

Administrative queries

The Hub

Hubs are located on each campus to help students with administrative, enrolment and financial queries. The Hubs also provide information on student services available to assist with academic, personal and career goals.

City campus

Locations: Building 12, Level 4
Building 108, Level 4

Hours: 9 am – 6 pm, Monday - Friday

Location: Building 57, Level 4

Hours: 10 am – 1 pm, Monday - Friday

Brunswick campus

Location: Building 514, Level 1

Hours: 9 am – 5 pm, Monday - Friday

Bundoora campus

Location: Building 202, Level 2

Hours: 9 am – 5 pm, Monday - Friday

www.rmit.edu.au/maps

Student Administration Support Line

Student Administration Support Line staff assist students with general administrative, enrolment and financial queries.

Tel. (03) 9925 8980

Hours: 8.30 am – 5.00 pm, Monday - Friday

Frequently Asked Questions - Enrolment

Q. I don't want to continue with my program, what should I do?

- A. You are required to complete a *Cancellation of Enrolment* form and submit it to the Hub for approval before the applicable census date. The form is located online at www.rmit.edu.au/students/forms

Q. Where do I go for academic advice about my program/course?

- A. Please contact your school if you wish to obtain specific information about your program or course. School contact details are available at www.rmit.edu.au/schools

Q. How do I obtain my student card?

- A. If you are a new student, present your Confirmation of Enrolment (CoE) statement at the Hub to receive your student card.

Important reminders

Check your enrolment details

After enrolling, all students can view their current enrolment details by logging in to Enrolment Online at <https://enrol.rmit.edu.au>

Please check your Confirmation of Enrolment (CoE) statement or your current enrolment details carefully after enrolment. It is your responsibility to ensure your enrolment details are accurate.

If you wish to amend your enrolment, e.g. to add or drop courses, you should either:

- add or drop courses using Enrolment Online prior to the relevant dates (Enrolment Online programs only)
- submit an *Enrolment Variation* form prior to the relevant dates (on-campus enrolment programs).

Note: If you withdraw from your program after the census date, you will remain liable for fees.

Please go to www.rmit.edu.au/programs/fees/censusdates for the relevant Semester 1 and 2 census dates and the date for the last day to add courses.

Please check with your school to confirm the relevant dates for Spring and Summer semesters (Higher Education) and non-standard courses (TAFE).

Enrolment Variation forms are available from the Hub or go to www.rmit.edu.au/students/forms

Note: If you wish to cancel your enrolment, you must complete a Cancellation of Enrolment form. You cannot drop all courses or cancel your enrolment via Enrolment Online.

RMIT Enrolment information is available at

www.rmit.edu.au/students/enrolment

Update your address details

You may now update your address and personal details online via the Enrolment Online site. Go to <https://enrol.rmit.edu.au> After logging in, go to the Personal section and select the relevant menu option to update home and mailing addresses, telephone numbers and/or emergency contact information.

If you wish to change your address details via a hard copy form, you are required to complete a *Change of Personal Information* form available from the Hub or from the web site at www.rmit.edu.au/students/forms

If you fail to keep your addresses up-to-date you will not receive important information relating to your enrolment, results, fees, HECS-HELP/FEE-HELP, graduation etc.

Important: Check your RMIT email account

RMIT provides all students with a free email account. **It is mandatory to regularly (weekly) check your account** for updates about your program, key student administration matters (e.g. invoices, Commonwealth Assessment Notices, census date reminders, results, re-enrolment, fees etc.) and individual emails from your lecturers. Go to www.studentems.rmit.edu.au for detailed information.

You can access your RMIT email account on campus through the libraries and computer laboratories or utilise wireless networking across the City and Bundoora campuses via your laptop. Please go to www.rmit.edu.au/its/wireless for more information.

Note: Although wireless technology has been successfully tested on a wide variety of hardware and operating systems, RMIT is unable to guarantee that all users will be able to connect.