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1. INTRODUCTION

RGIT Australia is one of the leading vocational education and training colleges in Australia. We offer a wide variety of nationally recognised courses, traineeships, apprenticeships and short courses to Certificates, Diplomas and Advanced Diplomas which create pathways to employment or further study.

RGIT Australia incorporates adult learning principles throughout the delivery of its training programs. Students are encouraged to take responsibility for their learning and to actively participate in the learning and assessment processes.

RGIT Australia encourages the students to:

- Prepare for training sessions by completing the subject reading prior to scheduled classes
- Participate appropriately in all training sessions
- Undertake all work requirements in line with designated deadlines
- Speak with their trainers or workplace supervisors regarding any problems or issues they experience during their course
- Participate in evaluation activities and offer constructive feedback regarding their course
- Use formal complaints procedures if they experience any difficulties with RGIT staff once all informal avenues have been exhausted.

RGIT Australia has developed various policies and procedures for students and staff. Some of the key policies related to domestic students are:

- VET Course Entry Requirements
- Enrolment Procedure
- Defemnt Policy
- Assessment Policy & Procedure
- Satisfactory Course Progress & Intervention Policy
- Fairness, Review, Equal Benefits & Opportunities Policy
- Tuition Fee Refund & Re-credit Policy
- Privacy Policy
- Statement of VET Tuition Assurance Policy.

These, and other important policies and procedures relating to campus life at RGIT, can be found in www.rgit.edu.au/students/domestic/policies
2. MESSAGE FROM THE CEO

Welcome to RGIT Australia, one of the leading vocational education and training colleges in Australia. We offer a wide variety of courses to both domestic and international students from Traineeships, Apprenticeships and short courses to Certificates, Diplomas and Advanced Diplomas. Students enjoy flexible delivery options at RGIT that include full-time and part-time study, online and distance learning.

Our four campuses are located in the central business districts of Melbourne and Hobart to provide maximum convenience for students. RGIT Australia has a strategic path for expansion and in 2014, opened our new campus in Hobart, Tasmania. In 2015, we are opening our third Melbourne campus to cater for our increased domestic student intake.

As a student of RGIT, you will receive quality training and industry knowledge or experience. We will equip you with the necessary skills to embark on your career.

Our dedicated and professional trainers, support staff and management are committed to providing excellence in delivery. We aim to inspire you along each step of your journey and to help you realise your full potential.

As a graduate of RGIT Australia, you will have opportunities to enter into relevant workforce areas, or to pursue further studies in higher education.

Welcome to RGIT – a wonderful multicultural experience and study opportunity awaits you here. We hope you enjoy your time with us, and I wish you every success in your studies.

Yours sincerely,

Chandra Yonzon
Chief Executive Officer
3. VET FEE-HELP Approved Courses at RGIT

<table>
<thead>
<tr>
<th>Business and Management</th>
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<tbody>
<tr>
<td>BSB50207</td>
<td>Diploma of Business</td>
</tr>
<tr>
<td>BSB51107</td>
<td>Diploma of Management</td>
</tr>
<tr>
<td>BSB60207</td>
<td>Advanced Diploma of Business</td>
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<tr>
<td>ICA50711</td>
<td>Diploma of Software Development</td>
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<tr>
<td>ICA50411</td>
<td>Diploma of Information Technology Networking</td>
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<td>SIT50313</td>
<td>Diploma of Hospitality</td>
</tr>
<tr>
<td>SIT60313</td>
<td>Advanced Diploma of Hospitality</td>
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<td>FNS50204</td>
<td>Diploma of Accounting</td>
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<tbody>
<tr>
<td>CHC50612</td>
<td>Diploma of Community Services Work</td>
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Course information contained in this prospectus is current at the time of printing and is subject to change. Please refer to www.rgit.edu.au for the most current information. Students are encouraged to get more information from the National Training Register at www.training.gov.au or speak to an RGIT staff member for details. RGIT handles all superseded qualifications as per our Course Transition Policy and Procedures available from www.rgit.edu.au.

**General Entry Requirement:**
To enrol in RGIT courses, prospective students need to meet the entry criteria as below:

**Academic requirements:**
For Diploma Courses: satisfactory completion of an equivalent of Australian Year 12 or Certificate IV or higher;

Advanced Diploma Courses: satisfactory completion of an equivalent of Australian Year 12 or Diploma or higher;
Please refer to individual course information for detailed entry requirements.

**Language, Literacy and Numeracy (LLN) requirements:**
An LLN will be conducted for all students wanting to study at RGIT. The applicant must successfully complete RGIT’s Language, Literacy and Numeracy test (LLN), and demonstrate through an enrolment interview, either in person or by phone, that they have the skills and ability to succeed in their chosen course.

The student’s LLN and enrolment interview results are evaluated and:
- If the results are satisfactory: The student may enrol in their desired course.
- If the results are unsatisfactory: The student is recommended to other learning options.

**Other requirements:**
- Age requirement: Students must be 18 years of age or above.
- Citizenship Requirements: Student wanting to access VET FEE-HELP assistance scheme must be an Australian citizen or hold a permanent humanitarian visa at the time of course commencement.
4. USEFUL TERMS

**Accumulated HELP debt:** The consolidated total of any loan that assists eligible students to pay their tuition fees (VET FEE-HELP, FEE-HELP), student contributions (HECS-HELP), overseas study expenses (OS-HELP), or student services and amenities fee (SA-HELP) debts the students have incurred (including any Government study loans incurred before 2005).

**Administrative date:** A date (before the census date) set by approved providers for the student to complete various requirements.

**AQF:** The Australian Qualifications Framework is the national government policy for regulated qualifications in Australian education and training.

**Assessment:** The process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards, or the leaning outcomes of an accredited course.

**ATO:** Australian Taxation Office.

**CAN (Commonwealth Assistance Notice):** A notice from the student’s approved provider detailing information about the Commonwealth assistance they have used for the study period.

**Census date:** The date set by approved providers that is the deadline for various requirements, including making upfront payments of tuition fees, applying a VET FEE-HELP loan, and formally withdrawing from any units without incurring a debt.

**Competency:** A person’s ability in a range of areas and which covers tasks skills (performing individual tasks); task management skills (managing a number of different tasks within a job); job role or environment skills (dealing with the responsibilities and expectations of the workplace).

**Competency-based training:** Aims to provide learners with the knowledge, understanding and skills to demonstrate competence against nationally endorsed industry standards.

**Competency-based assessment:** A process of collecting evidences and making judgments as to whether competency has been achieved. The student is informed about the assessment process and the requirements upon which successful performance is assessed. RGIT applies four principles to assessment methods, which must be: valid, reliable, fair and flexible. Our trainers work with students to find the best ways in which they can demonstrate their competence in the areas required.

**Competency standards:** Reflect the student’s knowledge and skill, and the application of that knowledge and skill to the performance standard required in the workplace.
Standards are developed by industry parties, based on the organisation of work, and are expressed in terms of workplace outcomes. These standards are reviewed regularly to ensure their continuing relevance to the workplace.

**EFTSL (Equivalent Full-Time Student Load):** How a student’s study load is measured: One EFTSL is the “load” a student has when studying full-time for a year.

**FEE-HELP:** An Australian Government loan scheme to help eligible fee-paying students undertaking higher education courses at approved providers to pay their tuition fees.

**FEE-HELP balance:** The amount of VET FEE-HELP (and FEE-HELP) students have left before reaching the FEE-HELP limit.

**FEE-HELP limit:** The maximum amount of VET FEE-HELP (and FEE-HELP) that students can use over their lifetime.

**Fee-paying place:** A place in a course that is not a Commonwealth-supported place (not subsidised by the Australian Government and State or Territory Government) and for which students are required to pay tuition fees.

**Fee-paying student:** A student who is enrolled in a fee-paying place.

**Flexible learning:** An approach to training that allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, interests and needs.

**HELP (Higher Education Loan Program):** An Australian Government loan program such as VET FEE-HELP or FEE-HELP, HECS-HELP, OS-HELP and SA-HELP. All HELP loans are repaid through the Australian taxation system.

**Higher Education Support Act (HESA) 2003:** The Commonwealth legislation that specifies the requirements to access a HELP loan (and to access a Commonwealth-supported place).

**Request for VET FEE-HELP Assistance form:** The form that the students must submit to RGIT to apply for VET FEE-HELP loan.

**Recognition of Prior Learning (RPL):** Recognition of competencies currently held, regardless of how, when or where the learning occurred.

**Registered Training Organisation (RTO):** A training organisation registered by a registering body (in accordance with the Australian Skills Quality Authority, ASQA) to deliver, assess and issue qualifications for nationally recognised training within a defined scope of registration that identifies the particular services and products that an RTO can provide.

**Special circumstances:** Specific requirements set out in the Higher Education Support Act 2003 and its associated guidelines that the students must meet in order to have their FEE-
HELP balance re-credited and their HELP debt removed or any upfront payment refunded.

**Study Assist** ([www.studyassist.gov.au](http://www.studyassist.gov.au)): A website providing information about options for financing the students' tertiary study, including information on student loans, lists of approved providers and courses and information on student income support.

**Subsidised student**: A student enrolled in a diploma or advanced diploma course at an approved training provider that has implemented subsidised VET FEE-HELP arrangements for which the provider receives funding from a state or territory government (currently Victoria, Western Australia, Queensland, Northern Territory and South Australia only).

**TFN (Tax File Number)**: A unique identification number from the ATO for everything tax-related, including making repayments on students’ HELP debts.

**Training Package**: An integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise.

**Training Plan**: A program of training and assessment that is required under a studentship-training contract. The studentship training contract is registered with the appropriate state government department or agency as may be required by state legislation.

**Tuition fees**: The fees set by approved training providers that fee-paying students pay for their units of study. Approved providers individually set these fees.

**USI (Unique Student Identifier)**: A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all training units and qualifications completed on or after 2015. For details on USI, Please visit [www.usi.gov.au](http://www.usi.gov.au).

**VET FEE-HELP**: An Australian Government loan program to help eligible students enrolled in certain VET courses at approved providers to pay their tuition fees.

**Workplace Training**: Training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks.
5. HOW VET FEE-HELP WORKS

What is VET FEE-HELP?
VET FEE-HELP is an Australian Government’s loan scheme that helps eligible VET students to pay their tuition fees for certain VET qualifications at the following levels:

- Diploma
- Advanced Diploma
- Graduate Certificate
- Graduate Diploma

You do not have to use a VET FEE-HELP loan to pay your tuition fees. You can choose to pay all your tuition fees upfront to RGIT, or you can pay some of your tuition fees upfront and use a VET FEE-HELP loan for the rest, or you can use a VET FEE-HELP loan for all your tuition fees (up to your FEE-HELP limit).

If you use a VET FEE-HELP loan, you will have to start repaying your HELP debt through the taxation system once your repayment income is above the compulsory repayment threshold, even if you are still studying. The compulsory repayment threshold for the 2014-15 income year is $53,345. For 2015-16, the compulsory repayment threshold will be $54,126. You can make voluntary repayment on your HELP debt to the ATO. For details about voluntary payment, contact ATO on 13 28 61.

Additional Fee Payments
Any additional tuition costs over the course fee come out of the VET FEE-HELP student loan, including:

- 20% loan processing fee
- Workbook, materials or ingredients fees
- Administration fee
6. WHO CAN APPLY FOR VET FEE-HELP?

VET FEE-HELP is available to eligible full fee-paying / fee-for-service students studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET FEE-HELP provider like RGIT.

To be eligible for VET FEE HELP you must be:

- an Australian citizen OR a permanent Humanitarian Visa holder who is resident in Australia for the duration of the study unit(s) AND
- a student subsidised by a state or territory government (other than the Australian Capital Territory) studying a diploma or advanced diploma course OR
- student subsidised by the Victorian, South Australian, Queensland, Western Australian and New South Wales Government studying in a specified certificate IV course (nominated courses vary by state) as part of the Certificate IV Trial that concludes in December 2016 AND
- enrolled with an approved provider in an eligible unit of study by the census date for that unit.

You are not eligible for VET FEE-HELP if:

- You are a permanent resident (unless you have a Humanitarian Visa)
- You are a New Zealand citizen

What if I am not eligible for VET FEE-HELP?
If you are not eligible for VET FEE-HELP, you will need to confirm upfront payment dates and arrangements with RGIT. If you cannot afford to pay your entire tuition fees upfront, contact RGIT’s student administration to learn about our payment plans.

How to apply for VET FEE-HELP
To apply for VET FEE-HELP, you must submit a valid Request for VET FEE-HELP Assistance Form to RGIT by the census date. (View RGIT’s census dates, which vary across study units, on the Schedule of VET Tuition Fees at www.rgit.edu.au). If you do not submit the form by the census date for your first unit of study, you will have to wait until the next study period to apply for VET FEE-HELP.

To receive a VET FEE-HELP loan, you must obtain a TFN from the ATO, even if you do not have a job. This is because all student loan repayments are made via the Australian taxation system. The TFN must be provided on the Request for VET FEE-HELP Assistance Form.
If you don’t have a TFN, you can provide RGIT with a Certificate of Application for a TFN. This certificate is available from the ATO after you have applied for your TFN. Once you obtain your TFN, you must immediately inform RGIT.

If you do not get a TFN, or you give an incorrect TFN, you will not be able to access a VET FEE-HELP loan.

**How much can I borrow?**
The FEE-HELP limit is the maximum amount you can borrow under VET FEE-HELP (or FEE-HELP) over your lifetime. In 2015, the FEE-HELP limit is $97,728 for most students. The FEE-HELP limit is not reset or topped-up by any repayments that you make. If you have reached the FEE-HELP limit (meaning the indexed amount for that year), you are no longer eligible to access a VET FEE-HELP (or FEE-HELP) loan. This limit is indexed on 1 January each year.

**Is there a loan fee?**
Yes, a 20% loan processing fee applies to all VET FEE-HELP loans.

**Will I be charged interest?**
Your debt will be indexed. HELP debts are indexed annually in accordance with the Higher Education Support Act 2003. In 2015, the Act provides for indexation based on changes in the Consumer Price Index. Indexation rates are published on the ATO website, visit www.ato.gov.au

**About Census Date:**
As a provider, RGIT will set a census date for each VET unit of study it provides or proposes to provide during a year, for qualifications approved to offer VET FEE-HELP assistance. The census date is the date after which a student incurs a debt for the VET unit of study they are enrolled. Therefore, the census date is the closing date for a student to apply for VET FEE-HELP assistance for that VET unit of study. The census date can be set no earlier than 20% of the way through a VET unit of study. Please go to www.rgit.edu.au/census for census dates for 2015.

**Funding entitlements**
Accessing VET FEE HELP loan scheme does not reduce your ability to access any government funding in the future, however it may limit the amount you can borrow under VET FEE HELP over your lifetime.
7. MANAGING YOUR VET FEE-HELP LOAN

Check your balance
FEE-HELP balance is the amount of VET FEE-HELP (or FEE-HELP) you are able to use before you reach the FEE-HELP limit. You are responsible for keeping track of your FEE-HELP balance and letting RGIT know if you do not have enough left to cover your tuition fees.

Keeping track of your loan
There are 3 ways to keep track of your VET FEE-HELP loan:

- CAN – Commonwealth Assisted Notice
- CHESSN – Commonwealth Higher Education Student Support Number
- myUniAssist – a database of student HELP loans.

1. CAN
RGIT will send you a CAN within 28 days after the census date of your first study period. Your CAN will tell you how much you have been charged for the units in which you are enrolled and the amount of HELP debt you have incurred for that study period. Check your CAN carefully to ensure that:

- personal & enrolment details are correct
- the loan fee has been calculated correctly
- it does not include any study units withdrawn by the census date.

If you believe the information on your CAN is incorrect, you have 14 days to submit a written correction to RGIT.

2. CHESSN
You will be allocated a CHESSN after the census date for your first period of study at RGIT. The CHESSN is a unique identification number that remains with you during and after your studies. It helps you, RGIT and the Australian Government to stay up-to-date with information about any Commonwealth assistance that you have used. You will be notified of your CHESSN in your CAN.

3. MyUniAssist
The MyUniAssist database offers basic information about your study loan. It provides a basic summary of how much Commonwealth assistance you have borrowed under the HELP scheme (including VET FEE-HELP) and the maximum amount you can borrow. For a detailed, up-to-date summary of your study loan, including how many repayments you have made, contact the ATO on 13 28 61. You can access myUniAssist at www.studyassist.gov.au.
Loan repayment
The VET FEE-HELP debt becomes part of any accumulated HELP debt. This is the total of any VET FEE-HELP, FEE-HELP, HECS-HELP, OS-HELP or SA-HELP debts you have acquired. The accumulated HELP debt also includes any Australian Government study loans used prior to 2005.

Students must begin to repay the HELP debt through the taxation system when their income moves above the compulsory repayment threshold. In the 2014-2015 income year, the threshold for compulsory repayment is $53,345 or above.

Repayments made through the Australian taxation system are called compulsory repayments and continue until you have repaid your whole debt. The amount you repay each year is calculated as a percentage of your repayment income. The percentage increases as your income increases, so the more you earn, the higher your repayment will be. The ATO will calculate your compulsory repayment for the year and include it in your income tax Notice of Assessment.

### Repayment rates 2014-2015 income year

<table>
<thead>
<tr>
<th>Repayment income</th>
<th>Repayment % rate</th>
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</thead>
<tbody>
<tr>
<td>Below $53,345</td>
<td>Nil</td>
</tr>
<tr>
<td>$53,345 - $59,421</td>
<td>4.0%</td>
</tr>
<tr>
<td>$59,422 - $65,497</td>
<td>4.5%</td>
</tr>
<tr>
<td>$65,498 - $68,939</td>
<td>5.0%</td>
</tr>
<tr>
<td>$68,940 - $74,105</td>
<td>5.5%</td>
</tr>
<tr>
<td>$74,106 - $80,257</td>
<td>6.0%</td>
</tr>
<tr>
<td>$80,258 - $84,481</td>
<td>6.5%</td>
</tr>
<tr>
<td>$84,482 - $92,970</td>
<td>7.0%</td>
</tr>
<tr>
<td>$92,971 - $99,069</td>
<td>7.5%</td>
</tr>
<tr>
<td>$99,070 and above</td>
<td>8.0%</td>
</tr>
</tbody>
</table>

**Are loan repayments tax deductible?**
No, compulsory repayments are not tax deductible. Voluntary repayments made by you, or someone other than your employer, are not tax deductible. For more information contact the ATO on 13 28 61.

To learn more about the VET FEE-HELP program, students are advised to read the VET FEE-HELP information for 2015 booklet available at [www.studyassist.gov.au](http://www.studyassist.gov.au) before completing and submitting the Request for VET FEE-HELP Assistance Form.
8. CAMPUS FACILITIES

Campus Locations

Melbourne Campus
RGIT Australia’s campus for domestic students is located in the heart of Melbourne’s Central Business District at 152 Elizabeth St (pictured), just 50m from the Bourke St Mall shopping mecca, pedestrian and tram precinct, and 300m from the transport hub of Flinders St Train station. Level 7 reception can be accessed via elevator or stairs. Our second campus, for international and short-course students, is located a short walk away at 28-32 Elizabeth St.

Hobart Campus
RGIT’s Hobart Campus is located in the centre of Hobart’s Central Business District (CBD) close to the shopping precinct of City Mall, the main retail strip and many cafes. It is easy walking distance to the Post Office and State Library and city apartments for student accommodation are also nearby.

Please note that RGIT also delivers its courses through a third-party delivery arrangement at partner campuses on behalf of RGIT. Current approved third-party providers are listed below and is subject to change. Please visit www.rgit.edu.au/partners for up to date information on authorised third-party providers.

- Australian Institute of Technology Education (AITE), Brisbane
- Go Online Australia, Brisbane
- Queensford College, Brisbane
- Vocational Training Institute (VTI), Melbourne
**Classrooms**
All classrooms are spacious, air-conditioned, most offer natural light and city views, and are fully equipped for effective learning.

**Training Kitchen**
The purpose-built training kitchen, which is fully equipped to commercial kitchen standards, is located on Level 1 of the building.

**Student Library & Resource Centre**
The Student Library, located on Level 8, is equipped with a selection of textbooks, magazines, periodicals, newspapers, self-paced learning CDs, free Wi-Fi internet access, DVDs and offers printing and photocopying facilities for students. This library is maintained and updated regularly with appropriate material. Student notice boards outside the library offer information on rooms available to rent/share and other general information related to campus life and, for international students, living in Australia.

**Computer Labs**
Student computer rooms are available and offer free Wi-Fi access.

**Lunch Room**
Students have access to a spacious, fully equipped lunch room and relaxation area with basic kitchen facilities.
9. Student Support Services

RGIT cares about the needs of our students. Students are encouraged to talk to the trainers or Student Administration Manager if they have any issues that is hindering their academics or are not able to cope with the academic demands due to any reasons.

We are dedicated to continuously improve our services to meet the needs and expectations of our students. Our friendly and experienced staff are on hand to give advise. For any issues, students are encouraged to contact our receptionists on Level 7 and they will direct you to the appropriate staff member to answer your queries.

All staff at RGIT Australia are available to provide general advice and assistance with matters, however students requiring special or intensive assistance should contact the Student Administration Manager who may refer you to external support services if required. Accessing external support services may incur fees.

Educational and Support Services

RGIT strives to maximize opportunities for access, participation and outcomes for all students. RGIT ensures the provision of access and equity services to students as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent students from accessing and participating in our services.

The following support will be available to learners:

Language, Literacy & Numeracy (LLN) support

Based on the results of the applicants enrolment, and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that RGIT may be able to provide for a learner, with a view to creating an action plan that best addresses a student’s LLN needs. Please note:

Students who are taking Diploma of Business course at RGIT require a high level of Literacy to be able to perform tasks such as interpreting standards and regulations. RGIT will make every reasonable effort to ensure that it can accommodate a student’s needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by RGIT (for the purposes of LLN assistance, “reasonable allowance” is defined as the provider being able to accommodate the student’s needs without significantly disadvantaging other students involvement in the course, or without causing the training provider significant financial disadvantage).

Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at www.literacyline.edu.au. Any costs incurred will be the responsibility of the student.

The types of assistance RGIT will be able to offer:
1. Telephone Support Monday to Friday from 8:30am to 5pm.
2. Training on using Learning Management System

Any LLN difficulty
To help establish competency, trainers may:
• Interview the student
• Ask student to demonstrate their skill

Speaking difficulties
• Student may bring family member or friend to help explain and interpret terminology or more complex issues

Listening difficulties
• Provision of seating close to trainer
• Student may bring friend or family member to sign the course content
• Ensure the course content are presented in clear, plain and clear English

Reading difficulties
• Provision of seating close to screen.
• Ensure all course materials are written in plain English
• The trainer may read written materials to student on a one to one basis.

Additional training and tutorials

Every effort, within reason, will be made by RGIT personnel to ensure a successful outcome for students. Additional training and / or tutorial may be negotiated.

The following processes will be applied for students considered to be “at risk”:

RGIT is at all times concerned with the welfare of our students. Student Services Personnel will counsel students as appropriate and/or refer them to qualified counsellors. Personnel are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

If students require extra support or counselling, they are encouraged to make contact with a member of our team who will be eager to assist and refer them to the appropriate support services.

External Counselling/Personal Support
• Lifeline – 13 11 14 or www.lifeline.org.au
• Relationships Australia - 1300 364 277 http://www.relationships.org.au
• MensLine Australia – (For men of any age) 1300 78 99 78
• Kids Helpline (For young people aged 5-25) – 1800 551 800

Mental health websites
• Mindhealthconnect.org.au

Launched as part of the Australian Government’s National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
• Beyondblue.org.au
  Beyond blue’s work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.

• Anxietyonline.org.au
  Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.

• Headspace.org.au
  Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

• Reachout.com
  ReachOut.com is Australia’s leading online youth mental health service. It’s a perfect place to start if not sure where to look. It’s got information on everything from finding motivation, through to getting through really tough times.

• Jeanhailes.org.au
  Jean Hailes’ vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives.

• VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

**Induction and Orientation**
Induction and orientation is conducted prior to the commencement of each course. Its purpose is to inform new students of most aspects of life at RGIT, to provide an introduction to study requirements and to provide an opportunity for you to ask any questions.
10. COURSE DELIVERY

Modes of delivery
RGIT Australia recognises that individuals have different styles of learning and therefore delivers multiple modes of training to ensure that most learning styles are accommodated. These modes of training include:

- on-campus training,
- blended training (on-campus and online)

Whichever mode of delivery students choose, RGIT trainers are always available to discuss your needs and support you throughout your training program.

On-Campus Training
Students undertaking On-Campus delivery will attend their training and assessment face to face at RGIT campus (or at its partner campus). This involves trainer presentations, group workshops, research projects, individually supervised learning, observation of student performance, workplace mentoring and site visits (depending on the course).

Blended Mode
Blended delivery mode offers a flexibility of face-to-face on campus training and online training as well. A range of online applications such as Webinar, Skype, Go to Meeting will be used to delivery and assessment in this method. Students need access to a computer and internet, and must have basic computing skills to choose this mode of delivery.

Student participation
During class time, students are expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and engaging in role-plays. RGIT expects students to meet a minimum of 80% attendance criteria.

MATERIALS AND EQUIPMENT REQUIRED
RGIT supplies each student with one complete set of learning materials including Workbooks, Assessment Records and Textbooks, where applicable. Recommended learning resources are also communicated to students by trainers. Students should obtain these resources at their own expense.

Students who opt for blended mode of learning must have access to a computer and internet connection. This means that students must have access to a computer (desktop or laptop) with operating platform Windows 7 or higher and a reliable internet connection. They must have an active email address for communication and must be contactable by phone (mobile or landline) and by mail (a postal address). The computer will also require word processing application such as Microsoft Word and email platform, such as Microsoft Outlook.
For Blended Learning, a range of online applications such as Webinar, Skype, Go to Meeting will be used to delivery and assessment in this method. Students must have basic computing skills to choose this mode of delivery.

**Third party providers**
RGIT may also deliver its courses in partnership with an authorised provider. All third party providers of RGIT courses are subjected to a stringent monitoring policy. RGIT remains responsible for the quality of training and assessments from any third party provider in compliance with VET Quality Frameworks including Standards for Registered Training Organisations 2015 and for issuance of AQF Certification documents. Accordingly, Award Certificates for all qualifications and Statement of Attainment will issued by RGIT Australia only.

Refer to [www.rgit.edu.au/partners](http://www.rgit.edu.au/partners) for list of current approved providers.
11. COURSE ASSESSMENT

All assessments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, case studies, projects, assignments, presentations, simulations, role-plays, written tests and exams or work-based assessments.

Students will be notified in advance of the time and form of assessment. Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

Work-based assessment

Work-based assessment, also referred to as “practical placement”, is a compulsory requirement for completing Hospitality and Community Services Work qualifications at RGIT. Work-based assessment involves students working in a commercial enterprise to demonstrate their skills and to complete assessment requirements. RGIT will arrange practical placement at a commercial enterprise where students will work. The number of hours a student is required to work is determined by the course requirement. Students of the Diploma and Advanced Diploma of Hospitality (Commercial Cookery) must complete 192 hours of work placement each. Students of the Diploma of Community Services Work must complete 200 hours of work placement.

While working in the commercial enterprise, students will be required to maintain a logbook that records their experience and maintain their attendance at both the commercial enterprise and at RGIT. The logbooks that students maintain while on Work-Based Training form an essential part of the assessment requirements to complete their qualifications. Students’ logbooks will be monitored regularly during work-based assessment. In situations where a student’s logbook does not indicate completion of the required workplace experience, the assessment requirements will not be complete and students will be directed to undertake additional work-based experience to meet the requirements.

Students may be paid a minimum of $5 per day and will be covered by Work Cover insurance for the time they spend on work-based assessment.

Submissions of assignments and critical assessment tasks

In order to be assessed, submitted work must:

- include any prescribed coversheet with the submission and clearly mark the student name, student number and the name of the course and program on each sheet submitted.
- be submitted in the Learning Management System (LMS), in the respective assessment submission folder on, or before, the due date.
- be submitted in a legible format.
- be submitted on or before the due date. Where no due date is specified, this is
deemed to be one week from completion of the unit in which the task was
assigned. Where students are granted assessment extensions, the due dates will be
specified by the trainer. The allocation of deadlines for these tasks is for the benefit
of all students: it facilitates timely feedback so that students can improve their skills
and knowledge development.
- be complete. Partially completed assignments will be graded NYC (Not Yet
Competent) and students will be asked to re-submit the assessment.

Submissions that do not conform to the above requirements will not be registered as being
received, nor will they be assessed.

Note: Receipt of assessments will be in the form of a confirmation e-mail that is
automatically sent to students once the assessment is submitted on the LMS. Students are
advised to retain copies of their submissions for their own reference and in case of delivery
failure or the need for resubmission. RGIT will not be responsible for lost work.

Reassessment
Students are permitted two attempts at an assessment. If the student fails the assessment
on two successive attempts, the student will be required to redo the unit and additional
course fees will apply. Please see the Assessment Policy and Procedure in the Appendices
for details. For more information about Assessment Policy and Procedure, please refer to
Page 29 of this handbook.
12. RECOGNITION OF PRIOR LEARNING (RPL)

RGIT aims to ensure that your prior learning is recognised. RPL includes competencies gained through a combination of formal or informal training and education, work experience and general life experience.

In order for RGIT to grant RPL, your trainer must be confident that you are currently competent against the endorsed industry competency standards or outcomes specified in AQF-accredited courses.

Your Assessor evaluates your competence by reference to the portfolio of evidence that you provide. This portfolio of evidence may take a variety of forms and could include certificates, references from past employers, testimonials from clients and work samples.

You may apply for RPL and supply evidence that demonstrates your skills and knowledge relating to the competency. The RGIT Assessor will evaluate the evidence by taking steps to ensure it is authentic, valid, reliable, current and sufficient.

RPL Process
When enrolling in your course, you will be advised of the availability of RPL. Students who wish to apply for RPL will be advised of the procedures to do so. There are three stages in the RPL process:

1. **Self-assessment**: You are encouraged to undertake a self-assessment against the documented standards for the units of competency or qualifications for which you are seeking RPL.

2. **Collection of evidence**: Collect appropriate evidence and attach it to a completed RPL application form.

3. **Assessment of evidence**: Your Trainer will assess your application and a decision will be made as to whether RPL can be granted. The Trainer will arrange an interview with you (telephone or face-to-face) to clarify and/or confirm the assessment result.

**Note**: RPL assessment will normally be completed within 28 days of receipt of the application. You may appeal against the outcome in accordance with RGIT’s Student Complaints and Appeals procedure. For more information, please refer to Appendix U of this handbook.
13. CREDIT TRANSFER

Students may have partially satisfied the competence requirements of an RGIT Training Program by having completed comparable vocational or academic study at another institution.

“Mutual recognition” is a central component of the AQF. Mutual recognition ensures that all qualifications issued by other RTOs to students enrolling with RGIT are recognised. Nationally endorsed Training Packages and AQF-accredited courses are subject to mutual recognition.

If you are seeking mutual recognition and/or credit transfer from your previous provider for AQF qualifications and/or Statements of Attainment awarded by another RTO, you must:

- complete RGIT’s Credit Transfer Application
- provide a certified copy of the qualification or Statement of Attainment, or
- provide original documents.

RGIT may seek to validate the AQF qualification and/or Statement of Attainment by contacting the issuing RTO. Where RGIT is satisfied with the evidence supplied, you will be granted credit transfer for the units of competency that you have successfully completed. For more information, please refer to Credit Transfer Procedure in Appendix D of this handbook.
14. ACADEMIC PROGRESS

RGIT consistently monitors students’ course progress to ensure the achievement of academic requirements and staff apply interventions when a student is in danger of not progressing satisfactorily. We want you to do well and to move forward on your career path.

Students who may require intervention include:

- those who fail to attend classes for four (4) consecutive training days without prior notification, or without a medical certificate from a registered medical practitioner
- students who have been assessed as ‘Not Yet Competent’ in a subject within the preceding calendar month.

The Academic Manager, with the assistance of Student Administration department, is responsible for the implementation of this procedure and to ensure that students are aware of its application.

If you begin to show signs of poor progress, you will be contacted via email and/or SMS and/or phone and be asked to attend a meeting with the appropriate staff. Please assist us in helping you to achieve your goals by responding to these communications.

To maintain healthy academic progress:

- Attend all classes and pay attention to the work and activities undertaken in class
- Study the skills that are taught in class
- Ensure that you are present for all assessment activities
- Make an appointment with your Trainer/Assessor or Student Administration if you are having any difficulties with your studies.

For more information on RGIT’s Satisfactory Course Completion and Intervention Policy, please refer to Appendix H below.
ASSessment POLICY & PROCEDURE

Purpose
This document relates to the effective conduct of assessment practices at RGIT for all VET-FEE HELP students.

Definitions

Failing a unit means being assessed as “Not Yet Competent” (NYC) for a completed unit.

Passing a unit means being assessed as “Competent” (C) for a completed unit. To be deemed competent in a unit, students must satisfactorily complete all assessment tasks set for that unit.

Plagiarism means the copying of another person’s work without acknowledging the author or source of work.

Policy

1. Students are permitted two attempts (2) at an assessment. If the student fails the assessment on two successive attempts, the student will be required to redo the unit and additional course fees will apply.

2. Assessments must be submitted within one week of the unit’s completion date. If a student has not submitted an assessment by this date, the student will be deemed NYC. This result will stand until such time as the student has submitted the outstanding assessments (subject to point 1 above).

3. Trainers will mark assessments within one week of the unit’s completion date. This applies to both first assessments and re-assessments, and also applies to late-submissions.

4. Students must complete all assessments within one year of the course’s start date (inclusive of any extensions granted).

5. If a student has not completed all assessments within one year of the course’s start date, the student will not be able to submit further assessments for the course. He or she will be required to reapply for the course and, if accepted, additional course fees will apply.

6. If a student has not completed all assessments within one year of the course’s start date AND the student provides evidence that compassionate or compelling circumstances precluded the student from completing an assessment within the one-year timeframe, the student can submit the assessment, without penalty.

   Compassionate or compelling circumstances may include:
   a. Serious illness, with medical certificate evidence
   b. Death in the family, with death certificate evidence
   c. Any other reason which the student is able to substantiate through written evidence.

7. This policy applies to students who are studying either on campus in face-to-face mode or through on-line distance education.
8. If a student has successfully applied to redo a unit, the unit may only be undertaken when the unit is next scheduled to run at RGIT. RGIT is under no obligation to provide the student special, non-scheduled classes to enable the student to complete the unit.

9. Students who are dissatisfied with a decision made by the Institute in relation to their assessment and re-assessment may access the Institute’s Student Complaints and Appeals Process which is available on RGIT’s website.

Re-assessment

For students who have been assessed as Not Yet Competent (NYC), the following options will be available:

- Approve extension for re-submission
- Defer the course, as per Institute procedures
- Join another intake
- See the Trainer for coaching/counselling

1. Students are notified of the deadline for submission of the assessment task by their Trainers and or by Student Administration, if applicable. All students are required to submit their assessments by the due date as per the training plan provided at the commencement of their course, unless prior arrangements have been made with the Trainer.

If students are deemed ‘Not Yet Competent’ on the due day or do not submit assessments by the due date without prior approval, Trainers will nominate a re-assessment date. Trainers must record NYC details on the Student Management System (SMS) and Learning Management System (LMS), or, if the course duration is completed, trainers must fill out the NYC Submission for Extension form, submit it to Student Administration and provide the student with a copy for their records.

If a significant number of students require reassessment, a day at the end of the course will be set aside for the purpose of reassessment.

The re-assessment date, along with comments, will be recorded on the Student Management System (SMS) and Learning Management System to ensure that both parties are aware of this date.
2. If the student remains ‘Not Yet Competent’ for the assessment re-submitted, he or she will be notified that this result is final and he or she will be unable to successfully complete the course in which they are enrolled at this point. The final result of the assessment will be recorded on the SMS and the student will be provided a copy of the result.

ASSESSOR RESPONSIBILITIES

The following responsibilities apply to trainers delivering units either through face-to-face or online mode.

1. Provide feedback on the assessment

   The assessor must provide advice to the candidate about the outcomes of the assessment process. This includes providing the candidate with:
   - clear and constructive feedback on the assessment decision
   - information on ways of overcoming any identified gaps in competency revealed by the assessment, the opportunity to discuss the assessment process and outcome information on reassessment and the appeals processes
   - an opportunity for reassessment, in accordance with the Institute’s policy

2. Record and report the result

   The Assessor must:
   - record the assessment outcome for each unit
   - maintain records of the assessment procedure, evidence collected and the outcome
   - for face-to-face delivery and provide signed and dated assessment outcomes to the Administration Office. For online mode Trainers, clearly indicate his or her name and date of assessment decision in the comments section attached to the student’s submission
   - maintain the confidentiality of the assessment outcome.

3. Review the assessment process

   As requested by the Institute, the Assessor must be willing to:
   - participate in a review of the assessment process, including participating in validation and moderation meetings
   - provide feedback on the positive and negative features of the assessment to those responsible for the assessment procedures
   - make suggestions (if necessary) on improving the assessment procedures to appropriate personnel at the Institute.

4. Participate in the reassessment and appeals process

   The Assessor must:
• provide feedback and counselling to the candidate if required regarding the assessment outcome or process, including offering guidance on further options
• provide the candidate with information on the reassessment and appeals process
• report any assessment decision that is disputed by the candidate to the Departmental Coordinator and/or VFH Academic Manager
• Participate in the reassessment or appeal according to the policies and procedures of the Institute, as requested by the Institute.

STUDENT RESPONSIBILITIES

Students must abide by this policy. Students must also ensure that all work submitted is their own original work. If a student is found cheating or reported for plagiarism on any form of assessment the student’s assessment will be deemed unsatisfactory.

The student will be given a warning and will be required to redo the assessment. If the student is found cheating a second time, the Institute may require the student to repeat the Unit of Competency. A repeat of the Unit of Competency will attract additional charges (calculations based on the nominal hours).

Continued behaviour of this kind may result in the student being expelled from the Institute.

Plagiarism and Cheating

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the Institute. All works submitted must be an accurate reflection of the student’s level of competence.

To view the Plagiarism Policy and Procedure, please visit www.rgit.edu.au.
15. STUDENT REQUIREMENTS

Students are required to:

- Satisfy assessment criteria through participation and attendance at all scheduled classes
- Complete all assessment tasks within the time specified
- Submit assessments on the due date, as specified by the Trainer/Assessor
- Students are permitted to have two attempts at an assessment. If the student is deemed NYC after the 2nd attempt, they must re-enrol in the unit at the published fee
- Students have 12 months from the course start date to complete their qualification. If they do not complete all required units in that time, the student must re-enrol at the published fee and recommence the course.
- RGIT does not tolerate plagiarism and cheating. Students found cheating or plagiarising material for assessments are required to re-do assessments, may be required to repeat a study unit (at an additional charge) and/or risk expulsion from the Institute.

Student misconduct

If a student is found guilty of misconduct, the following disciplinary procedure will be instigated. (See Student Code of Behaviour and Discipline Procedures in Appendix M below.

- A “please explain” letter of request will be sent to the student regarding the incident
- The student will have one week to respond in writing
- The Campus Manager, Student Administration Manager and trainers will discuss the incident and student’s response and agree on suitable disciplinary action
- The student will be advised to meet the Student Administration Manager to discuss the proposal.

Depending on the seriousness of the offense, disciplinary action can result in:

- Expulsion from the course
- Suspension from the course for a specified duration
- Caution/warning given
- Apologies to affected parties
- A review of the student’s assessment result.

The student has the right to appeal the decision made if they disagree with the proposed disciplinary action. See Student Complaints & Appeals Procedure in Appendix U below.
16. COURSE OUTCOMES

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

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

Qualifications completed through partner providers
Students completing a course through authorised third party provider will only have their Award qualification or Statement of Attainment issued by RGIT Australia.

Pathways to university
Graduates of RGIT Australia may seek credits to relevant degree programs at Australian Universities. RGIT is proud to have developed excellent relationships and course articulation with Charles Sturt University, Griffith University, Chifley Business School and Stott’s Business Colleges.
17. Schedule of Fees

The tuition fees (see Prospectus and RGIT website for fees details of respective courses) include; tuition, tutorials and lectures, campus facilities, a set of textbooks and workbooks and student identification card.

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>COURSE NAME</th>
<th>COURSE FEE</th>
<th>LOAN PROCESSING FEE (20%)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB50207</td>
<td>Diploma of Business</td>
<td>$10,000</td>
<td>$2,000</td>
</tr>
<tr>
<td>BSB51107</td>
<td>Diploma of Management</td>
<td>$10,000</td>
<td>$2,000</td>
</tr>
<tr>
<td>BSB50207</td>
<td>Diploma of Business Top Up</td>
<td>$3,000</td>
<td>$600</td>
</tr>
<tr>
<td>BSB51107</td>
<td>Diploma of Management</td>
<td>$3,000</td>
<td>$600</td>
</tr>
<tr>
<td>BSB60207</td>
<td>Advanced Diploma of Business</td>
<td>$10,000</td>
<td>$2,000</td>
</tr>
<tr>
<td>FNS5021</td>
<td>Diploma of Accounting</td>
<td>$12,000</td>
<td>$2,400</td>
</tr>
<tr>
<td>ICA40111</td>
<td>Diploma of Information Technology Networking</td>
<td>$20,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>ICA60111</td>
<td>Advanced Diploma of Information Technology Networking</td>
<td>$20,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>CHC50612</td>
<td>Diploma of Community Services Work</td>
<td>$16,000</td>
<td>$3,200</td>
</tr>
<tr>
<td>SIT50313</td>
<td>Diploma of Hospitality (Operations)</td>
<td>$20,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>SIT50313</td>
<td>Diploma of Hospitality (Commercial Cookery)</td>
<td>$20,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>SIT60313</td>
<td>Advanced Diploma of Hospitality (Commercial Cookery)</td>
<td>$20,000</td>
<td>$4,000</td>
</tr>
</tbody>
</table>

* For students accessing VET FEE-HELP loan scheme.
* Subject to change, please refer to RGIT website for latest schedule of fees.

All fees are quoted in Australian dollars and are subject to change without notice. Students are required to pay for their own uniforms and ingredients (Commercial Cookery courses) and equipment (iPads, laptops for Business, Information Technology and Accounting Courses). Students should refer to RGIT’s website for the most current fees applicable.
Tuition fee payment

Tuition fees for each study period must be paid in advance, unless a payment plan is made with the Institute or students have accessed VET FEE HELP load assistance from the Commonwealth.

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

How to apply for withdrawals and refunds
To withdraw from a unit or a course, you must provide a written withdrawal notice to RGIT (or a respective partner provider) by completing an Enrolment Withdrawal Form. Refund of the paid course fees will be processed as below:

A refund request must be made in writing. If approved, the refund will be paid within 28 days of the census date for the VET unit of study concerned.

a. For VET FEE-HELP students

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study, 100% tuition fees paid for that unit will be refunded and no VET FEE-HELP debt is incurred.

VET FEE-HELP debt is incurred by a student for a VET unit of study after the published census date for that study unit.

For detailed information on the withdrawal and refund policy for students accessing VET FEE-HELP, see the Tuition Fee Refund and Re-credit Policy on page 47 or at www.rgit.edu.au/vfh-refund.

When a student fails a unit of study
A student still has to pay the debt if they fail a unit of study, regardless of whether they attended any classes. They are also required to pay for that unit a second time if they choose to enrol it again. If special circumstances apply (see below), the student may apply to RGIT for their FEE-HELP balance to be re-credited, or their FEE-HELP to be debt removed.

Special circumstances
If you fail a unit or withdraw from a unit after the census date due to serious illness, or for other special circumstances, you can apply to RGIT to have your FEE-HELP balance re-credited, your FEE-HELP debt removed, or to have your upfront tuition fees refunded.

If you withdraw from a unit after the census date because you changed your mind about studying, you will still be required to repay your FEE-HELP debt. For RGIT to be satisfied that special circumstances apply to you, you must be able to prove that the circumstances:

- were beyond your control
- did not make their full impact on you until on or after the census date, and
- made it impracticable for you to complete your unit(s) of study.

Note: You need to submit your application for special circumstances to RGIT within 12 months of your withdrawal day.
b. For Fee-for-service Students
In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the students. Student must withdraw in writing and apply for a refund with RGIT (or respective partner provider) by completing Refund Application Form. No refund is applicable if the student withdraws from a VET unit of study after census date for that unit of study. Refer to Refund Policy (Domestic Fees for Service Students) on page 47.
19. CESSATION OF COURSE BY RGIT

In an unlikely event that RGIT ceases to provide a VET course of study in which a student is enrolled into, RGIT has access to Australian Student Tuition Assurance Scheme (ASTAS) through ACPET to protect students tuition fees.

In the event that RGIT ceases to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of either of the following two options:

a. VET Tuition Fee Repayment option; or
b. VET Course Assurance option.

a. VET Tuition Fee Repayment option
A student who chooses this option is entitled to a refund of full tuition fee paid or remission or re-credit of their VET FEE HELP debt, or

b. VET Course Assurance option
Under the VET Course Assurance option, a student will be offered a place in a similar VET course of study by ASTAS.

All students will be notified of their options in writing.

CESSATION OF COURSE BY THIRD PARTY PROVIDER

In an unlikely event where RGIT’s third party delivery partner ceases the delivery RGIT’s VET FEE HELP approved courses due to cessation of the delivery by the third party delivery partners or the termination of their delivery contract or any other reasons, RGIT will take responsibility to ensure that students are not disadvantaged in any manners. This may include:

a. Remission of their VET FEE HELP debt, or
b. Enrol directly with RGIT Australia, or

Students will be notified of cessation of the delivery by the third party delivery partners and provided with options for continuation of their study.
20. Student Rights as a Consumer

As a consumer a student has rights to receive factual and accurate information about the courses offered by RGIT or its provider partners before making an enrolment decision. To ensure this RGIT have stringent policies and procedures in place.

It is very important you read the student prospectus carefully before enrolling with the RGIT and RGIT meets your requirements and reflects your understanding of the enrolment agreement including your course details, fees and your VET FEE HELP debt obligations.

the availability of the student agreement, and the availability of RGIT refund policy and procedures and the complaints and appeal processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

If you changed your mind:

If you enrol into a course and later changed your mind not to continue with your studies or wish to withdraw from the course, you can do so by notifying RGIT in writing before the census date in order not to incur any VET FEE-HELP debt. The census date is the date after which a student incurs a debt for the VET unit of study they are enrolled. Therefore, the census date is the closing date for a student to apply for VET FEE-HELP assistance for that VET unit of study. The census date can be set no earlier than 20% of the way through a VET unit of study.

As a provider, RGIT will set a census date for each VET unit of study it provides or proposes to provide during a year, for qualifications approved to offer VET FEE-HELP assistance.

Please go to www.rgit.edu.au/census for census dates for 2015.
21. Unique Student Identifier (USI)

All students undertaking nationally recognised training at RGIT or any other training organisation must hold a Unique Student Identifier (USI). USI is mandatory to enrol and re-enrol in training from 1 January 2015. Students must provide the USI to RGIT during enrolment process. If students do not provide USI, RGIT will not be able to issue a Certificate, Statement of Attainment or Transcript for the training.

If you do not already have a USI, RGIT can apply on your behalf when you go through the enrolment process if you give consent to do so. Alternatively, you can apply for USI yourself at [www.usi.gov.au](http://www.usi.gov.au).
22. Complaints and Appeals Policy

Purpose
This Complaints and Appeals Policy and Procedures is designed to ensure that the RGIT responds effectively and efficiently to individual cases of dissatisfaction in accordance with the requirements VET Guidelines (Chapter 5) and the Higher Education Support Act 2003 (Schedule 1A).

This policy outlines a mechanism to ensure students and prospective students can have their dissatisfaction regarding any academic or non-academic matters addressed appropriately in a timely, fair and confidential manner.

Scope
This policy and procedures applies to all students, who have enrolled at RGIT and its partner providers and accessed VET FEE-HELP Assistance, including those who choose not to access it; and prospective students who wish to enroll at RGIT and its partner providers.

This policy and procedures relates to any academic and non-academic grievances that students may have at RGIT.

Any complainants can access this policy and procedures regardless of the location of the college at which the grievance has arisen, the mode of their study or their place of residence.

Definitions
For the purposes of this document the following applies:

- **The College** refers to RGIT Australia (RGIT)
- **Complainant** refers to a person who has lodged a complaint with RGIT.
- **Complaint** means a person’s expression of dissatisfaction with any service provided by RGIT including academic and non-academic matters.

**Academic matters** include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

**Non-academic matters** include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the student. Non-academic grievances may also include matters related to the student enrolment, induction, orientation process, the quality of education and the discrimination or harassment student may have experienced.
**Student**/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under sub-clause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

**Responsibility**

The CEO is responsible for implementation of this policy and procedure and ensuring that all staff is communicated and fully trained in the application of this policy and that the students and complainants are made aware of its availability.

**Policy**

All stages of the grievance procedure, RGIT will ensure that:

- All grievances are managed fairly, equitably, efficiently and in a timely manner.
- The complainant and the respondent will not be discriminated against or victimised.
- The complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The complainant and/or the respondent will have the right to have a representative present during any negotiations with the college or its appointed representatives;
- At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. Reasons and a full explanation for decisions and actions taken as part of this procedure will be provided to the complainant and/or respondent in writing.
- Records of all grievances will be kept for a period of five years and treated in accordance with the RGIT Privacy Policy and the Privacy Act 1988. These records will be kept strictly confidential and stored at RGIT.
- There will be no cost to the complainant lodging a grievance or an appeal internally or for an external review, provided the procedures contained herein are adhered to.
- All academic and non-academic staff will be communicated and trained to ensure that they understand this policy and procedures and its application.

**Procedure**

**Informal Grievance Procedure**

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned or with the Compliance Manager before it becomes a formal complaint. RGIT's Student Support Officers and other staff members are available to assist students to resolve their issues at this level.

Assuming it is agreed that the grievance are dealt through these informal grievance procedures, the staff member, who consulted, shall discuss the grievance fully with the complainant and - with the complainant’s consent - anyone else involved, to see if it can be resolved informally. This may involve referral of the grievance to a third party. The summary outcome of grievances dealt with informally should be documented.
Grievances handled through such informal grievance procedure shall be dealt with within ten working days, documented, and a record of the outcome sent to the complainant in writing.

**Formal Grievance Procedure**

If grievances are not resolved through an informal process, students can access Formal Grievance Procedure, which will take place in three stages.

**Stage One: Formal Complaint**

Formal grievances should be submitted in writing to the Compliance Manager of RGIT.

If the grievance involves the Compliance Manager themselves they will then delegate to another senior staff member of the College.

The Compliance Manager, or a delegate, will consider and investigate the grievance, complaint or appeal within ten working days of the date of being submitted by the complainant.

In this process, Compliance Manager may seek information and clarification by written or verbal request or by a face-to-face interview with the complainant and/or the respondent. When such clarification occurs in a face-to-face interview, the complainant or respondent may ask another person to accompany him or her.

The Compliance Manager, or a delegate, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision. The Complainant will be notified of their decision in writing within 10 working days.

The Complainant will be advised of their right to access an Internal Appeals process (Stage Two) if they are not satisfied with the outcome of the compliant in Stage One.

**Stage Two- Internal Appeals**

If the Complainant is not satisfied with the outcome of the formal complaint in Stage One they may lodge an appeal in writing with the CEO of the RGIT within 10 working days of receiving notification of the outcome of the formal grievance.

The Complainant’s appeal will be deliberated by the CEO, and is an independent and impartial officer of RGIT, referred to as the Reviewer.

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The complainant or respondent may ask another person to accompany him or her at any meeting with the Reviewer.

The Reviewer may:

a. Uphold and confirm the decision;

b. Vary the decision; or
c. Set the decision aside and substitute a new decision.

The Reviewer will advise the Complainant in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days.

The Complainant will be advised of their right to have the decision reviewed by an independent external body (Stage Three) if they are not satisfied with the outcome.

**Stage Three - External Mediation**

If the complainant is dissatisfied with the outcome of the Internal Appeal on Stage Two, they may refer the decision for review by an external dispute resolution process facilitated by the LEADR within 28 days of the decision being made. LEADR is an association of dispute resolvers, independent of any external party to RGIT, used by the college for external mediation. Further information on LEADR can be found on their website www.leadr.com.au

RGIT will cover the cost for lodging appeals with LEADR. An independent LEADR mediator will investigate the case, make an assessment and advise the Complainant of the outcome. The LEADR will also notify the outcome of the external appeal to the CEO of RGIT. Both parties may ask another person to accompany them at any mediation meetings.

If the LEADR makes recommendations in relation to a grievance they have reviewed, the LEADR will forward those recommendations to the CEO. RGIT will give due consideration to any recommendation made as a result of the external review and will ensure that such recommendations are implemented within 30 days.

Contact details for LEADR is as follows:

**LEADR**

Level 1, 13-15 Bridge Street, Sydney NSW 2000
Phone: (+61 2) 9251 3366 or Free call: 1800 651 650
Fax: (+61 2) 9251 3733 Email: leadr@leadr.com.au
Website: [www.leadr.com.au](http://www.leadr.com.au)

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia’s Consumer Protection laws. Also, these procedures do not circumscribe an individual’s rights to pursue other legal remedies.

**Record Keeping**

- A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Chief Executive Officer. These records will be maintained at RGIT campus.
Publication

• This Complaints and Appeals Policy and Procedures will be provided to all staff and students as part of staff induction and student orientation programs and will be made publicly available RGIT website www.rgit.vic.edu.au and Student Handbook.

Approval

• This Complaints and Appeals Policy and Procedures was agreed to and ratified by the CEO and management of RGIT in February 2015.

Please note that the availability of RGIT Complaint and appeals processes do not remove the student’s right to take action under Australia’s consumer protection laws.
23. VFH- Tuition Fee Refund and Re-credit Policy and Procedure

Purpose
This policy establishes the criteria for granting refunds to students who have acquired VET FEE-HELP (VFH) assistance through Royal Gurkhas Institute of Technology (RGIT) Australia and ensures that the refunds of fees are made in accordance with the Higher Education Support Act (2003).

Scope
This policy applies to students who have acquired VFH assistance with RGIT.

Responsibility
The VFH Administrator will be responsible for the implementation of this policy and to ensure that staff and students are aware of its application and procedures.

Census Dates:
As a provider, RGIT will set a census date for each VET unit of study it provides or proposes to provide during a year, for qualifications approved to offer VFH assistance. The census date is the date after which a student incurs a debt for the VET unit of study they are enrolled. Therefore, the census date is the closing date for a student to apply for VFH assistance for that VET unit of study. The census date can be set no earlier than 20% of the way through a VET unit of study. The period of time during which the VET unit of study is undertaken must include any normal study breaks, assessment and/or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the VET unit of study). If a VET unit of study does not include a final examination, an examination period will not be included.

Withdrawals on or before the census date
Students who withdraw from their VET unit of study or VET course of study on or before the census date will not incur a VFH debt. Where a student withdraws from a VET unit of study on or before the census date for that VET unit of study, RGIT will repay to the student any upfront payment(s) of his or her tuition fee made on or before that date. The exception is where VET tuition assurance has been activated because the provider at the time ceased to provide the VET course of study and the student has chosen the VET course assurance option in relation to that VET unit of study.
Withdrawals after the census date
Students who acquire VFH assistance and withdraw from their respective VET unit of study or VET course of study after the census date will incur a VFH debt for any of their unpaid tuition fees (up to their FEE-HELP balance). Students may apply to RGIT to have their FEE-HELP balance re-credited (and thus their VFH debt remitted) in special circumstances (see below).

Re-crediting and Remission (special circumstances)
Students may find that they have to withdraw from their studies (from their VET unit(s) of study) after the census date or they have been unable to complete their study due to certain circumstances. Students in these situations may apply to have their FEE-HELP balance re-credited. RGIT will, where it is satisfied that special circumstances apply, re-credit a student’s FEE-HELP balance with an amount equal to the amount of VFH assistance that the student received for their VET unit of study(s). If a student’s VFH balance is re-credited, any VFH assistance they acquired for the VET unit of study(s) will be remitted and RGIT will repay any upfront fee amounts of VFH assistance for the VET unit of study(s) to the Commonwealth. RGIT has the discretion to refund any up-front payments the student made in respect of the VET unit of study in accordance with its policies, which are accessible to the student.

Special Circumstances
In order for RGIT to be satisfied, the student must demonstrate following circumstances:

- were beyond the student’s control; and
- did not make their full impact on the student until on, or after, the census date for the VET unit of study in question; and
- made it impracticable for the student to complete the requirements for the VET unit of study in the period during which the student undertook, or was to undertake, the VET unit of study.

(a) Circumstances beyond a student’s control
Circumstances can be considered beyond a student’s control if a situation occurs that a reasonable student would consider is not due to the student’s action or inaction, either direct or indirect, and for which the student is not responsible. This situation would generally be expected to be unusual, uncommon or abnormal.
example, a lack of knowledge of how VFH works or the requirements regarding census
dates would not be considered beyond a student’s control.

(b) Circumstances not making full impact until or after the census date
Circumstances could be considered not to make their full impact on the student until
or after the census date for the VET unit of study if the student’s circumstances occur:
• before the census date, but worsen after that day; or before the census date,
but the full effect or magnitude does not become apparent until after that
day.

(c) Circumstances making impracticable to complete the units of study requirements:
Circumstances that make it impracticable for the student to complete the
requirements for their unit may include:
• medical circumstances, for example, where a student’s medical condition has
changed to such an extent that he or she is unable to continue studying;
• family circumstances, for example, death or severe medical problems within a
family, or unforeseen family financial difficulties, so that it is unreasonable to
expect a student to continue studying;
• employment circumstances, for example, where a student’s employment
status or arrangements have changed so that the student is unable to
continue his or her studies, and this change is beyond the student’s control; or
• course related circumstances, for example, where the provider has changed
the VET unit of study it had offered and the student is disadvantaged by either
not being able to complete the VET unit of study, or not being given credit
towards other units or courses.

A student cannot apply for a re-credit or a remission, if they have successfully completed
the VET unit of study. A student who receives a fail grade is considered not to have
successfully completed the requirements of the VET unit of study.

An application for a re-credit or a remission should be made in writing within 12 months of
the withdrawal date. RGIT will have the discretion to waive this requirement if it is satisfied
that the application could not be made within the time limits.

The student’s application should include any independent supporting documentation such
as a letter from the student’s doctor or counsellor to support the student’s claims. Each
application will be examined and determined on its merits. RGIT will consider the student’s
claims, together with any independent supporting documentary evidence that
substantiates these claims.
Special circumstances do not include, for example:

- Lack of knowledge or understanding of requirements for VFH assistance; or
- A student’s incapacity to repay a HELP debt, as repayments are income contingent and the student can apply for a deferral of a compulsory repayment in certain circumstances.

**Making decision by the institute**

RGIT will consider the student’s application as soon as practicable and will notify the student of its decision and the reasons for making the decision. Decisions regarding re-crediting a student’s FEE-HELP balance are reviewable (reviewable VET decisions). In addition to notifying a student of its decision and the reasons for making the decision, RGIT will also advise the student of his/her rights for a review of the decision with the Administrative Appeals Tribunal (AAT), if the student is dissatisfied with the outcome. The student will be advised that the time limit for applying for a review of a decision is 28 days from the day the student first received notice of the decision.


**Associated Documents**

- Withdrawal form
- Remit VFH debt application form
24. RE-CREDITING A FEE-HELP BALANCE

A student who has incurred a VET FEE-HELP debt for a VET unit of study may apply to have their FEE HELP balance re-credited via the following procedure:

There are no options to have your debt remitted if you have already completed your unit or course of study.

If you withdraw from a unit after the census date because you become seriously ill or because of other special circumstances, you must complete and submit an Application to Remit VET FEE-HELP Debt form to have your HELP debt remitted (and your FEE-HELP balance re-credited if applicable).

To remove any HELP debt, re-credit your FEE-HELP balance and refund any upfront payments, RGIT Australia must be satisfied that 'special circumstances' apply to you. (See 'special circumstances' under Course Withdrawal).

You must submit your application and supporting evidence of special circumstances to RGIT Student Services, who will assess your application in accordance with the requirements of HESA 2003 and its associated guidelines.

You cannot apply to have your debt remitted under special circumstances if you have successfully completed the unit.

Your application must reach RGIT Student Services within 12 months of your withdrawal day. The ‘withdrawal day’ is the specified day when the withdrawal takes effect. If you did not officially withdraw, your withdrawal day is the last day of the period for which you were enrolled in the unit.

If the application is successful, RGIT will re-credit the student’s FEE-HELP balance with an amount equal to the amounts of VET FEE-HELP assistance that the student has received for the affected VET units of study, and the student’s VET FEE-HELP debt for those units of study will be removed.

The VET FEE-HELP Administrator will advise the student of the outcome of the application within 28 days and state reasons for the decision.

The VET FEE-HELP Administrator will also advise the student of their right to a review of the decision if the student is not satisfied with the outcome.
Review of a decision

If a student is not satisfied with the decision in relation to re-crediting their FEE-HELP balance, they may request a review of the decision by the Chief Operating Officer (COO). A request for review must be submitted to the COO in writing and must:

be lodged within 28 days of receiving notice of the original decision, unless the COO allows a longer period
specify the reasons for the request
be mailed to PO BOX 5466, Melbourne, VIC 3000.

The COO will acknowledge the receipt of the application in writing. If the student has not received a further decision within 45 days, it should be understood that the COO has upheld the original decision.

The applicant then has the right to apply to the Administrative Appeals Tribunal or Ombudsman for review of the decision. RGIT will provide the student with the contact details of the closest Administrative Appeals Tribunal or Ombudsman Registry and the approximate costs of lodging an appeal.

Associated Documents

- Withdrawal form
- Remit VFH debt application form

Student Handbook Revision History

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Description of modifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>June 2013</td>
<td>Original</td>
</tr>
<tr>
<td>1.3</td>
<td>August 2013</td>
<td>Review and update</td>
</tr>
<tr>
<td>1.4</td>
<td>Sept 2013</td>
<td>Minor editing</td>
</tr>
<tr>
<td>1.5</td>
<td>February 2014</td>
<td>Review and update</td>
</tr>
<tr>
<td>2.0</td>
<td>June 2015</td>
<td>Renamed the as VFH Refund and Re-credit Policy, update and formatting</td>
</tr>
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</table>
APPENDICES

22.1 APPENDIX A: VET ENTRY REQUIREMENTS

To enrol in RGIT Diploma courses, prospective students need to show that they meet the entry criteria as below:

**Academic:**

Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher.

*If the applicant has not completed Year 12 or Certificate IV or higher, the applicant must demonstrate through an enrolment interview, either in person or by phone, that they have the skills and ability to succeed in their chosen course.*

**Age requirement:**

Students must be 18 years of age or above.

**Citizenship Requirements:**

Student wanting to access VFH assistance scheme must be an Australian citizen or hold a permanent humanitarian visa at the time of course commencement.

**General**

The Institute shall ensure that applicants are selected by fair, timely and transparent procedures on the basis of clearly defined, consistent and equitable criteria, and that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Transparent entrance requirements, both academic and non-academic, shall be used to underpin judgments that are made during the entry selection process.

All applicants shall be considered within the context of the legislative requirements, government regulations and relevant industry codes. Processes for the selection and admission of students shall be fair, clear and explicit, implemented consistently and reviewed regularly.

**Academic Entry Requirements**

The Institute shall establish general requirements of entry which applicants are required to meet in order to demonstrate their capacity to complete the course successfully.
Domestic students are required to meet a minimum academic level to study at RGIT Australia. Students without formal secondary qualifications may also be required to complete RGIT’s language and numeracy test. Applicants need to show they can meet one of the following entry criteria:

<table>
<thead>
<tr>
<th>Level of Study</th>
<th>Academic Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma</td>
<td>Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher</td>
</tr>
<tr>
<td></td>
<td>LLN will be conducted for all students studying a VET FEE HELP program at RGIT. The applicant must successfully complete RGIT’s Language, Literacy and Numeracy test (LLN) and demonstrate through an enrolment interview, either in person or by phone, that they have the skills and ability to succeed in their chosen course.</td>
</tr>
<tr>
<td></td>
<td>The student’s LLN and enrolment interview results are evaluated and:</td>
</tr>
<tr>
<td></td>
<td>If the results are unsatisfactory: The student is recommended to other learning options.</td>
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<tr>
<td></td>
<td>If the results are satisfactory: The student may enrol in their desired course.</td>
</tr>
</tbody>
</table>

| Advanced Diploma | Satisfactory completion of the equivalent of Australian Year 12 or Diploma or higher. |
|------------------| LLN will be conducted for all students studying a VET FEE HELP program at RGIT. The applicant must successfully complete RGIT’s Language, Literacy and Numeracy test (LLN), be aged 18 or over and demonstrate through an enrolment interview, either in person or by phone, that they have the skills and ability to succeed in their chosen course. |

Some courses may require satisfactory completion of prerequisite units or qualifications. Such requirements are detailed in the individual course information.
Language, Literacy and Numeracy

Students require language, literacy and numeracy capacity equivalent to the descriptions below:

<table>
<thead>
<tr>
<th>Qualification level</th>
<th>Reading</th>
<th>Writing</th>
<th>Maths</th>
<th>Oral communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma, Advanced Diploma</td>
<td>Read and understand texts with some complex ideas and non-routine vocabulary. For example, read a workplace report recommending a change, or read a memo providing new instructions on workplace health and safety.</td>
<td>Write texts that convey ideas beyond everyday concepts. For example, write the minutes for a workplace meeting or write a memo to colleagues to inform them of a temporary change to the workplace routine.</td>
<td>Use a range of algebraic formulae and calculating tools to solve work-based problems. For example, apply formulae to measure heights, 2 and 3 dimensional spaces or use memory/square root functions on a calculator to solve multi-step problems.</td>
<td>Participate in oral exchanges that require control of non-routine language and structures. For example, deliver a presentation about a new workplace practice to a group of colleagues or listen to a complicated customer complaint and be able to summarise the customer's concerns.</td>
</tr>
</tbody>
</table>

Note: RGIT Australia’s policies and procedures are also available on our website www.rgit.edu.au.

22.2 APPENDIX B: ENROLMENT PROCEDURE

Purpose

This procedure describes administrative processes for enrolling new VET FEE-HELP (VFH) students.

Responsibility

The Institute’s VFH Administrator will be responsible for the implementation of the policy and to ensure that the staff are aware of its application and procedure.

Scope

This procedure applies to the enrolment of all students, eligible to receive VFH assistance, into VFH approved courses offered by RGIT Australia. It describes processes associated with:
• Pre enrolment
• Enrolment
• Census dates.

Definitions

LMS: Online Learning Management System (Moodle).
RTO Manager: A student management system used by RGIT.

METHODS

Pre-Enrolment

• Conduct on-campus appointment with a student and explain and discuss with the student the Mode of Delivery to be used
• Provide RGIT course details (course title, duration, course content, course cost, entry requirements) and application form
• Provide information about VFH assistance
• Explain the enrolment process

Enrolment

Enrolment of new students will be conducted by following the processes as listed below.

Step 1:

Student application received (“VET FEE-HELP Enrolment form” and/or “VET FEE-HELP Student Application form”)

A student must meet the following requirements to be eligible to receive VFH assistance:

1. Student is either an Australian Citizen OR a Permanent Humanitarian Visa holder* (resident in Australia for the duration of the unit)**; AND
2. a full fee-paying/fee-for-service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VFH provider; OR
3. a student subsidised by a state or territory government (other than the Australian Capital Territory) studying a diploma or advanced diploma course; AND
4. has not exceeded the FEE-HELP limit; AND
5. meets the Tax File Number (TFN) requirements; OR
6. if student does not have a TFN, they may provide a “Certificate of application for a TFN”, this certificate is available from the Australian Tax Office (ATO) once the applicant has applied for a TFN***; AND
7. submit the “Request for VET FEE-HELP Assistance form” to RGIT staff prior to the respective Census date.
*Check www.immi.gov.au for the list of humanitarian visa subclasses.

**If a student does not have evidence, they can complete a “Statutory Declaration” which must be signed by a Justice of the Peace.

***If the student does not have a valid TFN, they may acquire one by applying to the ATO. The student may supply the “Certificate of Application for a TFN” provided by the ATO to the provider, until they receive their TFN. Once received, they must inform VFH administration and complete the “Request for VET-FEE HELP assistance form”.

Students must meet the academic entry requirements as stated in the “Entry Requirements VET Courses Policy” Diploma level of study:

To enrol in RGIT Diploma courses, prospective students need to show that they meet the entry criteria as below:

**Academic:**

Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher or display minimum 1 year of relevant work experience;

**LLN requirements:**

LLN will be conducted for all students studying a VETFEE HELP program at RGIT. The applicant must successfully complete RGIT’s Language, Literacy and Numeracy test (LLN), be aged 18 or over and demonstrate through an enrolment interview, either in person or by phone, that they have the skills and ability to succeed in their chosen course.

The student’s LLN and enrolment interview results are evaluated and:

If the results are unsatisfactory: The student is recommended to other learning options.

If the results are satisfactory: The student may enrol in their desired course.

**Step 2: Check/generate CHESSN number (optional at Step 2 or Step 8)**

The VFH administration department must visit the HEIMS admin system website (https://admin.heims.deewr.gov.au) to check the student’s current loan fund status and whether they have sufficient funds. Alternatively, a student can be entered and have their CHESSN generated in RTO manager (Step 8).
Extra: Process credit transfer requests

- Students will need to complete the “Credit Transfer Application form” and attach all necessary documentation i.e. transcripts. The VFH administration department will verify, photocopy, and forward the documents to the respective Course Coordinator for credit transfer arrangements.

- Once completed, the trainer will provide the required documentation to VFH administration personnel.

- VFH administration must then make the necessary arrangements to the student’s enrolment.

- VFH administration will then inform students of their arrangement and acquire students to declare and sign they agree with the arrangements.

Step 3: Archive files in respective folders/cabinets for storage, enter student data into VFH student database and allocate student identity (ID) number

Create a “Student Tracking Sheet” and “Checklist” (these two spread sheets contain all the information needed on all students). From there, Learner Management System (LMS) account’s and student ID’s are generated.

Step 4: Confirmation of Enrolment (COE)

- Prior to course commencement, on orientation day or the first day of class, all students are issued with their COE.
- A copy of the COE is scanned and saved and then later uploaded into the student’s record in RTO Manager.

Step 5: Provide and witness fulfilment of administration documentation and gather eligibility documentation - Student Induction/Orientation day

Induction/orientation day is conducted prior to the first day of scheduled class.

The induction/orientation session covers:

- Completion of the “VET FEE-HELP Enrolment form” (if not already completed);
- Student is inducted into the VET course of study and provided with additional information in relation to the course and VFH system;
- Creation (if not already created) and access to the LMS;
- Issuing of the “Training Plan and Agreement” and delivery timetables;
- Obtain feedback on the induction session;
- Completion of the “Training Needs Analysis”;

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• Provide Government’s “VET FEE-HELP Information Booklet” (if not already provided); and
• Pictures taken for student photo ID and also uploaded into the student’s RTO manager account.

Eligibility documentation consists of:

• proof of Citizenship/Permanent Humanitarian Visa; and
  1. Australian Passport; or
  2. Australian Birth Certificate; or
  3. Australian Citizenship Certificate; or
  4. Permanent Humanitarian Visa documentation – authorised by the Australian Government; or a
  5. Statutory Declaration – signed by Authorised signatory from the list of Authorised Officials a Justice of Peace.

• If a student provides a Citizenship /Permanent Humanitarian Visa document that does not show their photo ID, then one (or two if possible) of the following valid recent* ID’s are required to provided and scanned:
  1. Driver’s license/Learner’s Permit; or
  2. Key card; or
  3. Concession card; or a
  4. Student ID card.

*ID must clearly be able to identify the student at the time of enrolment. An unacceptable form of ID is one during the student’s early childhood.

Step 6: Ongoing Administration (prior to Census date)

• Students will need to complete a “Request for VET FEE-HELP Assistance form”
• Monitor student academic course progress as per the “Satisfactory Course Progress Policy”
• Monitor students attendance
• The student is followed up for missing documents, if any, and
• Prepare a for “Confirmation of Enrolment” (COE) and “Commonwealth Assistance Notice” (CAN).

Step 7: Enrol student and enter data in RTO manager (after Census date)

• Student information gathered from enrolment documents are utilised to generate the student’s profile in RTO manager.

• All student administration documents that have been collected are uploaded into the student’s record in RTO manager and into the student’s electronic file on server.
Step 8: CENSUS documentation administration (after Census date)

- Students recorded as did/did not cross Census (student tracking sheet);
- Students are issued with a CHESSN via RTO Manager; and
- Provide COE and CAN:
  1. Students are issued with a CAN
  2. Students are also issued with a COE
  3. A signed COE is scanned and uploaded into student’s electronic file and into the student’s RTO Manager profile.

22.3 APPENDIX C: RECOGNITION OF PRIOR LEARNING

Policy

This policy explains the process of applying for and granting Recognition of Prior Learning (RPL).

Responsibility

The Departmental Coordinators are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Definitions

RPL: a formal acknowledgement of current skills, knowledge and attitudes held as a result of education and training, work experience and/or life experience. It is essentially an assessment pathway in the VET system.

VET: Vocational Education and Training.

SNR: Standards for NVR Registered Training Organisations used by the Australian Skills Quality Authority (ASQA) to protect the interests of students undertaking vocational education training in Australia.

Requirements
1. RPL process will be structured to minimise the cost and time to applicants while retaining the integrity required by the SNR to recognise competencies in accordance with the requirements of training packages or curriculum documents.

2. The Institute will ensure that any applicant for RPL is provided with:
   - Information about the competencies and performance criteria relevant to their RPL application.
   - Adequate information and support to enable them to gather reliable evidence of competency.
   - Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application.

3. Competencies for which RPL is being requested may have been developed through formal education and training, work experience, or through life experiences.

4. A written statement from an appropriate supervisory person is required to confirm ownership of any work submitted.

5. It is accepted that RPL is an assessment of an individual’s current knowledge, skills and attitudes even though the evidence produced in support of the claim may be drawn from the past. It is up to the assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes, or whether the student must sit a test to prove his/her learning.

6. Students who are eligible for Credit Transfer will not be required to undertake the RPL process.

Procedure

1. RPL applications are made using the student RPL Application Form.

2. The Institute will provide RPL applicant’s access to details of the relevant units prior to the RPL application being completed.

3. The Institute will give applicants advice on completing the student RPL Application Form and gathering reliable evidence.

4. The student RPL Application Form should be completed and forwarded to the Student Administration Manager, together with an application fee.

5. A copy of the student RPL Application Form and all verified supporting documentation is placed on the student file.
6. The student RPL Application Form will then be forwarded to the Department Coordinator for allocation to a qualified assessor.

7. A qualified assessor will assess the completed student RPL application, sign the form indicating the assessment outcome and advise the Department Coordinator of the outcome. Students will be advised promptly of the decision. Further information or an interview with the student may be required before evaluation of the application is completed.

8. The completed student RPL record will be signed by the student and the assessor.

9. Granting of RPL must be recorded as a unit outcome in the student’s file.

10. Students may use the Institute appeal procedures if dissatisfied with the outcome of their RPL applications.

11. After RPL is granted, a student’s course schedule must be reviewed and any reductions in the scheduled attendance, and the reasons for the reduction, be recorded and placed in the student’s file.

12. If the applicant is required to undertake classes on campus for those units for which RPL was not granted, where possible a full-time load for the student should be maintained by adjusting the student’s course schedule and duration for completion of the course.

13. For international students, any reduction in course duration as a result of RPL granted must be indicated on the Confirmation of Enrolment (CoE) if granted prior to the issue of a visa or on PRISMS if granted after the issue of a visa.

14. RPL application documentation, assessment processes and outcomes are to be placed in the student’s file.

15. There will be no reduction in student tuition fees as a result of RPL.
22.4 APPENDIX D: CREDIT TRANSFER POLICY and PROCEDURE

Policy
The purpose of this procedure is to ensure that the qualifications, Statement of Results (Academic Transcript) and Statements of Attainment issued by any other registered providers are recognised and the requirements of the AQF, ASQA, ESOS and the National Code 2007 are met.

Responsibility
The Head Of VET is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Requirements
The qualifications, Statement of Results and Statements of Attainment issued by any other registered provider will be recognised.

“Recognition” means that students will be granted exemptions or advanced standing in a course as a consequence of having completed the same unit(s) in another registered provider.

Credit Transfer information must be included in information given to students prior to enrolment.

All staff will be provided with information about Credit Transfer and assist students in completing applications.

Credit Transfer is different from and does not equal Recognition of Prior Learning (RPL).

Definitions
Credit Transfer: exempting a student from enrolling in and being assessed in a unit or units because they have been granted recognition for having completed the identical unit or units at another registered provider.

Registered provider: a registered training organisation (RTO), registered in ASQA and CRICOS.

Variations: in the version number of units reflect minor changes not related to outcomes and are therefore accepted for Credit Transfer.

Procedure
1. Applicants for Credit Transfer must complete the Credit Transfer Application Form, attach a copy of a qualification, Statement of Results (Academic Transcript) or Statement of Attainment and submit the application to the Student Services Manager.

2. The Student Services Manager will forward the application to the Departmental Coordinator who will check the qualifications, Statement of Results (Academic Transcript) or Statement of Attainment and grant Credit Transfers for identical units that have been identified as being completed with another registered provider.

3. Verified copies of qualifications, Statement of Results (Academic Transcript) and Statements of Attainment used as the basis for granting Credit Transfer must be placed in the student file.

4. The completed Credit Transfer record must be signed by the student and the Departmental Coordinator or Student Services Manager.

5. Granting of Credit Transfer must be recorded as a unit outcome in the student’s file and in the Student Management System (RTO Manager).

6. After Credit Transfer is granted, a student’s course schedule must be reviewed and any reductions in the scheduled attendance (and the reasons for the reduction) must be recorded in the student’s file.

7. If possible, a full-time load for the student should be maintained by adjusting the student’s course schedule and duration for completion of the course.

8. Any course duration reduction as a result of Credit Transfer granted to students must be indicated on:

- the Confirmation of Enrolment if granted prior to the issue of a visa, or
- PRISMS if granted after the issue of a visa.

Review the assessment process

As requested by the Institute, the Assessor must be willing to:

- participate in a review of the assessment process, including participating in validation and moderation meetings
- provide feedback on the positive and negative features of the assessment to those responsible for the assessment procedures
- make suggestions (if necessary) on improving the assessment procedures to appropriate personnel at the Institute.
Participate in the reassessment and appeals process

The Assessor must:

- provide feedback and counselling to the candidate if required regarding the assessment outcome or process, including offering guidance on further options
- provide the candidate with information on the reassessment and appeals process
- report any assessment decision that is disputed by the candidate to the Departmental Coordinator and/or VFH Academic Manager
- Participate in the reassessment or appeal according to the policies and procedures of the Institute, as requested by the Institute.

STUDENT’S RESPONSIBILITIES

Students must abide by this policy. Students must also ensure that all work submitted is their own original work. If a student is found cheating or reported for plagiarism on any form of assessment the student’s assessment will be deemed unsatisfactory.

The student will be given a warning and will be required to redo the assessment.

If the student is found cheating a second time, the Institute may require the student to repeat the Unit of Competency. A repeat of the Unit of Competency will attract additional charges (calculations based on the nominal hours).

Continued behaviour of this kind may result in the student being expelled from the Institute.

22.5 APPENDIX E: ACCESS & EQUITY POLICY

Purpose

The Institute is committed to providing all students with equal opportunity to pursue training and development. This policy and procedure is to be used by the Institute to integrate access and equity principles into all the training and assessment activities it conducts, or which are conducted on its behalf. This policy covers all Institute policies and procedures and all training function activities.

Responsibility

The Institute’s Human Resources Officer will be responsible for the implementation and maintenance of the policy and ensuring that staff are aware of its application and associated procedures.

Definitions

1. Access and Equity principles include:
Equity for all people through the fair and appropriate allocation of resources
• Equality of opportunity for all people without discrimination
• Access for all people to appropriate quality training and assessment services
• Increased opportunity for people to participate in training

2. Disadvantaged groups include the following groups who, traditionally, have been under-represented in Vocational Education and Training:
• People with a disability
• Aboriginal and Torres Strait Islander peoples
• Women
• People from non-English speaking backgrounds
• People in rural and remote areas
• Long-term unemployed

3. Discrimination can be direct, indirect or systemic:

Direct discrimination
Direct discrimination is any action that specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it because their status or personal characteristics, irrelevant to the situation (e.g. sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus of assumed differences between people.

Indirect discrimination
Indirect discrimination is the outcome of rules, practices and decisions that treat people equally and which therefore appear to be neutral but which, in fact, perpetuate an initially unequal situation and significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination
Systemic discrimination is a system of discrimination perpetuated by rules, practices and decisions that are realised in actions that are discriminatory and which disadvantage a group of people because of their status or characteristics and which serve to advantage others of different status or characteristics. Direct and indirect discrimination contributes to systemic discrimination.

4. Equity focuses on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate and benefit to the same level.

Relevant legislation includes:
• Commonwealth Racial Discrimination Act 1975
• Commonwealth Sex Discrimination Act 1984
• Commonwealth Disability Discrimination Act 1992
• Commonwealth Racial Hatred Act 1995
5. Sexual harassment is defined by the Victorian Equal Opportunity Act 2010 and the Commonwealth Sexual Discrimination Act 1984 as when a person:

- Makes an unwelcome sexual advance or an unwelcome request for sexual favours
- Engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

Policy

The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

- All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
- A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.
- All trainers/assessors are responsible for observing and being advocates for the policy.
- The Institute’s policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

Procedure

- The policy will be included in information provided to employees, Trainers/Assessors and students.
- The Institute’s procedures relating to training and assessment activities will focus on objective criteria based on merit.
- If a member of staff or a student feels that the policy is not being observed by college staff, then he or she should refer the matter to their manager or to the Student Services Manager.
- Any person with a complaint will be also be directed to use the Institute’s Complaints and Appeals Policy and Procedures.
- When a complaint or report is received, the person who has received it must firstly consult the policy to confirm that there has been a breach of policy and then immediately take steps to correct the breach either through communication with the person committing the breach in order to rectify it or by reporting it to the Director of Studies in the case where the breach cannot be dealt with at the staff member’s level.
• Once the breach of policy has been dealt with, a written response to the person who has reported the breach must be sent by the person receiving the report.

22.7 APPENDIX G: PRIVACY POLICY

Purpose
This policy is a statement of the requirement relating to personal information of students potential and eligible for accessing VETFEE-HELP (VFH) assistance through RGITAustralia.

Scope
The policy applies to all RGIT staff and its Training Representative (where applicable) staff handling personal information of students applying for or accessing VFH assistance through RGIT. This policy applies to applicants and students eligible to receive VFH assistance at RGIT.

Responsibility
The VFH Administrator is responsible for the implementation of this procedure and ensuring that staff and students are made aware of its application.

Policy
In the course of its business, RGIT’s VFH – Privacy Policy and Procedure will be applicable from the date of approval by the Department of Education (the Department) of the RGIT application to offer VFH assistance. The collected information will be either in electronic or in hard copy format from students enrolled or persons seeking to enrol with RGIT. RGIT may also record various communications with all related individuals.

RGIT takes privacy very seriously and is committed to protecting the privacy of individuals. This includes personal, health, financial and other confidential information, which is necessary for RGIT to carry out its functions. RGIT will take all reasonable steps to protect individual information from loss, misuse or unauthorised disclosure or destruction. The right to privacy is a value that is highly regarded.

RGIT student’s personal information will be collected by fair and lawful means which is necessary for the purpose of enrolment and function of RGIT and is committed to ensuring the confidentiality and security of the information provided. This policy is issued in accordance with:
- The Higher Education support ACT 2003 (HESA);
- The Privacy Act 2000; and

RGIT endeavours to balance the rights of privacy with the need to be accountable and transparent in its dealings. Certain information will not be available under freedom of information laws. This includes private information relating to another individual, RGIT’s internal working documents and material obtained in confidence.
Collecting and Use of Information
The personal information supplied by individuals to RGIT and/or its Training Representative (where applicable) will be used to provide information about study opportunities, to enable efficient administration, and to maintain proper academic records. Only authorised managers and other authorised persons have access to this information.
RGIT collects personal information for:
- Statistical purposes for use by State and Commonwealth Administration;
- Teaching purposes by RGIT;
- General student administration; and
- VET administration and regulation.
Personal information will not be collected by unlawful or unfair means.
RGIT may use personal information for the following purposes:
- Planning
- Reporting
- Communicating
- Research
- Evaluation
- Financial administration (including debt recovery)
- Auditing
- Marketing purposes
- For any other purposes where the individual has provided consent for such use.

RGIT will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete.

Storage and Security of Personal Information
RGIT and/or its Training Representative (where applicable) will act lawfully and as far as is reasonable and practicable in a fair and non-intrusive way. Wherever possible, it will collect information directly from students rather than from third parties. The members and staff will do their best to tell students if RGIT collects information about them from a third party.

Information will be collected and used in accordance with the privacy principles described in legislation, which sets standards in relation to the collection, storage, use or disclosure of individual information. When RGIT collects information it will advise of why it is being collected and the law which requires it to be collected. RGIT will take reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

RGIT will take all reasonable steps to protect individual information from loss, misuse or unauthorised disclosure or destruction. To protect information from possible misuse RGIT may require that inquirers establish their identity before discussing individual information.

Disclosure of Personal Information:
Personal information about student(s) studying with RGIT may be shared with Australian Government and designated authorities, including the Tuition Assurance Scheme,
Australian Taxation Office and the Department. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach of the Department’s conditions.

RGIT is required to provide the Department, through the VET FEE-HELP student loan scheme, with student and training activity data. Information is required to be provided in accordance with the VET guidelines (which are available at [http://www.comlaw.gov.au/Details/F2012L02569](http://www.comlaw.gov.au/Details/F2012L02569)).

**Access to Personal Information**

RGIT policy allows students to apply for and receive personal information that RGIT holds about themselves according to the above requirements. The request should be lodged in writing, addressed to the VFH Manager providing full details of the student’s name, ID number and details of the specific information required.

When RGIT does not believe the record should be amended, the student may request that a notation is placed on the record giving their version of how the record should be read. A student may access their own personal information held by RGIT at no charge. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Alternatively, the Freedom of Information Act 1982 provides for persons (including RGIT students) to make an application for access to information (including personal information) held by RGIT to be amended if the person believes that the information is incomplete, incorrect, out of date or misleading.