VET FEE-HELP
STUDENT
PROSPECTUS
About us

RGIT Australia is a leading vocational education provider in Australia with a founding principal of delivering excellence in training and education. RGIT Australia is proud to offer a learning environment that pays particular attention to student welfare and fosters equal opportunity education to all students in its Melbourne and Hobart campuses. RGIT Australia is an approved VET FEE-HELP provider, which means that students may be eligible to receive government loan to relieve financial stress while studying.

7 Reasons to Study at RGIT

1. Our trainers are experts in their fields and deliver inside industry knowledge
2. We offer VET FEE-HELP assistance (Australian Government Loan Scheme), subject to meeting eligibility criteria
3. You may get credit for your existing skills through our credit transfer and RPL
4. RGIT has pathways to University degrees to meet your career goals
5. Our assessments are competency-based to enable you to demonstrate your knowledge and skills
6. Flexible learning options (online & outreach study venues)
7. RGIT delivers nationally recognised Australian Qualification Framework (AQF) qualifications

This prospectus is designed for students interested to study Diploma and short courses at RGIT. RGIT is an approved VET FEE-HELP provider for the Diploma courses listed in this prospectus.

Course Overview

RGIT Australia offers the following VET FEE-HELP-approved nationally recognised qualifications.

<table>
<thead>
<tr>
<th>National Code</th>
<th>Qualifications</th>
<th>Study</th>
<th>Tuition Fees* Duration#</th>
<th>Loan Processing Fee (20%)**</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB51107</td>
<td>Diploma of Management</td>
<td>54 Weeks</td>
<td>$13,000</td>
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* Includes holidays and includes self-study duration.
* The course tuition fees and information are valid for 2015 only. This information is correct at the time of printing and is subject to change. For the latest information please visit the RGIT website on www.rgit.edu.au. To view a copy of the latest schedule, please visit www.rgit.edu.au/vfh, which includes Delivery Dates, Course Delivery, Program Duration and Tuition Fees. Please refer to page 6 for VET FEE-HELP details.
** For students accessing VET FEE-HELP loan scheme. There is no loan processing fee for full-fee-paying students.
Highly Qualified Staff

All our trainers and assessors are highly qualified experts in their fields with extensive industry experience and have completed the required Certificate IV in Training and Assessment.

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, online, outreach venues)

Whichever mode of delivery students choose, RGIT trainers are always available to discuss your needs and support you throughout your training program. Students can choose their preferred mode of delivery on an enrolment form.

On-Campus Training:

Students undertaking on-campus delivery will attend their training and assessment face-to-face at the Hobart CBD 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 deliver mode offers the flexibility of face-to-face training on-campus (or at a more convenient outreach venue) as well as online components. A range of online applications such as the Learner Management System Module, webinars, Skype and Go to Meeting are used in the delivery and assessment of this mode.

Students need access to a computer and the internet and must have basic computing skills to choose this mode of delivery.

Course Assessment

All assignments 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, workshops or laboratories, 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 format of an assessment. Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt. Reassessment fees may apply for subsequent attempts.

To view the Assessment Policy and Procedure, please visit www.rgit.edu.au.

Qualifications to be Issued

Qualifications gained at RGIT Australia are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework (VQF) and are recognised nationally. Students who complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

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.

Change of Address

Students are required to advise the Institute of their residential address, e-mail and telephone number, and of any subsequent changes to those details. This is important to ensure students receive correspondence of a formal nature, such as notices regarding the course, attendance and academic performance. It is the student’s responsibility and in their own interests to ensure that their contact and address details are always up-to-date.

Student Code of Behaviour

Students maintain, and must uphold, the right to be treated fairly, with respect and courtesy, without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status. Students should maintain, and uphold, an environment that is free from all forms of intimidation, which supports their learning without interference from others, which is safe, clean, orderly and co-operative and which respects and protects personal and Institute property from damage or misuse.

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, a repeat of the VET unit of competency, which may also incur 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.

VET Tuition Assurance

Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA) RGIT will comply with the VET Tuition Assurance requirements. This is to protect students in the event that RGIT ceases to provide a VET course of study in which a student is enrolled. 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:

1) VET Tuition Fee Repayment, or
2) VET Course Assurance (ASTAS) by ACPET

To view the detail Statement of VET Tuition Assurance, please visit www.rgit.edu.au.

Payment of Fees

The course fees include tuition, tutorials and lectures, campus facilities, a set of textbooks and workbooks and a student identification card. The course fees can be paid in one of the following ways.

VET FEE-HELP students: Students applying for VET FEE-HELP for the payment of course fees must submit the VET FEE-HELP Assistance Form at the time of enrolment before the Census Date (see page 6 for details).

For the VET FEE-HELP Schedule of Fees, please refer to www.rgit.edu.au/vth.

Full fee paying students: Students who are not eligible for VET FEE-HELP loans must pay their VET units of study in full, in advance, on or before the commencement of study, unless a payment plan is made with the Institute. Refer to Fee Payment and Refund Policy at www.rgit.edu.au for details.

Refund and Re-credit Policy

Where a student withdraws from a VET unit of study on or before the census date for that unit, RGIT will refund any tuition fee(s) made on or before that date. Withdrawal after the census date will incur a VET FEE-HELP debt. Students may apply to have their FEE-HELP balance re-credited under special circumstances.

Full-fee-paying 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 the tuition fee for that unit will be refunded. Students must withdraw in writing and apply to RGIT for a refund by completing the Refund Application Form. No refund will be given if the student withdraws from a VET unit of study after the census date for that unit of study.
Complaints and Appeals
RGIT has a Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The procedure moves from informal discussion to making a formal written complaint. If no satisfactory resolution is found, the issue escalates to an internal appeals process and beyond that, an external appeals process.

The procedure includes a requirement that an independent mediator be appointed for a fee (payable by student) if the student is dissatisfied with the resolution proposed by the Institute. To view the Student Complaints and Appeals Procedure, please visit www.rgit.edu.au.

Personal Information, Privacy and Security
Students’ personal information will be collected by fair and lawful means which is necessary for the purpose of enrolment and administration at the Institute. RGIT is committed to ensuring the confidentiality and security of all student’s information provided in accordance with the Commonwealth Privacy Act (1988). In addition, RGIT’s Privacy Policy provides procedures for how RGIT collects, stores, uses and disseminates student information with reference to the record management system and the Victorian Freedom of Information ACT (1982). To view the Privacy Policy, please visit www.rgit.edu.au.

Credit Transfer
Students who have completed identical units from a course taken at another institution may be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing. This should be completed prior to the census date. Application forms for credit transfers are available on our website, www.rgit.edu.au.

Recognition of Prior Learning (RPL)
Students who have been, or who are currently employed in the area covered by the course, or who have previously completed similar qualifications, may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job position descriptions, any certificates of inhouse or formal training or previously completed qualifications, certificates and transcripts, challenge tests or other relevant activities such as formal volunteering. The RPL process must be completed before the census date.

The procedure includes a requirement that an independent mediator be appointed for a fee (payable by student) if the student is dissatisfied with the resolution proposed by the Institute. To view the Student Complaints and Appeals Procedure, please visit www.rgit.edu.au.

USI – Unique Student Identifier
All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the Institute during the enrolment process. If the student does not provide a USI, RGIT Australia will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, please visit a www.usi.gov.au.

Funding Entitlements
Accessing the 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. For more information, visit www.studyassist.gov.au.

Campus Facilities

Campus Location
Our Hobart campus is located in the Central Business District (CBD), just a 10-minute walk to the city’s vibrant shopping precincts that include the city mall, main retail strip, a multitude of cafes, the Post Office and State library. The CBD also has substantial apartment real estate for students who require long-term accommodation.

Lunch Room
A lunchroom is provided for students which has comfortable seating, a kitchenette, microwave, fridge, television and coffee and tea-making facilities.

Classrooms
Our classrooms are modern, air-conditioned facilities with natural light and captivating views of Mt Wellington and Hobart surrounds. They are located on Level 3 and 4 of the campus.

Computer Access
Our computer room is located on Level 3 and is available for use by all students. Wi-fi is also available.
Student Support Services

A Student Administration Officer will provide details about all our services during the orientation program. There are staff available during office hours to provide student with necessary information on relevant areas.

**Receptionist/Student Administration Officer**: Handles all general and specific enrolment and course queries.

**Trainers**: Handle all specific subject and assessment issues.

**Reception**
Our receptionist is available to assist students from 8:30 am to 5:00 pm Monday to Friday.

**Orientation**
Orientation is conducted prior to the commencement of the course. Its purpose is to fully inform new students of most aspects of life at the Institute and to provide an introduction to studying at RGIT. Students are provided with detailed information about their course and VET FEE-HELP assistance.

In addition, Institute staff are introduced and you are given a tour of the Institute. There are also plenty of opportunities to ask questions.

**Student and Study Support**
Stress, financial difficulties, health, family, relationship issues and social issues can all affect your ability to settle into study. If your studies are being affected by these kinds of issues, please speak with your trainer, or any of our staff members, so that we can assist you. External counselling will be available for students seeking further assistance. Accessing external support services may incur fees.

We carefully monitor student attendance and course progress to ensure students do not fall behind course requirements because we want our students to succeed. Where a student has been identified as not attending consecutive classes and has not satisfactorily completed assessments, they will be contacted for explanations and meetings will be conducted where necessary. Intervention strategies are then put in place to assist students to achieve the study goal they initially set out to attain. If you are having any difficulties, we ask that you contact Student Administration at the earliest opportunity so that we can support you in the best way possible.

If you would like information on any of the following areas or issues, ask at reception, and our staff or your trainer will assist where they can, or refer you to an appropriate staff member for:

- Learning pathways and possible RPL opportunities
- Access and equity issues
- Language, Literacy and Numeracy (LLN) support
- Complaints and appeals
- Course progress and attendance
- Conflict Resolution
- Provision for special learning needs
- Provision for special cultural and religious needs
- Emergency and health services
- Education and career counselling
- Assistance when applying for credit transfer and RPL
- Stress management
- Any other issues

For details, please refer to the Identifying and Supporting Student Learning Needs Procedure on our website.
What is VET FEE-HELP?

VET FEE-HELP is a student loan scheme for the Vocational Education and Training (VET) sector that is part of the Higher Education Loan Program (HELP). VET FEE-HELP assists eligible students undertaking certain VET courses of study (diploma, advanced diploma, graduate certificate and graduate diploma courses) with an approved VET provider, to pay for, or part, of their tuition fees. RGIT is a Registered Training Organisation that has been approved by the Australian Government to offer VET FEE-HELP assistance to its students. For eligible fee-for-service courses, VET FEE-HELP gives you the option of:

- Deferring all of your tuition fees, or
- Paying some of your tuition fees upfront and deferring the balance.

There is a government loan fee of 20% for all VET FEE-HELP loans.

Who is entitled to receive VET FEE-HELP assistance?

To be eligible for VET FEE-HELP you must:

- either be an Australian citizen OR a permanent humanitarian visa holder (resident in Australia for the duration of the unit); AND
- be a full-fee paying student who wishes to undertake a Diploma or Advanced Diploma; OR
- be a student subsidised by a state or territory government (other than the Australian Capital Territory) studying a diploma or advanced diploma course; AND
- meet the Tax File Number (TFN) requirements; OR
- if you don’t have a TFN you may provide a Certificate of Application for a TFN. This certificate is available from the Australian Tax Office (ATO) once you have applied for a TFN; AND
- submit the Request for VET FEE-HELP Assistance form to us prior to the respective Census date.

What is Census date?

The census date is the last day you can submit your Request for Commonwealth Assistance Form (to access a Commonwealth supported place or a HELP loan) or withdraw your enrolment without incurring the fees or a HELP debt. If you do not submit your form by the census date, you will not be eligible to access a HELP loan for that study period.

The census date must be at least 20% of the way through the study period for that unit. This date will vary across different courses and different intakes. The Student Administration Officer can give you the census date for your course.

RGIT has two census dates per Business & Management course in 2015. In 2016, there will be four census dates per course. Students will therefore have four opportunities to withdraw from a course, or Unit of Study, before the census date and not incur VET FEE-HELP debt. However, a VET FEE-HELP debt is incurred for each census date that passes after their enrolment.

Course Pathways

All diplomas and advanced diplomas for which VET FEE-HELP is available provide approved credit transfer arrangements to bachelor degree programs with higher education institutions.

How do I pay back the loan?

You repay your VET FEE-HELP loan through the Australian taxation system when your repayment income is above the compulsory repayment threshold, even if you are still studying. For 2015-16, the compulsory repayment threshold is $54,126. For details, please visit Study Assist website, www.studyassist.gov.au.

Will I be charged interest?

No. There is no interest charged on VET FEE-HELP loans. However, your HELP debt at the ATO will be indexed on 1 June each year to maintain its real value by adjusting it to reflect changes in the Consumer Price Index. Current and past indexation rates are available from the ATO at www.ato.gov.au.

How to apply for VET FEE-HELP loan?

You must have a valid TFN. This is because VET FEE-HELP repayments are made via the Australian taxation system. If you do not have a TFN, you must contact the ATO and apply for a new TFN.

Once you have applied, you will receive your new TFN in up to 28 days. If you wish to enrol in a course with VET FEE-HELP assistance prior to receiving your TFN, you must request a Certificate of Application for a TFN from the ATO. This certificate must be provided to RGIT staff and can be a temporary substitute for your TFN until you receive it.

Once you have received notification that the TFN is on the way, you can begin your VET FEE-HELP application.

Once you receive your TFN, inform RGIT staff and complete the Request for VET FEE-HELP Assistance form.

You must submit the Request for VET FEE-HELP Assistance form (including your TFN) to RGIT by the census date. See RGIT’s census dates, which vary across units, on the Schedule of VET Tuition Fees at www.rgit.edu.au.


If you have any queries regarding any of the above matters, please call 1800 744 828 (FREE CALL), or email hobart@rgit.edu.au.

Entry Requirements

To enrol in RGIT diploma courses, prospective students need to show that they meet the entry requirements below:

Academic Requirements

- For Diploma Courses: satisfactory completion of an equivalent of Australian Year 12 or Certificate IV or higher
- For Advanced Diploma Courses: satisfactory completion of an equivalent of Diploma 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.

Language, Literacy and Numeracy

All applicants must successfully complete RGIT’s Language, Literacy and Numeracy test (LLN).

Industry experience, skills and knowledge

No requirements.

Age Requirements

Students must be 18 years of age or above.

Citizenship Requirements

Students who wish to access VFH assistance must be Australian citizens or hold a permanent humanitarian visa at the time of course commencement.

Computer Requirements

Students will need to have access to a computer and a broadband Internet connection. Please see page 8 for ‘Materials and Equipment Required’.

Pre-training interview

All students will be required to undergo a pre-training interview to determine whether student understands course requirements and that the course suits the student’s needs and aspirations.
Delivery Approach

A number of approaches to course delivery are used by Institute staff. Course delivery approaches may include: teacher-led classroom delivery, workshops, practicals, seminars, tutorials, online and blended learning tools such as web-based workshops and tutorials and online training using the Learning Management System Module - RGIT LMS, as well as supervised study.

During class time students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and participating in role playing situations.

Volume of Learning: The duration of course specified in the course information only includes formal training. Students are required to spend a minimum of 20 hours per week on individual study (including self-paced learning, research, learning activities and assessment activities) in addition to their scheduled training plan.

Some students may also require more time to complete the course, depending on their ability to comprehend content and complete assessments.

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 delivery must have basic computing skills as well as access to a computer (desktop or laptop) with the Windows 7 operating system or higher, and a reliable internet connection. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All students must have access to a word processing application such as Microsoft Word, an email platform such as Microsoft Outlook or Gmail and the Adobe PDF reader version 8 or higher.

Attendance

Students completing the course via on-campus delivery are expected to attend all classes. Class attendance is monitored to ensure students are active during their course. Class participation is greatly encouraged as it forms an important part of the learning process. Students will be provided with workbooks, assessments and additional learning resources. Students are expected to participate in course activities such as group meetings, class discussions and oral presentations.

Students enrolled into Blended learning are expected to participate in fortnightly webinars (online) and/or outreach sessions throughout their course. Regular participation in course activities forms an important part of the learning experience. Students who do not attend classes are less likely to succeed in their course, and also miss important learning opportunities. ‘Learning’ constitutes not only what is learned through books, but also what is taken in through the sharing and discussion of ideas with others. Therefore we strongly encourage students to attend classes and participate in course activities.

If for some reason students are unable to attend a class or a webinar, they must notify staff immediately so that they are informed and can follow-up accordingly. For assistance with any aspect of studies, students may contact their Trainer or Student Administration staff.

Deferment

In exceptional circumstances, students may request to defer from their studies. A form needs to be completed and submitted to Student Administration.

Conditions of Deferment

1. DEFERRING BEFORE CENSUS DATE:
   1.1 If you apply for a deferment before your unit of study’s census date, you will be able to defer for up to 12 months from the course’s start date and no fees will be charged.

2. DEFERRING AFTER CENSUS DATE:
   2.1 You may apply for a deferment after the census date has passed.
   2.2 If you successfully apply for a deferment after the census date, you can complete the unit of study at a later stage. No additional fees will be charged, apart from those charged once you passed the census date.

2.3 Please note, however, even if you are granted a deferment after the census date, you must complete your course within 12 months of the course start date.

2.4 If you have passed the census date for your unit of study and have been granted a deferment, you cannot cancel your enrolment and ask for a refund of any fees incurred for that portion of a course for which deferment was granted, unless you were subject to special circumstances during that time. If you believe that you may be eligible to have your VET FEE-HELP debt remitted, please complete and submit the Application to remit VET FEE-HELP debt form with all supporting evidence to your Campus Manager.

2.5 Deferments cannot be made retrospectively, that is, you cannot apply to have a deferment start from a date earlier than the date on which you originally applied for deferment.

To view the Deferment Policy and Application form please visit www.rgit.edu.au.
The qualifications obtained at RGIT can lead to different Bachelor programs at Australian universities and higher education institutions with which RGIT has articulation arrangements.

Pathways to Higher Education

**Qualifications**

- Diploma of Management
- Diploma of Business
- Diploma of IT in Networking

**1 year**

**Choice of Tertiary Institution**

- Bachelor of Business
- Bachelor of Business (Hotel, Tourism, Events, Real Estate, Property & Sport)
- Bachelor of Business Information Systems
- Bachelor of International Business

- Bachelor of Business (General)
- Bachelor of Business (Accounting)

- Bachelor of Business (General)
- Bachelor of Business (Accounting)
- Bachelor of Business (General)

- Masters of Business Administration (MBA)

Approximate period of / or unit exemption towards degree

Choice of Tertiary Institution

- Bachelor of Business
- Bachelor of Business (Hotel, Tourism, Events, Real Estate, Property & Sport)
- Bachelor of Business Information Systems
- Bachelor of International Business

- Bachelor of Business (General)
- Bachelor of Business (Accounting)

- Bachelor of Business (General)
- Bachelor of Business (Accounting)
- Bachelor of Business (General)

- Masters of Business Administration (MBA)
Our Courses

Diploma of Management

Course Information:
National Code: BSB51107
Duration: 54 Weeks (incl holidays)
Course Tuition Fee: $13,000

Course Description:
This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and combine an informed perspective of specific work requirements with their managerial approaches. The qualification requires a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate their own work or the work of a team.

Career Opportunities
Possible job roles relevant to this qualification include Manager, Supervisor and Team Leader or middle management in a business environment.

Entry Requirement
Please refer to page 7.

Delivery Mode
Modes of delivery available for this course are on-campus training (face-to-face) and blended. For details on Delivery Approach, please refer to page 8.

Course Structure
Students will need to complete the following 8 units of competency to attain the qualification.

Elective Units
- BSBRSK501B - Manage risk
- BSBMGT515A - Manage operational plan
- BSBWOR501B - Manage personal work priorities and professional development
- BSBMGT516C - Facilitate continuous improvement
- BSBCUS501C - Manage quality customer service
- BSBINNS02A - Build and sustain an innovative work environment
- BSBWHS501A - Ensure a safe workplace
- BSBADM504B - Plan or review administrative systems

Diploma of Business

Course Information:
National Code: BSB50215
Duration: 54 Weeks (incl holidays)
Tuition Fee: $13,000

Course Description:
This qualification reflects the role of individuals with substantial experience in a range of settings who are seeking to further develop their skills across a wide range of business functions. This qualification is also suited to the needs of individuals with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to further develop in order to create additional educational and employment opportunities.

Career Opportunities
Possible job roles relevant to this qualification include: Executive Officer, Program Consultant, Program Coordinator and Administrator.

Entry Requirement
Please refer to page 7.

Delivery Mode
Modes of delivery available for this course are on-campus training (face-to-face) and blended. For details on Delivery Approach, please refer to page 8.

Course Structure
Students will need to complete the following 8 units of competency to attain the qualification.

Elective Units
- BSBWOR501B - Manage personal work priorities and professional development
- BSBADM506B - Manage business document design and development
- BSBHRM506A - Manage recruitment, selection and induction processes
- BSBRSK501B - Manage risk
- BSBDIV501A - Manage diversity in the workplace
- BSBMGT515A - Manage operational plan
- BSBADV509A - Create mass print media advertisements
- BSBMKG506B - Plan a market research
### Responsible Service of Alcohol (RSA)

**Course Name:** Provide responsible service of alcohol  
**Course Code:** SITHFAB201  
**Duration:** 4 Hours  
Many hospitality industry employers require an accredited RSA Course Certificate as a work prerequisite. This nationally accredited unit will equip you with the knowledge and skills to ensure that you serve alcohol in a safe and legal way. You will also learn the different strategies to deal with situations that may arise while serving alcohol.

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### Food Safety Level 1

**Course Name:** Use hygienic practices for food safety  
**Course Code:** SITXFSA101  
**Duration:** 4 Hours  
This nationally accredited unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

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### Food Safety Level 2

**Course Name:** Participate in safe food handling practices  
**Course Code:** SITXFSA201  
**Duration:** 4 Hours  
This nationally accredited unit is designed for food handlers involved in food preparation. It provides the skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.  
**Prerequisite:** Food Safety Level 1 · Use Hygienic Practices for Food Safety

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### First Aid

**Course Name:** Provide First Aid (Level 2)  
**Course Code:** HLTAID003  
**Duration:** 1 day  
This nationally accredited unit equips you with the skills and knowledge required to provide a First Aid response in a range of situations (e.g. work, socially). No previous experience, training or qualifications required.  
Content includes: introduction to First Aid; legislation and legal issues; involving the ambulance; unconsciousness & priorities of First Aid, cardio-pulmonary resuscitation (CPR), defibrillation, heart attack, strokes, seizures, head & spinal injuries, drowning, diabetes, drug & alcohol issues, hypo & hyperthermia, foreign body obstructions & more.
Tuition Fee Refund and Re-credit Policy

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 for ensuring 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 in which 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 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 that the following circumstances:

(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. For example, a lack of knowledge of how the VET FEE-HELP scheme 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 to not make a full impact on the student until the census date, or after the census date for the VET unit of study if the circumstances occur before the census date, but the full magnitude of their effect does not become apparent until after the census date.

(c) Circumstances making it 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;
• 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 and the student is disadvantaged by not being able to complete the VET unit of study.

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.

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...
decisions and will notify the student of its decision and its reasoning behind the decision. The decision may be reviewed if the student is dissatisfied with the outcome via the Administrative Appeals Tribunal (AAT). A review request must be made within 28 days of the student receiving notice of the decision.

For more information, visit www.aat.gov.au.

**Complaints and Appeals Policy**

**Purpose**
This Complaints and Appeals Policy and Procedure is designed to ensure that RGIT responds effectively and efficiently to individual cases of dissatisfaction in accordance with the requirements of the 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 procedure applies to all students enrolled at RGIT and through its partner providers as well as prospective students. It relates to academic, and non-academic grievances that students may have regarding RGIT.

**Definitions**
For the purposes of this document the following applies:
- **The Institute** 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** may include complaints in relation to personal information that the Institute holds in relation to the student, or matters related to enrolment, induction, the orientation process, the quality of education or any experience of discrimination or harassment.
- **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 Chief Operating Officer is responsible for the implementation of this policy and procedure and for ensuring that staff and students are aware of it and that staff are fully trained in its application.

**Policy**
At 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 Institute 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.

**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 is managed through these informal grievance procedures, the staff member, who is handling the complaint, 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.

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 the Formal Grievance Procedure, which will take place in three stages.

**Stage One: Formal Complaint**
Formal complaints 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 Institute. The Compliance Manager, or a delegate, will consider and investigate the grievance, complaint or appeal within 10 working days of receipt of the complaint.

The Compliance Manager may seek information from the complainant for purposes of clarification by either written request or a face-to-face interview, at which the complainant may wish to have a support person present.

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 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 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 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 may ask another person to accompany him or her at any meeting with the Reviewer.

The Reviewer may:
1. Uphold and confirm the decision;
2. Vary the decision; or
3. 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 Stage Two, they may refer the decision for review by an external dispute resolution process facilitated by LEADR within 28 days of the decision being made. LEADR is independent of and an external party to RGIT, used by the Institute for external mediation. Further information on LEADR, visit 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. 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 LEADR makes recommendations in relation to a grievance they have reviewed, 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.

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

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

1. 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’s main campus.

Publication

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

Approval

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

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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 has stringent policies and procedures in place.

It is very important that you read the Prospectus carefully before enrolling with RGIT to ensure that the course meets your requirements and that you understand fully the fees, your VET FEE-HELP debt obligations and your obligations as a student.

The availability of the Tuition Fee Refund and Recredit Policy and the Complaints and Appeals Procedure and Policy does not remove the right of students to take action under Australia’s consumer protection laws.

If you change your mind:

If you enrol in a course and decide you do not wish to continue your studies, or you wish to withdraw from the course, you can do so by notifying RGIT in writing before the census date to avoid incurring a VET FEE-HELP debt.

Please go to www.rgit.edu.au/vfh for census dates for 2015.

Media Consent

The Enrolment Form gives you the opportunity to decline permission for RGIT to use any representation of your time here for promotional purposes. Please be sure to read this section of the Enrolment Form.

From time to time, RGIT staff may request to take photographs/videos or verbal/written interviews/testimonials of students at RGIT or at places where the student is involved in an activity. These creations may be used in a classroom, or at on-the-job work activities or could be published by RGIT in print, digital or broadcast media such as documents, the student magazine, website, television, You Tube, RGIT TV, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students’ own creation for the same purposes.

Students may also reverse their decision to decline Media Consent by signing a Media Consent form at the time of any such request.
RGIT Head Office and Melbourne (VIC) Campus:
51-53 Elizabeth Street, Melbourne, VIC 3000
Postal: GPO Box 5466, Melbourne, VIC 3001, Australia
Phone: (03) 9662 8022 | Fax: (03) 8639 9001
Email: feehelp@rgit.edu.au | Website: www.rgit.edu.au

RGIT Hobart (TAS) Campus:
Level 3, 162 Macquarie Street, Hobart, TAS 7000
Contact: (03) 6217 9000 or 1800 844 866
Email: hobart@rgit.edu.au

Disclaimer:
Every effort has been made to ensure that this prospectus is free from error or omissions. However, some information including course details, course codes, name of the qualification, duration and fees may have changed since printing. Please speak with an RGIT staff member for further details and information.