

APPRENTICE AND TRAINEE HANDBOOK

2012



WHY CHOOSE RMIT?

RMIT University is one of Australia's oldest and most successful education organisations. RMIT was founded in 1887 for the education of ambitious working-class people through public donations, including from leading community figures and trade unions.

RMIT's programs are particularly successful because they are structured to meet the realities of today's tough and fast-paced employment markets.

- ☑ RMIT enrolls apprentices and trainees all year round and provides flexible training and education offering a range of support activities for trainees/ apprentices and employers.
- ☑ RMIT also recognises prior learning and experience to reduce the length of the program where appropriate.
- ☑ As a leading tertiary organisation, with TAFE and higher education options, RMIT provides opportunities to undertake further training and study. RMIT traineeships often provide credit to diplomas and/or advanced diplomas, which may in turn provide credit towards university degrees.

Employers and workers benefit from RMIT's status as Victoria's largest TAFE

- » Training plan assistance.
- » Visits to the workplace to check progress.
- » The majority of learning takes place in the workplace.
- » Training is integrated into daily work activities.
- » Recognition of prior learning and experience that may reduce the length of the program.
- » New starters are accepted throughout the year.
- » Employers may attract wage subsidies for new or existing staff.
- » Apprentices and trainees can access free services for students.

WELCOME TO RMIT

Apprentices and trainees are both workers and students. This booklet contains valuable information to assist you while you train at RMIT. It outlines your rights and responsibilities, and services available at RMIT.

As workers, apprentices and trainees have basic industrial entitlements. At RMIT an apprentice or trainee is entitled to the same resources and rights as any other student. This is one of the key benefits of training at an institution that is both a university and TAFE.

You have access to many free services. Check these services in your free student diary, available from the Hub on each campus, and see pages 20–23 of this booklet.

You are encouraged to take advantage of Victoria's largest TAFE to get the most out of the learning experience. Please contact any of the specialist staff listed on page 4 or contact me if you have any queries.

Kevin Broomhall
Manager, Apprenticeships and Traineeships
Tel. +61 3 9925 3828
Fax +61 3 9925 2788
Email kevin.broomhall@rmit.edu.au

CHECKLIST

Apprentices and trainees at RMIT are entitled to receive the following:

- student card, enabling you to receive student discounts
- student diary
- RMIT student email account
- course guides
- training plan
- access to myRMIT (refer to page 20 for details)

For more information telephone the Student Administration Support Line on tel. +61 3 9925 8980 during business hours, or visit the Hub on your on campus.

www.rmit.edu.au/students/hub

RMIT TERMINOLOGY

Course A component of study (unit, unit of competency, module, subject) within an RMIT program. For each course, learning occurs in a series of lessons or meetings.

Program Together your courses form an integrated program of study that leads to a qualification.

Example: The course 'Occupational Health and Safety' forms part of the '*Certificate III in Electrotechnology (Electrician)*' program.

CENTRELINK

You may be entitled to Youth Allowance, Austudy or Abstudy and a Health Care Card. A Health Care Card may provide significant discounts including on tuition fees.

Contact Centrelink to check your eligibility on tel. 13 24 90 or visit their website on www.centrelink.gov.au.

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KEY CONTACTS AT RMIT

Manager, Apprenticeships and Traineeships

Kevin Broomhall
Tel. +61 3 9925 3828
Fax +61 3 9925 2788
Email kevin.broomhall@rmit.edu.au

Info Corner

Contact Info Corner for information and advice on becoming an RMIT student.
Tel. +61 3 9925 2260
www.rmit.edu.au/infocorner

SCHOOL CONTACTS

Your first point of contact if you have questions about your courses and program.

Aged Care

Susan Russell
Tel. +61 3 9925 4637

Air Conditioning/ Refrigeration

Jennifer Cabarja
Tel. +61 3 9925 8096

Business Administration

Neil Van Der Poel
Tel. +61 3 9925 5558

Cabinet/Furniture Making

Debbie Kufner
Tel. +61 3 9925 4067

Community Services (Alcohol and Mental Health)

Xenia Girdler
Tel. +61 3 9925 4660

Dental Assisting/Technology

Irene San Juan
Tel. +61 3 9341 1403

Disability Work

Anthony Graham
Tel. +61 3 9925 4111

Dry Cleaning

Liz De Bono
Tel. +61 3 9925 9102

Electrical/Electronics

Paul Szechenyi
Tel. +61 3 9925 4351

Engineering Mechanical

Jennifer Cabrera
Tel. +61 3 9925 4401

Fire Protection

Robert Lock
Tel. +61 3 9925 4601

The Hub and the Student Administration Support Line

Once you are an enrolled student, visit the Hub or call the Student Administration Support Line if you have questions about the administration of your program or the services available to you. Refer page 21.
Tel. +61 3 9925 8980
www.rmit.edu.au/students/hub

Frontline Management

Jasmina Dolic
Tel. +61 3 9925 1637

Information Technology

Geoff Moss
Tel. +61 3 9925 4852

Nursing

Carylin Lenehan
Tel. +61 3 9925 4837

Optical

Avril Estibeiro
Tel. +61 3 9925 4588

Plumbing

Robert Lock
Tel. +61 3 9925 4601

Printing and Graphic Technology

Loni Kyme/Eleni Tzimas
Tel. +61 3 9925 9454

Spatial Information Services (Surveying)

Daniella Cvetanoska
Tel. +61 3 9925 8082

Telecommunications Cabling/Technicians

Sarah Pavia
Tel. +61 3 9925 4315

Textile, Clothing and Footwear

Liz DeBono
Tel. +61 3 9925 9102

Work/HACC

Janet Hood
Tel. +61 3 9925 4637

Youth Work

Jennifer Brooker
Tel. +61 3 9925 4115

For full contact details for RMIT schools visit www.rmit.edu.au/schools.

KEY CONTACTS OUTSIDE RMIT

Ambulance, Police, Fire

Tel. 000

Apprenticeship Administration Branch

Processes and registers training agreements and monitors completion, cancellation, variations and suspensions.

Tel. 1300 722 603

Australian Apprenticeships Centres (AAC)

Provides advice and assistance with training arrangements, training agreements, financial incentives subsidies and allowances.

Tel. 13 38 73

www.australianapprenticeships.gov.au

Australian Council of Trades Unions (ACTU)

Tel. 1300 362 223

www.actu.org.au

Centrelink

Provides assistance with government allowance queries and job searching.

Tel. 13 28 50

www.centrelink.gov.au

www.jobsearch.gov.au

Department of Education, Employment and Workplace Relations

www.deewr.gov.au

Fair Work Australia

The national workplace relations tribunal.

Tel. 1300 799 675

www.fwa.gov.au

Fair Work Ombudsman

Provides information and advice about Australia's workplace rights and rules.

Tel. 13 13 94

www.fairwork.gov.au

Group Training Australia Victoria Inc.

Employs apprentices/trainees and places them with suitable employers. Group training allows you to work for different employers and gain wider experience.

Tel. +61 3 9639 3955

www.gtaltld.com.au

Jobwatch

Helps with problems at work.

Tel. +61 3 9662 1933

www.jobwatch.org.au

Ombudsman Victoria

Investigates complaints about Victorian Government departments, most statutory authorities and local government.

Tel. +61 3 9613 6222

Email: ombudvic@ombudsman.vic.gov.au

www.ombudsman.vic.gov.au

School-based Apprenticeships/Traineeships

www.australianapprenticeships.gov.au/FAQ/Documents/FactSheet_ASBA.pdf

Skills Victoria

Skills Victoria is the state training authority in Victoria. It includes the Apprenticeship Administration Branch and the apprenticeship field officers.

www.skills.vic.gov.au

Victorian Equal Opportunity and Human Rights Commission

Helps resolve complaints about discrimination, sexual harassment and racial or religious vilification.

Tel. +61 3 9281 7111

www.humanrightscscommission.vic.gov.au

Victorian Trades Hall Council

Provides advice on union membership. Ground Floor Old Building, Trades Hall 54 Victoria Street

Carlton South, VIC 3053

Tel. +61 3 9659 3511

www.vthc.org.au

Victorian Young Unionists Network

Tel. +61 3 9659 3578

www.yun.org.au

WorkSafe

Assists with workplace safety, violence, harassment and related compensation claims.

Tel. +61 3 9641 1444 or 1800 136 089

www.worksafe.vic.gov.au

YOUR TRAINING

Apprenticeships and traineeships give you the training and skills for trade qualifications. You will learn industry skills by combining on-the-job paid work with accredited training. You will gain:

- » the know-how to solve day-to-day challenges at work, plus
- » the theory and knowledge required in your trade or industry.

You will apply these skills and knowledge across a variety of workplace settings and in a formal training environment.

NATIONAL TRAINING PACKAGES

All RMIT apprenticeships/traineeships fall under national training packages. Each industry has its own training packages to specify:

- » the qualifications available in that industry
- » the competency standards required
- » the methods of assessing the skills of apprentices and trainees for the industry.

RMIT's training programs conform to the national training package standards. If you have concerns about the quality of training you are receiving, you can obtain a copy of the relevant training package from your RMIT school.

TRAINING AGREEMENT

Apprentices and trainees are employed under a government-approved training agreement. This is an arrangement between the employer and the apprentice or trainee that sets out the training conditions and the type of training you will undertake. It must be lodged with an Australian Apprenticeships Centre (AAC) within two weeks of the apprenticeship or traineeship commencing, and you must be given a copy of it within two weeks of starting your apprenticeship or traineeship.

TYPES OF TRAINING

RMIT is flexible and develops training suited to the specific needs of businesses. Every business is different and requires apprentices and trainees to learn different skills.

There are several ways you can study for your trade or industry qualifications:

- » online
- » block release from your workplace (one or two weeks, six times or more a year)
- » day release (one day per week)
- » fully flexible (you attend on-campus training when it suits you and your employer), or
- » a combination of the above.

Australian school-based apprentices and trainees

If you are undertaking your training as part of an Australian school-based apprenticeship or traineeship (ASbA), the training plan must be signed within two months of signing the training agreement by:

- » an authorised representative of your secondary school
- » your employer
- » you and your parent or guardian
- » a representative of RMIT (usually the trainer).

RMIT supplies a copy of the signed training plan to all signatories. A copy is also provided to the relevant Australian Apprenticeship Centre.

Your secondary school must be informed when there are significant amendments to the training plan. This allows you as an ASbA to receive full credit in your VCE or VCAL. In consultation with your secondary school RMIT will report ASbA results in a timely manner for the school to enter results on the VASS system.

HOW LONG IS THE TRAINING?

Apprentices are employed and usually train for three to four years. Trainees are employed and usually train for one to two years. Apprentices and trainees can be employed on a full-time or part-time basis. Completion of training for both apprentices and trainees is competency based, which means that you must be assessed as competent in the required skills for your studies in order to complete those studies.

You may be able to finish sooner if you can demonstrate you have already acquired skills through work experience or other training. See page 17 for more information on recognition of your skills.

COMPETENCY BASED TRAINING AND COMPLETION

Under the competency based training program, an apprenticeship will be completed when:

- » all training within the training plan is completed
- » the training provider (RMIT) assesses the apprentice as competent; and
- » the apprentice's employer confirms that the apprentice has demonstrated those competencies in the workplace necessary to complete their qualification, and by doing so complete their training contract.

You end the apprenticeship as soon as you are deemed competent by RMIT and confirmed by the employer. There is no minimum duration for an apprenticeship, even though a (nominal) duration is nominated in the Training Contract to assist the planning process.

Nursing training

If you are completing the Diploma of Nursing (Enrolled Nursing), the training methods will be as approved by the Australian Nursing and Midwifery Accreditation Council (ANMAC), including mode, location/facilities and duration of off-campus training

PRE-TRAINING PERSONAL REVIEW

RMIT will conduct a pre-training review. This will look at your skills, including literacy and numeracy skills, to:

- » identify any workplace skills (competencies) you already have
- » develop the learning strategies and materials that are appropriate for you
- » check if you need any additional support with your writing and maths.

If you need some extra help to succeed in your apprenticeship or traineeship RMIT provides support to develop your writing and maths skills. RMIT will develop the customised training plan for you before your training starts. This is the three-way plan that is signed by you, your employer, and your RMIT representative. If you are a school-based apprentice, it will also be signed by a representative from your secondary school.

TRAINING PLAN

A training plan is a three-way agreement setting out the training conditions and the type of training to be undertaken. Before you start training the customised training plan is signed by you, RMIT and your employer. It includes the following:

- » qualification title and national code
- » competencies to be achieved
- » timeframe for achieving competencies
- » training to be done
- » how the training will be undertaken
- » details of the time to be allocated outside routine
- » work duties for structured training (when, how and how much)
- » who will be responsible for the delivery of training and/or assessment of each course
- » assessment details and arrangements
- » recognition of prior learning (RPL) and credit transfer hours granted, and
- » any other specific requirements to be met in accordance with the training agreement.

Training plans vary depending on the type of apprenticeship/traineeship.

TAKING A BREAK FROM TRAINING

Sometimes training and working can be difficult to manage and you may wish to continue working but take a short break from training. First you should talk to your employer, your Australian Apprenticeship Centre (AAC), and your RMIT trainer. In some circumstances the training agreement can be suspended, in which case you will be placed on leave of absence from your studies and you may recommence study at a later date.

Employers must be central to these processes at all times—employers pay the wages and are the key signatory to a legally enforceable training agreement.

If you stop training without suspending the training agreement you may not be eligible for funded training at a later date.

RMIT must approve any leave of absence. You must complete an RMIT *Application for leave of absence* form, available from www.rmit.edu.au/students/forms.

The form must be signed by your RMIT head of school or program coordinator. Failure to inform RMIT of changes to your enrolment by the relevant census date will mean you are liable for fees and charges.

RIGHTS AND RESPONSIBILITIES

YOUR EMPLOYER'S RESPONSIBILITIES

Employers must:

- › follow the conditions set out in the training agreement and training plan
- › provide assistance throughout the training program e.g. workplace trainer, mentor and supervisor; training materials, equipment and time
- › allow you to engage in structured training as outlined in the training plan
- › provide a quality work experience and structured training program
- › pay the right wages and other allowances
- › acknowledge that time training off-the-job is paid time
- › make sure qualified people supervise you
- › make sure you are enrolled at RMIT
- › provide a safe and healthy workplace where there is no bullying or harassment
- › encourage you to raise issues in the workplace
- › review training progress with you and respond to any issues you raise
- › conform to relevant Victorian and Australian government legislation
- › release you from routine duties as outlined in the training plan and training agreement.

The training experience can vary enormously.

Employers need to make sure you get the training you need. If your employer has any concerns about your training or assessment they should talk to your trainer or supervisor, or contact the head of school at RMIT.

Once you have been employed as an apprentice or trainee your employer must:

1. Inform you of employment conditions

Your employer must inform you of the employment conditions of your apprenticeship/traineeship (award or an employment agreement, wage, leave and other benefits and entitlements).

2. Complete a training agreement

An Australian Apprenticeships Centre will arrange for you and a representative of your employer to sign the agreement and nominate a Registered Training Organisation (RTO). This must occur within 14 days of your commencing work.

3. Make provision for your superannuation

Your employer must make superannuation payments into your chosen fund. For information, telephone 13 10 20.

4. Make sure you are covered by a WorkCover policy

Your employer should contact a WorkCover insurer with any queries.

5. Confirm Australian Government incentives are available

The Australian Apprenticeships Centre is required to advise you of all government incentives.

6. Negotiate and develop a training plan with you and RMIT

The training plan will outline who will deliver the training, and when and where you need to go to receive the structured component of the training. It should be developed in conjunction with you, your employer, and your RMIT representative, and be developed within three months of you commencing your apprenticeship/traineeship and prior to the delivery of any structured training.

7. Sign the training plan

You, your employer and the RMIT representative must all sign the training plan. RMIT retains the training plan as a working document of training, distributing copies to you and your employer. If you are younger than 18 years of age your parent or guardian is the signatory to the agreement.

8. Apply for Australian Government incentives after the three-month waiting period

The Australian Apprenticeships Centre will provide your employer with a form to sign to apply for incentives.

9. Prepare on-the-job training as described in the training plan

Your employer must arrange appropriate work and supervision as detailed in the agreed training plan. If you are to receive off-the-job training at RMIT, you must be allowed to attend training classes.

You can seek advice and assistance at any time from:

- » apprenticeship field officers
- » Australian Apprenticeships Centres (see page 25)
- » RMIT Student Union student liaison officers (see page 23) or
- » trade unions (see page 13).

YOUR RIGHTS AND RESPONSIBILITIES AS A WORKER

Apprentices/trainees have the right to:

- » a safe and healthy work and training environment
- » quality training, assessment and supervision
- » basic industrial standards such as sick leave, holiday pay and superannuation
- » raise issues or problems in your workplace and at RMIT
- » appeal an assessment if you feel your work has not been assessed correctly
- » join a trade union and be represented by union officials.

Apprentices/trainees must:

- » take an active role in the development and implementation of your training plan
- » follow the conditions set out in the training agreement and training plan
- » attend RMIT when enrolled for training that occurs at RMIT
- » work under instruction at agreed working times
- » follow your employer's rules on health and safety
- » keep a record of any achievements—both at work and in training.

Should the training agreement expire before you have completed your training, it may be possible to enrol and be assessed for remaining competencies, which may be charged at a fee-for-service rate.

If you think you may need more time to complete any aspect of your training you should discuss it with your employer and your assessor. You could then apply to the Apprenticeship Administration Branch to extend the training agreement and plan via the Australian Apprenticeships Centre.

YOUR RIGHTS AND RESPONSIBILITIES AT RMIT

You have the right to:

- » training that is high quality, up-to-date and relevant to the industry
- » assistance, support and supervision throughout your training
- » negotiate with your employer and training organisation to develop the most appropriate assessment methods for consistency with the training package requirements
- » access a copy of the training package at RMIT including the competency standards and assessment guidelines relevant to your program
- » access comprehensive course guides from RMIT listing competency levels, resources and assessment conditions and methods
- » discuss assessment with workplace supervisor/s and with teachers at RMIT
- » view records of your assessment
- » recognition of previously attained skills and experience
- » be re-assessed when you have attained relevant skills and knowledge for a particular course
- » appeal against an assessment of 'Not Yet Competent'.

If you have a disability you are entitled to have assessment procedures adjusted to allow a fair opportunity to demonstrate competence. Information about assessment, appeals and other academic policies is at www.rmit.edu.au/policies.

Your responsibilities

When you enrol at RMIT, you agree to the *Statement of student responsibilities* www.rmit.edu.au/students/enrolment/responsibilities.

In this statement, you agree to log in to myRMIT at least twice a week to check your announcements and RMIT student email account, pay your fees and ensure that your personal details, including your mailing address, are correct. You also give your consent for RMIT to release attendance and progress information to your employer.

For more information on administrative processes go to www.rmit.edu.au/students/administration.

Attendance

Students enrolled at RMIT for off-the-job training must attend scheduled classes. Some programs have minimum attendance requirements that are outlined in course guides. Non-attendance without approval is seen as a breach of the training agreement and could result in your employer seeking to cancel it. If you can't attend a class you should advise your teacher or RMIT school office and your employer.

If you are ill you should obtain a medical certificate and keep a copy of it. Other allowable reasons for non-attendance might include family, personal or workplace problems. RMIT will inform your employer of any absences and RMIT will contact you by email, phone or letter. You may be asked to attend a meeting to explain absences and/or to enter into 'a negotiated plan of action' to manage attendance. If you do not respond to formal requests for a meeting within five days the RMIT school will report the circumstances to the employer and to the Apprenticeship Administration Branch.

RMIT Student Union can provide advice and attend a meeting with your school or employer to support you at your request.

Your employer will be notified of absences from training at RMIT within 24 hours.

Enrolment and administration

As an apprentice or trainee you will enrol as a student at RMIT. You will complete an enrolment form at the start of your training and you will also be required to enrol each year (or each term, depending on the length of the training). Your RMIT school can help you complete the enrolment form and select the correct courses.

You can vary your enrolment, e.g. add or drop courses. To do this, please complete an *Enrolment variation* form, have it signed by your RMIT school, and submit it to the Hub by the relevant deadline. Forms are available at www.rmit.edu.au/students/forms or from the Hub. Note that there are deadlines to add or drop courses. You must be aware of your course census date as this is the last date to drop a course without financial penalty. For a list of these deadlines and census dates visit www.rmit.edu.au/students/tafe2012dates.

Please note that if your employer is paying your fees, a new *Sponsored student* form must be completed each enrolment period and whenever you vary your enrolment by adding or dropping courses.

For more information please go to www.rmit.edu.au/students/apps-trainees/terms.

Outstanding debts

If you have an outstanding debt to RMIT you will not be able to access the full range of University services. You will not be permitted to enrol, receive academic results or graduate until the debt is cleared. RMIT reserves the right to provide your details to an external agent for the purpose of collecting any debts. Any additional costs associated with this process are payable by you (the debtor).

RMIT'S RESPONSIBILITIES

RMIT will:

- » ensure the training plan is agreed to, including the negotiation of the overall program content
- » commence training within one month of obtaining all required signatures (dated) to the training plan
- » provide induction information and advice on rights, responsibilities and support services
- » provide you with a student diary outlining student services and University policies and procedures—collect your diary from the Hub
- » issue a student card—the formal identification for RMIT students that allows access to Library resources—collect yours from the Hub
- » provide quality training, assessment and supervision
- » provide a safe and healthy environment
- » issue qualifications recognised in accordance with endorsed national training package or approved training scheme requirements
- » maintain comprehensive student records
- » provide all resources, facilities and equipment needed to deliver programs
- » conduct fair assessment and provide access to appeals processes
- » provide comprehensive course guides
- » visit the workplace for assessment where some or all training is delivered in the workplace
- » monitor progress and assess your need for additional support, e.g. literacy, numeracy or study skills, and how best to provide it

Health and safety

RMIT recognises its duty and responsibility to provide and maintain a healthy and safe environment. Every person on RMIT premises, or participating in RMIT activities, is expected to take reasonable care for their own health and safety and to behave in a way that does not adversely affect anyone else. RMIT health and safety policies and procedures must be followed at all times, as well as instructions relating to individual learning programs.

If you have a concern about safety at RMIT you should, in the first instance, discuss it with your teacher or the head of school. RMIT has a team of expert occupational health and safety consultants who can provide assistance in resolving health and safety issues. Any student who is involved in an accident or injured while on campus at RMIT should complete an Incident report form. For further information call tel. +61 3 9925 0600.

MAKING A COMPLAINT

RMIT University Student complaints policy aims to ensure that complaints are resolved quickly and fairly. It recognises the right to complain without recrimination. The complaints process requires complaints to be raised at the local level where the issue occurred. This would usually be a discussion with a teacher or RMIT school staff member.

Complaints may be about an administrative matter, a program or a service. RMIT has a student complaint liaison officer (SCLO) in each school to give you assistance and advice.

To find your SCLO visit www.rmit.edu.au/students/complaints and look under Contacts.

Alternatively you can visit the Hub or call the Student Administration Support Line on tel. +61 3 9925 8980 during business hours.

If the complaint is not resolved at this level you can request a review of the decision at the next level, by contacting either your college or the Coordinator Student Complaints in the Office of the Academic Registrar via email at complaints@rmit.edu.au.

Before making a complaint:

- » contact a SCLO for advice
- » check if there are RMIT policies, procedures or regulations that apply to the situation
- » check for relevant information in your RMIT student diary, review the RMIT policies and procedures, or visit the RMIT Student Union (see page 23 for more information).

We understand that your education is vital and managing study and work can be stressful. However, inappropriate, threatening or offensive behaviour in person, by phone or via email will not be tolerated. If you are upset or angry, take some time out before communicating—or you may make the situation worse. Staying calm will get a more satisfactory result.

Decide on a clear answer to this question: ‘Why am I making this complaint and what outcome do I want?’

- » Do not feel that an unsatisfactory solution has to be accepted. The issue does not have to be resolved in one meeting.
- » Do not feel pressured to accept a resolution without being given time to think if it is adequate or appropriate. Consult a SCLO for advice.
- » Keep a copy of all documents, e.g. letters, assignments, agreements relevant to your case.

Remember, RMIT staff are here to help you achieve your education and training goals. Finding a solution quickly and professionally is in everyone’s interest.

Harassment and discrimination

RMIT University has a legal obligation to provide a safe study and work environment for all students and staff, free from all forms of harassment and discrimination.

It is unlawful:

- › for teachers or other staff to harass or discriminate against students
- › for students to harass or discriminate against teachers or other staff
- › for students to harass or discriminate against other students.

If you experience discrimination or harassment you have the right to complain and be supported during the complaints process. If you harass or discriminate against others, you may have a complaint made against you and be subject to disciplinary action.

RMIT University has policies prohibiting harassment and discrimination and procedures for making complaints. RMIT is committed to educating the University community about these issues and ensuring nobody is victimised for making a complaint. For more information about these policies visit www.rmit.edu.au/policies/fairness.

Harassment is any behaviour, comments or displayed material that is threatening, offensive, or makes a person feel unsafe. Harassment can be verbal, written or visual, and it can come from one person or a group.

Discrimination means a person has been treated unfairly because of their actual or assumed age, carer status, disability/impairment, gender identity, industrial activity, marital status, parental status, physical features, political belief or activity, race, religious belief or activity, sexual orientation, personal association, or for being pregnant or breast feeding.

Depending on the circumstances, someone might both harass and discriminate against another person. Both harassment and discrimination are grounds for a complaint. Some of the more common forms of discrimination and harassment are sexual harassment, racism and homophobia.

Workplace violence and bullying

Workplace violence has wide scope and is defined as physical assault, threatening behaviour or verbal abuse, and racial and sexual harassment occurring in the work or training setting.

Everyone has the right to be safe at work and to be employed free of violence. There are laws to help people who experience workplace violence.

Apprentices/trainees may be new to the job or workplace. This does not mean you have to tolerate violence or bullying in any form. Bullying includes behaviour such as name calling and nasty jokes; intimidation and physical abuse such as pushing, hitting or crowding; taking or damaging other people's belongings; actively excluding individuals or groups; being given meaningless or impossible tasks; humiliation and being set up to fail.

It is against the law to hurt or assault other people and those who harm other workers deliberately may be charged by the police or WorkSafe. Employers have a responsibility to make sure employees are safe at work. RMIT has a responsibility to make sure students are safe on campus. This means that the employer and RMIT must protect apprentices and trainees and take action if violence or bullying occurs.

If an apprentice or trainee is a victim of workplace violence, or sees violent incidents at RMIT or at work, it's very important to get advice quickly. If nothing is done about trivial incidents of violence, the danger nearly always increases. Acting quickly might prevent the workplace violence from escalating and resulting in serious injuries.

If an apprentice or trainee acts violently, they risk disciplinary action or losing their apprentice/trainee placement.

WorkSafe Victoria is responsible for enforcing the Victorian occupational health and safety laws and works with employers and employees to prevent workplace injury. As workplace bullying or harassment is an occupational health and safety issue, you should telephone WorkSafe if this is occurring in your workplace on 132 360.

IN THE WORKPLACE

PAY, AWARDS, WAGES AND CONDITIONS

Australian Apprenticeships Centres (AAC)

Each apprenticeship/traineeship is covered by a federal training agreement. Australian Apprenticeships Centres (AAC) provide information about the legal requirements of how much an employee should be paid, terms and conditions of employment and other entitlements such as sick leave, holiday pay, meal breaks, work cover, superannuation, as well as training, assessment and supervision. For further details visit www.australianapprenticeships.gov.au.

Tools For Your Trade payment (not available to trainees)

The enhancement of the Tools For Your Trade voucher initiative to the new Tools For Your Trade payment initiative for Australian apprentices combines and extends three existing separate support initiatives (the Tools For Your Trade voucher, Apprenticeship Wage Top-Up, and Commonwealth Trade Learning Scholarship) into the one new Tools For Your Trade payment under the Australian Apprenticeships Incentive Program.

The new Tools For Your Trade payment is available to Australian apprentices in selected trade occupations. The new payment comprises five tax exempt cash payments totalling \$3800 paid over the life of the Australian apprenticeship. Payments of \$800 will be paid at the 3, 12 and 24 month points, and \$700 at the 36 month point and on completion. Contact Australian Apprenticeships Centres for advice about eligibility.

As a result of the Tools For Your Trade payment, Apprenticeship Wage Top-Up and Commonwealth Trade Learning Scholarship initiatives ceased for new commencements on 31 December 2009. In addition, the Tools For Your Trade voucher initiative ceased on 12 May 2009. New commencements on or after 13 May 2009 may be eligible for the new Tools For Your Trade payment. The Apprenticeship Training (Fee) Vouchers (ATV) program ceased for new commencements from 1 July 2009. This program has been superseded by the Productivity Places Program which has 85000 places specifically identified for Australian apprentices. Australian apprentices who commenced on or prior to 30 June 2009 are still eligible for assistance under this program. For further details visit www.australianapprenticeships.gov.au.

Support for Adult Apprentices program

If you are an Australian apprentice aged 25 years or more when you commenced your trade qualification, you may be eligible for wage support. If you are engaged in a certificate III or IV level trade, from the 'National Skills Needs List', you may receive up to \$13000 over two years—\$150 per week in the first year, and \$100 per week in the second year.

This can be paid to your employer to supplement your wages or directly to you, the apprentice.

For more information contact:

- » Australian Apprenticeships Centre
- » Australian Government Department of Education, Employment and Workplace Relations (DEEWR)
- » Workplace Infoline
- » Job-watch.

See page 25 for contact details.

Trade unions

A trade union is a registered organisation for employees to act as a group to improve or maintain their terms and conditions of employment. Trade unions can help and advise on issues in the workplace, such as conditions, training, bullying and harassment, wages and entitlements. All employees are eligible to join a union. For information contact the Victorian Trades Hall Council or visit www.vthc.org.au.

Withdrawal time from routine work to participate in work-based training and assessment

Your employer needs to ensure you have sufficient time at work dedicated to developing your competencies.

Withdrawal time from routine work for structured training and learning activities is necessary if your training does not incorporate all of the competencies within the qualification.

- » At AQF levels 3 (certificate III) and above, a minimum of three hours per week, averaged over a four week cycle (pro rata for part-time trainees and only for the duration of competencies delivered and assessed in the workplace)
- » At AQF levels 1 and 2 (certificate I and II) a minimum of one and half hours per week, averaged over an eight week cycle (pro rata for part-time trainees and only for the duration of competencies delivered and assessed in the workplace).

Your first block of training at RMIT can account for up to 40 hours of the annual withdrawn time if your block training is within the first three months of training. This applies to all AQF levels. This training should focus on compliance and regulatory units and generic skills.

If your employer/supervisor is not allowing you to withdraw from routine work for the minimum specified time, RMIT will approach the employer to resolve the issue. If there is no resolution, RMIT must report the non-compliance to the manager of the Apprenticeship Administration Branch at Skills Victoria.

Changing or leaving employers

If you change or leave your employer, you must inform your RMIT school (your trainers or teachers) as soon as possible. You must also seek advice from the Australian Apprenticeships Centre (AAC) on the correct processes.

It is also important to inform your RMIT school of a new employer.

If you leave your job

If you leave your job to stop training, you need to inform your RMIT school (your trainers or teachers) as soon as possible. If you are no longer continuing training it is important to cancel your enrolment. Depending on the amount of training you have received you may be eligible for a refund of fees.

If your enrolment is not cancelled by the relevant census date you or your former employer (if you are a sponsored student) may be liable for the full year's fee. For a list of census dates visit www.rmit.edu.au/students/tafecensusdates.

If you lose your job

If your circumstances change and you become unemployed or need to change jobs, you must inform RMIT of your situation as soon as possible.

Sometimes things don't work out and you may need to look for a position elsewhere to finish your training and graduate. You will need to contact the Apprenticeship Administration to cancel your current training agreement with your employer.

If you become unemployed before completing the qualification named on the training agreement, RMIT will continue the structured training.

An apprentice may continue to receive training toward the qualification named on the training contract, subject to tuition fees being paid, until completion of the qualification.

A trainee may continue to receive training towards the qualification named on the training agreement for three months, or to the end of the enrolment period for which the trainee's tuition fees have been paid, whichever is greater.

If you successfully complete the structured training while unemployed, the qualification can be issued but the words 'obtained under an approved apprenticeship (or traineeship) training scheme' will be omitted from the certificate.

If you lose your job, you may be eligible for an allowance to help complete your off-the-job training. To apply, call an Australian Apprenticeships Centre.

If you disagree with your employer about losing your job, you can receive advice and support from the relevant trade union, Jobwatch and apprenticeship field officers. You should seek advice from the Victorian Government apprenticeship field officers prior to signing a cancellation or suspension of an agreement.

Finding a new employer

To find a new employer, you can do the following.

- » Contact and advise the 'Out of Trade' consultant who may assist you to find a new position.
Email: admin@gtavic.asn.au.
- » Approach employers directly and express interest in an apprenticeship/traineeship.
- » Register as a jobseeker at any number of employment agencies. These may include government funded agencies (Job Network members) or private recruitment agencies. Search in the Yellow Pages under 'Employment Services' for contact details.
- » Check the situations vacant columns in newspapers and online.
- » Ask at an Australian Apprenticeships Centre.
- » Search the national jobs database from a Centrelink office or visit www.jobsearch.gov.au
- » Approach group training companies:
www.gtaltd.com.au

RMIT career consultants can also help you explore ways to locate a potential employer or give you advice on your career direction.

Tel. +61 3 9925 2078
Email careers@rmit.edu.au
www.rmit.edu.au/careers

You can also search for jobs in RMIT's eJOBS system at www.rmit.edu.au/careers/ejobs.

VISITS TO YOUR WORKPLACE BY RMIT TRAINERS

Some training may occur in the workplace and some may occur online. Your training plan will list the competencies that you will gain at work, with your employer. Your trainers from RMIT will also visit you at work to ensure that you are developing the workplace skills (competencies) that you need.

Where the training and assessment is not held at RMIT, RMIT will provide an induction visit to your workplace. The induction visit will occur before training begins to meet with you and your workplace supervisor to:

- » outline the supervisor's responsibilities
- » outline the purpose of face-to-face visits
- » outline the key features of the training plan
- » sign off the training plan with you and your supervisor/employer.

Four further face-to-face visits per training year will be conducted (where 100% of training is off-campus). If some of your training is held at RMIT you will receive fewer visits.

During these visits, RMIT's training staff will:

- » check that the withdrawal from normal work duties for structured training and learning activities is being provided if applicable
- » meet with you away from your direct work environment to discuss progress in completing your training plan
- » deliver training consistent with the delivery strategy and in accordance with the training plan
- » document the training provided in reference to the competencies.

You and your employer or workplace supervisor will be required to sign to verify that the visit has occurred.

The minimum number of visits depends on whether you are a part-time or full-time worker and is determined on a pro rata basis for part-time traineeships/apprenticeships. It also depends on how much of the approved training plan is carried out at work.

The number of visits is as follows:

- » one visit if 25% or less of the qualification is off-campus (at the workplace or online)
- » two visits if 25–50% of the qualification is off-campus (at the workplace or online)
- » three visits if 50–75% of the qualification is off-campus (at the workplace or online) and
- » four visits if more than 75% of the qualification is off-campus (at the workplace or online).

STAYING IN CONTACT

RMIT will maintain monthly contact with both you and your workplace supervisor to:

- » monitor the progress of training against the training plan
- » monitor and document the training/learning activities undertaken during the withdrawal time for the previous month
- » record the dates and time periods logged as withdrawal time in the previous month
- » ensure you are allowed the minimum withdrawal time from routine duties.

Remember, as part of your student responsibilities, you are required to:

- » maintain current telephone and mailing address details with RMIT
- » log in to myRMIT at least twice a week to check your RMIT student email account and important announcements.

Refer to 'Your responsibilities' on page 10 for full details.

YOUR SKILLS

BEING ASSESSED

Most of the assessment in apprenticeships and traineeships is competency-based. Competency-based assessment is designed to measure the consistent application of knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments defined in the training package.

Competency-based assessment is designed to be flexible. For each course or skill you are assessed as either 'Competent' or 'Not Yet Competent'. This assessment must be confirmed by your supervisor where the skill is also conducted in the workplace. In some cases assessment may be graded.

You can work with your supervisor in the workplace to ensure assessment occurs in the most appropriate way. You can be assessed on- or off-the-job or in any other way that suits you and your employer to achieve the competency outcomes. RMIT obtains and records evidence of competency levels in a number of ways including:

- » projects
- » observation on-the-job or in a classroom simulation of the workplace
- » a portfolio of work collated by you written response, e.g. examination, assignment
- » work submitted by email, post or hand-delivered
- » other methods may be used as long as they are similar to the methods above.

The specific methods used are listed in your training plan or course guide. Each training package contains assessment guidelines to assist RMIT to conduct assessment in a fair, equitable, reliable and consistent manner. However, disputes over assessment can arise. It is important to be aware of your rights in relation to assessment. To familiarise yourself with RMIT's assessment policies and procedures visit www.rmit.edu.au/students/assessment.

RECOGNITION OF YOUR SKILLS

RMIT is a registered training organisation (RTO) within the Australian vocational education and training (VET) system. RMIT recognises similar qualifications gained at other RTOs including TAFE institutes, secondary schools, enterprises, community or adult education providers, group training companies or private training organisations.

RMIT University offers credit transfer, recognition of prior learning (RPL) and recognition of current competency (RCC) to recognise your previous education and current skills.

Credit transfer

Credit transfer refers to the process of validating statements of attainment that students present as evidence of having previously been awarded an accredited course.

Recognition of prior learning (RPL)

Recognition of prior learning (RPL) assesses an individual's informal learning to determine the extent to which they have achieved the required learning or competency outcomes through life circumstances such as work experience, voluntary work, social or domestic activities or non accredited training, for entry into, and/or partial or total completion of a qualification.

Recognition of current competency (RCC)

Recognition of current competency (RCC) has limited application and refers to situations where an applicant has previously successfully completed the requirements for a course and is now required to be reassessed to ensure that competence is being maintained. Typically RCC may be required for licensing purposes, e.g. for the electrical or plumbing trades, occupational health and safety units and first aid, where skill requirements are regularly updated.

Why apply?

If you apply for recognition of your skills and your application is successful, you reduce the overall length of time to complete a program, or receive a full qualification (award) based on your previous experience. You may simply want some formal recognition of your skills, by gaining credit in individual courses.

Anyone can apply for recognition in TAFE. You can apply to have your skills recognised towards overall TAFE qualifications or for individual courses and courses. To learn more visit www.rmit.edu.au/students/enrolment/credit/taferpl.

YOUR QUALIFICATIONS

RMIT notifies Skills Victoria when you complete your training at RMIT. Skills Victoria provides completion certificates for Victorian apprentices.

RMIT will send a qualification statement, a testamur (certificate) and a transcript of results to your last recorded address. RMIT will not issue a certificate or transcript of results if you have an outstanding debt. To check all your fees are paid you can phone RMIT's Student Administration Support Line on tel. +61 3 9925 8980 or visit the Hub during business hours.

Additional qualifications

An apprenticeship or a traineeship is a positive step toward a prosperous career. If you wish to gain more qualifications, RMIT can assist.

Many apprenticeship and traineeship qualifications provide credit toward diplomas and advanced diplomas. In turn, diplomas and advanced diplomas provide credit in some degree programs.

Information about further study options is available from RMIT's Info Corner.

Tel. +61 3 9925 2260

Email study@rmit.edu.au

www.rmit.edu.au/programs

USING YOUR SKILLS

At the national level, graduate apprentices and trainees move on to continuing employment in over 93% of cases. When your training is complete and you've updated your resume to highlight your recent employment and qualification, you have marketable skills to help get another job should the need arise.

Where will employers look when recruiting?

Employers may:

- » advertise as a JobNetwork member. Call Australian Apprenticeships Centre on 13 38 73 or visit www.australianapprenticeships.gov.au
- » advertise in the situations vacant columns in newspapers or online
- » advertise on the national jobs database by telephoning 13 17 15
- » approach secondary school careers advisers/ teachers
- » approach industry training companies or employer associations
- » approach group training companies, which employ apprentices/trainees then assign them to businesses on a short- or long-term basis
- » contact Group Training Australia by telephoning 1800 819 747.

For information about finding a new employer see page 15.

Which skills are currently in demand?

The Department of Education, Employment and Workplace Relations (DEEWR) assesses demand for a range of professions, associate professions, trades and information and communication technology (ICT) skills. The National Skills Needs List (NSNL) identifies trades that are deemed to be in national skill shortage. For more information visit www.australianapprenticeships.gov.au/list.asp.

MONEY MATTERS

FEES

Tuition contribution and fee subsidies

Under the Victorian Government's Securing Jobs for Your Future initiative, apprentices and trainees are charged in accordance with the apprenticeships and traineeships qualification level. Tuition fees are based on the number of nominal hours of the TAFE course you are enrolled in. In 2012, the fee per nominal hour for apprentices and trainees in a government-subsidised place is \$2.17. The maximum tuition fee for apprentices is \$923. The maximum tuition fee for trainees in a government-subsidised place is \$1250.

Trainees who are not eligible for a government-subsidised place should refer to www.rmit.edu.au/programs/fees for information.

Fee exemptions and concession for students in government-subsidised places

Some students in government-subsidised places may be entitled to an exemption or concession on tuition fees. This includes eligible students with a Health Care Card and those who receive government benefits through Centrelink. The concession rate in 2012 is \$188 for apprentices and trainees.

If you believe you are eligible you must submit an *Application for exemption/concession* form and provide evidence of your eligibility by the relevant deadline to the Hub on your campus. The form can be found at www.rmit.edu.au/students/forms or from the Hub.

More information on eligibility and applying for a Health Care Card is available from Centrelink. Telephone them on 13 28 50 or visit www.centrelink.gov.au.

Tax invoices—outlining fees and charges

After enrolling at RMIT you will receive tax invoices outlining training fees and material fees to be paid.

You can access your invoice online from myRMIT. A paper invoice is mailed to your mailing address as recorded with RMIT or mailed to your employer's mailing address (if you are a sponsored student). See 'Employer payment of fees'.

You are required to check the invoice details carefully and pay all fees and charges by the original

due date on the invoice. Any delay in payment of these charges may result in a late payment fee. For further details about TAFE fees visit www.rmit.edu.au/programs/fees.

Payment options are listed on the invoice and at www.rmit.edu.au/programs/fees/payment.

FINANCIAL INCENTIVES FOR YOUR EMPLOYER

Victorian and Australian government incentives are available to encourage employment of apprentices and trainees in skills-demand occupations. To be eligible for incentives, both you and your employer must satisfy eligibility criteria. The Department of Education, Employment and Workplace Relations (DEEWR) or its agents, including Australian Apprenticeships Centres, determine eligibility. For more information visit www.australianapprenticeships.gov.au/Info_Emps/Incentives.asp.

Employer payment of fees

TAFE fees for government subsidised places are subsidised by the Victorian Government. However a component of these subsidised training fees must be paid to RMIT by you or your employer. Most employers pay training fees on behalf of their apprentice or trainee. To do this you and your employer must complete and sign an official *Sponsored student: acceptance of training fees and charges* form. The form should be submitted each time you enrol, or as soon as possible after enrolment. You have until the due date of your first tax invoice to submit this form. Forms are available from your RMIT school and at www.rmit.edu.au/students/forms.

If downloaded from the Internet, please make sure all three copies are signed and RMIT's copy is returned to RMIT. When you submit the form, RMIT Financial Services will check your employer's eligibility and other details to ensure that the information is correct. For terms and conditions of sponsored students visit www.rmit.edu.au/students/apps-trainees/terms.

You need to make sure your employer completes all details and signs the *Sponsored student* form. Submit your completed and signed form at the Hub or post it to RMIT at the following address:

The Hub
RMIT University
GPO Box 2476
Melbourne VIC 3001

Please ensure you complete a new *Sponsored student* form each enrolment period and whenever you vary your enrolment by adding or dropping courses.

Your employer will receive a tax invoice outlining fees and charges to be paid via their nominated mailing address. The fees and charges must be paid by the original due date stated on the invoice. Any delay in payment of these charges, by either party, may result in a late payment fee being charged. For details please refer to www.rmit.edu.au/programs/fees.

Material fees

These are various fees associated with courses and programs offered at RMIT. Material fees may be charged for items including field trips, goods or services used to create items that become the property of students, lecture notes and reading material. These fees are not compulsory and you may choose to purchase these items independently.

Student amenities fee

RMIT will be introducing a student amenities fee in 2012 to assist with the provision of a range of student services and amenities. These will be decided after consultation with students. The fee will be a maximum of \$263 for full-time students in 2012. Students will not be invoiced for this fee until the second half of 2012.

Administration fees

Administration fees cover additional services provided to students, apart from tuition fees.

Detailed information on material and administration fees is at www.rmit.edu.au/programs/fees/other.

FINANCIAL ASSISTANCE AND CONCESSIONS

Accommodation allowance

If you have to stay away from home overnight to attend training at RMIT, you may be eligible for an accommodation allowance. This is a separate scheme from the living away from home allowance. Apply at RMIT through your teacher/trainer.

Living away from home allowance

If you have to move away from the area you live in, or if you are homeless, you may be able to receive a living away from home allowance. Apply through an Australian Apprenticeships Centre.

Travel concessions

For information about eligibility for travel concessions visit the Hub.

Health Care Card applications

Health Care Cards and Youth Allowance information are available from Centrelink. Telephone them on 13 28 50 or visit www.centrelink.gov.au.

Note that RMIT does not represent the Australian Taxation Office, Centrelink or Metlink, and information in this booklet is a guide only. You should obtain the latest information directly from the relevant authority.

CONNECT WITH RMIT

STUDENT CARD

Once you have enrolled you need to visit the Hub to obtain your student card.

You will need to present suitable photo identification such as a passport or Keypass. Keep your student card for the duration of your studies at RMIT University. You should carry it with you at all times while on campus as you will need it for:

- » borrowing from the University Library
- » identification at exams
- » access to secure areas (if required)
- » identification when you make an enquiry at a service area (University staff will ask to see your student card to verify your identity).

Confirming eligibility for a government-subsidised place

If you are a new trainee, you are required to supply evidence of your eligibility for a government-subsidised place when you enrol. You will not be issued with a student card until you supply this evidence.

STUDENT DIARY

Your student diary contains helpful information about student administration, important dates and services. You need to visit the Hub to collect your student diary.

myRMIT

myRMIT at www.rmit.edu.au/myrmit is your central point of access to your:

- » personal details
- » enrolment details, including your invoice
- » RMIT student email account
- » important announcements
- » Google collaboration tools like blogs, wikis and instant chat
- » results
- » study resources
- » timetable
- » course guides
- » Library account
- » news on University events and activities
- » student forums
- » classifieds
- » maps to locate buildings and hot spots around RMIT campuses.

myRMIT also has an Ask RMIT section with frequently asked questions on these topics:

- » my studies
- » enrolment
- » fees and charges
- » exams, results and assessment
- » transcripts and statements
- » research
- » student services
- » graduation
- » contact RMIT.

Keep up-to-date

When you enrol, you agree in the *Statement of student responsibilities* to log in to myRMIT at least twice a week to check your RMIT student email account and important announcements.

RMIT will use your RMIT student email account and announcements for any official communications from the University, so it's important to log in regularly to keep up-to-date.

Personal details

You must ensure that RMIT always has current contact details including your current mailing address. To update your details go to myRMIT at www.rmit.edu.au/myrmit and select the My details tab.

INFORMATION AND ASSISTANCE

Course and assessment queries

You can contact your teacher for advice on course-related and assessment matters.

Administration and service queries

If you have a query about the administration of your program or the services available to you as an RMIT student there are a number of places you can go for an answer.

- » Ask RMIT lets you browse or search for frequently asked questions (FAQs) on a range of topics, or ask your own question. Accessible 24/7 from myRMIT at www.rmit.edu.au/myrmit.
- » At the Hub on your campus you can speak to an RMIT staff member face-to-face during business hours (see below for locations).
- » The Student Administration Support Line is a telephone service that can assist you during business hours. Telephone +61 3 9925 8980.

Hub locations

City campus
Building 12, Level 4

Brunswick campus
Building 514, Level 1

Bundoora campus west
Building 202, Level 2

Student Central (Business Building 108)
Building 108, Level 3

For more information visit
www.rmit.edu.au/students/hub.

Administration and services websites

- » Current students
www.rmit.edu.au/students
- » Administration essentials
www.rmit.edu.au/students/administration
- » Enrolment
www.rmit.edu.au/students/enrolment
- » Student fees and charges
www.rmit.edu.au/programs/fees
- » Student services
www.rmit.edu.au/students/services
- » Orientation
www.rmit.edu.au/students/orientation
- » Campus maps
www.rmit.edu.au/about/campuses
- » Schools
www.rmit.edu.au/schools

Administration tips

- » Put all requests for action or assistance in writing.
- » Keep date-stamped, authorised copies of all documentation relating to your enrolment, personal details etc.
- » Ask your RMIT school about the relevant census dates and enrolment deadlines for your training program.
- » Visit the Hub or call the Student Administration Support Line for enrolment and administrative advice.
- » Check your Confirmation of Enrolment (CoE) statements (sent to your mailing address) and retain these for your records. If there are any errors or omissions in your CoE, contact your RMIT school. You will not be eligible for assessment or receive results for those courses not listed on your CoE.

RMIT UNIVERSITY LIBRARY

The University Library can help you with your studies and other areas that interest you. You can borrow non-fiction, fiction, videos, DVDs and music CDs.

Library staff work with teachers to develop resources for all programs. Staff can help you find your way around the Library and its collections and demonstrate the Library's extensive electronic resources accessible via the internet both on- and off-campus. Librarians who specialise in TAFE programs work mainly at the Carlton, Brunswick and Business Library sites.

Find the most relevant Library resources for your area at www.rmit.edu.au/library/subjectguides.

Computers are available at all Library sites, giving you access to a range of software programs as well as Library e-resources. Visit www.rmit.edu.au/library for more information.

IT SERVICES AND COMPUTER LABS

RMIT offers a wide range of information and communication technology services to support your learning experience. For more information visit www.rmit.edu.au/students/it.

Your RMIT email account

All students are provided with an RMIT student email account as part of their RMIT Google Apps account (featuring email, calendar, docs, talk and sites). For more information about Google Apps, go to www.rmit.edu.au/students/services/googleapps.

To access your account log into myRMIT with your RMIT ID (username) and password.

Your RMIT ID (username) is the letter 's' followed by your student number e.g. s3001234. Your initial password is the letter 'p' followed by your date of birth backwards. For example, if your date of birth is 8 April 1992, your password is p19920408. For more information visit www.rmit.edu.au/its/password.

Computer facilities

Computer labs are provided on every campus. Some labs are open 24 hours, 7 days a week. For more information visit www.rmit.edu.au/students/labs.

IT Service Desk

The IT Service Desk provides support with IT queries.

Tel. +61 3 9925 8888

Email servicedesk@rmit.edu.au

www.rmit.edu.au/its/ithelp

STUDY RESOURCES

Find study resources and understand how to use your online learning systems at www.rmit.edu.au/students/studyresources.

ORIENTATION

Academic and social activities at orientation include workshops, program information and information on how you can get involved in the arts, sport, clubs, collectives and societies—not to mention entertainment and giveaways. Orientation is a great opportunity to:

- » meet students and staff
- » get to know your way around and where to locate key resources, by taking part in a campus tour
- » discover what student services are available to support you and improve your study skills
- » learn about RMIT's IT services and facilities
- » join one or more of the many clubs and societies
- » become involved in one of the volunteer and student leadership programs
- » gain a better understanding of your program, assessment requirements and academic expectations.

To discover RMIT through orientation, this is your need to know list:

- » Go to the orientation website at www.rmit.edu.au/students/orientation and discover RMIT in five easy steps
- » Read myRMIT announcements for official communication from RMIT via www.rmit.edu.au/myRMIT
- » Check your student email at least twice a week via www.rmit.edu.au/myRMIT
- » Like us on Facebook and follow @RMIT on Twitter for information about fun activities, events, workshops and other handy information outside your classroom related to advancing your career, opportunities and more.

STUDENT SERVICES

Once you have enrolled you also have access to the full range of RMIT's student services, which offer free information and advice:

- » on study and learning
- » on careers and employment
- » on housing
- » on finance
- » on legal matters
- » on health
- » on spirituality
- » for students living with a disability or long-term illness
- » for Aboriginal or Torres Strait Islander students
- » for international students.

Through RMIT student services you can also get:

- » information about scholarships
- » personal counselling
- » childcare.

For more information go to www.rmit.edu.au/students/services.

RMIT STUDENT UNION (RUSU)

RUSU is a pro-active organisation run by students for students. RUSU protects the rights of students, and balances out your study life. Sign up online for 2012 membership at www.su.rmit.edu.au, to receive the ISIC card, discounts and awesome member services.

RUSU campaigns and advocates for the rights of all students including apprentices and trainees. Contact the Student Rights Service if you need independent advice and advocacy on equipment and resources, materials fees, OHS issues, delivery of programs according to accredited training packages, assessment, attendance, childcare, illegal fees, racism, sexual harassment and bullying, special consideration, complaints, and workplace issues. Visit www.su.rmit.edu.au/student-rights for more information.

Every week RUSU will be on your campus with free food, drinks and fun. Check out our events listing at www.su.rmit.edu.au/events. RUSU also works at creating a full life on campus for students that extends beyond lectures and assignments. There are over 80 political, spiritual, academic, cultural and social clubs and societies (that you can join). If there isn't one for you then start your own. Visit www.su.rmit.edu.au/clubs for more information.

www.facebook.com/RUSUpage
www.twitter.com/RMITSU

RMIT LINK

RMIT Link creates opportunities for students interested in sport, recreation, arts and culture.

RMIT Link Arts and Culture

With a student gallery, performing arts program, workshops, dance classes and arts funding, RMIT Link Arts and Culture's free program is for all students interested in creative arts.

RMIT Link Sports and Recreation

RMIT students interested in sports and recreation can participate in a broad range of clubs and events on-campus and off-campus, compete at regional and national intervarsity games and participate in the trips and tours program.

More information about RMIT Link is available at www.link.rmit.edu.au.

ONCE YOU GRADUATE

Your RMIT experience doesn't end when you graduate. Once you graduate, you can stay connected to the University through RMIT's alumni community (the word 'alumni' simply means 'graduates'). Through the alumni community you can:

- » access special events and programs hosted by RMIT for alumni around the world
- » get benefits like career counselling, discount short courses at RMIT
- » contribute to the future of RMIT

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