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Disclaimer: The information contained in this manual is subject to change without notice. It is the responsibility of the Representative to check and confirm all general and specific program information prior to lodging an application for enrolment. For the most up-to-date program information, please refer to the RMIT University website. Visit www.rmit.edu.au.

RMIT University CRICOS Provider Code: 00122A
Welcome

The Representative Training Manual

The manual provides information, guidance and resources for counsellors to deliver up-to-date and accurate information about RMIT University's facilities, programs and services to prospective students. It also explains the processes used within RMIT University in the recruitment of international students. The manual focuses particularly on the application and correspondence guidelines that need to be followed.

This manual may be downloaded from the Representative web site at www.rmit.edu.au/international/representatives and will be updated from time to time as the need arises.

RMIT

RMIT University is a global university of technology and design, focused on creating solutions that transform the future for the benefit of people and their environments.

One of Australia’s original educational institutions, RMIT has forged an international reputation for excellence in professional and vocational education and high-quality outcome-oriented research. RMIT provides an urban experience and is actively engaged with industry and the community.

The University has three campuses in Melbourne—in the central business district, in the urban suburb of Brunswick, and in of the city’s northern suburbs Bundoora—and two campuses in Vietnam—in Hanoi and Ho Chi Minh City. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Malaysia, India and Europe.

RMIT offers over 500 programs for international students. The strong vocational orientation of our programs prepares graduates for employment and active participation in their communities. Programs include industry placements, work experience and the involvement of industry practitioners in teaching.

Collaborating with industry to provide solutions and innovations that deliver real outcomes is an integral part of our teaching, learning and research. Student mobility is actively encouraged through our international partners for student exchange.

As a result, RMIT graduates possess a broad knowledge base, industry-honed skills and the ability to think critically and creatively. This gives them a competitive edge when entering the international job market.
Counselling Students About Studying at RMIT University

Why RMIT?

RMIT University

In 2013, RMIT was ranked in the top 10 universities in Australia and in the top 20 universities worldwide under 50 years old (QS World University Rankings). The University features in the top 100 universities in the world in the areas of Communication and Media Studies, Computer Science and Information Systems, Pharmacy and Pharmacology Studies, Engineering (Civil and Structural), and Accounting and Finance.

Quality research

RMIT is engaged with leading organisations and governments around the world in partnerships to develop practical research outcomes that can transform the way of the future.

Eighty-five per cent of RMIT’s fields of research were rated as world standard or above in the 2012 Excellence in Research for Australia assessment by the Australian Research Council.

RMIT was rated as “well above” or “above” world standard in architecture, clinical sciences, human movement and sports science, pharmacology and pharmaceutical sciences, medical physiology, engineering (aerospace, mechanical, materials, and electrical and electronic), building, design practice and management, urban and regional planning, applied mathematics, condensed matter physics, physical chemistry, artificial intelligence and image processing, information systems, visual arts and cultural studies.

Proven employability outcomes

RMIT was ranked 75th in the world by global employers for graduate employability in the 2013 QS World University Rankings. Most of RMIT’s programs are professionally and internationally recognised, which means you can open career doors across the world.

Global industry connections

In engineering, IT, science, health, business, sustainability and design, RMIT is connected to industry worldwide. The University has linkages with companies such as Rolls-Royce, Siemens, Nestlé, IBM, Deloitte, Alcoa and many more. The real-world focus of many RMIT degrees is extended through opportunities to gain overseas clinical and industry experience.

RMIT International Industry Experience and Research Program (RIIERP)

RIIERP is a unique collaboration between students, companies and academics that offers participants the opportunity to undertake 6-month to 12-month placements in some of the world’s most influential organisations. Currently 165 international companies are involved across Europe, Asia and North America.

Student exchange and short study tours

RMIT has exchange partnerships with more than 150 educational institutions across 31 countries, giving you opportunities to broaden your experience through a semester or two abroad. RMIT also offers shorter group study tours and international research projects.

Diversity in the classroom

RMIT is recognised as one of the most internationally diverse universities in the world. With approximately 74,000 students from more than 100 countries, and almost half of its academics born outside of Australia, RMIT provides a diverse cultural experience as well as academic excellence.

Fast Facts

- Established: 1887
- Total student population: 74,000+
- International student population: 30,000+
- Campus locations: Melbourne, Australia (City, Brunswick and Bundoora); Ho Chi Minh City and Hanoi, Vietnam
- International students in Melbourne campuses: 11,000+
- Study levels: foundation studies, certificates, diplomas, advanced diplomas, associate degrees, undergraduate degrees and postgraduate degrees
- Number of schools: 24
- Number of academic staff: 4595
- Percentage of academic staff born overseas: 44%
Melbourne and campuses

Living in Melbourne

Melbourne is a vibrant, diverse city that has regularly been voted the world’s most liveable city. You will be captivated by its urban charm, sophistication and welcoming atmosphere.

More information can be found at: www.rmit.edu.au/international/melbourne

RMIT campuses

With the opening of the technologically advanced Swanston Academic Building and the environmentally sustainable Design Hub in 2012, RMIT is redefining research, teaching and learning standards globally. This is all part of RMIT’s AU$600 million campus refurbishment.

City campus

RMIT’s main campus is located in the heart of Melbourne, surrounded by the best of everything the city has to offer, from theatres, galleries and restaurants to parks, markets and the State Library of Victoria. The campus is easily accessed by public transport, and its central location in the city makes finding part-time work more convenient. The recent refurbishments and new landmark buildings reinforce RMIT’s global reputation as a leader in technology and design.

Brunswick campus

Located just outside of Melbourne’s city centre, Brunswick is popular with Melbourne’s up-and-coming artists, fashion designers and musicians. The area is lined with boutiques, thrift stores and unique cafés to satisfy any taste. The campus is home to many of RMIT’s design disciplines, including fashion, industrial design, textile design and technology, merchandising and product development.

Bundoora campus

The leafy suburb of Bundoora is home to many of RMIT’s engineering, health and medical sciences programs. RMIT’s state-of-the-art facilities are surrounded by large open spaces that provide students with a relaxing environment. The campus features a purpose-built health and medical science laboratory, as well as advanced sporting facilities that include a FIFA-approved soccer pitch, a football oval, an athletics track, and tennis and netball courts.

RMIT Vietnam

RMIT International University Vietnam is Vietnam’s first fully foreign-owned university licensed to operate in its own right. With new facilities in Hanoi and Ho Chi Minh City, the University offers internationally recognised degrees taught in English, with the same content that is provided in Melbourne. International students from RMIT in Australia can also undertake a semester’s study exchange at one of the Vietnam campuses.

www.rmit.edu.vn

RMIT Europe

RMIT University is expanding its presence to Europe by establishing a site in Barcelona, Spain, to build its European education, research and student mobility activities.

www.rmit.eu/

For more information about campuses, sites and offshore partners:
http://www.rmit.edu.au/about/campuses
Colleges and Schools

RMIT University has three academic Colleges: Science, Engineering and Health (SEH), Design and Social Context (DSC) and Business. Colleges are often known as faculties in other universities.

Twenty-four Schools operate under the three Colleges, providing over 500 programs for international students.

College of Business
School of Accounting
School of Business IT and Logistics
School of Business TAFE
School of Economics, Finance and Marketing
Graduate School of Business and Law
School of Management

College of Design and Social Context
School of Architecture and Design
School of Art
School of Design TAFE
School of Education
School of Fashion and Textiles
School of Global Urban and Social Studies
School of Media and Communication
School of Property, Construction and Project Management

College of Science, Engineering and Health
School of Aerospace, Mechanical and Manufacturing Engineering
School of Applied Sciences
School of Civil, Environmental and Chemical Engineering
School of Computer Science and Information Technology
School of Electrical and Computer Engineering
School of Engineering TAFE
School of Health Sciences
School of Life and Physical Sciences
School of Mathematical and Geospatial Sciences
School of Medical Sciences

Details on each School can be found at: http://www.rmit.edu.au/schools
Programs

It is recommended that representatives use the website as the first point of information on RMIT programs. Information about the individual courses (units) included in the program, fees, entry requirements and possible career outcomes can be found using the search function on the Programs and Fees website: https://www.international.rmit.edu.au/info/programfees.asp

Programs are categorised into 11 interest areas:
- Architecture and building
- Art and design
- Business
- Communication and digital media
- Community services and social sciences
- Computing and information technology
- Education and training
- Engineering
- Environment and planning
- Health and medical sciences
- Science

If you require further information, this can be found in the brochures and on the RMIT website:
- TAFE and undergraduate or postgraduate prospectus at: www.rmit.edu.au/international/brochures
- Entry requirements: www.rmit.edu.au/international/entryrequirements
- Enrolment program structure: www.rmit.edu.au/students/enrolment-program-structures
- English equivalency information can be found at: www.rmit.edu.au/international/english-equivalent
- Entry requirements by country (to compare overseas qualification grades to Australian grades) can be found at: www.rmit.edu.au/international/country-conversion
- How to apply: www.rmit.edu.au/international/how-to-apply

Remember that the most up to date information will be on the website.

Closed and discontinued programs

Popular programs often have limited places so RMIT encourages you to check the website for information about available intakes on a regular basis.

A list of closed programs can be found on the Representative website at: www.rmit.edu.au/international/representatives (Login required).

Entry requirements

Programs have varied academic and English language requirements so these should be checked carefully. If a student has not met the requirements for the program of their choices pathway options may be available. RMIT English Worldwide offers ELICOS programs up to Advanced Plus level (which meets English language requirements for most Higher Education programs) and RMIT also has pathways to degree programs through Foundation Studies, associate degree or TAFE programs.

RMIT staff will automatically assess applicants and offer pathway options where appropriate if students have not met the requirements for their preferred program.

Counselling Students About Studying at RMIT University

‘In my degree, I was not only equipped with theoretical knowledge, but I also had the chance to learn practical skills from the most experienced specialists in my field. Staff are really friendly and helpful. Whenever I have a problem, no matter how big or small it is, the staff always do their best to help me sort it out.’

Hoang Nguyen
Master of Engineering (Sustainable Energy)
English language requirements and study

International students applying to RMIT University, including RMIT International College (RIC), must provide evidence of their English language proficiency before they can be admitted to their preferred programs.

Tests currently accepted by RMIT University include: IELTS, TOEFL, Pearson Test of English and Cambridge English. Information can be found at: www.rmit.edu.au/international/english-equivalent

RMIT English Worldwide

RMIT English Worldwide (REW) develops and delivers English Language programs tailored for academic, business and industry purposes in Melbourne, Australia and through partnerships in international locations. The programs support and prepare students and professionals to successfully engage in English study and professional settings.

Academic English

RMIT English Worldwide (EAP) Pathway Program

RMIT English Worldwide’s English Academic Passport programs offer students on a pathway to further study at RMIT University with direct entry upon successful completion of the program. The following is a guide to programs, approximate entry levels and RMIT University pathway.

<table>
<thead>
<tr>
<th>Approximate entry level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IELTS</strong></td>
</tr>
<tr>
<td>2.0–3.0</td>
</tr>
<tr>
<td>3.5–4.0</td>
</tr>
<tr>
<td>4.5 no band &lt; 4.0</td>
</tr>
<tr>
<td>5.0 no band &lt; 4.5</td>
</tr>
<tr>
<td>5.5 no band &lt; 5.0</td>
</tr>
<tr>
<td>6.0 no band &lt; 5.5</td>
</tr>
<tr>
<td><strong>TOEFL</strong></td>
</tr>
<tr>
<td>Paper</td>
</tr>
<tr>
<td>350 (TWE 1.0)</td>
</tr>
<tr>
<td>425 (TWE 2.0)</td>
</tr>
<tr>
<td>450 (TWE 2.5)</td>
</tr>
<tr>
<td>500 (TWE 3.0)</td>
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<tr>
<td>527–530 (TWE 3.5–4.0)</td>
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<tr>
<td>550 (TWE 4.5)</td>
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<tr>
<td>79–80</td>
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<td>iBT</td>
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<td>19–20</td>
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<td>32</td>
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<td>45–46</td>
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<tr>
<td>61</td>
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<tr>
<td>71</td>
</tr>
<tr>
<td>550 (TWE 4.5)</td>
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<tr>
<td>79–80</td>
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<tr>
<td><strong>Pearsons Test of English (PTE) Academic</strong></td>
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<td>23</td>
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<tr>
<td>26–29</td>
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<td>30</td>
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<td>36</td>
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<td>42</td>
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<td>50</td>
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<td>50</td>
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<tr>
<td><strong>Cambridge English (CAE)</strong></td>
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<td>—</td>
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<tr>
<td>36</td>
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<tr>
<td>41</td>
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<tr>
<td>47</td>
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<tr>
<td>52</td>
</tr>
<tr>
<td><strong>REW level</strong></td>
</tr>
<tr>
<td>Elementary</td>
</tr>
<tr>
<td>(10 weeks)</td>
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<tr>
<td>Pre Intermediate</td>
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<tr>
<td>(10 weeks)</td>
</tr>
<tr>
<td>Intermediate</td>
</tr>
<tr>
<td>(10 weeks)</td>
</tr>
<tr>
<td>Upper Intermediate</td>
</tr>
<tr>
<td>(10 weeks)</td>
</tr>
<tr>
<td>Advanced</td>
</tr>
<tr>
<td>(10 weeks)</td>
</tr>
<tr>
<td>Advanced Plus</td>
</tr>
<tr>
<td>(10 weeks)</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td>* Each level comprises 200 hours of tuition. More than 50 hours of online self-study materials are available at each level.</td>
</tr>
<tr>
<td>* Advanced Plus course does not cater to RMIT programs requiring IELTS 7.0 or equivalent.</td>
</tr>
</tbody>
</table>

IELTS Preparation and Testing

REW Melbourne is an official IELTS test centre and IELTS preparation course provider.

For more information visit: www.rmitenglishworldwide.com/ielts.html
Pathways

Certificates and diplomas

RMIT pathways offer students the opportunity to receive study credit towards a higher level of study—normally a bachelor degree. For example, if a student completes a relevant certificate or diploma program with the required entry scores, they may be able to move straight into the second or third year of the related bachelor degree. This means they do not have to start the bachelor degree from the beginning, which may reduce the total cost of studies.

Pre-University pathways

Victorian Certificate of Education (VCE)

Students who complete secondary school in the state of Victoria receive the Victorian Certificate of Education (VCE). The VCE is recognised Australia-wide and internationally as a tertiary entrance qualification.

VCE Year 11: www.rmit.edu.au/programs/c2084
VCE Year 12: www.rmit.edu.au/programs/c2085

Foundation Studies

RMIT’s Foundation Studies, offered through RMIT International College, is recognised for entry into degree and diploma programs by RMIT and other Australian and international higher education institutions. Students can enter from either Year 11 or 12. The availability of three intakes a year means students are able to commence at a time convenient for them.

Foundation Studies has four streams:
- General
- Art, Design and Architecture
- Business
- Science, Engineering and Health

The Business, Art, Design and Architecture, and Science, Engineering and Health programs are all tailored to prepare students for further study in the specific field of their choice. If your student has not yet decided on their future field of study or is looking for wider course options, they can choose the General program, which can provide a pathway into any RMIT undergraduate degree program.

More information on Foundation Studies can be found at: www.rmit.edu.au/international/foundation-studies
Global passport: Study Abroad

What is Study Abroad?
A Study Abroad program is a fantastic opportunity for students to study courses at a university in another country for either one semester (around six months) or two (a year).
Students can design their own program by selecting courses from across any of RMIT's disciplines as long as they have the necessary prerequisites. RMIT offers undergraduate and postgraduate degrees for you to select courses from. The courses that students study at RMIT can be credited towards their degree if they have been approved by their home institution.

Why Study Abroad?
A Study Abroad program is an excellent opportunity to see the world, experience new cultures and develop as a person and an employee. Benefits include:

Employability – ‘One third of employers viewed a graduate with any overseas international experience as more employable’ — CIHE Report. Employers are increasingly seeking “global graduates”.

Networks – new friends and new people linked to the industry you will work in.

Travel opportunities – weekends and academic breaks allow students to venture out and explore their surroundings.

Culture – know a culture at first hand.

Learn more about the world.

Receive a new perspective on the subject area and on global higher education.

RMIT is a global university that is proud of its strong connections with industry, work-relevant courses and practical learning. By joining RMIT on a Study Abroad program you will be able to take advantage of all of the networks around to develop and grow.

What can students study?
Students can design their own Study Abroad program by selecting courses from across any of RMIT University's disciplines, as long as they have the necessary prerequisites. RMIT offers diploma, undergraduate and postgraduate degrees. Courses of diploma programs are best suited to students from community colleges, vocational or technical institutions.

The majority of students on undergraduate degrees choose courses from RMIT's undergraduate programs, and the same with postgraduate students. However it may be possible in some circumstances for undergraduate students to choose some postgraduate courses.

There are also courses that are uniquely for Study Abroad students which give students an insight into Australian culture and society.

Fees
The current fee for the Study Abroad Program at RMIT is AUD $8640 per semester.

The fees do not include international and domestic travel, accommodation and meals, textbooks, living costs, or the Overseas Student Health Cover charges.

There are no application fees for Study Abroad students.

The tuition fee for the first semester and, where applicable, the Overseas Student Health Cover is payable on acceptance of an offer of a place in the Study Abroad program.

The fee remains the same regardless of whether student enroll in 36 credit points (3 courses) or 48 credit points (4 courses) for the semester.

For more details: www.rmit.edu.au/globalpassport/incomingstudyabroad
Research strengths

Making a difference

RMIT is part of an international research community seeking innovative solutions to address emerging global problems. RMIT has achieved excellence and global prominence through four internal research structures:

— individual researchers in Schools
— research groups in Schools and Colleges
— RMIT research centres
— RMIT research institutes.

The University also participates in cooperative research centres and other national centres of excellence, providing students with the ultimate resources to make a valuable contribution to their field.

www.rmit.edu.au/research

In partnership with industry and communities throughout the world, RMIT’s four research institutes continue to drive change for a better future.

RMIT Design Research Institute

Engaging with new design technologies to enhance community and individual life, this institute focuses on the delivery of space, environments, services and products through design methodologies that draw on and guide our needs and wishes.

Research themes:
— Customising space
— Rapid manufacture
— Intervention through art
— Geoplaced knowledges
— Urban liveability.

RMIT Global Cities Research Institute

Focusing on a number of carefully chosen cities and their hinterlands in the Asia-Pacific region, this institute engages in cutting-edge and applied research that has real-world consequences for communities, governments and organisations.

Research themes:
— Climate change adaptation
— Globalisation and culture
— Community sustainability
— Human security
— Sustainable urban and regional futures.

RMIT Health Innovations Research Institute

The Health Innovations Research Institute seeks to better connect diverse communities around health enterprises to more effectively address the changing needs of biomedical research and society. The theme of this institute is “translating fundamental science into better health outcomes”.

Research themes:
— Ion channels and transporters as therapeutic targets
— Metabolism, exercise and disease
— Traditional and complementary medicine
— Biophysics and bioengineering.

RMIT Platform Technologies Research Institute

This institute aims to lead in the integration of smart materials and systems into technologies for the future. Its research focuses on the development of new devices across machine, environmental and biological systems to meet the needs of industry.

Research themes:
— Nanomaterials and devices
— Security and safety
— SportzEdge
— Intelligent industrial information technologies.
Services and activities

Student wellbeing

The Student Wellbeing services are free and aim to provide information and support to international students. Student Wellbeing Advisors can provide assistance with:

- housing advice
- financial management
- making cultural and social adjustments
- studying successfully.

Student Wellbeing can:

- help students settle into studying at RMIT and living in Melbourne
- help students understand what is expected of them as a student
- explain University policies and procedures
- help students deal with life’s challenges and develop options for handling them
- support students when unexpected things happen or they are in a crisis.

www.rmit.edu.au/internationalsupport/contact-us

Mates at RMIT mentoring program

Mates at RMIT is a peer mentoring program that connects new students with a student mentor. The program aims to provide a friendly support network for students where they can grow as they study at RMIT and settle in to living in Melbourne. When students sign up to Mates at RMIT they will be paired with a mentor who will:

- assist them with their studies and with understanding RMIT’s processes
- involve them in a range of social events and activities before and during their studies
- connect them to useful support services
- support them to develop important life skills.

www.rmit.edu.au/internationalsupport/mates

Arts and culture

RMIT’s free arts program has something for all students across all campuses, no matter what their field of study. There are workshops, classes and exhibitions in the areas of fashion and textiles, visual arts, performing arts, dance, interactive media and so much more.

RMIT Student Union

Located at the City campus, the RMIT Student Union represents and advocates on behalf of the student body. It connects like-minded individuals through support for over 100 student clubs, societies and collectives, as well as student media. Students can join a club or start their own!

Safety

On-campus security

RMIT has a 24-hour security service with trained officers patrolling the buildings and the University grounds throughout the night. The officers escort students to and from University buildings on request, and respond to emergency situations swiftly and efficiently.

www.rmit.edu.au/security

Safety in the city

Melbourne is considered a safe city with a low crime rate. Quality safety measures are in place, including security cameras throughout the city, Safe City taxi ranks, and increased police presence after dark. As with every new environment, however, it is important to remain alert and aware of your surroundings.

www.thinkbefore.com.au

Sports and recreation

RMIT students can get involved in a broad range of sporting and recreational clubs, compete at regional and national university sporting events or form a team to participate in local community competitions. RMIT has on-campus fitness centres, as well as an athletics track and soccer field at the Bundoora campus. Students can also participate in trips to exciting destinations such as the RMIT Mount Buller Ski Lodge.
Money matters

Cost of living
It's important that you help students with realistic expectations about the initial and ongoing costs of studying and living overseas. Students may be living away from home for the first time and will need to learn how to manage a budget. Living costs can vary based on type of accommodation, location and lifestyle. RMIT outlines possible establishment and living costs at the following website:
www.rmit.edu.au/browse;ID=6wc0joa5bsyg

Tuition fees
RMIT University may adjust program tuition fees at the beginning of each calendar year to take into account increases in University and program delivery costs.

Program tuition fees are invoiced on a semester basis according to the number of courses (subjects) that the student is enrolled in for that semester. Program tuition fees do not include Overseas Student Health Cover (OSHC), Student Services and Amenities Fee (SSAF), administrative service charges, books, equipment and other materials required to undertake the program or compulsory activities where relevant, such as fieldwork, excursions or laboratory practicals. These are additional expenses that students may need to cover.

For more information: www.rmit.edu.au/international/fees

Overseas Student Health Cover (OSHC)
The Australian Government requires all international students on a student visa to be covered for medical health care with an approved OSHC provider for their entire stay in Australia. Families accompanying students must also have OSHC during their stay.

RMIT can organise cover through its preferred provider. Details are available on the web page below and will be sent to students with their offer letter. Students with Norwegian National Insurance Scheme cover, Belgian Reciprocal Health Care or Swedish National Board of Student Aid (CSN) are covered for medical expenses in Australia and do not need OSHC.

For more information: www.rmit.edu.au/international/health

Employment
International students studying in Australia on a student visa have part-time work rights. For current information, refer to the Department of Immigration and Citizenship website: www.immi.gov.au/students

Refund policy
When students accept an offer they sign agreement to enrolment conditions such as the RMIT refund policy. Ensure students understand the consequences of cancelling their acceptance or enrolment.

Information regarding RMIT University's refund policy can be found at www.rmit.edu.au/policies/refunds.

Student Services and Amenities Fee
Following changes to Australian Government legislation in 2012, RMIT University has had to introduce a Student Services and Amenities Fee (SSAF). This will enable the University to provide better services, activities and online facilities for you, from careers and employment services to new and improved arts and sports programs.

SSAF rates are determined annually by the Australian Government. Commencing in 2013, all students who are charged a tuition fee by the University will be charged up to a maximum of $273 for SSAF. For full details visit www.rmit.edu.au/programs/fees/ssaf

Scholarships
RMIT is committed to enriching and transforming the futures of its students.
Scholarships include financial support for students from diverse backgrounds, rewards for academic excellence and scholarships for research students.

More details can be found at: www.rmit.edu.au/international/scholarships.
Long term accommodation

RMIT provides support to all new international students seeking accommodation assistance with great tips and information at its website www.rmit.edu.au/housing.

Students should be encouraged not to sign any accommodation agreements until they have physically inspected the premises, and to make sure they have a written lease or agreement that they understand for their protection.

The Housing for Students at RMIT database has been developed exclusively for enrolled RMIT students. It enables them to search for different types of accommodation near their campus.

**RMIT Village**

RMIT Village is a five-minute tram ride from the University City Campus and offers the ultimate student experience. It includes internet access, fully furnished apartments, outdoor heated pool, on-site gym, and a lounge and courtyard area. With weekly movie and trivia nights, barbecues and social events, RMIT Village gives students the chance to make new friends in a safe, clean, supportive and modern environment.

Information on the types of rooms available and corresponding rates can be found at: www.rmitvillage.com.au

**Le Student 8**

Located close to the RMIT Bundoora campus, Le Student 8 is a secure base for success in study and a great lifestyle in Melbourne. All the latest technology and services students need to get a head start in their studies are available at the Student Centre, the perfect place for quiet study. Students can choose from studio, single (single bed) and double (double bed) rooms, which include LCD TV, bar fridge, microwave, air-conditioning/ heating, telephone and internet access, bed, writing desk and chair, built-in wardrobe, and en suite with shower and toilet.

Coin-operated laundries are available for students to use. Students also have access to five restaurants and bars, a convenience store, resort-style pool, 24-hour gymnasium, barbecue area and a recreation room.

Information on the types of rooms available and corresponding rates can be found at: www.lestudent8.com

**UniLodge**

UniLodge properties throughout the central business district are safe, secure and friendly, with each apartment designed for students’ academic and social needs. Accommodation is in central and convenient locations close to RMIT, with public transport, shops and cafes on the doorstep. UniLodge has a Community Spirit Program designed to offer students a positive sense of security and belonging while developing social and personal relationships.

Information on the types of rooms available and corresponding rates can be found at: www.unilodge.com.au

Finding accommodation can be a long process and early planning is essential. Upon the student’s arrival in Melbourne, RMIT Student Wellbeing advisors are available on every campus to discuss your housing needs.

www.rmit.edu.au/housing
RMIT careers support

RMIT University can help students develop and build their career in many ways.

RMIT offers career advice and related services, as well as the extras that can make students the sought-after candidate for their dream job. Services include:

— overseas study and work placements
— finding a mentor who will help students build an effective network
— participating in University decision-making
— improving students’ business and entrepreneurship skills.

RMIT’s personalised careers advice is designed to set students on the path to success. Strong relationships with local and global organisations allow students to explore employment options and build connections with prospective employers.

The careers toolkit is an online resource, available to RMIT students, that gives students access to all their career information in one place.

Highlights include:

— resumés and interview skill tips
— over 100 videos
— online interview simulator and career planner
— eLearning modules
— practice psychometric tests
— global job search.

Careers advice is also available on:

— career decisions
— identifying skills, strengths, values and interests
— setting short and long-term career goals
— current industry and job information
— further study or change programs
— improving your resumé and interview skills.

More information can be found at www.rmit.edu.au/careers

‘After studying at one of the best universities in Australia, I feel that I have learnt a lot and I know that I am ready to join the workforce and bring new ideas to my workplace.’

Hussain Safar
Master of Biotechnology (Clinical Microbiology)
Graduate of the Bachelor of Applied Science (Laboratory Medicine)*

*Program has been renamed Bachelor of Biomedical Science (Laboratory Medicine)
Recruitment and Application Processes

Making an application for VCE, Foundation, TAFE, undergraduate and postgraduate by coursework

Step 1: Find a program

One of the most important roles an RMIT Representative plays is to help match the right student with the right program. Students are expected to fully understand the content of the program and its suitability to their academic and career profile before accepting.

Refer to the list of programs available to international students. Check that the program the student wishes to apply for is available for the intake of their choice. Some programs are not available for the July intake, in which case, your application will be considered for the next available intake.

Step 2: Check entry requirements

Make sure you check the entry requirements, English language requirements, prerequisites and selection tasks of each program. This information is available under the heading Entry Requirements in each program summary: www.international.rmit.edu.au/info/programfees.asp

Entry requirements are usually considered in two parts: academic requirements and English language. In addition, some programs will also require assessment of a folio or test.

All applicants are required to demonstrate English proficiency suitable for the program they are applying for. Typically this is done through providing results of approved English tests. If the student has studied at an institution where the language of instruction is English they may be eligible for an English waiver.

Step 3: Ensure you have all supporting documents ready

To ensure that the application is processed in a timely manner, you must submit a complete set of supporting documents.

Step 4: Complete and submit the application

Apply online: http://iapply.rmit.edu.au
For more information:
www.rmit.edu.au/international/how-to-apply

Making an application for a higher degree by research program (Master or PhD)

Step 1: Find a supervisor and develop a research proposal

The student should visit the Areas of Research Strength webpage to identify an area of research at RMIT that is of interest. Next, refer to a list of research supervisors by academic College. The student must contact a supervisor(s) and get a written confirmation from them indicating they are willing to supervise the research. Develop a research proposal to submit with the application and send it to the supervisor for approval.

Areas of Research Strengths: www.rmit.edu.au/research/graduateresearch/strength
List of Research Supervisors: www.rmit.edu.au/research/searchsupervisors

Step 2: Find the program name and program code

Refer to the list of research programs available to international students. Check that the program the student wishes to apply for is available for the intake of their choice.

Program list: www.international.rmit.edu.au/info/programfees.asp

Step 3: Check entry requirements

Make sure you check the entry requirements, English language requirements, prerequisites and selection tasks of each program. This information is available under the heading Entry Requirements in each program summary.

All applicants are required to demonstrate English proficiency suitable for the program for which they are applying. Typically this is done through providing results of approved English tests. If the student has studied at an institution where the language of instruction is English they may be eligible for an English waiver.

Step 4: Ensure you have all supporting documents ready

To ensure that the application is processed in a timely manner, you must submit a complete set of supporting documents.

Step 5: Complete and submit the application

Apply online: http://iapply.rmit.edu.au
Tips for a successful online application

- Representatives must apply via iApply (online). Online applications are encouraged and have a faster processing time.
- There are no application deadlines; however, students are encouraged to apply 3-4 months prior to the program commencement date. Offers are subject to availability of places.
- Ensure all documents in support of the application are submitted, including course syllabus for credit exemptions, any additional requirements such as folios or tests, or REW placement test results if applicable.
- The Applicant Agreement Form must be submitted with all online applications.
- Complete all academic history information with correct details and most recent study (even if the results are poor our staff will still need evidence of recent study). A personal statement may be submitted in support of these results. Original certified documents do not need to be posted to our office by agents - uploaded versions are sufficient.
- Ensure all documents are correctly certified including the agency stamp, certification that original documents have been sighted, staff name, signature and date.
- Always enter the student's contact address, email and telephone number in the application form. RMIT will already have the Representative contact details in its system and will contact you about the application if your office submits it.

Making an application for Study Abroad programs

If a student's home university does not have an exchange agreement with RMIT, students can still join us in Melbourne for one or two semesters on a Study Abroad program. They will be immersed in the RMIT experience by studying alongside full time degree students from across the world.

Step 1: Decide on the eight courses the student would like to study.
See the ‘Designing your Program’ section at: www.rmit.edu.au/globalpassport/incomingstudyabroad

Step 2: Check entry English requirements and required supporting documents at:
http://www.rmit.edu.au/browse;ID=f1sh1f1vkvrs

Step 3: Make an application
All details about application for Study Abroad can be found at: www.rmit.edu.au/globalpassport/incomingstudyabroad

Orientation

The RMIT Study Abroad and Exchange Orientation Program is a three-day event designed at supporting all of its short term students before they embark on their new study experience at RMIT. During orientation, Study Abroad students will enroll and timetable their classes, receive information on life in RMIT University and Melbourne, and meet all of the other new Study Abroad and Exchange students new to RMIT.

Applying for ELICOS only at RMIT English Worldwide

Information on how to apply for English courses only (without a packaged program at RMIT University) can be found at: www.rmitenglishworldwide.com/internationalstudentshowtoapply.html
Assessment and outcome

Once the application is received it will be assessed by one of the regional teams depending on which country the application was submitted from. The list of regional teams, countries and contact information can be found at: [www.rmit.edu.au/international/representatives/keycontacts](http://www.rmit.edu.au/international/representatives/keycontacts)

Applications can only be assessed once all documents have been received. Applications can take up to two weeks to process depending on the program and intake. Please note that applications for research programs, applications requiring assessment of folios, and applications requesting credit exemptions will take longer to process.

The application will be assessed against the academic and English requirements for the preferred program. After the application is assessed, your office will receive notification through iApply advising you of the outcome of the student’s application.

As RMIT University is a dual sector institution with many levels of study, there are a number of different assessment outcomes for an application:

— A full offer is an ‘unconditional’ offer into the program for which the student applied (with no other conditions to be met)
— A conditional offer is an offer into the program which the student applied, however certain requirements are still to be met (ie. English language level/final results)
— A packaged offer is a set of offers that lead to the program which the student applied for. Each subsequent program in the package will usually have conditions to be met (ie. ELICOS + Foundation Studies + Bachelor of Business)
— An alternative offer would be issued in circumstances where the program a student applied for is no longer available and a replacement is offered or where the school has advised that another program is more suitable for the student’s academic background (this offer could be full or conditional).
— If the application is unsuccessful you will be notified accordingly through iApply.

Accepting an offer

If the student has received a full or conditional offer to study at RMIT, you can help the student accept the offer by following the acceptance process outlined on the following website: [www.rmit.edu.au/international/accept](http://www.rmit.edu.au/international/accept)

**Step 1**

Complete the Offer Response Form.

In signing the form the student is forming a written agreement with RMIT (required by Standard 3 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007).

As part of the Offer Response Form there is a declaration that the student is a genuine student, has a positive visa history and has access to sufficient funds to cover the full cost of their stay in Australia for the duration of their studies. This includes tuition fees, OSHC, Student Services and Amenities Fee, material and additional study costs, administrative fees and living expenses. **Please retain a copy for your records.**

RMIT is part of the Streamlined Visa Program (SVP) which gives students access to simpler visa processing for genuine students with adequate financial capacity. RMIT reserves the right to refuse a student’s acceptance if the student cannot demonstrate these requirements.

Read the RMIT and RMIT English Worldwide refund policy information:

— [http://www.englishworldwide.com/downloads/T%5FEnglish%5FWorldwide%5FRefund%5FPolicy%5FMay%5F2012.pdf](http://www.englishworldwide.com/downloads/T%5FEnglish%5FWorldwide%5FRefund%5FPolicy%5FMay%5F2012.pdf)

Information about Overseas Student Health Cover (OSHC) can be found at: [www.rmit.edu.au/international/health](http://www.rmit.edu.au/international/health)

Information about the Student Services and Amenities Fee (SSAF) can be found at: [www.rmit.edu.au/programs/fees/ssaf](http://www.rmit.edu.au/programs/fees/ssaf)
Step 2
Pay the deposit as stated on the offer letter. The deposit structure can be found at: www.rmit.edu.au/international/representatives/deposit

You should calculate the full deposit required to accept all offers in the package and indicate this amount on the Offer Response Form.

Payment options are:
— Bank draft: made payable to ‘RMIT University’, in Australian dollars and to an Australian bank. Please write the student name and file reference number on the back of the draft.
— Credit card (Visa or Mastercard): complete the details on the Offer acceptance form. We do not accept AMEX cards.
— Payment in person at the University International desk at Info Corner EFTPOS (Electronic Funds Transfer at Point of Service) payments between AU$70 and AU$1000 will be accepted. Please note that we do not accept cash payments.
— Telegraphic transfer; paid in accordance with the details at http://www.rmit.edu.au/international/accept. Please ensure that the student’s full name, contact details and student ID/file reference number are indicated on the telegraphic transfer payment receipt (in English).

Step 3
Submit the completed Offer Response Form, along with a copy of the student’s passport, and evidence of payment (ie. copy of TT receipt or bank draft), to RMIT International by:

Email: ISacceptances@rmit.edu.au
In person: International desk at Info Corner
Mail: RMIT International, RMIT University, GPO Box 2476, Melbourne VIC 3001, AUSTRALIA

Note: Please do not send acceptance documents to the regional team email addresses.

Next steps
Once the student’s Offer Response form and Student Financial Declaration Form has been received and payment has been processed, you will receive, through iApply, notification of the student’s acceptance and electronic copies of the Electronic Confirmation of Enrolment (eCoE) for the purpose of obtaining a student visa.

If the student has a conditional offer, the electronic confirmation of enrolment (ECOE) will be provided once all conditions have been met.

Sponsored students
Sponsor organisations are from a wide range of countries including Botswana, Brazil, Brunei, Fiji, Indonesia, Kuwait, Libya, Malaysia, Oman, Pakistan, Saudi Arabia, United Arab Emirates and Vietnam.

Definition of a Sponsored Student
A student is classified by RMIT University as a sponsored student if:
— their tuition fees are paid by an external organisation, such as a university or government agency (not individuals); and
— RMIT University bills the sponsor directly for the tuition fees.
we may also accept financial guarantees from sponsors where the fund comes directly to the students from the sponsor to pay their tuition fees.

Sponsored students should also submit a Financial Guarantee with their Offer Response form and the Channel Management team will review this and, if approved, bill their sponsor directly for fees.

Information on sponsored student invoicing and support services at RMIT University can be found at:
www.rmit.edu.au/international/sponsorships

Under 18 students
RMIT has a proud reputation for safely accommodating and caring for a large number of under 18 students over the years. Parents can be assured that RMIT takes the safety and welfare of its younger students seriously and that there are processes to support this approach. RMIT provides many flexible options for arranging welfare for an under 18 student, but each option has a slightly different process, so representatives need to take care to follow the guidelines and checklists which will make the process simpler.

Students who are under the age of 18 go through the same visa application process as everyone; however, they must also a) arrange appropriate accommodation, and b) appoint someone who can act as a caregiver (these in combination are referred to as ‘welfare’). These arrangements must be finalised before visa application documentation can be issued so early preparation is encouraged.

There are two general options for welfare arrangements:
1. Welfare arrangements approved by Department of Immigration and Citizenship (DIAC) (if the student will reside with a nominated family friend or relative). Under this arrangement RMIT only issues an eCOE but does not issue a CAAW (Confirmation of Appropriate Accommodation and Welfare)

www.immi.gov.au/students/student_guardians/580/
Change to Melbourne campus

If a student is currently enrolled in an RMIT program at an offshore campus they can apply to transfer to RMIT University in Melbourne by completing the Application for Change to Melbourne Campus Form: http://mams.rmit.edu.au/nh98o7gq7dw4.pdf

Sections 1-3 of the form should be completed by the student and the form should be submitted to the relevant regional team in RMIT International who will send it on to the School for approval and issue an offer letter if appropriate. The acceptance process is the same as for a full application: www.rmit.edu.au/international/accept

Deferring an Offer or Acceptance

In some cases, international students can defer their program for up to a maximum of one academic year. If your student wishes to defer their program, please complete and submit a Deferral of Offer/Acceptance Form found at this link: www.rmit.edu.au/international/defer

If they wish to defer an offer to study an ELICOS program at RMIT English Worldwide, you must defer within one week of the program commencement date on the offer letter.

Deferral of Offer/Acceptance Forms received after the intake deadlines indicated above will not be processed. The application will be archived and the student will need to submit a new application. An application fee may apply.

Once we have processed the Deferral of Offer/Acceptance Form, the application is reassessed to determine if an offer can be made for the newly requested intake. The assessment can take up to two weeks to process. You will be notified of the outcome of the application through iApply.

Change of Preference

If you have received an outcome for a student’s application but wish to change the application to a different program please enter a new program application through iApply. Alternatively, a Change of Preference Form needs to be completed and returned to RMIT International: http://mams.rmit.edu.au/levffboepcg81.pdf
Refunds

International students are either considered to be commencing international students or returning international students. Different refund rules apply to international students depending on whether they are defined as commencing or returning. Students with English for Academic Purposes (ELICOS) offers only; refer to section: Applying for a refund for RMIT English Worldwide students.

Applying for a refund for a commencing international student

Commencing international students are defined as students who are not yet enrolled, enrolled in the first semester of a program or enrolled in one RMIT program and seeking a refund for another future RMIT program.

Students that have English for Academic Purposes packaged with formal programs may apply as a commencing international student.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Documents required (in English or certified English translation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa not granted</td>
<td>Copy of DIAC notification (letter/email) of visa not granted.</td>
</tr>
<tr>
<td>Illness</td>
<td>Dated medical certificate identifying the student and recommending cessation of study.</td>
</tr>
<tr>
<td>English language/academic difficulties</td>
<td>Letter from School/Program Coordinator recommending cessation of study.</td>
</tr>
</tbody>
</table>
| Family | Illness: medical certificate or hospital letter and proof of relationship.  
Death in the family: death certificate and proof of relationship. (Examples of proof of relationship: passport, birth certificate, medical certificate can state relationship.) |
| Military service | Proof of military service requirement. |
| Other compassionate or compelling reason | Must provide personal statement plus documented evidence such as letter from psychologist or RMIT counsellor recommending cessation of study. |
| Failure to meet academic entry into program | Results from pathway (not required if previously submitted to RMIT). |
| RMIT cancels program for intake accepted by student | No documents required; this can be verified by the RMIT database. |
| Over payment | Proof of payment and receipt. |

Commencing international students who are seeking a refund must apply for a refund by completing an Application for Refund Form available at: [http://mams.rmit.edu.au/ttx82b8js9kwt.pdf](http://mams.rmit.edu.au/ttx82b8js9kwt.pdf)

The form must be hand signed by the student with the same signature the student has used previously on RMIT documents so that the signature can be matched to the signature on the student file. Supporting documents to verify the claim of the reason for the refund should be attached as necessary. Supporting documents that are copies of original documents must be certified showing that the originals have been sighted. Supporting documents must be officially translated if not in English.

Following below are specific grounds that may be eligible for 100% refund with evidence.
Administration charges

The application for refund will be assessed according to the RMIT refund policy and administration charges may apply. If no supporting documentation is received administration charges will apply. Reason for refund, absence of supporting documentation and date of refund application determine administration charges. If a student owes outstanding fees any refund entitlement will be paid against the outstanding fees and the student will only receive an actual refund if the refund entitlement is more than the amount owing.

Administration charges will apply where students have requested refunds for the following reasons:
— financial reasons
— personal decision to return to home country
— homesickness
— a personal decision to change study and education provider
— any other reason for refund without evidence.

Important information

Students who enrolled in the first semester of a RMIT program must have cancelled enrolment by the applicable census date by submitting a Cancellation of Enrolment Form to the Hub. If a student has not cancelled enrolment by the applicable census date, they will remain liable for fees and will not be eligible for a refund.

Commencing international students may be subject to financial penalty even if cancellation of enrolment has been submitted to the Hub by the applicable census date.

For further information regarding the RMIT refund policy please refer to the section; Refund rules for international students, Refunds for commencing international students: /www.rmit.edu.au/policies/refunds

University Refund Policy Assessment Guidelines

<table>
<thead>
<tr>
<th>Refund category</th>
<th>Specific Grounds that meet eligibility for a full refund if cancellation of enrolment submitted by census date.</th>
<th>Student withdraws acceptance more than four weeks before program commencement date.</th>
<th>Student applies for a refund less than four weeks before program commencement date.</th>
<th>Student applies for a refund between four weeks and program commencement date.</th>
<th>Student applies for a refund more than four weeks after program commencement date.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund amount</td>
<td>100% refund of monies paid. An incidental fee of $500 may be charged.</td>
<td>100% refund of monies. An incidental fee of $500 may be charged.</td>
<td>Monies paid less 50% of first semester program tuition fee (Not 50% of monies paid).*</td>
<td>Monies paid less 50% of first semester program tuition fee (Not 50% of monies paid).^</td>
<td>No refund.</td>
</tr>
</tbody>
</table>

* A $500.00 fee will apply if the student does not meet the grounds for a full refund and applies more than 4 weeks before the program commencement date.

^ No refund is entitled if monies paid is less than 50% of semester tuition fees.

Applying for a refund for returning international students

Returning international students are defined as students who are enrolled and have already completed one or more semesters of their current program.

Returning international students who are seeking a refund must apply for a refund by completing an Application for Refund Form available at: http://mams.rmit.edu.au/7m8wgny786ntz.pdf.

Returning students who wish to cancel their enrolment must cancel their current program by the applicable census date to be eligible for a refund.

Returning students who wish to drop courses must drop them by the applicable census date to be eligible for a refund.

More information for returning international students is available on the Refund Guidelines website: www.rmit.edu.au/policies/refunds

Returning students can contact the Hub on their campus www.rmit.edu.au/students/hub/locations or on +61 3 9925 8980 for refund information (returning students only).

Applying for a refund for RMIT English Worldwide Students

All applications for refunds for English for Academic Purposes only must be made in writing to the Director, REW Melbourne Language Centre and submitted to RMIT English Worldwide: rewstudent.services@rmit.edu.au or in person at RMIT English Worldwide, RMIT Building 36, Level 1, 393 Swanston Street, Melbourne.

All applications for refunds of fees paid for English study will be assessed according to the RMIT English Worldwide Tuition Fee Policy. The enrolment fee is non-refundable.

More information for international students who have accepted an offer for an English program at RMIT English Worldwide is available on the RMIT English Worldwide website: www.rmitenglishworldwide.com/downloads/RMIT_English_Worldwide_Refund_Policy_May_2012.pdf
 Arrival, enrolment and orientation

Arrival guide
The RMIT International website lists all the essentials required to prepare for arrival in Melbourne:
- Booking flights and packing
- Student visa information
- Money Matters
- Setting in
- Accommodation
- Transport
- Health
- Australian culture

Find out all student’s needs at: www.rmit.edu.au/students/arrival-guide

Arrival services
RMIT International organises arrival transfer services for newly arriving international students to the University. This service is only available to new international students who have been accepted into an RMIT program as a full-fee paying international student. The service is free providing the drop off address is within a certain distance of the airport. Longer journeys may incur a fee.

RMIT can also assist in arranging temporary accommodation or homestay accommodation. Visit www.rmit.edu.au/students/arrival-guide/arrival-services for more details.

Registration, enrolment and commencement details
Students must enrol in their program on the date specified in the RMIT acceptance letter. The date, time and location of enrolment will be available prior to program commencement. Students will only be permitted to enrol if they have paid the deposit and OSHC fee.

All international students about to commence their first program at RMIT are required to complete a registration and enrolment process.

The process does NOT apply to the following students:
- Students commencing VCE studies
- ELICOS students commencing studies at RMIT English Worldwide
- Foundation studies students commencing studies at RMIT International College
- Master by Research or PhD students
- Current RMIT students articulating into a new program.

Students must follow the steps below (in sequence) in order to complete registration and enrolment formalities.

Step 1: Register with RMIT International
Step 2: Attend an enrolment information session conducted by the School
Step 3: Enrol Online

All registration and enrolment timetables can be found at the Enrolment website: www.rmit.edu.au/students/enrolment/international

The enrolment timetables are published on the above website close to the commencement of the semester. Late enrolment is allowed for most, but not all, programs and late enrolment details can be found in the timetable. However, late arrival and enrolment is strongly discouraged as students may miss out on important orientation information, first preference of classes and schedules and important first classes, and the best, cheapest accommodation.

Orientation
RMIT orientation takes place the week before semester starts, and is important for students to attend. RMIT invites students to participate in online and on campus orientation activities and evidence shows that students who take part in orientation activities perform better and have a better experience.

At orientation, students can:
- discover RMIT and learn where to get help
- get involved in clubs and societies, or programs such as Mates at RMIT
- meet friends
- find out how to organise their study, home and work life
- learn about the important enrolment and visa information for international students.

Each school will also have its own orientation session with program-specific information.

Further information can be found at: www.rmit.edu.au/students/gettingstarted/orientationevents

Student visa information
The Student Visa Information website: www.rmit.edu.au/international/student-visa provides detailed information on the following topics for new and enrolled students:
- Applying for a visa to study in Australia
- Student visa and enrolment conditions
- Working while studying
- Visa renewal process
- Transferring between education providers
- Applying for a release letter
- Applying for a visa
- Overseas Student Health Cover
Resources for RMIT Representatives

Regional team contacts

Applications submitted through RMIT agents will be processed by case managers in regional teams within RMIT International. The location of your office will determine the regional team that you will need to contact to submit new applications follow up on applications and make other general enquiries on behalf of your students.

There are five regional teams:
AusPac Team: Australia and the Pacific
SEAsia Team: South East Asia
NorthAsia Team: North Asia
MEASA team: Middle East, Africa and South Asia
AMEU team: Americas, Europe and Study Abroad

The list of key contacts for Representatives can be found at: www.rmit.edu.au/international/representatives/keycontacts
Channel Management Team

The Channel Management Team is responsible for the management of the RMIT Representative Agreement, iApply login details, change of representative forms, payment of commission, request for RMIT logo and communication with the representative network.

Queries regarding agreement management and log in details: clientrelations@rmit.edu.au

Queries regarding payment of commission invoices: iscommission@rmit.edu.au

Communication protocols

RMIT University aims to provide the highest quality service to all our representatives. To ensure this happens, RMIT requests you adhere to the following procedure when communicating with your regional managers or other international staff.

The majority of communication about student applications happen through iApply notifications and messages. Outside of iApply, email is the preferred form of communication, please refer to list of Key Contacts and ensure you are using the correct email address.

Urgent issues are those which could cause serious physical or financial injury or loss. If your email does not fall into this category, please do not tag it as urgent. RMIT International tries to ensure all applications are processed in the shortest possible time.

Tips:

— Please only send your email to the relevant address indicated in the Key Contacts list.
— Do not copy the email to other areas of RMIT International as this can cause double handling and further delays.
— Try to send emails to the general email accounts rather than personal accounts to ensure the query is answered even when staff are on leave.
— In the subject line please ensure you include your agent ID and office number, Student ID or Application ID and the Nature of the Email (ie. Deferral of Offer). Please be brief and to the point in the body of your email.
— RMIT is bound by confidentiality and privacy laws. RMIT is able to release information about a student's application to an authorised representative but not to parents or friends unless written authorisation has been provided by the student.

In the subject line please ensure you include your agent ID and office number, Student ID or Application ID and the Nature of the Email (ie. Deferral of Offer). Please be brief and to the point in the body of your email.

If an issue is urgent and requires immediate attention, email is still the best form of communication, followed up with a phone call.
iApply – Online application and admissions system

All RMIT Representatives have access to the online application system iApply.

http://iapply.rmit.edu.au

Representatives should lodge all student applications online through iApply. Paper-based applications may incur an application fee.

Applications submitted via representatives through iApply are automatically linked to the agent ID and RMIT International will communicate with the agent about this application.

Applications can then be tracked online, documents can be uploaded directly and offer letters, and eCOEs can be downloaded from the system when they are available.

Representatives can login using one of the allocated User ID and password for their branch/office and passwords can be reset online. Note: Please ensure that you enter the 5 digit Username/ID in the field requesting email address when you login to iApply. If you have not received your login and password please contact clientrelations@rmit.edu.au

A navigation guide, instruction guide, videos, quick reference cards and FAQs can be found at the Representative Website: https://www.international.rmit.edu.au/agent/info/officelogin.asp

If counsellors require further training to use iApply please contact the regional team.
Representative website

The Information for Representatives website contains important information for representatives including:

- application Information
- secure access to important forms for representatives (eg. Materials Order Form)
- program information
- marketing materials
- training manuals
- contact information
- updates and news about RMIT programs and processes
- access to the iApply agent portal
- secure access to change contact details.

The website can be found at:
www.rmit.edu.au/international/representatives
Office login

Some forms and materials (such as this manual) are only available by providing a login and password (indicated by a small lock symbol next to the link). Each office has an Agent ID, Office ID and a Representative website password which can be used to access this material.


Master login

The head office for each Representative (agent) company is issued a Master login which can be used to access and update the company profile online. Any changes to company details or branch office contact details should be updated in this section of the Representative website.


If you need login details to access secure content please contact clientrelations@rmit.edu.au
Emails and newsletters

Important updates about new RMIT programs, scholarships, changes to application processes and much more are sent out by email in a quarterly newsletter and on an ad hoc basis as required.

It is extremely important that email addresses are kept up to date by updating the company profile on the Representative website so that this vital information is sent to all of your offices.

Copies of the Representative newsletter can be found at: www.rmit.edu.au/international/representatives/news

RMIT English Worldwide Placement Tests

All applications for formal programs must be submitted with an IELTS or TOEFL result unless the student has studied at an institution where English is the medium of instruction.

For applications where the student does not have proof of English proficiency, RMIT University requires the Representative to conduct an RMIT English Worldwide (REW) Placement Test (QPT). This test ensures that the student’s level of English is correctly assessed and that the student is offered the correct duration of English study. The QPT must be taken in strict test conditions with no mobile phone or internet access.

Please note that Placement Test (QPT) results are now valid for up to 12 months prior to student commencing the ELICOS program. However, if the QPT results are more than six months old, RMIT English Worldwide (REW) reserves the rights to retest student when they commence the ELICOS program.

A declaration is required from students undertaking placement tests in our representative offices. Even though placement tests are undertaken in strict test conditions this student declaration is also required to ensure that the student is fully aware of the following:

— how the test will be used to determine their English level
— they may be retested on enrolment day at REW to re-determine their level (and this may change their study duration) unless they can provide a recent IELTS or TOEFL score which confirms their current level
— an IELTS or TOEFL score will override the placement test result as it tests all four skills
— what constitutes plagiarism and the consequences of this.

All Representatives are asked to have the student read and sign the declaration before doing the test and to forward it together with the test papers for marking. The declaration is available in English, Arabic, Mandarin and Vietnamese. All placement test results sent through to REW for assessment must have the declaration attached.

The QPT is to be administered by Representatives who are not based in Melbourne (unless prior arrangement has been made with REW). Representatives who are located in Melbourne are required to refer their students to RMIT English Worldwide in Melbourne.

Instructions, test papers and Student Declaration forms are available at: www.rmit.edu.au/international/representatives/qpt (Login required).

Completed tests are to be submitted to REW for marking at placement.test@rmit.edu.au

Tests should not be sent to regional teams as this will slow down the assessment process.

Ordering marketing materials

RMIT University provides its agents with resources to help counsel prospective students and market the University. Please discuss your requirements with your branch office and head office manager before requesting materials. RMIT University prefers to dispatch consolidated requests to the agent’s head office, and have materials distributed internally.

Representatives may order promotional materials by filling in the Publications/Promotional Materials Form. Please visit the Representative web site and download the latest form, as RMIT University updates and adds new promotional materials on a regular basis.

Examples of promotional materials available to agents are:

— publications e.g. undergraduate/postgraduate brochures
— flyers e.g. program specific (available in various languages)
— banners (artwork only).

You can also view and download the promotional materials in PDF versions from the Representative website under Resources via the following link: http://www.rmit.edu.au/international/representatives.
Using the RMIT Logo

Material on the RMIT agent web site—the logo, images, text—are copyrighted and it is against the law to use these items without RMIT’s written permission. RMIT does not automatically grant any person or agent permission to use this material. If you have reason to use the relevant material, please fill out the RMIT Logo Request by Representative Form (available through the Representative website) and obtain permission before making use of any copyright material found in any brochure, web site or in any media.

The following steps indicate the process used to gain permission to use RMIT branding material within RMIT International:

Step 1: **Discuss and clarify** your requirement to use RMIT University branding with your regional manager.

Step 2: **Complete and email** the RMIT University logo request form with all supporting documentation to your regional manager.

Step 3: The form will be forwarded to the Assistant Director International Marketing and Recruitment, who will review your request. Please allow for five working days for this to be processed.

Step 4: **Once approved**, your regional manager will provide you with the artwork or material requested.

Please note that it is a legal requirement that any material promoting RMIT University should include the CRICOS provider code: 00122A.

Training opportunities and visits

This training manual should be used in combination with the RMIT University program prospectuses and the website, as well as face-to-face, phone and electronic training by RMIT. If you would like to request some further training please contact your regional team.

RMIT International Regional Team staff often travel to visit our representatives around the world. If you would like to request a visit from one of our staff or in-country representatives, or if you are travelling to Melbourne and would like to visit us in our offices for campus tours, program updates and training, please contact your regional team.

If you have any ideas about how RMIT International can improve our training resources please contact clientrelations@rmit.edu.au.
Working with RMIT

Obligations as an RMIT Representative

Representatives (including all counsellors) should ensure that they are aware of their responsibilities included in the RMIT Representative Agreement including (but not limited to):

— uphold the high reputation of RMIT and its campuses within Australia and overseas
— promote RMIT and its programs with accuracy and integrity, in an ethical and responsible manner
— recruit suitable quality students who meet academic entry requirements;
— recruit students who can demonstrate they have sufficient funds to support themselves (and if applicable, their dependants) for the duration of their study
— provide prospective students with complete and relevant information about RMIT programs – by reference to RMIT material (either online or in print)
— inform prospective students that RMIT requires tuition fees to be paid directly to RMIT
— advise prospective students of relevant program fees and refund conditions
— advise prospective students of the minimum English language and academic entry requirements
— provide accurate information about the location and environment of RMIT campuses, including information on living costs and accommodation options, RMIT facilities and learning resources
— provide the full set of student’s supporting documentation when lodging the application
— provide students with copies of any official documents relating to their application and admission within 3 working days of receiving them from RMIT
— advise students who come to Australia on a student visa they are bound by student visa obligations including, but not limited to, studying on a full-time basis and completing within the time stated on the eCoE
— demonstrate actions taken to understand and comply with legislative requirements of the intended country of study, which in Australia is the ESOS regulatory framework and student visa regulations accessed through http://aei.gov.au/Regulatory-Information and www.immi.gov.au/students.

The Representative must not:

— provide students with immigration advice unless registered to do so as defined in the Migration Act 1958 (Cth)
— advise prospective students, who are USA citizens applying from any country, on any aspect of the US Department of Education financial aid loans scheme. Representatives who advise US students on any aspect of the US Department of Education financial aid loans scheme will not be eligible for any Commission under this agreement
— engage in dishonest practice
— submit any documents, including applications, on behalf of a student if this has not been authorised in writing by the prospective student evidenced by a student’s signature on an application form or a letter in writing from the student authorising the representative to submit an online application
— attempt to recruit a student within Australia who has been studying any program at another provider for less than six months
— give false or misleading information or advice to students in relation to the employment outcomes associated with a program or of automatic acceptance into another program
— use any registered or unregistered mark or trademark of RMIT on third party material without the prior written consent of RMIT
— without RMIT’s prior written approval, sub-contract the performance of any part of the services.
Updating contact details

Please be advised that under your obligation to RMIT as a part of the Representative Agreement, you are required to keep us informed of any changes to your company and office details.

Address and contact information

Contact details of the head office and all branch offices must be regularly updated through the Representative website. The office details updated in this portal are published to the RMIT International website and used as the correspondence address for communication through iApply regarding students applications. RMIT International also sends important information via email and e-newsletter so it is essential that contact details for office staff and counsellors is kept up to date when there are staff changes. These changes can be made by the head office via the Master login at: www.international.rmit.edu.au/agent/login/agentLogin1.asp

(Usually the company director or office manager will have the Master Login).

The list of RMIT Representatives can be found at: https://www.international.rmit.edu.au/info/agentlist/

Changes to company details

If there is a change to the name or ownership of the company a Representative (agent) company's change of name form should be completed and submitted to clientrelations@rmit.edu.au with copies of company registration documents detailing the changes. The form can be found at the Representative website: www.rmit.edu.au/international/representatives/forms

Where just the director/owner of the company has changed, an official letter (on letter headed paper) outlining the change may be accepted.

Performance review

The RMIT Representative Agreement outlines the responsibilities of both the Representative and RMIT University and also outlines performance criteria for Representatives in Schedule 3. Reviews are undertaken of all Representatives every 6 to 12 months against these criteria.

Following a review, Representatives may be contacted to improve performance against set targets, undertake further training or provide detailed feedback on unsatisfactory performance.

As part of the review representatives are also requested to complete a comprehensive survey to provide feedback on RMIT International, in order for us to improve our services.

Change of representative procedure

If a student is appointing or cancelling a Representative part way through an application a Change of Representative Form is required.

There are four options a student can choose when completing the form:

1. I applied directly and now want to appoint a Representative
2. I do not want to use a Representative and I want to apply directly to RMIT
3. I am in Australia and need a local Representative to assist with my visa variation
4. I want to cancel my Representative and appoint a new Representative as I have received unsatisfactory service or advice on the following:
   a. RMIT and programs
   b. Visa procedure
   c. Follow up on my behalf
   d. Other (please explain)

Please note that the form should be signed and submitted by the student directly (not by the Representative) and, where a student ticks option 4, an investigation will take place into the reasons provided for the change. If we find that a Representative has provided unsatisfactory service this will be included in the performance review.

Depending on the point at which the change of Representative takes place in the application process, partial commission may be awarded to one or both of the Representatives involved. This decision is at RMIT’s discretion but an indication of the split can be found on the Change of Representative Form.

The Change of Representative Form can be found at the Representative website: www.rmit.edu.au/international/representatives/forms
Commission invoicing and payment

RMIT will pay the Representative commission for students recruited into RMIT programs and on receipt of invoices submitted.

Conditions for payment of commission:
— The student is required to remain enrolled in the program after 31 March and 31 August for commission to be paid.
— ELICOS invoices are paid once a student is enrolled and are based on the number of weeks the student is enrolled into.
— Commissions are paid after 31 March (Semester 1) and 31 August (Semester 2) in the first year of the formal program.
— 15 November is the last day in the year for formal programs for commission to be paid (except for the September intake of Foundation Studies; the deadline being 1 December).
— Where the Representative is based in Australia a tax invoice and ABN must be presented.
— RMIT will pay the Representative in respect of all programs comprising a packaged offer (paid only after the student enrols in each program).
— Representatives are responsible for confirming that their students have enrolled at RMIT.

Invoices must be submitted on Representative letterhead using the RMIT invoice template (available from the RMIT Representative website): www.rmit.edu.au/international/representatives

For semester 1 and 2 commencements, invoices are to be submitted after 31 March and 31 August respectively to iscommission@rmit.edu.au. All other invoices, where students arrive during the year, can be submitted once the student has arrived and enrolled.

University policies and ESOS legislation

All RMIT University policies and procedures are publicly available on the website at: http://www.rmit.edu.au/policies and we encourage Representatives to make themselves familiar with those that are relevant.

Representatives should ensure that they regularly access resources to understand their obligations under the ESOS regulatory framework and student visa regulations found at http://aie.gov.au/Regulatory-Information and www.immi.gov.au/students.

RMIT International also encourages Representatives to undertake regular training to ensure familiarity with this legislation as well as keeping up to date with best practice and developments in the international education industry.

The Education Agent Training Course (EATC) is recommended by the Australian government for agent training. More information can be found at: http://eatc.pieronline.org.

ICEF also offers agent training courses at: www.icef.com/agent-training.html.

Australian Education International (AEI) and Austrade may also offer agent training in your region so please check their websites for further information.

AEI: https://aei.gov.au/Pages/default.aspx
Austrade: www.austrade.gov.au/Education/Home
Useful Links and Contacts

RMIT University: www.rmit.edu.au/

RMIT Representative website:
www.rmit.edu.au/international/reps

iApply login:
http://iapply.rmit.edu.au

Department of Immigration and Citizenship Student Visas:
http://www.immi.gov.au/students/

ESOS regulatory framework:

RMIT International:
Email: ISapplications@rmit.edu.au
Tel: 61 3 99255566

Regional teams:
The location of your office will determine the regional team that you will need to contact to submit new applications, follow up on applications, and make other general enquiries on behalf of your students.

Americas and Europe
Email: IntlAMEU@rmit.edu.au

Australia and the Pacific
Email: IntlAusPac@rmit.edu.au

Middle East, Africa and South Asia
Email: IntlMEASA@rmit.edu.au

North Asia
Email: IntlNorthAsia@rmit.edu.au

South East Asia
Email: IntlSEAsia@rmit.edu.au

Channel relationship management:
This email should be used to discuss issues regarding agent contracts, Apply International login details, change of agent forms, request for RMIT logo.
Email: Clientrelations@rmit.edu.au

Scholarships and sponsorships:
Please forward all enquiries regarding scholarships and sponsorships to this email.
Email: ISscholarships@rmit.edu.au

Acceptances:
Please forward requests for eCOEs and offer acceptance letters.
Email: ISacceptances@rmit.edu.au

Arrival services:
Please use this email to request for airport pickup and temporary accommodation for your students.
Email: ISarrival@rmit.edu.au

Under 18:
Please use this email to request for your guardianship arrangement for under 18 students students.
Email: ISunder18@rmit.edu.au

Student visa issues:
This email should be used if you have a specific student visa issue that you are unsure about.
Email: ISvisa@rmit.edu.au

Study abroad:
Please forward all new application to this email.
Email: studyabroad@rmit.edu.au

REW Offshore Placement Tests:
Please forward all QPT results to this email.
Email: placement.test@rmit.edu.au

Invoices for commission:
Please forward all inquiries regarding commission to this email.
Email: IScommission@rmit.edu.au

Web enquiries:
Email: iwebmaster@rmit.edu.au

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