Essential IT Skills

Microsoft IT Academy Courses at RGIT

**APPLICATIONS**
- MS Word, MS Excel, MS Powerpoint, MS Access, MS Outlook, MS Publisher, MS Office 2010 or 2013

**DATABASE**
- SQL Server Administration Essentials
- Administering Microsoft SQL Server 2012 Databases
- Developing Microsoft SQL Server Databases
- Implementing Data Models & Reports with Microsoft SQL Server 2012

**Contact:** shortcourses@rgit.edu.au, or call (03) 8639 9000, or visit Level 2

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**PACKAGE DEALS**

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<th>Food Safety (Level 1) + Barista</th>
<th>$98</th>
<th>RSA + Barista</th>
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<tr>
<td>Barista + Coffee Art</td>
<td>$124</td>
<td>Food Safety (Level 1 + 2)</td>
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**INDIVIDUAL SHORT COURSE**

- RESPONSIBLE SERVICE OF ALCOHOL (RSA)
  - Duration: 4 hrs
  - Cost: $49
  - (Normal price: $79)

- FOOD SAFETY LEVEL 1
  - Duration: 4 hrs
  - Cost: $49
  - (Normal price: $80)

- FOOD SAFETY LEVEL 2
  - Duration: 4 hrs
  - Cost: $49
  - (Normal price: $75)

- COFFEE ART COURSE
  - Duration: 3 hrs
  - Cost: $59
  - (Normal price: $120)

**SPECIAL OFFERS**

- RESPONSIBLE SERVICE OF ALCOHOL (RSA)
  - Duration: 4 hrs
  - Cost: $49
  - (Normal price: $79)

- FOOD SAFETY LEVEL 1
  - Duration: 4 hrs
  - Cost: $49
  - (Normal price: $80)

- FOOD SAFETY LEVEL 2
  - Duration: 4 hrs
  - Cost: $49
  - (Normal price: $75)

- ART COURSE
  - Duration: 3 hrs
  - Cost: $59
  - (Normal price: $120)

For Bookings, call (03) 8639 9000 or 0424 950 106 (Pritisha)
Student News

Blog Competition - Win $50!

You haven’t read our blog yet? You could be in it. Yup, win a $50 gift voucher for the best blog by an RGIT student. Entries minimum of 300 words, due Friday 28 August. Email to faridah@rgit.edu.au.

As a guideline, you can write on one of these topics, or choose your own:

- **Futuristic inventions** (what gadgets, technology will be around in 2090?)
- **Your best day at RGIT** (a fun excursion? Praise from your trainer? Great cooking class?)
- **Melbourne’s Best Kept Secret** (eg: a café, place, venue, activity etc)

The winning blog will run on www.rgit.edu.au in September and will be published in Evolve Student Magazine’s October edition. Blog-on people!

Scholarship News

You receive big reductions on tuition fees with an RGIT Scholarship. Scholarships are available for domestic and international students. Application deadlines are the last week of each term: **Friday 18 September for Term 3**. You need to demonstrate that you’re serious about your study and committed to doing well. Check www.rgit.edu.au under “Students” for application details. Ask your Trainer to help you with your application.

Changed Contact Details?

RGIT’s Student Admin department regularly sends out “Just Because You’re You” $500 gift vouchers but if we have the wrong contact details you miss out. (So kidding. No vouchers.)

We do need your latest mobile, email and street address, especially for international students – we contact you if your attendance or course progress is falling, which can affect your visa status. Help us to keep you here working toward your goals. Thanks everyone.

New Mags

Linda your librarian has some great resources for your courses and reading pleasure. Head to the library on Level 8 main campus for these excellent magazines:

- Restaurant and Catering
- Smarter Business Ideas
- Money
- Time
- Gourmet Traveller
- APC (IT magazine)
- Food for Thought
- The Australian newspaper, Monday to Friday
- Herald Sun newspaper, Tuesdays, “Taste” food supplement
- The Age newspaper, Thursdays

YOU can apply for RGIT scholarship

Next Application Closes: Friday 18 September
*RGIT Student Life - Reassessments*

**I DON'T THINK I DID WELL.**

**NOOOOOO.**

**WHAT HAPPENED?**

**HEY RG, WE DIDN'T PASS AND WE DON'T KNOW WHICH ONE WE NEED TO DO.**

**THAT'S OKAY.**

**YOU CAN EITHER SEE YOUR TRAINER OR RECEPTION TO FIND OUT.**

**MAKE SURE TO GET YOUR REASSESSMENT INVOICE AT LEVEL TWO.**

**GOT OUR INVOICES.**

**WHAT'S NEXT?**

**LEVEL TWO.**

**REASSESSMENT OFFICE.**

**MAKE SURE TO MAKE IT TO YOUR APPOINTMENT ON TIME AND BE PREPARED TO STUDY.**

**OH NO.**

**IF I GET MARKED ABSENT, I'LL HAVE TO PAY AGAIN!!**

**TWO WEEKS LATER, LEVEL TWO.**

**JUST REMEMBER TO COME TO CLASS, STUDY HARD, AND SUBMIT YOUR ASSESSMENTS ON TIME AND YOU’LL BE ALRIGHT.**

**WE MADE IT!!**

**WE WILL!!**

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*This comic is an abbreviated version of the Reassessment Policy and Procedure. Full details are available on our website under Students/Policies. Not everyone has to pay for reassessment.*

Artist: Jasmine Padua Bowditch | Co-writers: Dan Chamula and Buddhi Raya
Student News

New Digs

We've expanded again. A new VET FEE-HELP campus for students studying Diplomas of Business and Management as well as Community Services.

“Victoria House” campus is across the road at 51-53 Elizabeth Street, just up from the corner of Flinders Lane. It’s the black building. Level 4 will soon be the ‘hospital ward’ for our Nursing course, which we expect to offer before year end.

Classrooms are large and bright, there are computer labs where students can do online research, and a study space for students. Go check it out.

Fun fact: The site used to house the tallest building in Australia back in 1890! It was 170 feet and also one of the tallest buildings in the world.

Swing by and say hello!

Microsoft IT Academy

Our fabulous range of online, self-paced short courses with Microsoft IT Academy start from $299. These courses cover the world’s most popular business software – the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Publisher, Access) – which everyone needs to know to get a job. We also offer higher end database courses for budding IT professionals. Be work-ready! Visit “Courses” at www.rgit.edu.au for details.

USI News

You can now login to your Unique Student Identifier (USI) account with your email address instead of your USI (if you entered an email address when you created your USI account).

You do have a USI, right? If not, register now, otherwise we can't issue your Certificate, Diploma or Statement of Attainment or Transcript. Best news: USIs are free!

All students of vocational and educational training are required by the Australian Government to have a USI. A USI also gives you easy online access to your enrolment and results information.

To register: www.usi.gov.au

Or visit Reception at Level 2, 28-32 Elizabeth Street, main campus.
**Student News**

**Bike Share**

Close to RGIT is Melbourne Bike Share (MBS) which has loads of bicycles for hire.

The first 30 minutes of cycling is free, or it costs $2 for up to one hour. Otherwise, you can hire a bike for $2.90 per day, $8 per week or $58 per year. There is a $50 security deposit for each bike which is refunded when you return the bicycle. You can only pay using a Visa or Mastercard.

MBS has 51 bicycle stations around the city with 600. You simply return the bike to any station when you’re finished. It’s so convenient.

**Helmets:** It’s compulsory to wear a helmet when riding a bike. Helmets are provided free.

**Bike stations near RGIT:** corner Swanston & Flinders Streets or Federation Square or next to St Paul’s Cathedral.

**More info:** www.melbournebikeshare.com.au/ or call 1300 711 590 (local call cost).

**RGIT is Smoke Free**

Unfortunately it has come to our attention that some students are smoking in the stairwell. Smoking within the building is not acceptable at any time at RGIT. Thanks for your cooperation.

**Fun fact:** Smoking turns your skin grey because it restricts blood flow over time. Not a good look ;)

**Policy Watch**

If you need to:

- Ask for a refund
- Make a complaint
- Do a reassessment
- Do a Work Placement for your course
- Defer, cancel or suspend your course

RGIT has procedures to help you understand these issues or perform these tasks. Visit the “Students” section of our website to find our “Policies”.

**Solution for Tony's Puzzle**

Tony’s Trivia: skin

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**Access RGIT Wi-Fi**

Wi-Fi internet access is available to all at main campus on Level 5 and on Level 8 in the library. The password is “rgitstudents”.

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Tony’s Trivia: skin
Student News – International

ELICOS NEWS

L4 English-Only Zone: From Monday to Saturday, Level 4 at RGIT is an English-only zone for all ELICOS students. If you need to speak another language, please go to another floor. We want to help you to improve your English.

Face2Face loans: Linda your librarian is developing a student loan system for the Face2Face text books. Students will be able to buy Face2Face from RGIT and receive a refund for it when they return the text in good condition. Ask Linda in the Library (level 8, main campus) for more information.

RELAX HERE!

69 Bourke St Melbourne
Open: Monday to Thursday 5:00pm to 9:00pm
Facebook Events: facebook.com/thecouch614

If you are new to Australia and feeling homesick, The Couch is the best place for international students to make friends and have fun. It holds free exciting activities like Latin dance nights, cultural events like Korean night and Bollywood night, light painting, movies and conversation nights. We are so impressed with The Couch, please visit and enjoy all it has to offer. Services include:

- Secure, relaxed groovy place for students to hang out
- Fun activities
- Information sessions on useful topics
- Qualified case workers for free counselling sessions
- Free food
- PCs & internet
- Volunteer opportunities

The Couch is run by The Salvation Army, a respected charitable organisation in Australia, along with the Australian Federation for International Students. It was created in 2009 for international students.

For more information, ask Vernaz our student support officer on Level 2 main campus (vernaz@rgit.edu.au) or call the organiser, Peter Hichaaba, on 0451 374 507.
Hi,

I’m Vernaz, your Student Support Officer. Please, make an appointment to see me if you are having difficulties of any kind. I’d like to introduce you to the Study Melbourne Student Centre (SMSC). It has a great range of free support, information and welfare services for international students.

Here are some real cases studies that demonstrate how SMSC can help you.

Big Bills!

An international student recently received a large gas and electricity bill. She also needed to buy textbooks for school. SMSC assisted her to negotiate a repayment plan on her bill and located where she could buy cheap, second-hand textbooks. The student was then able to afford both expenses.

Bad Employer

One international student was not paid after working for three weeks as a cleaner. SMSC helped him to collect evidence to prove his status as an employee. We showed him the online tools he could use to calculate his payment (FairWork Ombudsman website). He wrote a letter of demand to his employer using an online template. The employer then paid the student’s wages.

Finding Home

A new international student to Melbourne saw an advertisement for a cheap, modern apartment in the city. She applied for the apartment successfully – without seeing it. The landlord asked her to transfer money immediately. Her teacher thought this might be a scam, warned her not to transfer money, and referred her to the SMSC. We helped the student to recognise rental scams and to understand how the rental process works. The student then identified that it was a scam! SMSC gave the student advice on how to find a place to live.

Health Help

One student contacted SMSC because they had a painful toothache. They did not know what to do because their Overseas Student Health Cover did not cover dental fees. SMSC assisted the student to call dental clinics in Melbourne and found a clinic that offers a 25% student discount. Fortunately, the clinic also had an emergency appointment available that day.
If I was Prime Minister for a Day...

ELICOS Students visited Parliament House on an excursion. Evolve asked: “What would you change if you were Prime Minister for a day?”

“I would make a law to let everyone to have a three days off per week because when people have more day off, they will go to travel and spent money, create more job for that. And you can choose which day you want to have off, not just weekend like every Sunday. So no more blue Monday!”

Yi-Ju Lai

“I would make plant a tree in the city for more because now there is a building in the city is increasing and cause air pollution.”

See Ling Chan

“I will develop my country and repress corruption. I will change law about traffic and reform Thailand’s police because Thailand police are not good. I will build raceway to teenagers like the speed.”

Pitchayakij Narot

“I would make every shop cannot sell cigarettes. Because it is not only for yourself unhealthy, it also hurt other people.”

Yu-Tsan Chang

“I would cancel personal income tax. Because a lot of people work very hard and want to make more money getting a better life, but a large part of their make need to pay tax. If I cancel personal income tax, can make people life better and increase consumption of economy.”

Shih-Chun Tung (Anne)

“I would solve crime problem. I would solve traffic jam in my country. I would solve homeless problem. I would solve economy. I would solve corruption in my country. I would change gamble. I would solve pollution and the last I would change e-sport. It would be accepted more than now.”

Nonthakorn Phalapruek

“I will promote Thailand to study better...To have the opportunity to learn more.”

Nantharat Boonrawd

Sing? Yeah Baby

Our General English Level 3 students - Jerana (Kook) Boonma, Dexter Law, Anne Lin, Ni Wayan Suirni, Mei Lin Tai, Yee Nam (Samuel) Chong, Lin-Yen Yu and Piyatada (May) Polwong – have Trainer, James, who is a bit of a singer and guitarist which he uses to advantage in his lessons.

“This lesson revolved around Frank Sinatra’s version of the song ‘New York, New York’. The students listened to the song, put the lyrics in order and discussed their meaning. We examined the rhymes and their pronunciation to help the students sing the song. Students then chose their favourite songs for the class to sing together.

It was a fantastic experience for them, having the opportunity to practise singing in English. We may even have some future pop stars in our midst!”
The First 3 Weeks
Starting full-time work is exciting, but also a dramatic change of lifestyle. Here is what you need to get your head around.

Excellent Stuff
✓ Being independent
✓ Regular money!
✓ New experiences (loads)
✓ Gaining maturity
✓ Feeling like you belong
✓ A sense of direction
✓ Discovering your talents
✓ Learning cool stuff: new software, time management, communications skills

Just How It Is Stuff
✓ Going to bed earlier
✓ Deciding what to wear daily (it's a chick thing…)
✓ Public transport shuffle
✓ Preparing lunches for work
✓ Buying work clothes
✓ Washing clothes more often
✓ Learning business etiquette
✓ Feeling lost until you master your job
✓ Feeling inadequate until you acquire skills

Tough Stuff
✓ Getting up early every day
✓ Less free time
✓ Being productive every moment of your day
✓ Having to perform well consistently
✓ Being accountable (asking permission for time off)
✓ Discovering your weaknesses
✓ Doing stuff you hate
✓ Watching your words/actions (work relationships are different)
✓ Working with that difficult person every day
✓ Going to work when you don't feel like it

Did you know?
• The current minimum wage in Australia is $16.87 per hour.
• Lunch and rest breaks can be paid or unpaid; check www.fairwork.gov.au.
• Casual workers are not eligible for sick pay or holiday pay but in some industries receive superannuation if they earn over $450 per month (or $350 per month for hospitality workers).
• Apply for a Tax File Number (TFN); it is essential for working in Australia and allows you to avoid paying the highest rate of tax.
• On a student visa, you cannot work more than 40 hours every 2 weeks while your course is in session, however during course breaks you can work as much as you like.
• If you believe you’re not receiving your minimum rights and conditions at work fairwork.gov.au.

If you dream of owning your own business, Small Business Festival Victoria runs hundreds of events from 1-31 August in the CBD (city) and suburbs.

Free webinars include: “Ten Ways to Shine on Social Media” (12 August); “Run a Global Business from your Sofa” (11 August); “The Confidence Habit” (20 August).

CBD events include: “Starting Your Business” (5 August, $30); “Is Small Business for You?” (26 August, $30); “Running a Successful Online Business” (5 August, $10); “SEO for Online Start-Ups” (12 August, free!); “Six Simple Practices to Attract Clients” (11 August); “Marketing 101” (19 August, free!); “Social Media and Small Business” (19 August, $60).

Concession and early bird prices are available at some events. Check online at www.business.vic.gov.au/festival.
#studentsatwork

**Small Jobs Create Big Ones**

Casual jobs have built key full-time work skills for this student. Studying a Diploma of Management at RGIT’s Hobart campus and a Diploma of Beauty Therapy (elsewhere), Chantelle Woolley aims to find a full-time management role before opening a home-based beauty salon.

**Banjo’s Bakery – Sales Assistant**

**Problem-solving:** Negotiated a successful outcome with difficult customers who complained when sandwiches sold out at peak times by putting their daily orders aside.

**Time management:** Stocking fridges, slicing/packing bread and checking orders before the busy period commences.

**Work Health & Safety skills:** Mopping up floor spills and putting up “wet floor” signs to avoid hazardous situations.

**The Fat Greek Tavern – Bar Attendant / Waitress**

**Multitasking:** Serving multiple customers during peak times (issuing change for pokies, serving drinks), stocking fridges, cleaning bar areas, changing beer kegs.

**Conflict management:** Dealing with and removing intoxicated customers.

**Attention to detail:** Mixing drinks using correct techniques.

**Customer service:** Greeting customers; ensuring attentive/pleasant service while taking orders and serving meals; handling and resolving complaints.

**Product knowledge:** Educating customers about food and drink offerings.

**Video Ezy – Video Library Assistant**

**Following procedure:** Presentation of the store; responsibility for opening and closing; securing the premises.

**Target Country – Sales Assistant**

**Organisation:** Completing rotation of floor stock, new price tags, unpacking/processing of new stock before end of shift.

**A Career in Cleaning**

After working as a cleaner at Kmart Shopping Plaza in Newtown, Tasmania, for 2.5 years, Daniel Pahl knew this was the career for him. Studying a Diploma of Management at RGIT Hobart, he plans to work full-time with a cleaning company to gain the knowledge and experience required to start his own business.

**Commercial vs Domestic?**

Daniel prefers commercial cleaning “as there are more things to be done you can get quite busy at times and it keeps you on your toes as many things can happen”.

There’s buffing floors, rubbish removals, window cleaning, scrubbing bricks and tiles, setting security systems, removing unwanted objects, attending to spillages and, of course, the toilets are always ready for a scrub.

**What satisfies you?**

“I enjoy the feeling of being responsible for these areas, having time to think about other ways of doing things more efficiently, the physical work is good, as well as the hours you can work. . . I’ve worked from 6am to 2pm, from 2 pm to 12am and from 12am to 6pm.”

**What skills do you need?**

“I have a Certificate III in Asset Maintenance, Work Health and Safety knowledge is a must, manual handling, being physically strong if using machinery and the ability to work independently.”

**How’s the money?**

“It can range from about $18 to $25 Monday to Friday. Penalty rates apply for weekend work.”
Deep Fry Me

Rommeus Lane would be happy if "chef" did not turn up for work at busy Degani Bakery in Toorak.

“I’d like that challenge . . . to be the one receiving the orders and going to the fridge getting this, and to dry stock getting that . . . to be in that crazy whirl of keeping orders in your head and putting things in the oven and things on the stove,” says the 24-year old first-year apprentice studying RGIT’s Certificate III in Commercial Cookery.

For now, Rommeus is the one cutting up the vegies and salad produce, heating-up pies and slices, poaching eggs, cooking toast, carbonara and linguini.

What you need

In his workplace, you need time management skills and the ability to multitask.

“You have to be strategic . . . putting on a serve of fries, that will take three minutes [to cook], in that time you may have to cook a burger and prepare a salad.”

Speed is not necessarily your friend, says Rommeus, as it causes mistakes.

One busy lunchtime, he ran out of aioli and tried to make more.

“I got too hasty, added the oil too fast and it split . . . It set us back 15 minutes . . . If you slow down, stay clear in your mind, calm down and do it at the pace you know how, it will get done in time,” he advises.

A job for...?

This is a job for high energy, motivated, enthusiastic people.

“You have to be switched on all the time and ready to admit that you may not understand something and check all the time… Maybe it annoys them [kitchen staff] a little, but they know you have your head in the game.”

“It’s a very fun job choice. I love cooking and getting down with the ingredients and having that end result that people think is really delicious and looks great.”

How to impress

A cleaned, washed, ironed uniform shows you’re ready, and going to deliver

Be willing to say ‘yes’ and try anything

“Be bubbly, joyful; you’ll make instant friends.

Rommeus’s apprenticeship is funded under the Higher Education and Skills Group program. HESG applicants must be either Australian or New Zealand citizens or permanent visa holders. Email hesg@rgit.edu.au for more information.
Community Services Workers in Demand

Prospects for community services work are “extremely good”, says Community Services Work (CSW) Trainer, Anita Martin (pictured right).

“There are always positions advertised online and so many different streams you can move into working with youth, homelessness, families, domestic violence, aged care, disabilities,” she says.

Tony Allen (pictured right), a student of the RGIT Diploma of Community Services Work, has already worked at Centrelink managing unemployment benefits for 13 years, as well as in youth residential care and the aged care sector.

Now Tony wants to work in family services where the challenges include “domestic violence, raising children issues or parenting issues, especially among teenagers.”

You need

You need two key qualities: empathy, understanding a person’s emotional/psychological situation; and resilience, because some issues are hard to resolve.

“Having a background that gives you insight is an advantage,” says Tony, who has valuable life experience. His young life was complex with family issues that included alcoholism, mental health, abuse and loss of a parent.

Learn how...

Tony’s Diploma is teaching him how to:

✓ communicate more effectively
✓ resolve conflict

✓ remain calm under pressure
✓ manage complex/challenging situations.

Great work/life skills!

“Quite often people just want to have someone listen and empathise with them to validate what they are going through. Whether you can do anything to help may not even come into it,” he says.

Entry-level jobs are easier to get in outer suburbs and regional areas, says Anita. “If you’re prepared to be more flexible with your working hours and your wages as a new person starting out... there is a lot of potential.”

RGIT offers a Certificate IV in Community Services Work and a Diploma course which has VET FEE-HELP loans for eligible students.

Mistakes are Friends

Thai student and aspiring chef, Sirapa Lertkitthawornsakun, is studying RGIT’s Certificate III in Commercial Cookery.

Sirapa found her job through the Thai communities website and has been working in a Thai restaurant at Docklands for one year. Her duties include food preparation, making simple dishes and cleaning the kitchen, but making mistakes is an important part her job too.

“I made many mistakes at work such as ordering ingredients, cooking, or communicating with other staffs. I can learn from that and avoid to make it again.”

Work is also teaching Sirapa valuable career skills like time management – coordinating tasks with other kitchen staff under time pressure – and communication skills such as learning to take direction from the chef.

Sirapa’s advice for workplace newcomers is:

“Have fun and love to do your job, then you will be happy and work well.”
Go Get ‘Em!

Barbara Guhl’s go-get-‘em attitude secured her a job as an Administrator/Document Controller after studying an RGIT Diploma of Business.

First, she researched companies, compiled 35 pages of contacts, then called each one to introduce herself: “Good Morning, My name is Barbara Guhl and I’m very keen to work for your company. Who would be the best person to send my resume to? Is it possible to speak with them briefly?”.

Some companies referred her to the recruitment agency responsible for hiring their staff. Barbara would call the agency and ask: “May I speak with the Recruitment Manager who handles the [name of company] account?”.

Impress them

Employers are impressed when she says things like “I want to work for you” and “This is what I have to offer”.

Get Started in IT

Information Technology trainers Rajpreet Jassal and Reema Aggarwal offer tips on getting started in IT.

Why IT?

“It’s fun to create something from scratch for other users,” says Reema. And, with IT skills you can travel internationally. Certificate and diploma courses can provide entry to bachelor degrees through RPL (Recognition of Prior Learning) and Credit Transfer, such as RGIT’s Diploma of Information Technology Networking.

Key Qualities

Rajpreet says successful IT specialists have these qualities/skills:

- Curious mind
- Enjoy detailed work
- Excellent analytical skills
- Committed to ongoing learning
- Excellent communicators to understand users’ needs
- Able to learn & memorise new techniques
- Able to research solutions
- Technical writing
- Time management
- Problem-solving
- Investigative skills for troubleshooting
- Multitasking
- Enjoy team work.

First Steps

“Offer to work for free in the IT department of a charitable, religious, or other not-for-profit organisation for a short time with the understanding that if they like you, they will give you a professional reference,” advises Rajpreet. “You can volunteer in schools to help teachers in computer-related subjects, or approach companies for an internship.”

How to Succeed

Ongoing professional development is essential to success in this fast-moving sector, says Rajpreet.

“Join bodies like the Australian Computer Society (ACS), Australian Web Industry Association and Network Professional Association. Subscribe to their free newsletters. ACS Members have access to education and events to discover new opportunities, develop new skills and advance their careers.”

“Try to attend national, or even international conferences, where experts deliver the latest research and technologies,” she says.
What are “Communication Skills”?  

Business and Management Trainer Damian Butler explains how to impress with communication skills.

Good communication sounds easy, but work relationships require a tactful, professional approach.

Communication styles: Styles of communication include verbal, non-verbal and written. To ensure messages are relayed effectively, make communications brief and accurate. Be thoughtful when constructing messages. For example:

- Put key points early in the email content. People are too busy to read through “fluff”.
- Have a pleasant voice on the phone; people can hear annoyance.
- If a person is being difficult, try not to show discomfort on your face, or to fold your arms defensively when speaking face-to-face.

Top 3 Skills

✓ Listen actively  ✓ See all sides  ✓ Encourage others

1. **Listen**: Listen without interrupting. Comprehend what is being communicated before responding.

2. **See all sides**: Learn to see things from others’ perspectives. Try not to judge quickly another’s views or actions; they may have good reasons for thinking or acting that way. When you don’t understand, ask them to clarify.

3. **Encourage**: Tell people that you appreciate and value their assistance. This builds strong work relationships.

Manage Conflict

Learn how to manage conflict by watching how others handle tricky situations. Ask a colleague whom you respect for advice when unsure. Address conflict in a timely manner, before it becomes bigger than it needs to be. Try these strategies.

**Avoidance**

You can avoid confrontation over smaller issues, as these may resolve in time. For example, if you know a person is simply having a bad day, or going through a difficult time at work or at home.

**Accommodation**

Occasionally, give the opposing side what it wants is sometimes useful for resolving small issues. For example, you agree to respond more quickly to someone’s emails when asked, or to speak less loudly in a crowded workspace after someone complains.

**Compromise**

Compromise requires both parties in a conflict situation to search for an acceptable, if not agreeable, solution. Neither party achieves 100% of what they want. For example, a person might agree to work overtime on Mondays, if they can start work later on Tuesdays.

**Collaborate**

Collaboration incorporates the ideas of multiple people to create a solution that is acceptable to all. This takes time but is useful for team issues. For example, the customer service department asks the sales and accounts departments to collaborate to ensure the weekly sales report arrives on Fridays by 10am.
Inside Hospitality

Langham Tour

Each term, our Hospitality Commercial Cookery and Operations students have an indepth tour of Melbourne’s fabulous 5-star Langham Hotel. They go behind the scenes to find out these fun facts.

Langham Melbourne has hosted many celebrities at its swish hotel, including Ricky Martin and Lady Gaga!

Celebrities use pseudonyms (false names) when they check in: Ricky Martin’s was “Gringo”.

Melba Restaurant, one of the restaurants in the building, is named after Melbourne’s world famous opera performer, Dame Nellie Melba.

Langham’s Chuan Spa is named after the Mandarin word chuan, which means river. This reflects the hotel’s principles of incorporating the five elements: metal, wood, fire, earth and water.

The Langham’s signature colour is pale pink because it is the founder’s favourite colour: pink roses, pink hot water bottles, pink gift shop…

Luxury vs Luxury

In the old days, hot water was considered a ‘5 Star’ luxury. Minimum standards for 5-Star hotels today include things like in-room ‘pod’ coffee machines, top quality bathrobes and slippers and at night, staff turn-down your sheets and place a chocolate on your pillow. Some top hotels are now calling themselves “7 Star”: The Burj Al Arab in Dubai has a room valued at $25,000 per night; the top suites in the Morgan Plaza in Beijing, China, include a personal butler for guests, digital fireplaces and monsoon rainshowers.

Chefs gave this advice on how to succeed to our aspiring Masterchefs, including:

✔ Be punctual
✔ Be hardworking
✔ Be creative!

Langham’s Presidential Suite costs from $2,800 per night.
The word ‘buffet’ was popularised in 18th century France and spread through Europe.

19 students from the Commercial Cookery course put together a buffet spread for 40 RGIT staff.

The most used ingredient for the menu: potatoes! They’re in potato salad, cut into wedges, baked with open tops, and more.

A whopping total of 6kg of lamb, beef and chicken were used in the making of casseroles and for the student buffet this term.

Students used 12 litres of cream for various dishes. RGIT staff are getting bigger. And we don’t mean tall ;-)!

Besides the ham platter, students decided to make a vegetable platter for those who don’t eat meat. Thoughtful.

There were mice in the kitchen! Not real ones though, just radish mice. One creative student made them out of a tiny radish, using 2 cloves for eyes.

Creative carvings also included: chocolate éclair swans, strawberry flowers, apple swans and a watermelon tree.
Eating Out

Nine Elephants
67 Village St, Docklands
Tom yum soup and Nine Elephants spaghetti
- Thanachporn Fuangcharoen

Top Paddock Café
658 Church St, Richmond
A great brunch menu here. The produce is top quality. William enjoyed the pan-grilled smoked salmon main with avocado and ginger.
- William Loh

The Black Toro
79 Kingsway, Glen Waverley
I love the tacos with fresh Mezcal-cured salmon and avocado puree.
- Reginia Ka

Lux Bite
38 Toorak Rd, South Yarra
You’ve got to try the fresh green tea cheesecake.
- Youn Hee Kim

A Thousand Blessings
51 Highett St, Richmond
Go for the “Lover’s Feast Breakfast” and great organic coffee.
- Diego Ayala

PappaRich Malaysian Delights
Level 2, QV Square, QV Building, Swanston St
Chong loves the Nasi Lemak, Roti Canai and the traditional Malaysian beverages like Lychee Soda, Teh Tarik, Soya Milk Pudding and Cincau and Soya Milk Jelly. Yummo!
- Chong Beng Goh

Chill India
Melbourne Central, Swanston St
Shruti would eat here “every day if possible!” The menu includes staples like paneer, garlic roti, excellent briyana and a terrific fish Manchuria (buttery pieces of fish with a spice coating).
- Shruti Sodha

Momo Station
235 Bourke St, City
Sonam likes all the momos (traditional Nepalese dumplings), of course, but also recommends the vegetable, chicken or egg Chowmein.
- Sonam Gaki
Green Living

RGIT SAVES EARTH!

Our current consumer lifestyle requires 1.5 planet Earths to meet our needs. We’re fast exhausting the Earth’s resources. You can try these simple tips to live more sustainably.

Recycle your clothes
Repair clothes when they get holes, and, when you are ready to throw clothes out, take them to the Opp Shops (Savers, Savlos, Red Cross) where they sell worn-out clothes for rags.
Buy more clothes from Opp Shops too. Otherwise, billions of items end up buried in the ground (“landfill”). Nooooooo!

Compost food waste
Throwing vegetable waste into the rubbish bin (which goes to landfill) creates methane which is a “greenhouse gas” that is responsible for increasing the Earth’s temperature. Buy an Urban Composer bucket ($39 on eBay), especially designed for apartment living!

Save water
If you live in an old apartment, hot water takes time to become hot because the pipes aren’t insulated. Save the cold water that arrives first in a bucket, then use it to flush your toilet. Have three-minute showers. We don’t need to flush the loo every time we go (only for the brown stuff!).

Toilet etiquette
Use bicarbonate of soda to clean the toilet. Buy non-fragrant, non-bleached toilet paper made from brands that use sustainable paper sources and fewer chemicals: Planet Ark, Safe, Earthwise, icare. Save trees and stop chemicals entering the oceans.

Recycle bags
When food shopping, save and re-use (again and again) the plastic and paper bags that you put your vegetables in.

Switch-off
Use only the lights you need at night. Not every room needs a light on. Switch-off (overnight) those appliances that use standby electricity (TVs, set-top boxes, DVD players, microwaves, modems/routers, dishwashers, PC monitors etc). Standby power is very wasteful and costly. For example, 50 watts of standby electricity used 24/7 over a year could power an average Australian home for 24 days! (source: aussiehome-energy.com.au)

Buy organic
Organic farmers use practices that nurture and repair the Earth.

Chemical free cleaning
Use microfiber cloths instead of chemical cleaning products; all supermarkets have them. If you’re worried about germs, use vinegar and bicarbonate of soda; it froths up like a science experiment!

Hair that cares
Hair dye is poisonous. What do you think it’s doing to the ocean and its marine life? Go natural, or use Henna.
CAT CAFÉ

Need some snuggly love? Visit the cat café behind Queen Victoria Market. It’s the purrfect place for cat lovers, a 4-room area where you can hang out with 15 beautiful cats from rescue shelters. The Café is their new home. You can pat the cats but you are not allowed to pick them up. Hot and cold drinks are available alongside cookies, cakes, muffins, chocolate and chips but the highlight here is the cats, not the snacks. The small entry fee covers the cost of all cat care.

Opening Hours:
Sundays 10am – 7pm  |  Saturdays: 10am – 9pm
Address: 375 Queen Street
Price: $10 per hour
Info: http://catcafemelbourne.com/

ST KILDA SEA BATHS

If you’re tired of being chilled to the bone, get to the St Kilda Sea Baths. There’s a heated hydrotherapy pool with jets that massage your tired neck, shoulders and back muscles which has a view of the bay. The unisex steam room warms you right through. The 25-meter heated, salt water filtered swimming pool has lap lanes and a spa-jet section. There’s also a relaxation area with bay views. Some people heat up in the steam room and go outside to plunge into icy cold Port Phillip Bay. Gets the blood flowing.

Getting there: Take tram 96 from Bourke Street, or Tram 16 from Flinders St
Weekend opening hours: 7:00am-7:45pm
Cost: $13 adults, $9 concession.

ICE SKATING

The Icehouse at Docklands offers free 15-minute skating lessons for beginners (11:00am, 1:45pm, 4:30pm, 7:15pm) teaching you how to ‘walk’, start skating, balance and stop. The public skating session is open from 11:00am until midnight on Saturdays, 9:00am until 10:00pm on Sundays. Remember to wear warm clothes and gloves.

Getting there: Take the free City Circle tram (from Flinders street or La Trobe Street) direct to the Waterfront City, Docklands stop. Tram 70 (via Flinders Street) and Tram 86 (via Bourke Street) will also take you to the Waterfront City, Docklands stop. The Icehouse is a 5-minute from the last stop on Pearl River Road at the traffic lights, just past the tram stop.

Cost: $26 includes skate hire

THE 1000 STEPS

Get warm and work off all those winter comfort foods on a crisp, clear winter’s day at the 1000 Steps in the Dandenong Ranges National Park. The 1000 steps follow a creek up through a lush gully, thick with ferns and gum trees. Occasionally Lyrebirds can even be seen in the undergrowth beside the track. Lyrebirds are famous for imitating any sound they hear from a camera clicking to a mobile phone ringing! There are actually only about 800 steps and it takes about an hour to do.
Getting there: Take the Belgrave train from Flinders St Station. Get off at Upper Ferntree Gully Station and walk east, following Burwood Highway, to the park entrance (near the intersection of Burwood Highway and Mount Dandenong Tourist Road). Head through the car park and the walk begins near the playground at the end. Total walk to the playground is around a kilometre.


SUNDAY 30 AUGUST

The Hurstbridge Wattle Festival turns the pretty township of Hurstbridge into a festival site. The train station is right in the centre of activities: street stalls, roving entertainers, yummo food stalls, baby animals nursery and music. The walking path along the Diamond Creek is a blaze of golden glory with fluffy Wattle trees. Meet the locals showcasing their crafts and hobbies.

Highlights include: a huge BMX biker show; skateboarding; steam train rides to Eltham; vintage cars and ‘muscle’ cars; miniature railways; double deck bus rides; art exhibition and street art.

Getting there: Take Hurstbridge train from Flinders St Station, INFO: www.wattlefestival.org.au for more details.

SNOW PLAY

Happy Travels, just across the road from main campus, has a great one-day snow tour to Lake Mountain, 1 hour 50 minutes from Melbourne. The trip includes a visit to Steavenson Waterfalls (122m down!) in Marysville and a drive through the beautiful Yarra Valley to a chocolate factory and ice-creamery where you sample free chocolates | Cost: $109 includes transport, 3-hours of snow play, hot chocolate or coffee. The bus leaves the city between 7am-8am (Mon, Wed, Fri, Sat and Sun) from June to October and returns 5pm-6pm.
Fun Stuff

10 Best Breakup Lines

1. “And you are...? Have we met?”
2. “Look, I’ve decided to downsize and diversify.”
3. “It’s not that I don’t like you, it’s just that parts of me are arguing about it.”
4. “If I told you I’m not really who you think I am, but everything you don’t want me to be, would you want to stay together? I mean, just hypothetically.”
5. “I’m gonna have to let you go.”
6. “You really don’t want to wake up to this head every morning.”
7. “If only we had something in common...”
8. “I have this allergy to routine, predictability gives me a rash.”
9. “Give me 100 good reasons why we should stay together.”
10. “You know how I never met my Dad, well Mum told me last night that he was a serial killer.”

Best Apps for Melbourne

International Students recommend their favourite lifestyle apps for Melbourne.

**Menulog**
Free! Menulog allows you to order take-away and food delivery from 100s of Melbourne take-away restaurants. Types of food includes: Pizza, Chinese, Indian, Thai. - Thanachporn Fuangcharoen

**UrbanSpoon**
Free! This app provides reviews from people like you on Melbourne restaurants and cafes. - Thanachporn Fuangcharoen

**Metronotify**
Metronotify gives live updates on Melbourne’s train services. You can personalise it to feature the trains you use most often. It tells you if trains are running on time and if there are delays. - Reginia Ka

**Zomato**
Zomato provides food menus from restaurants and cafes, and user reviews, so you can check places out properly before visiting. - Diego Ayala

**Melbourne Now**
This one is for art lovers. It takes you behind the scenes at the National Gallery of Victoria with videos, audio clips, interviews and more from the artists on show. - Reginia Ka

**TramTRACKER**
Yep, it’s about trams. You receive live updates on tram arrivals, your nearest tram stop locations, alerts to disruptions and schedule changes and it shows nearby connecting tram, train and bus services. - Youn Hee Kim

**Uber**
The fastest way to get a taxi in Melbourne these days is via Uber. - Diego Ayala
Tony’s Puzzle

Tony is studying the Diploma of Community Services Work at RGIT. Take up the Tony Challenge: can you complete this page in under 30 minutes? Ready, set, go!

Solutions on Page 6.

Sudoku

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 5 8 9 2 4 6 1 2 7 3 8 9 3 1 5 6 4
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Word Search

Find the words below within this grid. Some are written forwards, some backwards, some sideways and some diagonally! Tricky Tony. Tricky!

1. ADMINISTRATION
2. INFORMATION
3. TRAMS
4. ADULT
5. INSTRUCTOR
6. UNITS
7. ASSIGNMENTS
8. LEARNING
9. VET FEE HELP
10. BAKING
11. LECTURE
12. WEBSITES
13. BREAK
14. LESSON
15. WELFARE
16. BUSINESS

Tony’s Trivia

Do you know what the largest organ of the human body is?
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• Diploma of Software Development
• Diploma of Information Technology Networking

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- FIRST AID COURSE
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