



DOMESTIC (FEE-FOR-SERVICE)

HANDBOOK 2020

Greenhill Education
Group Pty Ltd t/a



INTERNATIONAL COLLEGE

RTO No. 22088 CRICOS: 03002G

Domestic (Fee-for-Service) Student Handbook 2020



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Quick Reference Guide

Student Contact Details

Student Name:

Student ID:

Mobile Phone:

Email:

Important Contacts	Phone	Email
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Student Services and Administration		Hobart Campus: adminhobart@rgit.edu.au
Accounts		accounts@rgit.edu.au

RGIT Australia Campuses

Main Campus

28-32 Elizabeth St, Melbourne VIC 3000, Australia

Postal Address

GPO Box 5466, Melbourne VIC 3001, Australia

Ph: (03) 8639 9000 | Fax: (03) 8639 9001

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

Victoria House Campus

43-45 Elizabeth Street, Melbourne VIC 3000

Hobart Campus

162 Macquarie Street, Hobart TAS 7000, Australia

Ph: (03) 6217 9000, 1800 844 866

Email: adminhobart@rgit.edu.au | Website: www.rgithobart.edu.au

Urgent Contact (Weekend and After Hours)

Melbourne: 0414 346 945, 0422 315 959, 0411 343 969

Hobart: 0404 944 167, 0420 794 982

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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. 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 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 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 needs.

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.

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3. Calendars

3.1 Academic Calendar: Term Dates

February Intake 27 January – 5 April	Break: 6 April – 19 April Orientation: 20 January
April Intake 20 April – 28 June	Break: 29 June – 12 July Orientation: Monday 13 April
July Intake 13 July – 20 September	Break: 21 September – 4 October Orientation: Monday 6 July
October Intake 5 October – 13 December	Break: 14 December 2020 – 24 January 2021 Orientation: Monday 30 September

3.2 Public Holidays 2020

New Year's Day	Wednesday, 1 January
Devonport Cup (Tasmania)	Wednesday, 8 January
Australia Day Holiday	Monday, 27 January
Royal Hobart Regatta (Tasmania)	Monday, 10 February
Launceston Cup (Tasmania)	Wednesday, 26 February
Kind Island Show (Tasmania)	Tuesday, 3 March
Labour Day (Victoria) Eight Hours Day (Tasmania)	Monday, 9 March
Good Friday	Friday, 10 April
Day following Good Friday (Except Tasmania)	Saturday, 11 April
Easter Sunday (Except Tasmania)	Sunday, 12 April
Easter Monday	Monday, 13 April
Easter Tuesday (Tasmania)	Tuesday, 14 April
ANZAC Day	Saturday, 25 April
AGFEST (Tasmania)	Friday, 8 May
Queen's Birthday	Monday, 8 June
AFL Grand Final Friday (Victoria)	TBA (subject to AFL schedule)
Burnie Show (Tasmania)	Friday, 2 October

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Royal Launceston Show (Tasmania)	Thursday, 8 October
Flinders Island Show (Tasmania)	Friday, 16 October
Royal Hobart Show (Tasmania)	Thursday, 22 October
Recreation Day (Tasmania)	Monday, 2 November
Melbourne Cup Day (Victoria)*	Tuesday, 3 November
Devonport Show (Tasmania)	Friday, 27 November
Christmas Day	Friday, 25 December
Boxing Day	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.



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4. Course Overview

National Code	Course	Duration (Incl. Holidays)	Tuition Fees*
Business and Management			
BSB30115	Certificate III in Business	52 weeks	\$15,000
BSB40215	Certificate IV in Business	27 weeks	\$15,000
BSB51918	Diploma of Leadership and Management	52 weeks	\$15,000
BSB50215	Diploma of Business	52 weeks	\$15,000
BSB60215	Advanced Diploma of Business	78 weeks	\$22,500
BSB80515	Graduate Certificate in Management (Learning)	26 weeks	AU \$7,500
BSB80615	Graduate Diploma of Management (Learning)	78 weeks	AU \$16,500
Nursing, Childcare and Community Services			
CHC30113	Certificate III in Early Childhood Education and Care	52 weeks	\$15,000
CHC33015	Certificate III in Individual Support	52 weeks	\$15,000
CHC50113	Diploma of Early Childhood Education and Care	78 weeks	\$22,500
CHC52015	Diploma of Community Services	72 weeks	\$22,500
HLT54115	Diploma of Nursing†	80 weeks	\$37,500
Information Technology			
ICT50418	Diploma of Information Technology Networking	63 weeks	\$18,500
ICT50718	Diploma of Software Development	63 weeks	\$18,500
ICT60115	Advanced Diploma of Information Technology	76 weeks	\$22,500
Hospitality			
SIT31016	Certificate III in Patisserie	52 weeks	\$22,500
SIT40716	Certificate IV in Patisserie	72 weeks	\$22,500
SIT30816	Certificate III in Commercial Cookery	52 weeks	\$15,000
SIT40516	Certificate IV in Commercial Cookery	72 weeks	\$22,500
SIT30616	Certificate III in Hospitality	52 weeks	\$15,000

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SIT40416	Certificate IV in Hospitality‡	50 weeks	\$22,500
SIT50416	Diploma of Hospitality Management	102 weeks	\$28,000
SIT60316	Advanced Diploma of Hospitality Management	131 weeks	\$37,500

Please note: Course information is subject to change. Download an electronic version of RGIT Australia's Domestic (Full-Fee Paying) Student Prospectus at www.rgit.edu.au/DomesticFullFeePayingProspectus. Students can find further information at National Training Register at www.training.gov.au or speak with an RGIT Australia staff member for details. RGIT Australia handles all superseded qualifications as per RGIT Australia's Course Transition Policy and Procedure available at 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.

5.2 Pre-Training Review

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's VET course must possess sound LLN skills to successfully complete the course. All students are required to undertake a LLN test mapped at ACSF level 3 conducted by RGIT Australia.

5.4 Academic Requirements

Students 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.

5.5 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.

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- 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 (For more information on RPL, see '[Recognition of Prior Learning](#)' in this handbook.)
- 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. (For more information on CT, see '[Credit Transfer \(CT\)](#)' in this handbook.)



6. Additional Entry Requirements for Specific Courses

6.1 Early Childhood Education and Care

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 enroll into HLT54115 Diploma of Nursing must:

1. Be at least 18 years or above at the time of enrolment;
2. Hold a VCE Year 12 Certificate, Senior VCAL Certificate or other post-secondary school certificate at Certificate III Level or higher;
OR
Completion of Certificate III or IV qualification preferably in the Health/Community Care services;
3. Meet the English language requirement (as mentioned below);
4. Undertake ACER Language, Literary and Numeracy 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

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

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- 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

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- 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

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).
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.
4. Hold a current first aid certificate.

Registration Requirements as a Nursing Student

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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.



7. General Student Information

7.1 Orientation

Orientation is conducted prior to the commencement of the course. New students are provided an introduction to studying at RGIT Australia and its services and facilities. 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.

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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 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.



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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 and 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 near the computer rooms. Rechargeable 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 personnel 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 Friday.
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).

10.4 Student Feedback

RGIT Australia values your feedback and is committed to the continuous improvement of RGIT Australia 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 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.

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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 (iPads/laptops 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.

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.

10.10 Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the VET course may apply for 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.

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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 Unique Student Identifier (USI)

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

10.13 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.

10.14 Education Integrity

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

10.15 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.

10.16 Attendance

Student attendance is recorded daily (per class). RGIT Australia must ensure to record full student attendance records, including late arrivals and early departures.

10.1 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 Australia 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.

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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.

10.2 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. 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 workplace 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
SIT31016 Certificate III in Patisserie	160 hours consisting minimum of 24 complete service periods/shifts with combination of breakfast, lunch, dinner and special functions
SIT40716 Certificate IV in Patisserie	160 hours consisting minimum of 24 complete service periods/shift with combination of breakfast, lunch, dinner and special functions
SIT30816 Certificate III in Commercial Cookery	280 hours SIT consisting minimum of 60 complete service periods/shifts with combination of: breakfast, lunch, dinner and special functions
SIT40516 Certificate IV in Commercial Cookery	280 hours consisting minimum of 60 complete service periods/shift with combination of: breakfast, lunch, dinner and special functions

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SIT30616 Certificate III in Hospitality	200 hours consisting minimum of 36 complete service periods/shifts
SIT40416 Certificate IV in Hospitality	200 hours consisting minimum of 36 complete service periods/shifts
SIT50416 Diploma of Hospitality Management	200 hours consisting minimum of 48 complete service periods/shifts with combination of breakfast, lunch, dinner and special functions
SIT60316 Advanced Diploma of Hospitality Management	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
CHC30113 Certificate III in Early Childhood Education and Care	120 hours in an approved regulated childcare service setting

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CHC50113 Diploma of Early Childhood Education and Care	240 hours in an approved regulated childcare service setting
CHC52015 Diploma of Community Services	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.

12.1 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
- 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

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For a comprehensive list and to read more on RGIT Australia's policies and procedures, visit RGIT Australia's website at 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 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
- Victoria Legal Aid: www.legallaid.vic.gov.au
- Study in Australia: www.studyinaustralia.gov.au
- Youth Central: 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
- TASWater (Water and Sewer Emergencies): 136992, visit www.taswater.com.au
- Tas Gas (Gas Emergency): 1802 438 427, visit www.tasgas.com.au
- Aurora Energy: (Power Outage) 13 2004, (Gas Emergency) 1802111, visit www.auroraenergy.com.au

12.5 Places of Worship

- Australian Churches: www.australianchurches.net
- Living in Melbourne (Mosques): www.living-in-melbourne.com/muslims-mosques-in-melbourne.html
- Hindu Council of Australia: www.hindu council.com.au
- Jewish Australia: www.jewishaustralia.com/prayer.htm

12.6 Other Support Services

They 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

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- 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
- www.realstate.com.au
- www.domain.com.au
- 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
- www.dhhs.tas.gov.au
- 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 : 62216444
- 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: 62311555

12.9 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

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- 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.

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.

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

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

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
- www.jobsjobsjobs.com.au
- www.mycareer.com.au
- www.careerone.com.au
- www.job.com.au

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

13.4 Study Methods & Difficulties

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

To be a successful student, 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 feel free to speak to your trainer or contact Student Services.

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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 (Melbourne) or 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.

Student Welfare Officers and Contact Details

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

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Melbourne Committee Representative	
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Student Support Staff and Contact Details

Support Officer	Name	Contact
Admission and Enrolment Officers Provide all admissions and enrolment related issues specific course related queries.	Bikas (Nabin): Level 2 Main Campus Monica: Level 1 Victoria House Campus	Melbourne Campus: Ph: (03) 8639 9000 EXT: 182 Hobart Campus: Ph: (03) 6217 9000 EXT: 115
Student Support Officers 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	Melbourne Campus: Ph: (03) 8639 9000 EXT: 121 Hobart Campus: Ph: (03) 6217 9000 EXT: 101
Student Liaison Officers 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	Melbourne Campus: Ph: (03) 8639 9000 Hobart Campus: Ph: (03) 6217 9000
Accommodation and Health Support Officers Provide student accommodations and health related queries.	Monica: Level 1 Victoria House Campus Anil: Level 3 Hobart Campus	Melbourne Campus: Ph: (03) 8639 9000 EXT: 186 Hobart Campus: Ph: (03) 6217 9000 EXT: 101
Academic Resources/LMS Officer Provide academic resources, eBooks and LMS support.	Binod: Level 2 Main Campus Anil: Level 3 Hobart Campus	Melbourne Campus: Phone: (03) 8639 9000 EXT: 130 Hobart Campus: Ph: (03) 6217 9000 EXT: 101
First Aid / Health and Safety Officer Handle Provide first aid and student safety support.	Shusil T: Basement Main Campus Rizwana: Level 1 Victoria House Campus Anjana: Level 3 Hobart Campus	Melbourne Campus: Ph: (03) 8639 9000 EXT: 103 Hobart Campus: Ph: (03) 6217 9000 EXT: 120

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Academic Support Provide academic support and counselling.	Sujata: Level 1 Victoria House Campus All Trainers	Melbourne Campus: Ph: (03) 8639 9000 Hobart Campus: Ph: (03) 6217 9000
IT Support Provide IT support related to classrooms connectivity's, computer labs, network access, Wi-Fi/internet connectivity, eBook, online resources or LMS related issues.	Rupert: Level 2 Main campus Binod: Level 2 Main Campus Anil: Level 3 Hobart Campus	Melbourne Campus: Ph: (03) 8639 9000 EXT: 130 Hobart Campus: Ph: (03) 6217 9000 EXT: 101
Accounts/Finance Support 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	Melbourne Campus: Phone: (03) 8639 9000 EXT: 176 Hobart Campus: Ph: (03) 6217 9000 EXT:129
Library Support Officer 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	Melbourne Campus: Ph: (03) 8639 9000 EXT: 180 Hobart Campus: Ph: (03) 6217 9000 EXT: 119

Urgent Contact Details (Weekends and After Hours)

Melbourne	Hobart
0414 346 945 OR 0422 315 959 OR 0411 343 969	0404 944 167 OR 0420 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, see: www.rgit.edu.au/ComplaintsandAppealsPolicyandProcedure)
- 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 courtesy 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.

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.

14.2 Plagiarism, Collusion & 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. 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.

For clarification of the terms and definitions:

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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

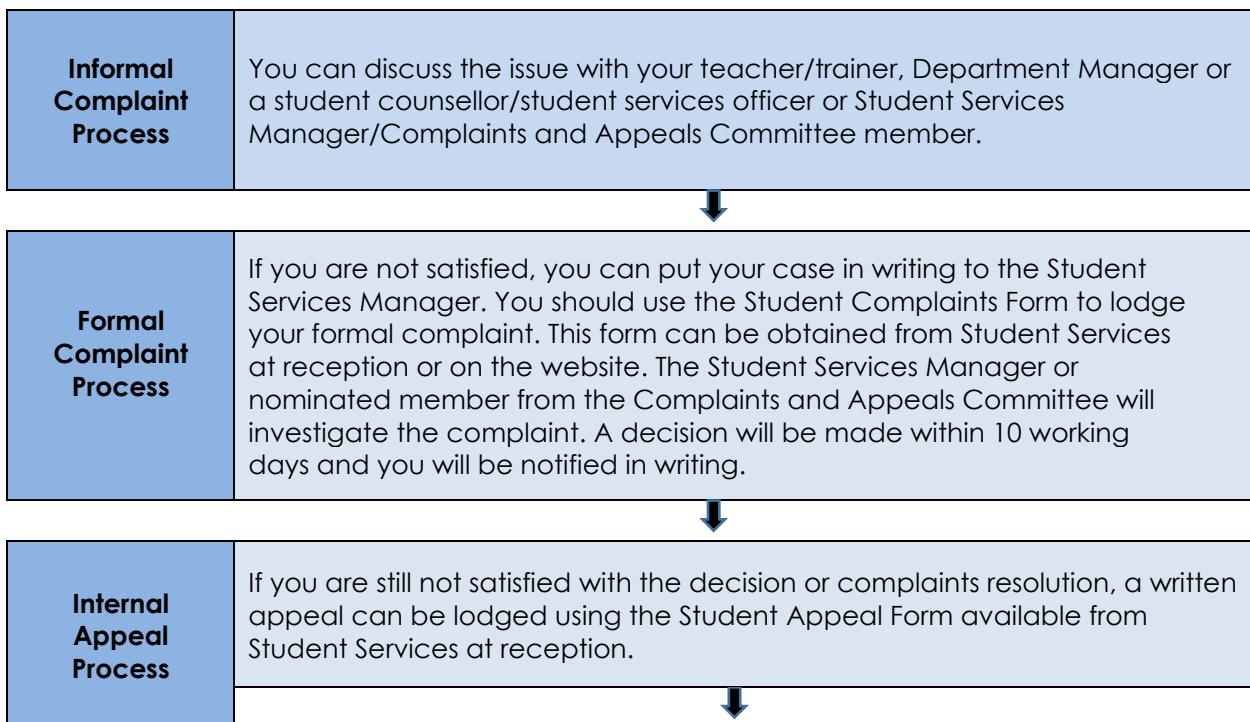
RGIT Australia has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

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.

RGIT Australia's Student Complaints and Appeals Policy and Procedure policy can be obtained from Student Administration Services or viewed on our website at

www.rgit.edu.au/ComplaintsandAppealsPolicyandProcedure.

14.4 Flowchart of Student Complaints and Appeal Procedure



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RGIT Australia will appoint a Student Appeal Committee or investigator to hear the appeal within 10 days of you lodging your appeal in writing. A meeting will be convened so that you can discuss your concerns with the committee or investigator. You will be advised in writing of the outcome within 10 working days of the meeting.



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. **Domestic Students** can lodge External Appeals with the Resolution Institute (RI) www.resolution.institute.

If you need help with the appeal, you may contact the Student Counsellor or Student Services at reception.

14.5 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.

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 the Institute 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.

14.6 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 from www.rgit.edu.au/AccessandEquityPolicyandProcedure.

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15. Tuition Fee Payment and Refunds

15.1 Fees & Charges

Tuition Fees	Refer to individual course overview section
Enrolment Fee (non-refundable)	\$250
Enrolment Variation Fee	\$100
Reassessment Fee*	Subject to Reassessment Policy
Unit Repeat Fee*	\$300
RPL Fee*	Subject to qualifications and units (for more information contact Student Services)
Administration Fee (non-refundable)	\$200 (or in the case of visa refusal; \$500 or 5% of the total paid course fees, whichever is lesser)
Late Payment Fee	\$200
Locker Hire Fee**	\$50 (\$25 refundable deposit)
Excursion Fee	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 (Domestic Fee-for-Service Students) from the RGIT Australia website at www.rgit.edu.au/FeesPaymentandRefundPolicyDomesticFeeforServiceStudents.

15.2 Payment of Fees

The course fees include tuition, tutorials and lectures, campus facilities and a student identification card. Fees for Full-Fee (Fee-for-Service) students are payable as per the Course Fees and Payment Schedule outlined in the students' Letter of Offer and Student Agreement and Acceptance. RGIT Australia does not accept a pre-payment of course fees in excess of \$1,500, unless it has a fee protection measure in place, such as membership with an approved Tuition Assurance Scheme. Tuition fees for each study term must be paid in advance, unless a payment plan is made with RGIT Australia.

15.3 Late or Non-Payment

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

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15.4 Refund Tables: Course Withdrawal

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%

15.5 Provider Default on Delivery of Qualification

In the unlikely event that RGIT Australia is unable to start or deliver the course (known as Institute default), the student can choose to accept either:

- a refund of course fees, which will be issued to the student within 14 days; or
- be placed in an alternative course with RGIT Australia or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.

For more information, see the Fees Payment and Refund Policy (Domestic Fee-for-Service Students), at www.rgit.edu.au/FeesPaymentandRefundPolicyDomesticFeeforServiceStudents and the Tuition Assurance Policy at www.rgit.edu.au/TuitionAssurancePolicy.

15.6 Special Circumstances

Where a student withdraws from the course 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 will be refunded.

15.7 Refund Requests

All requests for refund must be made in writing by way of a *Withdrawal and Refund Application Form* available on RGIT Australia's website at www.rgit.edu.au/important-forms, clearly stating the reason for the refund, and must include documentation that supports the request. For more information see RGIT Australia's Fees Payment and Refund Policy (Domestic Fee-for-Service Students) at www.rgit.edu.au/FeesPaymentandRefundPolicyDomesticFullFeePayingStudents.

16. 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.

16.1 Mobile Phone Usage

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

16.2 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.

16.3 Smoking

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

16.4 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.

16.5 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. Change of Institution or Course/Enrolment Withdrawal

17.1 Withdrawal

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 (Domestic Fee-for-Service Students) from the RGIT Australia website, at

www.rgit.edu.au/FeesPaymentandRefundPolicyDomesticFeeforServiceStudents for more details.

17.2 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.

17.3 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.

18. Attendance and Course Progress

18.1 Unsatisfactory Course Progress

Students enrolled in VET courses must meet the course progress requirements. Each student's academic performance and course progress is monitored, recorded and assessed. You must pass at least 50% of units in each study period to be deemed and making satisfactory course progress. 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 Cancel Enrolment for meeting unsatisfactory course progress requirements, which results in cancellation of the student's Enrolment. 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.

18.2 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.

18.3 Change of Address

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.

19. Relevant Legislation

A range of legislation is applicable to all staff and 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 websites 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:

- **RTO & CRICOS matters**
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: 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: 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: 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: 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.

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