



INTERNATIONAL STUDENT  
**HANDBOOK 2020**

Greenhill Education  
Group Pty Ltd t/a  
**RGIT**  
australia  
INTERNATIONAL COLLEGE  
RTO No. 22088 CRICOS: 03002G

# International Student Handbook 2020



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Quick Reference Guide

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Student ID: .....

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Email: .....

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Student Services and Administration		<b>Hobart Campus:</b> <a href="mailto:adminhobart@rgit.edu.au">adminhobart@rgit.edu.au</a>
Accounts		<a href="mailto:accounts@rgit.edu.au">accounts@rgit.edu.au</a>

### RGIT Australia Campuses

#### Main Campus

28-32 Elizabeth St, Melbourne VIC 3000, Australia

#### Postal Address

GPO Box 5466, Melbourne VIC 3001, Australia

Ph: (+61 3) 8639 9000 | Fax: (+61 3) 8639 9001

Email: [admin@rgit.edu.au](mailto:admin@rgit.edu.au) | Website: [www.rgit.edu.au](http://www.rgit.edu.au)

#### Victoria House Campus

43-45 Elizabeth Street, Melbourne VIC 3000, Australia

#### Hobart Campus

162 Macquarie Street, Hobart TAS 7000, Australia

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#### Urgent Contact (Weekend and After Hours)

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**Hobart:** (+61) 404 944 167, (+61) 420 794 982

## Contents

<b>1. Welcome to RGIT Australia</b> .....	<b>8</b>
1.1 Welcome from the CEO .....	8
<b>2. Our Vision</b> .....	<b>9</b>
2.1 Our Mission .....	9
2.2 Core Operating Values .....	9
<b>3. Calendars</b> .....	<b>10</b>
3.1 Academic Calendar 2020: Term Dates.....	10
3.2 Public Holidays 2020.....	10
<b>4. Course Overview</b> .....	<b>12</b>
<b>5. Entry Requirements</b> .....	<b>14</b>
5.1 Age Requirements .....	14
5.2 Pre-Training Review (PTR) .....	14
5.3 Language, Literacy and Numeracy (LLN) Test.....	14
5.4 English Language Requirements .....	14
5.5 Academic Requirements .....	15
5.6 Recognition of Prior Learning (RPL) or Credit Transfer (CT) .....	16
<b>6. Additional Entry Requirements for Specific Courses</b> .....	<b>16</b>
6.1 Early Childhood Education and Care/Community Services .....	16
6.2 Community Services .....	16
6.3 Entry Requirements for HLT54115 Diploma of Nursing.....	16
<b>7. General Student Information</b> .....	<b>20</b>
7.1 Orientation .....	20
7.2 Student ID Cards .....	20
<b>8. Campuses</b> .....	<b>21</b>
8.1 Main Campus .....	21
8.2 Victoria House Campus.....	21
8.3 Hobart Campus.....	21
<b>9. Campus Facilities</b> .....	<b>22</b>
9.1 Training Kitchen .....	22
9.2 Nursing Lab .....	22
9.3 Simulated Childcare Room.....	22
9.4 Classrooms .....	23
9.5 Student Lounge and Café .....	23
9.6 Computer Rooms .....	23
9.7 Student Administration and Support Services .....	24
9.8 Student Library & Resource Centre.....	24
9.9 Printing and Photocopying .....	24
<b>10. Studying at RGIT Australia</b> .....	<b>25</b>
10.1 Student Administration and Support Services .....	25
10.2 Reception.....	25
10.3 Accounts Department.....	25
10.4 Student Feedback .....	25
10.5 Class Schedule .....	26
10.6 Student Excursions.....	26
10.7 Additional Costs .....	26
10.8 Assessment .....	26
10.9 Credit Transfer (CT).....	26

10.10	Recognition of Prior Learning (RPL)	27
10.11	Pathways to Higher Education	27
10.12	Pathways from RGIT Australia's Graduate Programs	27
10.13	Unique Student Identifier (USI)	27
10.14	Highly Qualified Staff	27
10.15	Education Integrity	27
10.16	Course Delivery	28
10.17	Attendance	28
10.18	VET Qualification Recognition	28
10.19	Issuance of Statement of Attainments (SOAs) and Certificates	28
<b>11.</b>	<b>Work-Based Training, Assessment and Placements</b>	<b>29</b>
11.1	Work-Based Training and Assessment	29
11.2	Prior to Work Placement	30
11.3	Hospitality Work Placements	30
11.4	Early Childhood Education and Care and Community Services Work Placements	31
11.5	Professional Experience Placement (PEP)	32
<b>12.</b>	<b>Student Welfare</b>	<b>32</b>
12.1	All Student Policies and Procedures	33
12.2	Personal Support Services	34
12.3	Helpful Contacts (Melbourne)	34
12.4	Helpful Contacts (Hobart)	35
12.5	Places of Worship	35
12.6	Other Support Services	35
12.7	Accommodation	36
12.8	Medical Services	36
12.9	Work Issues	36
12.10	Student Safety	36
12.11	International Students	37
<b>13.</b>	<b>Student Support Services at RGIT Australia</b>	<b>38</b>
13.1	Academic and English Language Issues	38
13.2	Personal and/or Social Issues	38
13.3	Employment and Job Placement	39
13.4	Study Methods & Difficulties	39
13.5	Student Welfare Committee	39
13.6	Contact Student Support Staff at RGIT Australia	40
13.7	List of Student Welfare Officers and Student Support Staff at RGIT Australia - Melbourne and Hobart Campuses	40
13.8	Emergency Contact Details (Weekends and After Hours)	42
<b>14.</b>	<b>Student Code of Behaviour</b>	<b>42</b>
14.1	Non-Compliance with the Code	43
14.2	Plagiarism, Collusion and Cheating	43
14.3	Student Complaints and Appeals Procedure	44
14.4	Flowchart of the Student Complaints and Appeal Procedure	44
<b>15.</b>	<b>Use of Personal Information and Privacy</b>	<b>45</b>
15.1	Access and Equity Policy and Procedure	45
<b>16.</b>	<b>Tuition Fee Payment and Refunds</b>	<b>45</b>
16.1	Fees and Charges	45
16.2	Payment of Fees	46
16.3	Late or Non-Payment	46
16.4	If a Student Visa is Refused	47

16.5	If RGIT Australia Defaults on Course Delivery .....	47
16.6	Special Circumstances.....	48
16.7	Refund Requests.....	48
<b>17.</b>	<b>Personal Property and Security.....</b>	<b>48</b>
17.1	Mobile Phone Usage.....	48
17.2	Dress Code .....	48
17.3	Smoking.....	48
17.4	Drugs and Alcohol .....	49
17.5	Emergency Procedures.....	49
17.6	Education Services for Overseas Students (ESOS).....	49
<b>18.</b>	<b>Change of Institution or Course .....</b>	<b>50</b>
18.1	Incoming students.....	50
18.2	Outgoing students.....	51
18.3	Deferred or Suspended Studies.....	52
18.4	RGIT Australia-Initiated Suspension .....	52
<b>19.</b>	<b>Attendance, Course Progress and Student Visa Obligations .....</b>	<b>52</b>
19.1	ELICOS Attendance .....	52
19.2	Unsatisfactory Course Progress.....	53
19.3	VET Reassessment Administration Fees.....	53
19.4	Change of Address.....	53
19.5	Working in Australia.....	54
<b>20.</b>	<b>Living in Melbourne .....</b>	<b>55</b>
20.1	Climate .....	55
20.2	Festival City .....	55
20.3	Multiculturalism .....	56
20.4	Language.....	56
20.5	Religion .....	56
20.6	Healthcare .....	56
20.7	Food.....	57
20.8	Sports and Recreation .....	57
20.9	Entertainment .....	57
20.10	Electricity .....	57
20.11	Public Transport .....	57
20.12	Public Transport Tickets.....	58
20.13	Driving.....	58
20.14	Taxis .....	58
20.15	Rideshare Applications Services.....	58
20.16	Telephones.....	58
20.17	Budgeting.....	58
20.18	Travel.....	59
20.19	Money and Banks .....	59
20.20	Normal Bank Trading Hours .....	59
20.21	Credit Cards.....	59
20.22	Currency.....	59
20.23	Tipping .....	60
<b>21.</b>	<b>Living in Hobart .....</b>	<b>60</b>
21.1	Climate .....	60
21.2	Festivals and Entertainment .....	61
21.3	Public Transport .....	61
21.4	Travel.....	61

# International Student Handbook 2020



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21.5	Cost of Living (Hobart) .....	61
21.6	Finding Accommodation .....	61
21.7	Cost of Living.....	63
<b>22.</b>	<b>Relevant Legislation .....</b>	<b>63</b>

## 1. Welcome to RGIT Australia

### 1.1 Welcome from the CEO

Welcome to RGIT Australia, one of Australia's leading Vocational Education and Training (VET) institutes.

At RGIT Australia, our students are our priority, and we take pride in their achievements. Our fundamental objective is to provide students with an environment that enables them to reach their full potential.

Our trainers provide quality training and relevant industry insight, equipping students with the necessary skills for them to embark on their career. Graduates will have the opportunity to enter either the relevant workforce arena or pursue further studies at university to achieve their career goals.

We fully understand the challenges students may experience while studying away from their home country. Our dedicated and professional staff support students' academic needs fully, and are committed to looking after students' personal welfare and wellbeing. Students can speak with any of our staff members for assistance. Our purpose-built training facilities and our dedicated training and administration teams speak for themselves.

Welcome to RGIT Australia, where an authentic Australian educational experience awaits.



#### **Chandra Yonzon**

Chief Executive Officer (CEO), Founder & Director



## 2. Our Vision

To be one of the leading private providers of Vocational Education and Training (VET) in Australia renowned for quality training programs that are relevant to employment trends, delivered with excellence and responsive to student needs.

### 2.1 Our Mission

To deliver qualifications and vocational training that enable individuals to develop authentic skills, knowledge and competencies required to enhance their employability and career opportunities.

We do this by:

- Providing state-of-the-art teaching and learning facilities and environment
- Employing staff who are passionate about their profession
- Remaining compliant with regulatory and legislative obligations
- Attentive to the wellbeing of our staff and student body
- Accessing appropriate funding programs to ensure equal opportunity education for aspiring students

With a founding principal of delivering excellence in training, RGIT Australia is proud to offer a learning environment that pays particular attention to student welfare and fosters equal opportunity education for students of all ages.

### 2.2 Core Operating Values

**Quality:** We are committed to delivering quality VET training and skill sets that respond to current industry need.

**Sustainability:** We make strategic choices that ensure delivery while maintaining sufficient financial resources.

**Innovation:** We create a culture of innovation through collaborative teamwork. We seek to produce graduates who challenge the status quo through inspiration and innovation.

**Community:** We contribute to the social and economic wellbeing of target communities through our teaching, public events, scholarships and other activities.

## 3. Calendars

### 3.1 Academic Calendar 2020: Term Dates

VET Courses	
<b>February Intake</b> 27 January – 5 April	<b>Break:</b> 6 April – 19 April <b>Orientation:</b> 20 January
<b>April Intake</b> 20 April – 28 June	<b>Break:</b> 29 June – 12 July <b>Orientation:</b> Monday 13 April
<b>July Intake</b> 13 July – 20 September	<b>Break:</b> 21 September – 4 October <b>Orientation:</b> Monday 6 July
<b>October Intake</b> 5 October – 13 December	<b>Break:</b> 14 December 2020 – 24 January 2021 <b>Orientation:</b> Monday 30 September
ELICOS General English	
General English	<b>Weekly Enrolment</b> (New students can join the class weekly)

### 3.2 Public Holidays 2020

<b>New Year's Day</b>	Wednesday, 1 January
<b>Devonport Cup (Tasmania)</b>	Wednesday, 8 January
<b>Australia Day Holiday</b>	Monday, 27 January
<b>Royal Hobart Regatta (Tasmania)</b>	Monday, 10 February
<b>Launceston Cup (Tasmania)</b>	Wednesday, 26 February
<b>Kind Island Show (Tasmania)</b>	Tuesday, 3 March
<b>Labour Day (Victoria)</b> <b>Eight Hours Day (Tasmania)</b>	Monday, 9 March
<b>Good Friday</b>	Friday, 10 April
<b>Day following Good Friday (Except Tasmania)</b>	Saturday, 11 April
<b>Easter Sunday (Except Tasmania)</b>	Sunday, 12 April
<b>Easter Monday</b>	Monday, 13 April
<b>Easter Tuesday (Tasmania)</b>	Tuesday, 14 April
<b>ANZAC Day</b>	Saturday, 25 April

<b>AGFEST (Tasmania)</b>	Friday, 8 May
<b>Queen's Birthday</b>	Monday, 8 June
<b>AFL Grand Final Friday (Victoria)</b>	TBA (subject to AFL schedule)
<b>Burnie Show (Tasmania)</b>	Friday, 2 October
<b>Royal Launceston Show (Tasmania)</b>	Thursday, 8 October
<b>Flinders Island Show (Tasmania)</b>	Friday, 16 October
<b>Royal Hobart Show (Tasmania)</b>	Thursday, 22 October
<b>Recreation Day (Tasmania)</b>	Monday, 2 November
<b>Melbourne Cup Day (Victoria)*</b>	Tuesday, 3 November
<b>Devonport Show (Tasmania)</b>	Friday, 27 November
<b>Christmas Day</b>	Friday, 25 December
<b>Boxing Day</b>	Saturday, 26 December

\*Melbourne Cup Day is observed in all of Victoria unless an alternate local holiday has been arranged by non-metro council.

**Please note:** Easter Tuesday is a restricted public holiday in Tasmania, observed by some awards/agreements and the State Public Service. To check if the award applies, contact the Fair Work Infoline on 131 394.



## 4. Course Overview

CRICOS Course Code	National Code	Course	Duration (Incl. Holidays)	Tuition Fees*
<b>Business and Management</b>				
086834B	BSB30115	Certificate III in Business	52 weeks	AU \$15,000
086954E	BSB40215	Certificate IV in Business	27 weeks	AU \$15,000
0100875	BSB51918	Diploma of Leadership and Management	52 weeks	AU \$15,000
087225G	BSB50215	Diploma of Business	52 weeks	AU \$15,000
087499D	BSB60215	Advanced Diploma of Business	78 weeks	AU \$22,500
0101835	BSB80515	Graduate Certificate in Management (Learning)	26 weeks	AU \$7,500
0101833	BSB80615	Graduate Diploma of Management (Learning)	78 weeks	AU \$16,500
<b>Nursing, Childcare and Community Services</b>				
0101994	CHC33015	Certificate III in Individual Support	52 weeks	AU \$15,000
091411E	CHC30113	Certificate III in Early Childhood Education and Care	52 weeks	AU \$15,000
091412D	CHC50113	Diploma of Early Childhood Education and Care	78 weeks	AU \$22,500
096653B	CHC52015	Diploma of Community Services	72 weeks	AU \$22,500
096780F	HLT54115	Diploma of Nursing†	80 weeks	AU \$37,500
<b>Information Technology</b>				
0101847	ICT50418	Diploma of Information Technology Networking	63 weeks	AU \$18,500
0101848	ICT50718	Diploma of Software Development	63 weeks	AU \$18,500
091410F	ICT60115	Advanced Diploma of Information Technology	76 weeks	AU \$22,500
<b>Hospitality</b>				
096059J	SIT31016	Certificate III in Patisserie	52 weeks	AU \$22,500
096060E	SIT40716	Certificate IV in Patisserie	72 weeks	AU \$22,500
096057M	SIT30816	Certificate III in Commercial Cookery	52 weeks	AU \$15,000
096058K	SIT40516	Certificate IV in Commercial Cookery	72 weeks	AU \$22,500
091443G	SIT30616	Certificate III in Hospitality	52 weeks	AU \$15,000

# International Student Handbook 2020

096083J	SIT40416	Certificate IV in Hospitality†	50 weeks	AU \$22,500
091044A	SIT50416	Diploma of Hospitality Management	102 weeks	AU \$28,000
091119J	SIT60316	Advanced Diploma of Hospitality Management	131 weeks	AU \$37,500
<b>English</b>				
092002C	-	General English (Starter to Advanced)	73 weeks	AU \$19,040
072504B	-	English for Academic Purposes 1 (EAP I) (Intermediate)	12 weeks	AU \$2,800
072505A	-	English for Academic Purposes 2 (EAP II) (Upper Intermediate)	12 weeks	AU \$2,800
084570D	-	English for Academic Purposes III (EAP III)	12 weeks	AU \$3,000

**Please note:** Course information is subject to change. Download an electronic version of RGIT Australia's International Student Prospectus at [www.rgit.edu.au/InternationalStudentProspectus](http://www.rgit.edu.au/InternationalStudentProspectus). Students can find further information on the National Training Register at [www.training.gov.au](http://www.training.gov.au) or speak with an RGIT Australia staff member for details. RGIT Australia handles all superseded qualifications as per our Course Transition Policy and Procedure available at [www.rgit.edu.au/CourseTransitionPolicyandProcedure](http://www.rgit.edu.au/CourseTransitionPolicyandProcedure).

\*Course tuition fees are quoted in Australian dollars (AUD), are valid for 2020 and are subject to change.

†HLT54115 Diploma of Nursing is available at Melbourne only.

‡Students who wish to study SIT40416 Certificate IV in Hospitality at RGIT Australia must first successfully complete SIT30616 Certificate III in Hospitality.



## 5. Entry Requirements

### 5.1 Age Requirements

All students must be at least 18 years of age or above at the time of the course commencement to study at RGIT Australia. Students under 18 years of age at the time of enrolment need to provide evidence of parental or guardian consent. Student visa applicants under the age of 18 will be accepted where they demonstrate that they will be accompanied by a parent, legal custodian or a suitable relative who is aged 21 or over. This arrangement requires the approval of the Department of Home Affairs. For more information visit Department of Home Affairs' webpage, 'Welfare arrangements for students under 18' at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18>.

### 5.2 Pre-Training Review (PTR)

All students are required to undertake a pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to learner, and relevant experience.

### 5.3 Language, Literacy and Numeracy (LLN) Test

Students undertaking RGIT Australia VET courses must possess sound LLN skills to successfully complete the course. All students are required to undertake a LLN test conducted by RGIT Australia. If students do not meet English and LLN requirements, learners will be asked to take further language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Learners (ELICOS) programs with RGIT Australia.

### 5.4 English Language Requirements

International students, applying either off-shore or on-shore will require:

- i) Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 or equivalent with a General English (ELICOS) course (up to 30 weeks) to be taken before the main VET course plus successful completion of RGIT Australia's LLN Test on completion of General English (ELICOS) program.

OR

- ii) A minimum IELTS (General) test score of 6.0 or equivalent is required for BSB80515 Graduate Certificate and BSB80615 Graduate Diploma in Management (Learning).

Results older than two (2) years are not acceptable.

OR

- iii) Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States.

OR

- iv) Evidence that, within two (2) years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of

education or a substantial part of a Certificate IV or higher level qualification, from the Australian Qualifications Framework.

OR

- v) Applicants originating from student visa assessment levels 1 and 2 (countries) without the required IELTS score must undertake an English Placement Test conducted at RGIT Australia's campus as part of the enrolment process.

If there are concerns about the applicants' English language proficiency, they will be required to undertake a suitable General English (ELICOS) or EAL program. For further information on student visa assessment levels visit Department of Home Affairs' website at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

**Please note:** RGIT Australia will also accept equivalent test results from the following specified English language tests:

- Test of English as a Foreign Language (TOEFL) iBT
- Test of English as a Foreign Language (TOEFL) PBT
- Pearson Test of English (PTE) Academic
- Cambridge English: Advanced (CAE)

## 5.5 Academic Requirements

International students applying either off-shore or on-shore must meet a minimum academic requirement to get admission to RGIT Australia courses. The table below summarises the academic entry requirements. Refer to information on individual courses for course-specific requirements.

Level of Study	Academic Requirements
Certificate III	Satisfactory completion of the equivalent of Australian Year 11 or higher.
Certificate IV	Satisfactory completion of the equivalent of Australian Year 11 or Certificate III or higher.
Diploma	Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher.
Advanced Diploma	Satisfactory completion of the equivalent of Australian Year 12 or Diploma or higher.
Graduate Certificate of Management (Learning)	Satisfactory completion of the equivalent of Diploma or higher in relevant field of education or work.
Graduate Diploma of Management (Learning) (78 weeks)	Satisfactory completion of the equivalent of Diploma or higher in relevant field of education or work.

Refer to information on individual courses for course-specific requirements.

## 5.6 Recognition of Prior Learning (RPL) or Credit Transfer (CT)

Course related work, prior study and/or life experience relevant to this course may entitle students to subject recognition or credit.

RPL: Students who believe they already have some of the competencies in the VET course through relevant prior learning (including informal, formal or non-formal learning) may apply for RPL (see chapter 10.10 *Recognition of Prior Learning* for more details).

CT: 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, through CT (see chapter 10.9 *Credit Transfer* for more details).

## 6. Additional Entry Requirements for Specific Courses

### 6.1 Early Childhood Education and Care/Community Services

Requirements prior to the start of Work-Based Training (WBT) components for Early Childhood Education and Care include a satisfactory and valid Working with Children Check.

### 6.2 Community Services

Requirements prior to the start of WBT components for Community Services include:

1. A satisfactory and valid National Police clearance / Australian Federal Police Clearance Certificate.
2. A satisfactory and valid Working with Children Check.

### 6.3 Entry Requirements for HLT54115 Diploma of Nursing

Students who are seeking to enrol into HLT54115 Diploma of Nursing must:

1. Be at least 18 years or above at the time of enrolment;
2. Successful completion of equivalent of Australian Year 12 level of study OR Completion of a relevant Australian Certificate III or IV qualification e.g. Aged Care, Health Services Assistance;
3. Meet the English language requirement (as mentioned below);
4. Undertake ACER CSPA test with at least working level 4/exit level 3; and
5. If an ACER test is successfully completed, attend an interview with the Nursing Course Coordinator and/or nursing trainer (on arrival in Australia, where arriving from overseas).

English Language Requirements for Registration with Nursing and Midwifery Board of Australia (NMBA)

From 1 July 2018 all students that would be required by the NMBA to provide a formal English language skills test when applying for registration, must provide a formal English language test result demonstrating achievement of the NMBA specified level of English language skills, prior to commencing the program as below:

- Has attended and satisfactorily completed at least six years of primary and secondary education taught and assessed in English either in Australia, Canada,



New Zealand, Republic of Ireland, South Africa, United Kingdom or United States of America, including at least two years between years 7 and 12.

Please note: At the time of applying for NMBA registration as a program graduate: the applicant will have completed an NMBA approved Enrolled Nurse program and will therefore have a qualification that has been taught and assessed solely in English.

OR

- At the time of applying for NMBA registration as a program graduate, the applicant will be able to demonstrate having completed 6 years (full time equivalent) of studies taught and assessed in English – that includes a combination of secondary, vocational or tertiary studies (or tertiary education alone) and evidence of a minimum of one year fulltime equivalent pre-registration program of study approved by the recognised nursing and/or midwifery regulatory body in either Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States of America.

OR

- Has formal English language test score results showing:
  - a. the IELTS (academic module) with a minimum overall score of 7 and a minimum score of 7 in each of the four components (listening, reading, writing and speaking)

Please note: Only accepting test results:

- I. from one test sitting, or
- II. a maximum of two test sittings in a six-month period only if:
  - achieved a minimum overall score of 7 in each sitting, and
  - achieved a minimum score of 7 in each component across the two sittings, and
  - no score in any component of the test is below 6.5.

OR

- b. the OET with a minimum score of B in each of the four components (listening, reading, writing and speaking).

Please note:

Only accepting test results:

- I. from one test sitting, or
- II. a maximum of two test sittings in a six-month period only if:
  - was tested in all four components in each sitting, and
  - achieved a minimum score of B in each component across the two sittings, and
  - no score in any component of the test is below C.

OR

III. PTE Academic with a minimum overall score of 65 and a minimum score of 65 in each of the four communicative skills (listening, reading, writing and speaking).

Please note: Only accepting test results

- I. from one test sitting, or
- II. a maximum of two test sittings in a six-month period only if:
  - a minimum overall score of 65 is achieved in each sitting, and
  - you achieve a minimum score of 65 in each of the communicative skills across the two sittings, and
  - no score in any of the communicative skills is below 58

OR

IV. the TOEFL iBT with a minimum total score of 94 and the following minimum score in each section of the test:

- 24 for listening,
- 24 for reading,
- 27 for writing, and
- 23 for speaking.

Please note: Only accepting test results:

- I. from one test sitting, or
- II. a maximum of two test sittings in a six-month period only if:
  - a minimum total score of 94 is achieved in each sitting, and you achieve a minimum score of 24 for listening, 24 for reading, 27 for writing and 23 for speaking across the two sittings, and
  - no score in any of the sections is below:

- 20 for listening
- 19 for reading
- 24 for writing, and
- 20 for speaking

OR

V. Other English language test approved by the NMBA as published on the Board's website with the required minimum scores.

Other Requirements

1. Computer skills (ability to conduct research online and undertake some online studies to meet unit requirements); and
2. Fitness Requirements for Professional Experience Placement (PEP).

## Requirements prior to start of Professional Experience Placement (PEP)

1. A satisfactory and valid National Police clearance / Australian Federal Police Clearance Certificate (AFP) issued 3 months prior to PEP;
2. A satisfactory and valid Working with Children Check;
3. Immunisation records (recommended to have immunisation records from home country for international students); and
4. Hold a current first aid certificate.

## Registration Requirements as a Nursing Student

Under National Law all students enrolled in the HLT54115 Diploma of Nursing course must be registered as students with the Australian Health Practitioner Registration Agency (AHPRA) and Nursing and Midwifery Board of Australia (NMBA). Students must be registered prior to the commencement of the course and will remain registered for the duration of the course or until no longer enrolled in the course. It is the responsibility of RGIT Australia to ensure all students enrolled in the HLT54115 Diploma of Nursing course are registered with AHPRA/NMBA.



Page: 19 of 68

## 7. General Student Information

### 7.1 Orientation

Orientation is conducted prior to the commencement of the course. New students are introduced to studying at RGIT Australia and its services and facilities, as well as cost of living, transportation, facilities, banking and accommodation. During Orientation, students may raise any questions or queries about their course and have them answered by RGIT Australia's friendly staff.



### 7.2 Student ID Cards

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

## 8. Campuses

### 8.1 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. All floors can be accessed via lifts or staircase.



### 8.2 Victoria House Campus

In 2015, RGIT Australia opened Victoria House, a second campus located opposite to Main Campus, at 43-45 Elizabeth Street, Melbourne. Victoria House Campus is dedicated to English, Early Childhood Education and Care, Community Services and Nursing classes.



### 8.3 Hobart Campus

RGIT Australia's Hobart Campus is located in the CBD, near City Mall shopping precinct at 162 Macquarie Street, Hobart. 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.



## 9. Campus Facilities

### 9.1 Training Kitchen

The purpose-built training kitchen, which is fully equipped to commercial kitchen standards, is located on Level 1 of Main campus.



### 9.2 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 trainers and peers. RGIT Australia, 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.

### 9.3 Simulated Childcare Room

Students will demonstrate their theoretical and practical knowledge to their trainer and peers with confidence in our simulated nursery room at Victoria House Campus and Hobart Campuses. Our simulated nursery environments consist 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.



## 9.4 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.



## 9.5 Student Lounge and Café

**Main Campus:** Our student lounge in the Basement Level has a kitchen, billiard table, table tennis table, 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 table, television, refrigerator, along with a pantry for student use.

**Hobart Campus:** The student lounge area is located on Level 1. Our student lounge has a kitchenette with microwaves, fridge, televisions and couches.

## 9.6 Computer Rooms

Two computer rooms are located on Level 5 at Main Campus. One is a general computer room for use by all students and the other is a dedicated facility for students undertaking Information Technology studies. At our Victoria House Campus, students may access and use the computer lab on Level 3. The computer room at our Hobart Campus is located on level 4.



## 9.7 Student Administration and Support Services

The Student Administration and Support Services are located on Level 2 Main Campus at our Melbourne Campus, and on Level 3 at our Hobart Campus. This is the student's first point of contact for any queries.



## 9.8 Student Library & Resource Centre

The student libraries are located on Level 8 Main Campus and Level 4 Hobart Campus, and are equipped with free Wi-Fi Internet access and a range of textbooks, magazines, periodicals, newspapers, self-paced learning CDs and DVDs. The libraries are 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.



## 9.9 Printing and Photocopying

Printing and photocopy facilities are available in the Library our near the computer rooms. Re-chargeable printing/photocopy cards are available from the library and Student Administration.



## 10. Studying at RGIT Australia

### 10.1 Student Administration and Support Services

The Student Administration and Student Support Services are located on Level 2, Main Campus (Melbourne) or Level 3, Hobart Campus (Hobart). Prior to the commencement of a new term, RGIT Australia will hold a Student Orientation program for all newly commencing students to provide them with details about their classes and services available to them with RGIT Australia.

Students requiring special or intensive assistance must contact a Student Support Officers who may refer them to external support services, if required. Contact details for support personal available to students at RGIT Australia:

**Reception:** Level 2, Main Campus (Melbourne) or Level 3, Hobart Campus (Hobart)  
For all general course, enrolment and administrative queries.

**Student Administration:** Level 2, Main Campus (Melbourne) or Level 3, Hobart Campus (Hobart)  
For specific enrolment and course queries.

**Trainers:** Basement, Main Campus (Melbourne) or Level 3, Hobart Campus (Hobart)  
For all specific subject and assessment issues.

**Student Counsellors:** Level 2, Main Campus (Melbourne) or Level 3, Hobart Campus (Hobart)  
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 or call (03) 8639 9000 (Melbourne) or (03) 6217 9000 (Hobart). If you require psychological services, our counsellors will refer you to an appropriate service.

### 10.2 Reception

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

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

### 10.3 Accounts Department

All queries and transactions regarding tuition fees, receipts, fines or private health insurance transfers are handled by the Accounts Department. They are available on Level 7, Main Campus (Melbourne) or Level 3, Hobart Campus (Hobart), between 9:00am to 5:00pm, Monday to Friday.

### 10.4 Student Feedback

RGIT Australia 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 (Melbourne) and Level 3 (Hobart) with Student Administration, and in the Library (Level 8, Main Campus – Melbourne and Level 3, Hobart Campus – Hobart).

## 10.5 Class Schedule

RGIT Australia runs classes seven days a week. Classes are scheduled between 8:30am and 9:00pm, depending upon the course. Maximum study hours in a day usually 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.

## 10.6 Student Excursions

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

## 10.7 Additional Costs

Students are required to pay for their own textbooks, uniforms/ingredients (for Commercial Cookery courses) and other equipment (e.g. iPads/laptops are recommended for Business and Information Technology). Details of course costs are outlined in the student's Letter of Offer and Student Agreement and Acceptance, as well as information being provided during the Student Orientation program. Furthermore, trainers also offer advice on local suppliers. Please refer to the Fees & Charges section in this handbook (refer to the Table of Contents for page reference).

## 10.8 Assessment

Assessments should support learner engagement in learning and the creation of supportive learning communities. RGIT Australia's assessment system ensures that assessments (including RPL) complies with the assessment requirements of the training product and meet principles of assessment and rules of evidence.

RGIT Australia rigorously implements Principle of Assessment (Fairness, Flexibility, Validity, Reliability) and Rule of Evidence (Validity, Sufficiency, Authenticity, Currency) in its assessment procedures.

A range of assessment methods will be used to accommodate the diversity in learner learning styles and preferences. 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. For more information read RGIT Australia's Assessment Policy and Procedure available on RGIT Australia's website at [www.rgit.edu.au/AssessmentPolicyandProcedure](http://www.rgit.edu.au/AssessmentPolicyandProcedure).

## 10.9 Credit Transfer (CT)

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

Credit Transfer Application Form is available during formal enrolment or at RGIT Australia's website at [www.rgit.edu.au/StudentCreditTransferApplicationForm](http://www.rgit.edu.au/StudentCreditTransferApplicationForm).

## 10.10 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 students 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](http://www.rgit.edu.au/students/international/recognition-prior-learning-rpl).

## 10.11 Pathways to Higher Education

Graduates of RGIT Australia may seek credits to the relevant degree programs in Australian Universities. RGIT Australia currently has no special arrangements with any Australian University and there is no guaranteed entry into university programs.

As a general rule, students that satisfy all the respective criteria requirements will have the best chance of being accepted by a university.

## 10.12 Pathways from RGIT Australia's Graduate Programs

Pathways from BSB80515 Graduate Certificate of Management (Learning) and BSB80615 Graduate Diploma of Management (Learning) qualifications may lead to a relevant master's degree at university.

## 10.13 Unique Student Identifier (USI)

All students undertaking vocational education and training must hold a USI and provide it to RGIT Australia during the enrolment process. If students do not provide USI, the RGIT Australia will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USIs please visit [www.usi.gov.au](http://www.usi.gov.au).

## 10.14 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 qualification.

## 10.15 Education Integrity

RGIT Australia has a rigorously monitored and executed compliance framework to ensure the Institute meets all Commonwealth and State legislations and regulations including the *Standards for Registered Training Organisations (RTOs) 2015*, *Education Services for Overseas Students (ESOS) Act 2000*, *National Code 2018*, *Equal Opportunity Act 2010*, *Workplace Injury Rehabilitation and Compensation Act 2013*, *Occupational Health and Safety Act 2004*, and the *Commonwealth Privacy Act 1988*. For further information visit [www.rgit.edu.au/about-us/governance](http://www.rgit.edu.au/about-us/governance).

## 10.16 Course Delivery

RGIT Australia 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.

## 10.17 Attendance

Student attendance is recorded daily (per class). RGIT Australia must ensure to record full student attendance records, 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. RGIT Australia is obligated to report the student to the Department of Home Affairs if the student's attendance falls below 80% in a study period.

International students studying VET courses are expected to attend all scheduled classes.

## 10.18 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.

There shall be no requirement for RGIT Australia to issue any qualification prior to the satisfactory completion of the course. RGIT Australia has right to reverse any results as a part of academic monitoring and results are interim until the Statement of Attainment (SOA) or Certificate is issued. Where an RGIT Course Coordinator finds that assessments do not meet the rules of evidence for completed assessments, he/she has the right to alter the outcome, recall the SOA / certificate and request for the student to be reassessed.

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. It is the student's responsibility to research the formal requirements needed for their chosen occupation.

## 10.19 Issuance of Statement of Attainments (SOAs) and Certificates

RGIT Australia will issue AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training product. There are a range of pathways to the qualifications, particularly in the vocational education and training sector. Pathways include work-based training, work and classroom-based training, classroom-based training and recognition of prior learning.

RGIT Australia recognises its responsibility to comply with this requirement in accordance with the conditions of registration outlined in the Australian Quality Training Framework. Specifically, RGIT Australia will issue a qualification or SOA (as appropriate) to a person it

has assessed as competent in accordance with the requirements of the Training Package or accredited course, that:

- meets the AQF requirements
- identifies the RTO by its national provider number from the National Training Information Service, and
- includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.

RGIT Australia recognises the AQF qualifications and statements of attainment issued by any other RTOs. Further information relating to recognising awards from other RTOs is provided in the [Credit Transfer section](#) in this handbook.



## 11. Work-Based Training, Assessment and Placements

### 11.1 Work-Based Training and Assessment

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

Page: 29 of 68

Version: 9.0

Responsibility: Student Services Manager

Last Reviewed: May 2020

RGIT Australia will arrange practical placement at an approved 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 (i.e. Work Placement Coordinator). 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, assessment will be conducted at their workplace throughout the duration of the course by RGIT Australia staff.

As part of work-based training and 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.

## 11.2 Prior to Work Placement

Students will receive induction training at both RGIT Australia and their place of work before commencing work-based placement. Occupational health and safety training is part of RGIT Australia's course content and takes place at RGIT Australia. RGIT Australia 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 qualifications and units as per below.

## 11.3 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	Duration / Shifts
<b>SIT31016 Certificate III in Patisserie</b>	160 hours consisting minimum of 24 complete service periods/shifts with combination of breakfast, lunch, dinner and special functions.
<b>SIT40716 Certificate IV in Patisserie</b>	160 hours consisting minimum of 24 complete service periods/shift with combination of breakfast, lunch, dinner and special functions.
<b>SIT30816 Certificate III in Commercial Cookery</b>	280 hours consisting minimum of 60 complete service periods/shifts with combination of: breakfast, lunch, dinner and special functions.
<b>SIT40516 Certificate IV in Commercial Cookery</b>	280 hours consisting minimum of 60 complete service periods/shift with combination of: breakfast, lunch, dinner and special functions.

<b>SIT30616 Certificate III in Hospitality</b>	200 hours consisting minimum of 36 complete service periods/shifts.
<b>SIT40416 Certificate IV in Hospitality</b>	200 hours consisting minimum of 36 complete service periods/shifts.
<b>SIT50416 Diploma of Hospitality Management</b>	200 hours consisting minimum of 48 complete service periods/shifts with combination of breakfast, lunch, dinner and special functions.
<b>SIT60316 Advanced Diploma of Hospitality Management</b>	200 hours consisting minimum of 48 complete service periods/shifts with combination of breakfast, lunch, dinner and special functions.



## 11.4 Early Childhood Education and Care and Community Services Work Placements

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

Qualification code and title	Number of required hours of work placement
<b>CHC30113 Certificate III in Early Childhood Education and Care</b>	120 hours in an approved regulated childcare service setting.
<b>CHC50113 Diploma of Early Childhood Education and Care</b>	240 hours in an approved regulated childcare service setting.
<b>CHC52015 Diploma of Community Services</b>	Minimum 100 hours in an approved community service setting.

## 11.5 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.



## 12. Student Welfare

RGIT Australia'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 the Access and Equity Policy and Procedure, Student Safety and Security



Policy, Student Support Services Policy and Procedure, Student Code of Behaviour and Discipline Policy and Procedure, and the Complaints and Appeals Policy and Procedure.

If you do experience any personal problems or study difficulties, it is important to speak to a Student Services Officer as soon as possible who will do their best to help you resolve the situation.

RGIT Australia'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.

For more information about Student Welfare and Support available at RGIT Australia, visit [www.rgit.edu.au/student-welfare](http://www.rgit.edu.au/student-welfare).

## 12.1 All Student Policies and Procedures

### All Students

- Access and Equity Policy and Procedure
- Assessment Policy and Procedure
- Computer and Internet Usage Policy (Students)
- Complaints and Appeals Policy and Procedure
- Course Transition Policy and Procedure
- Credit Transfer Policy and Procedures
- Fees Payment and Refund Policy (Domestic Fee-for-Service Students)
- Identifying and Supporting Student Learning Needs Policy and Procedures
- Issuing Certificates and Statements of Attainment Policy and Procedure
- Language Literacy and Numeracy Policy
- Library Collection Development Policy and Procedure
- Marketing and Student Recruitment Policy
- Reassessment Policy and Procedure
- Plagiarism and Cheating Policy and Procedure
- Recognition of Prior Learning Policy and Procedure
- Privacy Policy and Procedure
- Student Code of Behaviour and Discipline Policy and Procedure
- Student Records Archiving Policy
- Student Support Services Policy and Procedure
- Student Safety and Security Policy
- Student Selection and Admission Policy
- Tuition Assurance Policy
- Work-Based Training Policy and Procedure

### International Students

- Change of Address (International Students)

- Course Completion with Expected Duration Policy & Procedure
- Deferment, Suspension, Withdrawal and Cancellation Policy and Procedure
- ESOS (Education Services for Overseas Students Act) Framework Factsheet
- Enrolment Policy and Procedure (International Students)
- Fees Payment and Refund Policy (International Students)
- International Student Attendance Policy & Procedure (VET)
- Letter of Offer and Student Agreement and Acceptance
- OSHC Schedule
- Satisfactory Course Progress Policy and Procedures (VET)
- Transfer of Students between Providers Policy & Procedure

## ELICOS Students

- Attendance Monitoring Policy & Procedure (ELICOS)
- Copyright Policy (ELICOS)
- Course Evaluation and Review Policy
- International Student Satisfactory Course Progress Policy (ELICOS)
- Student Placement and Induction Policy (ELICOS)
- Teaching and Assessment Policy (ELICOS)

For a comprehensive list and to read more on RGIT Australia's policies and procedures, visit our website at [www.rgit.edu.au/policies](http://www.rgit.edu.au/policies).

## 12.2 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.

## 12.3 Helpful Contacts (Melbourne)

- Fire, Ambulance, Police (Life-Threatening Emergencies): Call 000
- Hospitals and Medical Issues
- The Alfred: (03) 9076 2000
- Austin Hospital: (03) 9496 5000
- Royal Children's Hospital: (03) 9345 5522
- Royal Women's Hospital: (03) 8345 2000
- Royal Melbourne Hospital: (03) 9342 7000
- St Vincent's Hospital: (03) 9411 7111
- Refer to Yellow Pages at [www.yellowpages.com.au](http://www.yellowpages.com.au) for services near you.
- The National Translating and Interpreting Service: 131 450

- Life Line 24 hour Counselling Services: 131 114
- Solicitors/Lawyers: Resolution Institute: Freecall 1800 651 650; [www.iama.org.au](http://www.iama.org.au)
- Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)
- Study in Australia: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)
- Youth Central: [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)

## 12.4 Helpful Contacts (Hobart)

- Fire, Ambulance, Police (Life-Threatening Emergencies): Call 000
- Tasmania Police (Missing Persons): 131 444
- Service Tasmania (Tasmanian Government Services and information): 1300 13 55 13, +61 3 6169 9017 (Overseas), visit [www.services.tas.gov.au](http://www.services.tas.gov.au)
- TASWater (Water and Sewer Emergencies): 136992, visit [www.taswater.com.au](http://www.taswater.com.au)
- Tas Gas (Gas Emergency): 1802 438 427, visit [www.tasgas.com.au](http://www.tasgas.com.au)
- Aurora Energy: (Power Outage) 13 2004, (Gas Emergency) 1802111, visit [www.auroraenergy.com.au](http://www.auroraenergy.com.au)

## 12.5 Places of Worship

- Australian Churches: [www.australianchurches.net](http://www.australianchurches.net)
- Living in Melbourne (Mosques): [www.living-in-melbourne.com/muslims-mosquesin-melbourne.html](http://www.living-in-melbourne.com/muslims-mosquesin-melbourne.html)
- Hindu Council of Australia: [www.hinducouncil.com.au](http://www.hinducouncil.com.au)
- Jewish Australia: [www.jewishaustralia.com/prayer.htm](http://www.jewishaustralia.com/prayer.htm)

## 12.6 Other Support Services

The following services are available to provide you with referrals to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Mensline Australia: 1300 78 99 78
- Griefline (Telephone Counselling Service): 1300 845 745 (12 noon - 3:00am, 7 Days a Week)
- Crisis Help: 1800 627 727
- Direct Line (Drug and Alcohol Use): 1800 888 236
- Crisis Contact Service (Homelessness Help Services): 1800 627 727
- Safe Steps: Family Violence Response Centre: 1800 015 188
- Gambling Help Online: 1800 858 858

## 12.7 Accommodation

The following sources are available to assist you to find suitable accommodation options:

- [www.au.easyroommate.com](http://www.au.easyroommate.com)
- [www.realstate.com.au](http://www.realstate.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.gumtree.com.au](http://www.gumtree.com.au)

## 12.8 Medical Services

- National Health Services Directory (NHSD) by Healthdirect Australia: 1300 135 513, 1800 022 222
- [www.myhospitals.gov.au](http://www.myhospitals.gov.au)
- [www.dhhs.tas.gov.au](http://www.dhhs.tas.gov.au)
- [www.healthdirect.gov.au](http://www.healthdirect.gov.au)
- Royal Hobart Hospital: 61 66 8308
- Hobart Private Hospital: 6214 3000
- Calvary Lenah Valley Hospital - Calvary Health Care: 6278 5333
- St Helen's Private Hospital : 6221 6444
- Argyle Medical General Practice: 6238 8222, 1800 022 222 (After Hours)
- North Hobart Medical Centre (Health Direct): 62310318
- City Doctors & Travel Clinic: 6231 3003
- Collins Street General Practice: 6223 3355
- Davey Street Medical Centre: 6223 6223
- Wellness Medical: 6231 1555

## 12.9 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](http://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](http://www.vic.gov.au/employment-workplace/wages-awards-conditions/employment-law).

## 12.10 Student Safety

RGIT Australia's priority is the safety and welfare of their students. At any point in time, in the event of an emergency students are advised to contact Emergency Services by calling "000", and asking for either Police, Fire or Ambulance services.

When you are out and about, particularly in the evening, it is important to be alert and aware of your personal safety.

To provide general guidance to students about general conduct, some helpful suggestions and safety tips include:

- 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

The above has been provided as general suggestions to assist students and are not explicit instructions or guidelines that RGIT Australia students must follow. How students decide to behave or act is entirely the choice of the student, of which RGIT Australia is not liable and responsible. Students may decide to act and behave in a certain matter due to their own individual personalities. The student should act as they deem suitable and appropriate and are expected to consider a range of limitations, factors and circumstances, including time, location and the availability of their options.

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 during instances when you'll briefly be away such as going to grab a coffee or to the bathroom.

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

## 12.11 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.



## 13. Student Support Services at RGIT Australia

### 13.1 Academic and English Language Issues

Factors that may place students at risk of not achieving course requirements include lack of attendance and unsatisfactory academic performance. Students can get advice and support from RGIT Australia personnel to ensure they maintain appropriate academic and attendance levels for their course.

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

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

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

### 13.2 Personal and/or Social Issues

If students experience any social, personal, or other issues affecting studies at RGIT Australia, students are encouraged to seek support from the Student Services Department, who may then refer them to suitable professional services as appropriate.

## 13.3 Employment and Job Placement

RGIT Australia 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 may also assist, where possible, in directing students to job opportunities and helpful tips to assist them in their job search. Students are also encouraged to monitor employment websites such as:

- [www.seek.com.au](http://www.seek.com.au)
- [www.jobsjobsjobs.com.au](http://www.jobsjobsjobs.com.au)
- [www.mycareer.com.au](http://www.mycareer.com.au)
- [www.careerone.com.au](http://www.careerone.com.au)
- [www.job.com.au](http://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](http://www.youthcentral.vic.gov.au).

## 13.4 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 rote learning).

To be a successful student, you need to adapt to these methods of learning, but trainers at RGIT Australia 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.

If you are having difficulties, please feel free to speak to your trainer or contact Student Services.

## 13.5 Student Welfare Committee

To provide ample services to our students and ensure they receive support and assistance during their studies, RGIT Australia has available a Student Welfare Committee. The Committee, composed of dedicated staff at both of its campuses from their various departments, oversee the management of student welfare and wellbeing. If you would like to talk to any one of the Committee members, you can do so by contacting the Reception at either our Melbourne or Hobart campus, or by emailing [studentsupport@rgit.edu.au](mailto:studentsupport@rgit.edu.au) (Melbourne) or [hobartsupport@rgit.edu.au](mailto:hobartsupport@rgit.edu.au) (Hobart). For further contact information, please refer to 'Student Welfare Officers and Contact Details' and 'Student Support Staff and Contact Details' tables below.

## 13.6 Contact Student Support Staff at RGIT Australia

RGIT Australia's Student Welfare Committee and team of student support and welfare staff in the Student Services Department are onsite daily to provide assistance and support services to its international and domestic students on a range of matters including general welfare and coping with change in lifestyle. Our student welfare and counselling staff offer confidential support services and external referrals, where necessary. Please do not hesitate to contact any one of the below from RGIT Australia should you require any assistance.

## 13.7 List of Student Welfare Officers and Student Support Staff at RGIT Australia - Melbourne and Hobart Campuses

For more information on Student Welfare and Student Support Staff at RGIT Australia visit [www.rgit.edu.au/student-welfare](http://www.rgit.edu.au/student-welfare).

### Student Welfare Officers and Contact Details

Name	Contact
<p><b>Melbourne Committee</b></p> <ul style="list-style-type: none"> <li>• Group General Manager</li> <li>• Quality Assurance Manager</li> <li>• Student Services Coordinator</li> <li>• Sales &amp; Marketing Coordinator</li> <li>• EA to the CEO</li> <li>• Communications Coordinator</li> <li>• Accounts Receivable Officer</li> <li>• HR Officer</li> <li>• Hobart Committee Representative</li> </ul> <p><b>Hobart Committee</b></p> <ul style="list-style-type: none"> <li>• Campus Manager</li> <li>• Student Admin Officer</li> <li>• Student Admin Officer</li> <li>• Sales &amp; Marketing Officer</li> <li>• Melbourne Committee Representative</li> </ul>	<p><b>How to Make an Appointment</b></p> <p>To speak with our onsite student support and welfare officers in Melbourne:</p> <ul style="list-style-type: none"> <li>• Make a booking through Reception on Level 2</li> <li>• Phone (03) 8639 9000</li> <li>• Email <a href="mailto:studentsupport@rgit.edu.au">studentsupport@rgit.edu.au</a></li> </ul> <p>To speak with our onsite student support and welfare officers in Hobart:</p> <ul style="list-style-type: none"> <li>• Make a booking through Reception on Level 3</li> <li>• Phone (03) 6217 9000</li> <li>• Email <a href="mailto:hobartsupport@rgit.edu.au">hobartsupport@rgit.edu.au</a></li> </ul> <p>If you require psychological services, our counsellors will refer you to an appropriate service.</p>

### Student Support Staff and Contact Details

Support Officer	Name	Contact
<b>Admission and Enrolment Officers</b>	Bikas (Nabin): Level 2 Main Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 EXT: 182



Provide all admissions and enrolment related issues specific course related queries.	Monica: Level 1 Victoria House Campus	<b>Hobart Campus:</b> Ph: (03) 6217 9000 EXT: 115
<b>Student Support Officers</b> Provide academic and non-academic counselling to students and handle course related queries.	Grishma: Level 2 Main Campus Niru: Level 2 Main Campus Rojina: Level 3 Hobart Campus Sarita: Level 3 Hobart Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 EXT: 121 <b>Hobart Campus:</b> Ph: (03) 6217 9000 EXT: 101
<b>Student Liaison Officers</b> Provide language support by speaking in the same language (other than English) and dialect and understanding the same cultural values.	Monica (Korean): Level 1 Victoria House Campus Catalina (Spanish): Level 1 Victoria House Campus Bikas (Nabin) (Nepalese, Chinese and Hindi): Level 8 Main Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 <b>Hobart Campus:</b> Ph: (03) 6217 9000
<b>Accommodation and Health Support Officers</b> Provide student accommodations and health related queries.	Monica: Level 1 Victoria House Campus Anil: Level 3 Hobart Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 EXT: 186 <b>Hobart Campus:</b> Ph: (03) 6217 9000 EXT: 101
<b>Academic Resources/LMS Officer</b> Provide academic resources, eBooks and LMS support.	Binod: Level 2 Main Campus Anil: Level 3 Hobart Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 EXT: 130 <b>Hobart Campus:</b> Ph: (03) 6217 9000 EXT: 101
<b>First Aid / Health and Safety Officer</b> Handle Provide first aid and student safety support.	Shusil T: Basement Main Campus Rizwana: Level 1 Victoria House Campus Anjana: Level 3 Hobart Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 EXT: 103 <b>Hobart Campus:</b> Ph: (03) 6217 9000 EXT: 120
<b>Academic Support</b> Provide academic support and counselling.	Sujata: Level 1 Victoria House Campus All Trainers	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 <b>Hobart Campus:</b> Ph: (03) 6217 9000
<b>IT Support</b> Provide IT support related to classrooms connectivity's, computer labs, network	Rupert: Level 2 Main campus Binod: Level 2 Main Campus Anil: Level 3 Hobart Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 EXT: 130 <b>Hobart Campus:</b>

access, Wi-Fi/internet connectivity, eBook, online resources or LMS related issues.		Ph: (02) 6217 9000 EXT: 101
<b>Accounts/Finance Support</b> Provide students with invoice and fees related support and assist them by helping with payment plans, extension of payment due dates, etc.	Sheela: Level 7 Main Campus Shreejan: Level 7 Main Campus Jynusa: Level 3 Hobart Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 EXT: 176 <b>Hobart Campus:</b> Ph: (03) 6217 9000 EXT:129
<b>Library Support Officer</b> Provide student support with library books and online resources available on our online library system.	Library Support: Level 8 Main Campus Library Support: Level 4 Hobart Campus	<b>Melbourne Campus:</b> Ph: (03) 8639 9000 EXT: 180 <b>Hobart Campus:</b> Ph: (03) 6217 9000 EXT: 119

## 13.8 Emergency Contact Details (Weekends and After Hours)

Melbourne	Hobart
(+61 4) 14 346 945 OR (+61 4) 22 315 959 OR (+61 4) 11 343 969	(+61 4) 04 944 167 OR (+61 4) 20 794 982

## 14. 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 Australia 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 Australia'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.

## 14.1 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 in the student's personal file on the student management system.

**Step 2:** If the issue or behaviour continues, students will be invited for a personal interview with the Academic Principal (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.

**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.

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 and/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 Australia's Complaints and Appeals Policy and Procedure to settle any disputes that may arise, available at [www.rgit.edu.au/ComplaintsandAppealsPolicyandProcedure](http://www.rgit.edu.au/ComplaintsandAppealsPolicyandProcedure).

## 14.2 Plagiarism, Collusion and Cheating

Acts of plagiarism, collusion and cheating are not permitted in any student work completed for assessment and will result in a written warning and repeating the unit of work, incurring any associated charges (e.g. reassessment fee). If a student is caught engaging in these acts a second time, they may be suspended or expelled from RGIT Australia, which may result in the cancellation of their enrolment (i.e. cancelling of confirmation of enrolment for international students). All work submitted must be an accurate reflection of the student's level of competency. Please see our Assessment Policy and Procedure for full details, available at [www.rgit.edu.au/AssessmentPolicyandProcedure](http://www.rgit.edu.au/AssessmentPolicyandProcedure).

For clarification of the terms and definitions:

**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.

Students may seek assistance from either their trainer or Student Services if they would like any tips, suggestions or help with their assessment or further understanding of the above circumstances.

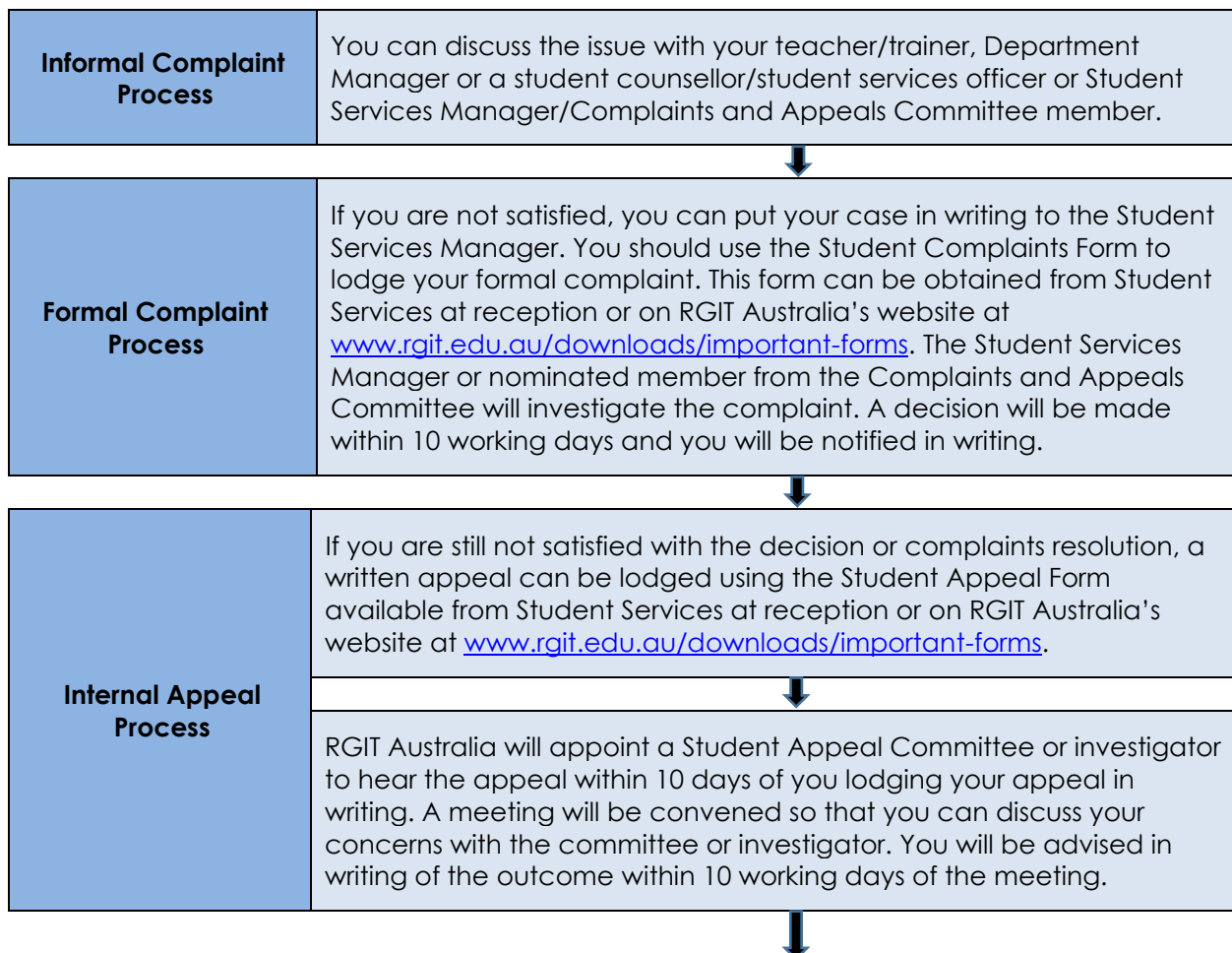
## 14.3 Student Complaints and Appeals Procedure

RGIT Australia has a Student Complaints and Appeals Policy and 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 RGIT Australia. Students will also be supported to seek an external appeal process through the Overseas Student Ombudsman [www.oso.gov.au](http://www.oso.gov.au) or 1300 362 072.

RGIT Australia's Student Complaints and Appeals Policy and Procedure policy can be obtained from Student Services or viewed on our website at: [www.rgit.edu.au/ComplaintsandAppealsPolicyandProcedure](http://www.rgit.edu.au/ComplaintsandAppealsPolicyandProcedure).

## 14.4 Flowchart of the Student Complaints and Appeal Procedure



## External Appeal

If you are not satisfied with the outcome of the internal appeal, a written appeal can lodge with an independent external agency for mediation within 20 working days of receiving the outcome of the internal appeal. **International Students** can make an external appeal with the Ombudsman. You can find out more about how the Ombudsman can help by visiting [www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page](http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page). If you need help with the appeal, you may contact the Student Counsellor or Student Services at reception.

## 15. Use of Personal Information and Privacy

Students' personal information will be collected by fair and lawful means which is necessary for the purpose of enrolment and administration at RGIT Australia. RGIT Australia is committed to ensuring the confidentiality and security of all student information provided in accordance to the *Commonwealth Privacy Act (2000)*. In addition, RGIT Australia's Privacy Policy provides procedures for how RGIT Australia collects, stores, uses and disseminates student information with reference to the record management system and the *Victorian Freedom of Information Act (1982)*. RGIT Australia's Privacy Policy and Procedure can be obtained from Student Services or viewed on our website at [www.rgit.edu.au/PrivacyPolicyandProcedure](http://www.rgit.edu.au/PrivacyPolicyandProcedure).

Information is collected during your enrolment in order to meet RGIT Australia's obligations under the 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 applicable, 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 RGIT Australia and may request corrections to information that is incorrect or out of date. Students should apply in writing to the Student Services Manager if they wish to view their own records.

### 15.1 Access and Equity Policy and Procedure

RGIT Australia's Code of Practice includes an Access and Equity Policy and Procedure. It is the responsibility of all staff to ensure the requirements of the Access and Equity Policy and Procedure are met at all times. It is available from Reception, Student Services or on RGIT Australia's website at [www.rgit.edu.au/AccessandEquityPolicyandProcedure](http://www.rgit.edu.au/AccessandEquityPolicyandProcedure).

## 16. Tuition Fee Payment and Refunds

### 16.1 Fees and Charges

<b>Tuition Fees</b>	Refer to individual course overview section
<b>Enrolment Fee (non-refundable)</b>	\$250

<b>Enrolment Variation Fee</b>	\$100
<b>Reassessment Fee*</b>	Subject to Reassessment Policy
<b>Unit Repeat Fee*</b>	\$300
<b>Overseas Bank Transfer Fee</b>	Up to \$30
<b>RPL Fee*</b>	Subject to qualifications and units (for more information contact Student Services)
<b>Administration Fee (non-refundable)</b>	\$200 (or in the case of visa refusal; \$500 or 5% of the total paid course fees, whichever is lesser)
<b>Late Payment Fee</b>	\$200
<b>Overseas Student Health Cover (OSHC) Fee</b>	To be advised upon application/on Offer Letter and Student Agreement
<b>Airport Pickup Fee (optional)</b>	\$100
<b>Accommodation Placement Fee (optional)</b>	\$100
<b>Homestay Fee (optional)</b>	Depends on specific arrangements
<b>Locker Hire Fee**</b>	\$50 (\$25 refundable deposit)
<b>Excursion Fee</b>	Depends on excursion arrangements

\*Applicable to VET courses only.

\*\*Available for Hospitality (Commercial Cookery) students only.

All fees are quoted in Australian dollars and are subject to change without notice. For more information on fees payment and refund requirements, students may speak to a Student Services Representative or access the Fees Payment and Refund Policy from the RGIT Australia website, at [www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents](http://www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents).

## 16.2 Payment of Fees

The course fees include tuition, tutorials and lectures, campus facilities and a student identification card. RGIT Australia may require students to pay up to 50% of the student's total tuition fee for a course before the student begins the course unless the course duration is 25 weeks or less. 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 RGIT Australia.

## 16.3 Late or Non-Payment

Where written notice of withdrawal is received by RGIT Australia before the start date of the course or term, RGIT Australia will refund the fees, as per the tables below, less any administration fees.

Table I: VET Course

Written notice of withdrawal received	Refund of fees paid (term withdrawing)	Refund of fees paid (future terms)	Refund of material fees
28 days or more before the course/term start date	80%	80%	100%
15 to 27 days before the course/term start date	70%	80%	100%
Within 14 days before the course/term start date, as well as from the day course/term started	No refund	80%	100%

Table II: ELICOS

Written notice of withdrawal received	Refund of fees paid for initial 12 weeks	Refund of fees paid for subsequent weeks
28 days or more before the course start date	80%	80%
15 to 27 days before the course start date	70%	80%
Within 14 days before the course start date	No refund	80%

## 16.4 If a Student Visa is Refused

If a student visa application or visa renewal is refused by the Australian Government, a full refund of course fees, less administration fees, will be made. The administration fee is \$500 or 5% of the total paid course fees, whichever is lesser. RGIT Australia will process the refund within 28 days (20 working days) from the day the student visa is refused by the Department of Home Affairs.

For more information on refunds if a student visa is refused, students may speak to Student Services or visit RGIT Australia's website at [www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents](http://www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents).

## 16.5 If RGIT Australia Defaults on Course Delivery

In the unlikely event that RGIT Australia 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 RGIT Australia at no extra cost. You have the right to choose whether you would prefer a full refund, or to accept a 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 RGIT Australia 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.

For more details, students may speak to Student Services or visit RGIT Australia's website at [www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents](http://www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents) for the Fees Payment and Refund Policy or [www.rgit.edu.au/TuitionProtectionServicePolicy](http://www.rgit.edu.au/TuitionProtectionServicePolicy) for the Tuition Protection Service Policy.

## 16.6 Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

## 16.7 Refund Requests

All requests for refund must be made in writing by way of a *Withdrawal and Refund Application Form* available on our website at [www.rgit.edu.au/downloads/important-forms](http://www.rgit.edu.au/downloads/important-forms), clearly stating the reason for the refund, and must include documentation that supports the request, such as a declaration letter or plane ticket(s). For full details see the Fees Payment and Refund Policy (International Students), at [www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents](http://www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents).

## 17. Personal Property and Security

Students are responsible for safeguarding their own personal property. RGIT Australia accepts no liability for lost or stolen student property on RGIT Australia's premises or when students are on authorised excursions for course purposes.

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

### 17.1 Mobile Phone Usage

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

### 17.2 Dress Code

RGIT Australia requests that students dress in an appropriate, professional and respectful manner, which excludes attire such as 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.

### 17.3 Smoking

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



## 17.4 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 RGIT Australia's campus is strictly forbidden.

## 17.5 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 exits are via the building's stairwell(s).

If you are required to leave the building due to an evacuation, go to the designated Primary Assembly Area (place to meet) as per the campus, which is illustrated on the Emergency Evacuation Diagram.

## 17.6 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](http://www.rgit.edu.au/esos-framework).



## 18. 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 that 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 letter of release is required to be sighted. The following procedures have been separated into 'Incoming students' and 'Outgoing students.' A student may cancel/withdraw their enrolment where they have decided to discontinue studying with RGIT Australia. Student must not have any outstanding tuition fees prior to applying for a cancellation/withdrawal of their enrolment. If the course has commenced, the student will have to make the payment of the tuition fees for that particular study period. Students wishing to cancel/withdraw their enrolment must complete the *Withdrawal and Refund Application Form* and submit it to Student Services. This application must include all supporting documentation as required by their application for it to be considered. The withdrawal will only take effect once the decision of acceptance has been made.

Please refer to the Fees Payment and Refund Policy (International Students) from the RGIT Australia website, at [www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents](http://www.rgit.edu.au/FeesPaymentandRefundPolicyInternationalStudents) for more details.

### 18.1 Incoming students

The following is relevant to any student who applies for a course within RGIT Australia 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 (so that RGIT Australia may look up on PRISMS, the Australian Government student system). Once this information is obtained the following steps are taken:

- Student Services 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's 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.

## 18.2 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 Services to transfer to another provider. The only reasons under which a student will be released are if:
  - RGIT Australia has cancelled/ceased to offer the students program (letter from RGIT Australia 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 Australia 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 Australia or an education or migration agent, regarding RGIT Australia 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 Services 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 Student Services Manager, information on the release of the student is entered into PRISMS.

- where the request to transfer to another RTO is refused, the student is to be advised in writing of the reason(s) 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 Fees Payment and Refund Policy independent of this policy

## 18.3 Deferred or Suspended Studies

This 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 RGIT Australia.

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

- personal illness (for example, student is going to the hospital)
- bereavement (death of an immediate family member), or
- serious illness of an immediate family member.

If students know that they will not be attending classes during the study period, they should contact RGIT Australia and arrange an appointment to discuss their circumstances. Subsequent to the meeting with RGIT Australia, and after providing documented evidence supporting their circumstances/reasons for seeking suspension or cancellation of enrolment, students will be required to complete and submit an Application for Suspension of Studies, Deferral and/or Leave Form, available from Student Services or at [www.rgit.edu.au/downloads/important-forms](http://www.rgit.edu.au/downloads/important-forms).

## 18.4 RGIT Australia-Initiated Suspension

RGIT Australia 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 notified by RGIT Australia and this may affect the course duration. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs by RGIT Australia and this may affect the status of a student visa. Students will be advised to contact the Department of Home Affairs regarding the status of their visa and their options, as applicable.

## 19. Attendance, Course Progress and Student Visa Obligations

### 19.1 ELICOS Attendance

International students enrolled in ELICOS (English) courses must meet the attendance requirements. If an 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 a student's attendance continues to fall after being issued with warnings, the student will be at risk of being reported to the Department of Home Affairs for breaching attendance requirements. For more details, students may speak to Student Services or view

the Attendance Monitoring Policy and Procedure (ELICOS) at [www.rgit.edu.au/AttendanceMonitoringPolicyandProcedureELICOS](http://www.rgit.edu.au/AttendanceMonitoringPolicyandProcedureELICOS).

## 19.2 Unsatisfactory Course Progress

International students enrolled in VET courses must meet the course progress requirements. Each student's academic performance and course progress is monitored, recorded and assessed. Government regulations require that international students make satisfactory course progress, which means that you must pass at least 50% of units in 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 for meeting unsatisfactory course progress requirements, which results in cancellation of the student's COE. For more details, students may speak to Student Services or view the Satisfactory Course Progress Policy and Procedure (VET) at [www.rgit.edu.au/SatisfactoryCourseProgressPolicyandProceduresVET](http://www.rgit.edu.au/SatisfactoryCourseProgressPolicyandProceduresVET).

## 19.3 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.

For more details, students may speak to Student Services or view the Reassessment Policy and Procedure at [www.rgit.edu.au/ReassessmentPolicyandProceduresInternationalStudents](http://www.rgit.edu.au/ReassessmentPolicyandProceduresInternationalStudents).

## 19.4 Change of Address

Upon arriving in Australia, students are required to advise RGIT Australia of their residential address and telephone number, and of any subsequent changes to those details. This is *extremely important* as RGIT Australia is obliged to contact students at their last known address; as RGIT Australia 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.

For more details, students may speak to Student Services or view the Change of Address (International Students) at [www.rgit.edu.au/ChangeofAddress](http://www.rgit.edu.au/ChangeofAddress). Additional information about student visa issues is available on the Department of Home Affairs web site at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

## 19.5 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 (or 40 hours per fortnight) 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 expected to commit to work if it interferes with their study.



## 20. Living in Melbourne



Melbourne is the capital city of the State of Victoria. Situated beside the Central Business District (CBD) is the well-renowned Yarra River and in the outer areas includes 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.

### 20.1 Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year. Below is a guide to average daily temperatures during each season.

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

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

### 20.2 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.

## 20.3 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 Australia 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.

## 20.4 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.

## 20.5 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.

## 20.6 Healthcare

Australia has a national healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that all Australians have 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).



## 20.7 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 be able to find 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.

## 20.8 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.

## 20.9 Entertainment

Being centrally located in Melbourne's CBD, RGIT Australia's campuses are 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.

## 20.10 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.

## 20.11 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 [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au) for details.

## 20.12 Public Transport Tickets

To use Melbourne's transport ticketing system, which covers trams, trains and buses, individuals must purchase a 'Myki' and remember to 'tap on and off' prior to and after commute. They can be purchased and 'topped-up' (i.e. recharged with more funds) at some train stations, tram stops or retail outlets such as 7-Eleven. Tickets are *not available* on public transport (i.e. on the train or tram). For more information, visit [www.ptv.vic.gov.au/tickets/fares](http://www.ptv.vic.gov.au/tickets/fares). Students are advised to always pay for their fare and avoid fare evasion, which can attract steep fines.

## 20.13 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. Visit [www.vicroads.vic.gov.au/licences/renew-replace-or-update/new-to-victoria/overseas-drivers](http://www.vicroads.vic.gov.au/licences/renew-replace-or-update/new-to-victoria/overseas-drivers) for more details.

## 20.14 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.

## 20.15 Rideshare Applications Services

Ridesharing services such as Uber, Didi and Ola are also available and operate in most major cities and towns. Some popular places such as the Melbourne Airport have dedicated waiting zones for ridesharing services. Students are advised to always keep aware of their surroundings and be considerate of their routes and experiences.

## 20.16 Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at certain locations such as 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](http://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.

## 20.17 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](http://www.studyinaustralia.gov.au).

## 20.18 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.

## 20.19 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](http://www.studyinaustralia.gov.au).

## 20.20 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.

## 20.21 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.

## 20.22 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.

## 20.23 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.



## 21. Living in Hobart

Most of the 'Living in Melbourne' information also applies to 'Living in Hobart.' Below are some of the differences. For more information, visit [www.study.tas.gov.au](http://www.study.tas.gov.au).

Hobart is the capital city of the State of Tasmania, an island state situated off the southern coast of Australia. One of the oldest cities in Australia, it is nestled beneath Mount Wellington with the Derwent River flowing through it. It is a beautiful city and popular holiday destination among Australians that is renowned for its heritage buildings, rich maritime history, beautiful parks, fine restaurants, the Salamanca Market, vibrant arts scene and its festivals.

Greater Hobart has a population of approximately 217,000 with around 13 percent of the population born overseas.

### 21.1 Climate

The Hobart climate overall is a temperate maritime climate. This means that the summers are not too hot and winters are not too cold.

It experiences 4 distinct seasons-summer, winter, spring and autumn.

Daily average temperatures given below:

<b>Summer</b>	December-February	10-23°C
<b>Autumn</b>	March-May	4-20°C
<b>Winter</b>	June-August	3-12°C
<b>Spring</b>	September-November	7-18°C

The weather can be unpredictable and one can experience four seasons in a day. It is not uncommon to see snowfall at Mount Wellington during summertime!

## 21.2 Festivals and Entertainment

There are plenty of festivals happening around Hobart year-round to entertain the locals as well as visitors from interstate or other countries. Major events include: the Sydney to Hobart Yacht Race, Dark MOFO, Royal Hobart Regatta, Sustainable Living Festival, Taste of Tasmania, Ten days on the Island, MONA FOMA, Cygnet Folk Festival, Festival of Voices, Hobart International Tennis, Tasmanian International Arts Festival.

## 21.3 Public Transport

Tasmania has no train or tram services. The primary bus service for Hobart urban areas is Metro Tasmania. For details on prices and routes visit [www.metrotas.com.au](http://www.metrotas.com.au). Regional connections around the state are provided by private bus operators such as Tassielink. The main bus terminal is located just 500m from RGIT Hobart campus.

## 21.4 Travel

During semester breaks, students can experience Tasmania's many natural wonders which include Freycinet Bay, Wineglass Bay, Cradle Mountain, Cataract Gorge, Launceston, Port Arthur Historic site and many extraordinary nature walks in Tasmania's southern landscape.

## 21.5 Cost of Living (Hobart)

See '[Cost of Living](#)'. In addition, accommodation and public transport tends to be cheaper in Tasmania. Accommodation (private or boarding): \$120 - \$300 per week Public transport: \$15 - \$20 per week.

## 21.6 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. If you choose this option, 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). Generally, 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)	\$110.00 - \$270.00
2 Half Board	\$70.00 - \$100.00 (plus expenses)
3 Board in Exchange	Free or low cost (below \$70.00)
4 Leasing a House/Flat (shared )	\$80.00 - \$250.00 (unfurnished)

\*Costs are AUD estimates and are indicative approximate figures for guidance only and may vary.

Useful internet sites for student housing are:

- [www.s-h-a.com.au](http://www.s-h-a.com.au)
- [www.lestudent8.com](http://www.lestudent8.com)
- [www.find-studentaccommodation.com](http://www.find-studentaccommodation.com)
- [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)
- [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)
- [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)
- [www.homestaydirect.com.au](http://www.homestaydirect.com.au)

Useful rental accommodation websites are:

- [www.realestate.com.au](http://www.realestate.com.au)

- [www.domain.com.au](http://www.domain.com.au)
- [www.realestateview.com.au](http://www.realestateview.com.au)

## 21.7 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](http://www.studyinaustralia.gov.au), the average international student in Australia spends about AU\$390 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel and other incidental costs.

Students will need a minimum of AU\$20,290 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\$7,100 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: For more information on costs associated with public transport refer to Public Transport Victoria's website at <a href="http://www.ptv.vic.gov.au">www.ptv.vic.gov.au</a> (Melbourne) and Metro Tasmania's website at <a href="http://www.metrotas.com.au">www.metrotas.com.au</a> .

Costs are AUD estimates and are indicative approximate figures for guidance only and may vary. For more information, some useful supermarket websites include [www.woolworths.com.au](http://www.woolworths.com.au), [www.coles.com.au](http://www.coles.com.au), [www.aldi.com.au](http://www.aldi.com.au) and [www.iga.com.au](http://www.iga.com.au).

## 22. Relevant Legislation

A range of legislation is applicable to international students of RGIT Australia. RGIT Australia staff will liaise with students to ensure that the requirements of relevant legislation for RGIT Australia students are met. Students should refer to the website indicated or contact RGIT Australia directly 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, as applicable. Information on important legislative and regulatory requirements can be found at the following websites:

- **ESOS Framework**  
[www.rgit.edu.au/esos-framework](http://www.rgit.edu.au/esos-framework)
- **Department of Home Affairs**  
[www.homeaffairs.gov.au/](http://www.homeaffairs.gov.au/)
- **RTO & CRICOS matters**  
[www.asqa.gov.au](http://www.asqa.gov.au)
- **WHS/OH&S acts, regulations and codes of practice** – [www.business.gov.au/risk-management/health-and-safety/whs-oh-and-s-acts-regulations-and-codes-of-practice](http://www.business.gov.au/risk-management/health-and-safety/whs-oh-and-s-acts-regulations-and-codes-of-practice): Integral in understanding the safe working environment, prevention of injury, acknowledgement that all people (workers and the general public) should have the highest level of protection against risks to health and safety. Those who manage or control things that create health and safety risks in the workplace are responsible for eliminating those risks. Where they can't be eliminated, they are responsible for reducing those risks so far as is reasonably practicable.
- **Equal Opportunity Act** – [www.eoc.sa.gov.au/resources/discrimination-laws/south-australian-laws/equal-opportunity-act](http://www.eoc.sa.gov.au/resources/discrimination-laws/south-australian-laws/equal-opportunity-act): Helps people to resolve complaints of discrimination, sexual harassment and racial or religious vilification by offering a confidential, free and impartial complaint resolution service with the aim of achieving a mutual agreement.
- **Education and Training Reform Act 2006** - [www.education.vic.gov.au/about/department/legislation/Pages/act2006.aspx](http://www.education.vic.gov.au/about/department/legislation/Pages/act2006.aspx): was established to guide the Victorian VET system. It represents the Victorian Government undertaking to ensure a modern and robust legislative framework for education in Victoria.
- **Work Safe** - [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au): The Victorian work cover authority responsible for the state's workplace safety system and is the manager of the Victorian workers compensation scheme. Broadly, the responsibilities of the organisation include:
  - help avoid workplace injuries occurring
  - enforce Victoria's occupational health and safety laws
  - provide reasonably priced insurance for employers
  - help injured workers back into the workforce
  - manage the workers' compensation scheme by ensuring the prompt, and delivery of appropriate services and adopting prudent financial practices.







# International Student Handbook 2020

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Email: [admin@rgit.edu.au](mailto:admin@rgit.edu.au)

[www.rgit.edu.au](http://www.rgit.edu.au)

43-45 Elizabeth Street, Melbourne, VIC 3000, Australia

Phone: (+61 3) 9662 8022 | Fax: (+61 3) 8639 9001

**Hobart Campus:**

162 Macquarie Street, Hobart, TAS, 7000, Australia

Phone: (+61 3) 6217 9000

Email: [adminhobart@rgit.edu.au](mailto:adminhobart@rgit.edu.au)

[www.rgithobart.edu.au](http://www.rgithobart.edu.au)

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