are highly appealing for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is absolutely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if students bring an appliance from overseas that operates on a different voltage.

Public Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. With regard to public transport, metropolitan cities, including Melbourne are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Visit Public Transport Victoria at ptv.vic.gov.au for details.

Public transport tickets

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, *must be purchased prior to travel* at train stations. They can be purchased at some tram stops or retail outlets such as 7-Eleven. Tickets are *not available* on public transport. For more information, visit www.ptv.vic.gov.au/tickets/fares. Fare evasion attracts steep fines.

Driving

Overseas students may drive in Australia on a valid Overseas Driver's Licence, but if the document is not in English, the visitor must carry a translation with the permit.

Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail cabs in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip cab drivers.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all post offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Telstra Phone cards (www.telstra.com.au/home-phone/calling-cards#phonecard) are pre-paid for use in public pay phones and can be bought at a large number of retail outlets such as post offices and newsagents in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as Visa and Mastercard and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. For more information on Living in Australia costs, visit www.studyinaustralia.gov.au.

Travel

During semester breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as its marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania.

Money and Banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollar, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at www.studyinaustralia.gov.au.

Normal Bank Trading Hours

Monday to Thursday	9.30 am – 4.30 pm
Friday	9.30 am – 5.00 pm

Some banks are open on Saturday mornings.

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa, MasterCard. American Express and Diners Club are accepted selectively and in some instances might incur a surcharge by the merchant.

Currency

Australia uses dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants however, it is usual to tip food and drink waiters up to 10% of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. You may also want to consider how the others will

feel about your friends visiting, your music and the hours that you keep. There are different types of homestay arrangements:

1. Full Board: usually includes a furnished room (bed, desk, lamp, wardrobe), three meals per day and bills (electricity, gas and water, but no telephone and internet). Some homestay providers may even do your laundry.
2. Half Board: Usually includes a furnished room (bed, desk, lamp, wardrobe) and bills (electricity, gas and water, but no telephone and internet). You have the use of the cooking and laundry facilities in the house.
3. Board in Exchange: Usually means free, or low cost, accommodation (including bills), in return for household duties such as cleaning, or childcare.

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Accommodation Type	Approximate cost
1. Full Board (Home stay)	A\$110.00 - A\$270.00
2 Half Board	A\$ 70.00 - A\$ 100.00 (plus expenses)
3 Board in Exchange	Free or low cost (below A\$70.00)
4 Leasing a House/Flat (shared)	A\$80.00 - A\$250.00 (unfurnished)

Useful internet sites for student housing are:

www.s-h-a.com.au

www.lestudent8.com

www.find-studentaccommodation.com

www.youthcentral.vic.gov.au

www.studymelbourne.vic.gov.au

www.studyinaustralia.gov.au

www.homestaydirect.com.au

Useful rental accommodation websites are:

www.realestate.com.au

www.domain.com.au

www.realestateview.com.au

Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Melbourne is a reasonably priced city providing good quality living and abundant accommodation.

According to the Australia Government website www.studyinaustralia.gov.au, the average international student in Australia spends about AU\$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel and other incidental costs.

Students will need a minimum of AU\$18,600 per year (excluding tuition) to cover living expenses. The cost of living, however, depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AU\$4,000 per year for each dependent.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items, such as clothing and shoes, to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$2	Shoes 1 pair \$70.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$1.00	Shampoo 500ml \$3.00
Eggs 1 dozen \$4.00	Hairdresser \$20.00 - \$80.00
Cereal 1kg \$4.00	T-shirt \$20.00
Rice 1 kg \$2.00	Public transport \$7.52 for a daily ticket (Z1)

Some useful supermarket websites

www.woolworths.com.au

www.coles.com.au

www.aldi.com.au

www.iga.com.au

Student Handbook 2018



Student Handbook 2018



For a full list of our policies and procedures, please visit our website www.rgit.edu.au or ask our Student Administration staff.

Main Campus:

Address: 28-32 Elizabeth Street, Melbourne, VIC 3000 Australia

Postal Address: GPO Box 5466, Melbourne, VIC 3001, Australia

Phone: (+61 3) 8639 9000

Fax: (+61 3) 8639 9001

Email: admin@rgit.edu.au

Website: www.rgit.edu.au

Victoria House Campus:

Address: 51-53 Elizabeth Street, Melbourne, VIC 3000 Australia

Postal Address: GPO Box 5466, Melbourne, VIC 3001, Australia

Phone: (+61 3) 9662 8022

Fax: (+61 3) 8639 9001

Email: admin@rgit.edu.au

Website: www.rgit.edu.au

Hobart Campus:

Address: Level 3, 162 Macquarie Street, Hobart, TAS 7000 Australia

Phone: (03) 6217 9000, 1800 844 866

Email: adminhobart@rgit.edu.au

Website: www.rgithobart.edu.au