ROYAL GURKHAS INSTITUTE OF TECHNOLOGY

RTO No. 22088  CRICOS 03002G

VET FEE-HELP

STUDENT
PROSPECTUS
2016

VET FEE-HELP
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 at 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. RGIT delivers nationally recognised Australian Qualification Framework (AQF) qualifications
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. E-learning resources to provide you with flexible learning options
7. We offer VET FEE-HELP assistance (Australian Government Loan Scheme), subject to meeting eligibility criteria

This prospectus is designed for students interested to study Diploma and Advanced Diploma courses at RGIT. For all other courses, please refer to www.rgit.edu.au.

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>Course Duration*</th>
<th>Tuition Fees*</th>
<th>Loan Processing Fee (20%)**</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB50215</td>
<td>Diploma of Business</td>
<td>40 Weeks</td>
<td>$13,000</td>
<td>$2,600</td>
</tr>
<tr>
<td>BSB51915</td>
<td>Diploma of Leadership and Management</td>
<td>40 Weeks</td>
<td>$15,000</td>
<td>$3,000</td>
</tr>
<tr>
<td>BSB60215</td>
<td>Advanced Diploma of Business</td>
<td>60 Weeks</td>
<td>$15,000</td>
<td>$3,000</td>
</tr>
<tr>
<td>SIT50313</td>
<td>Diploma of Hospitality</td>
<td>80 Weeks</td>
<td>$20,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>ICT50715</td>
<td>Diploma of Software Development</td>
<td>60 Weeks</td>
<td>$20,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>ICA50415</td>
<td>Diploma of Information Technology Networking</td>
<td>60 Weeks</td>
<td>$20,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>CHC50113</td>
<td>Diploma of Early Childhood Education and Care</td>
<td>61 Weeks***</td>
<td>$16,000</td>
<td>$3,200</td>
</tr>
</tbody>
</table>

* Excludes holidays and includes self-study duration.
* The course tuition fees and information are valid for 2016 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, Census 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.
*** Plus 6 weeks of work placement.
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 needs are accommodated. The modes of training include:
- on-campus training
- blended training (on-campus and online)

Whichever mode of delivery you 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 one of the RGIT or 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 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 form of assessment. Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

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.

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.

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's 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 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.

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 on or before the Census Date (see page 6 for details).

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

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 repay 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 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.

To view the Tuition Fee Refund and Re-credit Policy, please visit www.rgit.edu.au.

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, and challenge test or activities. The RPL process must be completed before the census date.

Refer to the Credit Transfer and RPL Policy on the RGIT website 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 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 www.usi.gov.au.

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.

Campus Location
Melbourne Campus
RGIT Australia’s campus for domestic students is located in the heart of Melbourne’s Central Business District at 51-53 Elizabeth Street. Level 1 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 Street.

Hobart Campus
RGIT’s Hobart Campus at Level 3, 162 Macquarie Street, Hobart, TAS 7000, 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.

Third Party Providers
RGIT also delivers its courses through a third-party delivery arrangement at partner campuses on behalf of RGIT. Please refer to page 10 for details.

Training Kitchen
The purpose-built training kitchen, which is fully equipped to commercial kitchen standards, is located on Level 1 of the main building 28-32 Elizabeth Street, Melbourne.

Student Cafe
A vegetarian cafe is located on Level 1 of the main building, 28-32 Elizabeth Street, where students can relax and meet with others.

Classrooms
Our classrooms are modern, air-conditioned facilities that are well equipped for effective learning. These are located on Level 2 and 3 of the building (51-53 Elizabeth Street) and are accessed via elevator or stairs.

Computer Rooms
Our two computer rooms are located on Level 2 and 3 (51-53 Elizabeth Street). One is a general computer room for use by all students, the other is a dedicated facility for students undertaking Information Technology studies at RGIT.

Student Library & Resource Centre
The Student Library, located on Level 8 of the main building, 28-32 Elizabeth Street, 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.
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.

Student Support Officer: Provide academic and non-academic counselling to students.

Receptionist: Handle all general course, enrolment and administration queries.

Student Administration: Handle 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 4:30 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 counseling 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
- Appeals/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?

What is VET FEE-HELP?

VET FEE-HELP is a Commonwealth loan scheme that assists eligible students to pay their tuition fees for higher-level vocational education and training (VET) courses (at the diploma-level and above) undertaken at approved providers. Loan will remain as a personal debt obligation until it is repaid to Commonwealth. The loan may affect (by reducing) the person's take-home (after-tax) wage or salary until the debt is repaid, and may affect the borrowing capacity of the person until the debt is repaid to the Commonwealth.

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 assistance 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% per unit of study for all VET FEE-HELP loans.

Who is entitled to receive VET FEE-HELP assistance?

To be eligible for VET FEE-HELP you must:

- be an Australian citizen, or a permanent humanitarian visa holder who will be resident in Australia for the duration of your unit(s) of study AND
- be a full fee-paying/fee-for-service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET FEE-HELP provider; 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
- have not exceeded the FEE-HELP limit; 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
- have read the VET FEE-HELP information for 2016 booklet before you complete and submit the Request for a VET FEE-HELP loan form (the form) by the 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 VET FEE-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.

RGIT has a minimum of 3 census dates per course. Students will therefore have at least three (3) 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. Please refer to www.rgit.edu.au/vfh for census dates and RGIT withdrawal procedure.

RGIT will send you an invoice before each census date, to ensure you have all the information you need to make your study and payment decisions.

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. Please check with our Student Admin Officer to know the census date of the course you are enrolled in or visit our website www.rgit.edu.au/vfh.

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 income year, 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?

To apply for VET FEE-HELP you must submit a valid Request for a VET FEE-HELP loan form (the form) to RGIT by the census date. This form applies to a loan for the entire VET course, charged on unit-by-unit basis. 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 request a VET FEE-HELP loan for future study. Retrospective access to VET FEE-HELP is not allowed under any circumstances. See RGIT’s census dates, which vary across units, on the Schedule of VET Tuition Fees at www.rgit.edu.au/vfh.

RGIT will not accept a Request for a VET FEE-HELP loan form unless two business days have passed from the date (and time) you enrolled with RGIT. This will ensure you have had time to fully understand the details of your course enrolment and consider the fee payment options available to you.

If you want to access a VET FEE-HELP assistance to pay for your study, you must submit your valid TFN. This is because repayments on your HELP debt are made through the Australian taxation system. If you do not provide your TFN or you provide an incorrect one, your form will not be valid and you will not be able to use a VET FEE-HELP loan for that unit(s) of study in which you have enrolled.

If you do not have a TFN, you will need to apply to the ATO for one. When you do so, the ATO will, on request, supply you with a Certificate of application for a TFN. Even before you receive your TFN from the ATO, you can attach your certificate to your form as proof that you have applied for a TFN. You must advise RGIT of your TFN within 21 days of receiving it.

Once you receive your TFN, inform RGIT staff and complete the Request for VET FEE-HELP Assistance form. For more details, please refer to the VET FEE-HELP Information for 2016 Booklet available from http://studyassist.gov.au.

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

Please Note: Student may wish to seek independent financial advice before applying for VET FEE-HELP loan.
Entry Requirements

To enrol into RGIT courses, prospective students need to meet the entry requirements as below:

Citizenship Requirements:
Student is either an Australian Citizen OR a Permanent Humanitarian Visa holder and who is a resident in Australia for the duration of their course

Academic Requirements:
Students need to either:
• Provide an Australian year 12 certificate; or
• Complete CSPQA test and receive exit level 3 or above;

Pre-Training Review Interview:
All students will be required to undergo a pre-training review interview to determine that student understands course requirements; that the course suits the student’s needs and aspirations; and that they have the skills and ability to succeed in their chosen course.

Delivery Approach

A number of approaches to course delivery are used by Institute staff. Course delivery approaches may include: teacher-led classroom delivery, workshops, practical’s, seminars, tutorials, online and blended learning tools such as web-based workshops and tutorials and online training using 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 for individual study (including self-paced learning, research, learning activities and assessment activities) in additional 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 highly 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:
Students applying for deferment before the census date of their unit of study must restart their course within 12 months of their original start date. Please note, students deferring before the census date of their course will not incur any debt for their course until after they resume their course and successfully meet the requirements for passing the census.

2. DEFERRING AFTER CENSUS DATE:
Students may be eligible to defer their course after they have passed the census date of the unit of study for their course. This means that students can take a leave of absence from their course and resume the course at a later stage. Students applying for deferment after the census date of their respective unit of study must resume the course within 12 months of their original start date. Students will not incur an additional debt for their course, however, the debt incurred from passing the census date will remain on their record.

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 university and higher education institutions with which RGIT has articulation arrangements.

**Pathways to Higher Education**

- Bachelor of Computer Science
- Bachelor of Computer Studies (Business)
- Bachelor of IT (Business Services)
- Bachelor of Information Technology
- Diploma of Information Technology Networking
- Masters of Business Administration (MBA)

**Choice of Tertiary Institution**

- Charles Sturt University
  - Bachelor of Computer Science
  - Bachelor of Computer Studies (Business)
  - Bachelor of IT (Business Services)
  - Bachelor of Information Technology

- Stott’s Colleges
  - Bachelor of Business (General)
  - Bachelor of Business (Accounting)

- Chifley Business School
  - Masters of Business Administration (MBA)

**Qualifications**

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

- Diploma of Information Technology Networking
  - Master of Information Technology (Business Networking)

- Diploma of Business
  - Bachelor of Business (General)

Approximate period of / or unit exemption towards degree

- Diploma of Information Technology Networking: up to 1 year
- Diploma of Business: 8 units
- Diploma of Information Technology Networking: 8 units
RGIT also delivers its VET FEE HELP approved courses through a third-party delivery arrangement at partner campuses on behalf of RGIT. All third party providers of RGIT courses are subjected to a stringent selection and monitoring policy. RGIT, however, 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 certifications documents. Accordingly, Award Certificates for all qualifications and Statement of Attainment will issued by RGIT Australia only.

Students will be advised of the course delivery locations at the time of enrolment and an integrity check will be conducted to ensure that students have received accurate and factual information from the partner providers about courses details and their student obligations including VET FEE HELP debt obligations prior to the enrolment.

Current approved third-party providers are listed below and are subject to change. Please visit www.rgit.edu.au/partners for up to date information on authorised third-party provider.

- Vocational Training Institute (VTI)
- Australis Higher Education Pty Ltd
- Frontier Leadership

If students are not satisfied with the courses delivered by the partner provider they are welcome to notify RGIT Australia directly by calling (03) 9662 8022 or email feehelp@rgit.edu.au. Alternatively students can lodge a complaint by accessing RGIT’s Complaints and Appeal Policy and Procedure.

Cessation of course by Third Party Provider

In the unlikely event that RGIT’s third party provider ceases to deliver an RGIT VET FEE-HELP course due to termination of their delivery contract, or for any other reasons, RGIT will take responsibility for ensuring that students are not disadvantaged. This may include:

a. remission of their VET FEE-HELP debt  
b. enrolment with RGIT Australia  
c. the offer of a similar VET course with another VET FEE-HELP provider in order to complete the qualification, at no cost to the student for this transfer.

Students will be notified of any cessation of delivery, and their options, by the third party provider.

Student Recruitment through Third Party

RGIT also recruits students through third parties. Current third parties recruiting prospective students to enrol into VET FEE-HELP approved courses are listed below:

- Go Learn Australia Pty Ltd

Please visit www.rgit.edu.au/vfh for up to date information on authorised third party agents.
Student Rights as a Consumer

As a consumer, a student has the right 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 2016.

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.
Our Courses

Diploma of Business

National Code: BSB50215
Duration: 40 Weeks (excluding holidays)
Tuition Fee*: $13,000

* A 20% loan processing fee also applies for successful VET FEE-HELP applicants.

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 7.

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

Elective Units
- BSBWOR501 - Manage personal work priorities and professional development
- BSBADM506 - Manage business document design and development
- BSBDIV501 - Manage diversity in the workplace
- BSBHRM506 - Manage recruitment, selection and induction process
- BSBRISK501 - Manage risk
- BSBMGT517 - Manage operational plan
- BSBMKG509 - Implement and monitor direct marketing activities
- BSBMKG506 - Plan market research

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.
Advanced Diploma of Business

National Code: BSB60215
Duration: 60 Weeks (excluding holidays)
Tuition Fee*: $13,000

* A 20% loan processing fee also applies for successful VET FEE-HELP applicants.

Course Description
This qualification reflects the role of individuals with significant expertise in either specialised or broad areas of skills and knowledge who are seeking to develop expertise across a range of business functions. This qualification is also suited to the needs of individuals who possess considerable theoretical business skills and knowledge that they would like to further develop in order to create additional educational or employment opportunities.

Career Opportunities
Possible job roles relevant to this qualification include Business Manager, Senior Administrator and Senior Executive.

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 7.

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

Elective Units
- BSBINN601 - Manage organizational change
- BSBMKG603 - Manage the marketing process
- BSBMKG605 - Evaluate international marketing opportunities
- BSBMKG608 - Develop organisational marketing objectives
- BSBHRM602 - Manage human resources strategic planning
- BSBMGT605 - Provide leadership across the organisation
- BSBFIM601 - Manage finances
- BSBMGT617 - Develop and implement a business plan

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Diploma of Leadership and Management

National Code: BSB51915
Duration: 40 Weeks (excluding holidays)
Tuition Fee*: $15,000

* A 20% loan processing fee also applies for successful VET FEE-HELP applicants.

Course Description
Diploma of Leadership and Management (BSB51915) provides you with the skill set to thrive in a business setting. It delivers management skills and practical techniques that empowers you with analytical and problem solving skills as well as project management across various industries. This qualification is a perfect upskill pursuit that enables you to change careers or fast track progress in your current field. An outcome of the course is development and building of an effective leader - an asset to any employer.

Career Opportunities
The course equips you with effective leadership and management skills that includes the following job profiles:
• Operations Manager: Oversee, monitor and evaluate the business processes.
• Team Leader: Responsible for representing, managing and supporting departments.
• Project Manager: Plan and coordinate the time lines, goals and outcomes of specific projects, including key initiative developments and risk management.

Entry Requirement
Please refer to page 7.

Delivery Mode
Modes of delivery available for this course are on-campus training (face-to-face). For details on Delivery Approach, please refer to page 7.

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

Core Units
• BSSLDR501 - Develop and use emotional intelligence
• BSBMGT517 - Manage operational plan
• BSSLDR502 - Lead and manage effective workplace relationships
• BSBWOR502 - Lead and manage team effectiveness

Elective Units
• BSBRSK501 - Manage risk
• BSBWOR501 - Manage personal work priorities and professional development
• BBSMG5T516 - Facilitate continuous improvement
• BSBCUS501 - Manage quality customer service
• BSBDIV501 - Manage diversity in the workplace
• BSBWHSS501 - Ensure a safe workplace
• BSBHRRM506 - Manage recruitment, selection and induction process
• BSBADSM506 - Manage business document design and development

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.
**Diploma of Software Development**

National Code: ICT50715  
Course Duration: 60 Weeks (excluding holidays)  
Tuition Fee*: $20,000  
* A 20% loan processing fee also applies for successful VET FEE-HELP applicants.

**Course Description**  
This course provides the skills and knowledge for an individual to be competent in high-level networking and System Administration. Areas of study include networking, system administration, system analysis and design and project management.

**Career Opportunities**  
Employment as Network Technician, Systems Administrator, Junior Network Engineer and Junior System Engineer. It will also provide pathway for higher education in Information Technology.

**Entry Requirement**  
Please refer to page 7.

**Delivery Mode**  
Modes of delivery available for this course are on-campus training (face-to-face). For details on Delivery Approach, please refer to page 7.

**Course Structure**  
Students will need to complete following units of competency to attain the qualification:

- **Core Units**
  - ICTPRG509 - Build using rapid application development  
  - ICTPRG418 - Apply intermediate programming skills in another language  
  - ICTPRG529 - Apply testing techniques for software development  
  - ICTPRG502 - Manage a project using software management tools  
  - ICTPRG523 - Apply advanced programming skills in another language  
  - ICTPRG503 - Debug and monitor applications  
  - ICTPRG520 - Validate an application design against specifications  
  - ICTICT509 - Gather data to identify business requirements  
  - ICTPRG505 - Build advanced user interface  
  - ICTICT418 - Contribute to copyright, ethics and privacy in an ICT environment  
  - ICTPRG527 - Apply intermediate object-oriented language skills  
  - ICTPRG501 - Apply advanced object-oriented language skills  
  - ICTXEB501 - Build a dynamic website  
  - ICTXEB502 - Create dynamic web pages  
  - ICTDSS504 - Integrate database with a website  
  - ICTPRG504 - Deploy an application to a production environment

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**Diploma of IT Networking**

National Code: ICT50415  
Course Duration: 60 Weeks (excluding holidays)  
Tuition Fee*: $20,000  
* A 20% loan processing fee also applies for successful VET FEE-HELP applicants.

**Course Description**  
This course provides the skills and knowledge for an individual to be competent in high-level networking and System Administration. Areas of study include networking, system administration, system analysis and design and project management.

**Career Opportunities**  
Employment as Network Technician, Systems Administrator, Junior Network Engineer and Junior System Engineer. It will also provide pathway for higher education in Information Technology.

**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 7.

**Course Structure**  
Students will need to complete following units of competency to attain the qualification:

- **Core Units**
  - ICTICT509 - Gather data to identify business requirements  
  - ICTTEN5201A - Install, configure and test a server  
  - ICTNWK505 - Design, build and test a network server  
  - ICTNWK503 - Install and maintain valid authentication processes  
  - ICTSUS5187A - Implement server virtualization for a sustainable ICT system  
  - ICTICT511 - Match IT needs with the strategic direction of the enterprise  
  - ICTNWK525 - Configure an enterprise virtual computing environment  
  - ICTNWK535 - Install an enterprise virtual computing environment  
  - ICTNWK527 - Manage an enterprise virtual computing environment  
  - ICTNWK508 - Install, operate and troubleshoot medium enterprise switches  
  - ICTNWK507 - Install, operate and troubleshoot medium enterprise routers  
  - ICTTEN6206A - Produce an ICT network architecture design  
  - ICTNWK513 - Manage system security  
  - ICTNWK506 - Configure, verify and troubleshoot WAN links and IP services in a medium enterprise network  
  - ICTICT418 - Contribute to copyright, ethics and privacy in an IT environment  
  - ICTNWK529 - Install and manage complex ICT networks
Diploma of Hospitality

National Code: SIT50313
Course Duration: 80 Weeks (excluding holidays)
Tuition Fee*: $20,000

* A 20% loan processing fee also applies for successful VET FEE-HELP applicants.

Course Description
This program will provide the individual with a flexible career pathway in the role of a Manager in a range of hospitality areas. The Diploma of Hospitality provides skills and knowledge for supervisory and entry level management skills in the hospitality industry. Through the study of marketing, financial management, human resource management, workplace diversity, legal knowledge for a hospitality business, rostering staff and quality hospitality service, graduates will be qualified to seek employment in many areas of the hospitality industry.

Career Opportunities
The course is designed to provide employment opportunities in a variety of supervisory or management positions including Bar Manager, Reception Manager, Kitchen Manager, Food and Beverage Manager, or Outlet Managers in Food and Beverage establishments and departments.

Entry Requirement
Please refer to page 7.

Delivery Mode
Modes of delivery available for this course is classroom-based learning along with a simulated workplace environment and in the workplace (for those who choose the work placement elective). For details on Delivery Approach, please refer to page 7.

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

Core Units
- BSBDIV501A - Manage diversity in the workplace
- BSBMGT515A - Manage operational plan
- SITXCCS401 - Enhance the customer service experience
- SITXCCS501 - Manage quality customer service
- SITXCOM401 - Manage conflict
- SITXFIN402 - Manage finances within a budget
- SITXFIN501 - Prepare and monitor budgets
- SITXGLC501 - Research and comply with regulatory requirements
- SITXHRM401 - Roster staff
- SITXHRM402 - Lead and manage people
- SITXMGT401 - Monitor work operations
- SITXMGT501 - Establish and conduct business relationships
- SITXWHS401 - Implement and monitor work health and safety practices

Elective Units
- SITXWHS101 - Participate in safe work practices
- SITXHRM301 - Coach others in job skills
- SITXFIN201 - Process financial transactions
- SITHFAB201 - Provide responsible service of alcohol
- SITHFAB203 - Prepare and serve non-alcoholic beverages
- SITHFAB309 - Provide advice on food
- SITXFSA101 - Use hygienic practices for food safety
- SITXMPR402 - Create a promotional display or stand
- SITHIND201 - Source and use information on the hospitality industry
- SITHFAB202 - Operate a bar
- SITHFAB204 - Prepare and serve espresso coffee
- BSBWOR203B - Work effectively with others
- SITHIND301 - Work effectively in hospitality service
- SITXCOM201 - Show social and cultural sensitivity
- BSBSUS301A - Implement and monitor environmentally sustainable work practices

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.
Diploma of Early Childhood Education and Care

National Code: CHC50113  
Course Duration: 61 Weeks (excluding holidays and plus 240 hours work placement\* in a regulated education and care service)  
Tuition Fee*: $16,000  
* A 20% loan processing fee also applies for successful VET FEE-HELP applicants.  
\* RGIT will organise all work place arrangement for you.

Course Description

The Australian Children’s Education & Care Quality Authority (ACECQA) states that “quality education and care shapes every child’s future and lays the foundation for development and learning. The early years are critical for establishing self-esteem, resilience, healthy growth and capacity to learn”.

This Diploma of Early Childhood Education and Care, reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard. Carers may also have additional responsibility for supervision of volunteers or other staff.

Career Opportunities

Employment opportunities exist as a fully qualified professional in early childhood services at child care centers, montessori schools and other service providers engaged in providing education and care for children under six years of age.

Entry Requirement

Please refer to page 7.

Delivery Mode

Modes of delivery available for this course is a classroom based learning along with a work placement. For details on Delivery Approach, please refer to page 7.

Course Structure

Students will need to complete the following 18 units of competency to attain the qualification.

- CHCECE002 Ensure the health and safety of children
- CHCECE004 Promote and provide healthy food and drinks
- CHCPRT001 Identify and respond to children and young people at risk
- HLTAID004 Provide an emergency first aid response in an education and care setting
- CHCLEG001 Work legally and ethically
- HLTWHS003 Maintain work health and safety
- CHCECE025 Embed sustainable practices in service operations
- CHCECE016 Establish and maintain a safe and healthy environment for children
- CHCDIV001 Work with diverse people
- CHCECE005 Provide care for babies & toddlers
- CHCECE003 Provide care for children
- CHCECE007 Develop positive and respectful relationships with children
- CHCECE001 Develop cultural competence
- CHCECE023 Analyse information to inform learning
- CHCECE009 Use an approved learning framework to guide practice
- CHCECE017 Foster the holistic development and wellbeing of the child in early childhood
- CHCECE018 Nurture creativity in children
- CHCECE024 Design and implement the curriculum to foster children’s learning and development
- CHCECE020 Establish and implement plans for developing cooperative behaviour
- CHCECE021 Implement strategies for the inclusion of all children
- CHCECE026 Work in partnership with families to provide appropriate education and care for children
- CHCECE022 Promote children’s agency
- CHCECE019 Facilitate compliance in an education and care services
- CHCMGT003 Lead the work team
- CHCORG627B Provide mentoring support to colleagues
- BSBMGT605 Provide leadership across the organisation
- CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCPRP003 Reflect on and improve own professional practice

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.
VET FEE-HELP Withdrawal, Tuition Fee Refund and Remit Policy

Policy Objective
The objective of this policy is to establish the criteria for enabling students to withdraw from the course and refund the tuition fees who have acquired VET FEE-HELP (VFH) assistance through Royal Gurkhas Institute of Technology (RGIT) Australia and ensures that the refunds of fees/ remittance of debt 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.

Definition
Census Dates: RGIT sets census date for each VET unit of study.

Policy
5.1 Withdrawal on or before the census date
Students who withdraw from their VET unit of study or VET course on or before the census date will not incur a VET FEE-HELP debt. Where a student withdraws from a VET unit of study on or before the respective census date, RGIT will repay the student any upfront payment(s) of tuition fees made on or before that date.

5.2 Withdrawal after the census date
Students who withdraw from their respective course or VET unit of study after the census date, will incur a VET FEE-HELP debt for the unit of study in which they are enrolled. Students may be eligible to have their VET FEE-HELP remitted and FEE-HELP balance re-credited however, they must meet the special circumstances criteria.

5.3 Re-crediting and Remission (special circumstances)
Students may need to withdraw from their studies after the census date or may be unable to complete their studies due to certain circumstances. In such circumstances, students may apply to have their VET FEE-HELP remitted and their FEE-HELP balance re-credited. RGIT where satisfies 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 for the VET unit of study in accordance with its policies.

5.4 Special Circumstances
Students meet the special circumstances criteria if they are able to demonstrate that the circumstances they experienced were:
• 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 could be considered beyond a student’s control if a situation occurs that a reasonable person 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 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.
• Students do not need to demonstrate that they were unable to withdraw from the VET Unit of Study prior to the census date.
• A circumstance that first occurred before the census date may satisfy the special circumstances requirement where it worsens after that day or the full effect or magnitude does not become apparent until after that day. (For example, a person may have an illness or a pre-existing condition prior to the census date for a VET unit of study, but that condition may worsen after the census date.)
• A circumstance that first occurred before the census date may satisfy the special circumstances requirement where it worsens after that day or the full effect or magnitude does not become apparent until after that day. (For example, a person may have an illness or a pre-existing condition prior to the census date for a VET unit of study, but that condition may worsen 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, 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, or, if the student has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken. 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 independent supporting documents such as a letter from the student’s doctor or counselor, 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.

6. Decision to be made 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 as per the Act and subsequently 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. For more information, visit www.aat.gov.au.

7. Associated Documents
- Withdrawal Form
- Remit VFH Debt Application Form

These forms and policies are available from our website: www.rgit.edu.au/vfh-policies.

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 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 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:

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 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

• 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

• 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

• This Complaints and Appeals Policy and Procedure was agreed to and ratified by the CEO and management of RGIT in February 2015.
RGIT VET FEE-HELP courses are delivered in the following locations:

- **RGIT Head Office and Melbourne (VIC) Campus:**
  51-53 Elizabeth Street, Melbourne, VIC 3000
  Contact: (03) 9662 8022 and 1800 RGIT AU (7448 28)

- **RGIT Hobart (TAS) Campus:**
  Level 3, 162 Macquarie Street, Hobart, TAS 7000
  Contact: (03) 62179000 or 1300 844 866

**Partner Campus:**

- **VOCATIONAL TRAINING INSTITUTE**
  - **Melbourne:** Level 3, 190 Queen Street, Melbourne, VIC 3000
    Phone: 1300 655 105 (local call cost)
  - **Brisbane:** Suite 1.9, Ian Barclay Building, 460-492 Beaudesert Road, Salisbury, QLD 4107
    Phone: 1300 655 105 (local call cost)

- **AUSTRALIS HIGHER EDUCATION PTY LTD**
  Level 2, 132 Albert Street
  Brisbane, QLD 4000
  Phone: (07) 3162 0811, (07) 3210 0390
  Fax: (02) 9633 1888
  Website: www.aite.edu.au
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- **Frontier Leadership**
  Level 11, 288 Edward Street
  Brisbane, QLD 4000
  Phone: 1800 680 140 (free call Australia-wide)
  Website: www.frontierleadership.edu.au
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