

Welcome to RMIT



THE TIME IS NOW

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Within this publication you will find information that will not only assist you in accepting your offer to study at RMIT, but will also provide you with an introduction to Melbourne and the University itself. Important requirements for international students are also covered.

CONGRATULATIONS

You can now study at RMIT University, one of Australia's premier universities, in one of the world's most liveable cities.

Established in 1887, RMIT (Royal Melbourne Institute of Technology) University is one of Australia's largest and most successful education providers, offering innovative education and internationally recognised qualifications, while at the same time maintaining strong links with industry.

Each year, RMIT welcomes large numbers of students from all over the world, providing education and training to more than 70 000 students in Australia and overseas. Boasting a lively multicultural student body of approximately 10 000 onshore international students, Melbourne's RMIT University is an ideal location for visiting students.

Graduates of RMIT are highly regarded by both local and international employers, securing key positions in their respective fields.

We look forward to welcoming you to RMIT University soon.

WHY RMIT?

Global passport

RMIT University is an international university of technology, committed to providing students with the learning, teaching, research and training to excel in an open world economy—a Global Passport. RMIT has links with more than 110 partner organisations throughout the world, including other leading universities, companies and community groups. International mobility experiences (such as study tours, exchange and study abroad programs) are an exciting and challenging way for students at RMIT to broaden their academic, personal and professional skills.

Dual sector advantage

As a dual sector institution (TAFE and higher education), RMIT can offer students a diverse range of options. For instance, an applied physics degree student can choose to complement their study with TAFE studies in professional writing and editing. RMIT runs programs called dual awards that make use of the interplay between TAFE and higher education studies. Students are also encouraged to think about the pathways they take through their studies, and to consider what skills and knowledge are important to them, no matter which sector offers them.

Graduate employability

RMIT's programs have a strong professional and vocational orientation that aims to prepare graduates for employment and active citizenship. Developed in consultation with industry, many programs integrate work experience with learning, ensuring that RMIT maintains its outstanding reputation for producing some of Australia's most employable graduates.

Industry experience

The RMIT International Industry Experience and Research Program (RIIERP) provides an opportunity for students to undertake training and research programs with companies outside of Australia. The program exposes students to some of the world's best practice companies and the work ethic of different cultural environments. It also gives RMIT valuable feedback on how the academic and research expertise of our students compares internationally. Firms such as MTAerospace, Fujitsu-Siemens, Volkswagen, Airbus and Bentley Motors are strong supporters of the program.

International reputation

With a strong international reputation for excellence in professional and vocational education, a number of our disciplines have been ranked within the top 200 of the *Times Higher Education Supplement*.

RMIT University is a member of the Australian Technology Network (ATN), an influential alliance of five distinctive and prominent Australian universities that share a heritage of working with industry.

ARRIVING IN MELBOURNE

Information regarding your arrival in Melbourne will be provided once you accept your offer. However, be assured that we have a number of services available for international students to assist in settling into Melbourne.

Arrival service

RMIT University International Services can arrange for students to be met at Melbourne International Airport and transferred to pre-arranged Melbourne accommodation.

Meet and Greet service

On arrival, RMIT University can assist students in finding their way around Melbourne, looking for accommodation and establishing bank accounts.

www.rmit.edu.au/programs/international/arrivalservices

Temporary accommodation

New students often prefer to stay in temporary accommodation when they first arrive in Melbourne. This allows them time to become familiar with the city and to find suitable permanent accommodation. RMIT University has links with a number of accommodation providers and can assist you in finding suitable temporary accommodation.

Please note: students under the age of 18 must organise their permanent accommodation prior to applying for their visa. Refer to page 9 for further details.

www.rmit.edu.au/programs/international/temporaryaccommodation



LIVING IN MELBOURNE

Melbourne, the capital of Victoria and Australia's cultural hub, is known for its food, entertainment, theatres, sport and cultural diversity. Considered Australia's most sophisticated city, Melbourne is home to hundreds of commercial and public art galleries, the Victorian Arts Centre and a diverse range of live music venues, nightclubs, jazz bars and grand theatres.

Melbourne is also home to many great international and national sporting events, including the Australian Open Tennis Championships, the Australian Formula One Grand Prix, motorcycle racing, cricket, the Spring Racing Carnival (which includes the famous Melbourne Cup), rugby, soccer and Australian Rules Football.

The inner Melbourne area has more than 480 hectares of parks and gardens, a greater proportion of open space than any other major city in the world. Melbourne's parks offer a range of leisure opportunities, including walking, cycling and boating, as well as active sports such as cricket, football, tennis and golf.

Melbourne, with a population of over three and a half million people, is a multicultural city. According to the Victorian Office of Multicultural Affairs, Victorians come from over 230 countries, speak more than 200 languages and dialects, and follow more than 120 religious faiths.

An easy city to navigate, Melbourne has a wide range of transport options, including an extensive public transport system.

Melbourne is the place to be

The 2008 Global University City Index ranked Melbourne fourth among the world's top education centres. Melbourne is a sophisticated, modern and friendly city with a reputation for embracing the arts. Home to many cafes, theatres, galleries, sporting venues and a network of parks and gardens, Melbournians always find something to do. Even better, RMIT University is in the heart of it all.

You'll love Melbourne!

www.melbourne.vic.gov.au



ACCOMMODATION

Deciding where to live is one of the most important decisions you will make.

A number of options can be considered including:

Share and rental accommodation

In share houses, each person usually has their own bedroom and shares the kitchen, bathroom and living areas. Rental costs range from AU\$140–240 per person per week, depending on location and facilities.

Real estate agents offer a variety of rental accommodation, including houses, flats and apartments. The average weekly rent is AU\$250–350 for a one-bedroom flat, and AU\$300–450 for a two-bedroom flat. Additional expenses for both share and rental accommodation include food, gas, electricity, water, transport and telephone calls.

Private student hostel accommodation

There are many private hostels close to RMIT, offering a furnished bedroom, shared bathroom, living and leisure areas. Some hostels provide meals, while others provide kitchen facilities. Computer facilities may also be available. Weekly prices are AU\$240–480. Extra costs may include payment of a bond, a security deposit that is held until your tenancy has finished. It will usually be refunded fully if you have no rental arrears or you have not caused any damage to the premises.

Student apartment complexes

Student apartment complexes are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised. Utility costs are not usually included in the rental price. Rental can vary from AU\$300 to AU\$400 per week.

Homestay

Homestay is an option for students wanting to experience living in an Australian home. Students generally have their own furnished bedroom and share living spaces with their homestay family. Weekly rates range from AU\$180–285. Meals are included, however, telephone calls and travel expenses are not.

www.rmit.edu.au/housing

www.rmitvillageom.com.au



Mentors Assisting the Transition Experience (MATE)

Prior to travelling to Melbourne, why not join RMIT's MATE program. This program will pair you up (via email) with a current RMIT student, providing you with someone to answer your questions, share tips on local culture and to practise your English language skills.

www.rmit.edu.au/isis/mate

Special conditions apply to students under 18 years of age. Please refer to page 9.

EXPENSES

Overseas Student Health Cover (OSHC)

The Australian Government requires all international students studying on a student visa to be covered for medical and health care with an approved OSHC provider during their stay in Australia.

Requirements for OSHC do not apply for students studying for less than three months on a visitor or tourist visa. Students are advised to purchase private overseas health cover either in their home country or after arrival in Melbourne.

OSHC must be paid upon a student accepting an offer. Students will not be eligible for a student visa until they pay OSHC, which helps pay for student medical and hospital care while studying in Australia. Additionally, it will contribute towards the cost of most prescription pharmaceuticals and emergency ambulance transport.

Please note that OSHC may not cover:

- » dental care
- » physiotherapy
- » optical care (glasses and contact lenses)
- » treatment required when travelling to and from Australia
- » treatment for pre-existing illness or disability until the student has been in Australia for 18 months
- » specialists (if not referred by a general practitioner)
- » pregnancy-related services if the length of stay is three months or less
- » treatment for any of the student's children over 18 years or age
- » treatment not considered medically necessary; e.g., cosmetic surgery
- » pharmaceuticals under the value of AU\$20 per item.

After arriving in Australia, students may wish to be covered for the above extra expenses by paying for extras insurance. If your OSHC expires during your stay in Australia, it is your responsibility to renew your cover.

www.medibank.com.au

www.rmit.edu.au/programs/applications/health

Living costs

Living costs vary according to the type of accommodation, the number of occupiers/tenants and the location. Listed in the table below are estimates of living costs for one year of study (excluding tuition fees).

Sample of expenses	Apartment/flat/house (unfurnished, 2 people sharing)		Homestay (some meals included)		Hostel (some meals included)	
	per week	per year	per week	per year	per week	per year
Establishment costs (AU\$):						
Placement/arrangement fee				160*		
Accommodation establishment costs (rental bond**, furniture, etc.)		1 905*				875*
Recurrent costs (AU\$):						
Rent for accommodation	165	8 580	245	12 740	245	12 740
Overseas Student Health Cover (OSHC)		355		355		355
Telephone, gas, electricity, water	45	2 340	25	1 300	25	1 300
Travel (up to 10 km from city)	35	1 820	35	1 820		
Books and stationery		845		845		845
Food	65	3 380	35	1 820	35	1 820
Personal expenses	85	4 420	85	4 420	85	4 420
Total estimated costs		AU\$23 645		AU\$23 460		AU\$22 355

* These costs are generally paid once when first setting up accommodation.

** Bond is equivalent to four weeks' rent.

All prices are estimates (and rounded to the nearest AU\$5 value) for 2009/2010.

VISA INFORMATION

The following information is relevant to international students new to Australia, and to international students who already reside in Australia.

Student visa

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. A description of the Australian Government's legal framework to ensure quality education and consumer protection for overseas students is available at: www.rmit.edu.au/programs/international/esosstudent.

The process of obtaining a student visa is different in each country. Please contact your nearest Australian diplomatic post (embassy, high commission, consulate or consulate-general) or Australian Education Centre for further information.

www.immi.gov.au/students

If you are already in Australia (particularly domestically based international students), the Department of Immigration and Citizenship (DIAC) will be able to assist you. Please refer to their web site at: www.immi.gov.au.

Please note that before you can apply for an Australian student visa, you will need a letter of offer and/or an electronic Confirmation of Enrolment (eCoE) from RMIT.

Student visa application

To apply for a student visa, you must meet specified evidentiary requirements. Your visa assessment level is determined by the passport you hold and the education sector you are applying for. When applying for a student visa, please refer to the following web site: www.immi.gov.au/students/students/chooser.

From these links you will be able to find a checklist of what you will need to present with your visa application.

Student visa subclass

There are several student visa subclasses that relate to the type of study that the student is undertaking. Please refer to the table below.

Main course of study	Student visa subclass
<ul style="list-style-type: none"> » English Language Intensive Courses for Overseas Students (ELICOS), undertaken as a stand-alone course, not leading to an Australian award or » ELICOS undertaken as a stand-alone course, leading to a certificate I, II, III or IV 	570— Independent
<ul style="list-style-type: none"> » Primary school course » Secondary school course, including junior and senior secondary or » Approved secondary exchange program 	571— Schools
<ul style="list-style-type: none"> » Certificate I, II, III and IV (except ELICOS) and training » Advanced diploma » Vocational graduate certificate or » Vocational graduate diploma <p>Note: Former RATE system qualifications: certificate, advanced certificate and associate diploma</p>	572— Vocational Education Diploma
<ul style="list-style-type: none"> » Bachelor degree » Associate degree » Graduate certificate » Graduate diploma or » Masters (coursework) 	573— Higher Education
<ul style="list-style-type: none"> » Masters (research) or » Doctoral degree 	574— Postgraduate Research
<ul style="list-style-type: none"> » Enabling course: non-award foundation studies or » Other full-time course or components of courses not leading to an Australian award 	575— Non-award
<ul style="list-style-type: none"> » Full-time courses of any type undertaken by an AusAID or Defence student sponsored by the Australian Government 	576— AusAID and Defence
<p>This information was correct at the time of printing. To ensure you have the most up-to-date details please refer to the web site: www.immi.gov.au/students/students/chooser.</p>	

Student visa conditions

All student visas granted are subject to a number of mandatory and discretionary conditions. While you are studying in Australia you are required to comply with these conditions. All students should be familiar with their visa label, which outlines the visa conditions (please see below).

No.	Sub-classes	Description
8105	All. Mandatory only where student visa granted on or after 26 April 2008. Discretionary where student visa granted before 26 April 2008.	You cannot work more than 20 hours per week [#] when your course is in session (other than work that has been registered as a part of the course). Note: No work limits apply during recognised periods of vacation offered by your education provider. You cannot undertake work until you have commenced your course in Australia.
8202	All	You must remain enrolled in a CRICOS* registered course. You must maintain satisfactory attendance in your program, and make satisfactory academic progress in each study period.
8501	All	You must maintain Overseas Student Health Cover (OSHC) during your stay in Australia.
8516	All	You must remain in the education sector that matches your student visa and you must continue to have sufficient financial capacity to support your study and stay in Australia.
8517	All	Any family members of school age (5–15 years) living with you in Australia on a student dependent visa must attend school in Australia.
8532	All (except 576)	If you have not turned 18 you must maintain your accommodation support and general welfare arrangements for the duration of your visa or until you turn 18. If your welfare arrangements are approved by RMIT, you cannot travel to Australia until your welfare arrangements commence. The date your welfare arrangements commence is the welfare start date that RMIT University International Services has nominated on the Confirmation of Appropriate Accommodation/ Welfare Arrangements (CAAW) letter (except 576). If there are any changes to these arrangements you must inform DIAC. If RMIT approved your arrangements, any changes must first be approved by RMIT University International Services.
8533	All	You must advise RMIT of your home address within seven days of arriving in Australia. If you change your address, you must advise RMIT within seven days.
8534	570; 572; 573; 574; 575 Assessment level 3 and 4 applications only, where the course duration is 10 months or less.	You are not entitled to be granted a further substantive visa (no further stay). There are exceptions: please check with DIAC.
8535	576	You are not entitled to be granted a further substantive visa (no further stay). There are exceptions: please check with DIAC.

[#] A week begins on a Monday and ends on the following Sunday.

* CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students, see <http://cricos.deewr.gov.au>.

This information was correct at the time of printing. To ensure you have the most up-to-date details please refer to the web site: www.immi.gov.au/students/visa-conditions-students.htm.

Students under 18 years of age

If a student has not turned 18 years of age, RMIT University will be required to ensure that appropriate care arrangements are in place before issuing an electronic Confirmation of Enrolment (eCoE) for student visa purposes. These arrangements must be in place until the student turns 18.

The three welfare arrangement options available to prospective RMIT students are:

- » The student lives in Australia with a parent or legal custodian or with a relative over 21 years of age who has been nominated by the student's parent(s) or legal custodian (and approved by DIAC).
- » The student enters into care arrangements with a service provider approved by RMIT University International Services.
- » The student enters into care arrangements with a family friend or relative approved by RMIT University International Services.

www.rmit.edu.au/programs/applications/guardianship

Employment

International students studying in Australia on a student visa are able to work in Australia. Students can work up to 20 hours per week during study blocks and full-time during semester breaks.

www.rmit.edu.au/programs/international/workpermit

Student visa renewals

Students may apply for a further student visa while in Australia, provided the current student visa is not subject to a no further stay condition (please refer to student visa conditions).

Students must apply for a new visa before their current student visa expires (take note of your visa expiry date and lodge the visa application ahead of time). Students with a student visa from a previous education provider must notify DIAC of the change.

For those students wishing to find out more about extending their stay, please refer to the following web site:

www.immi.gov.au/students/students/extending_your_stay.

Please go to:

www.rmit.edu.au/programs/international/visa_renewal for information on how to obtain an electronic Confirmation of Enrolment (eCoE) for visa renewal purposes.

ACCEPTING YOUR OFFER

Your offer will remain open only as long as there are places still available in the program.

To accept your offer, send the following to RMIT University International Services:

- » Completed Offer Acceptance Form (please refer to the form in this publication).
- » Payment to RMIT University International Services of the tuition fee deposit and Overseas Student Health Cover (OSHC). Students accepting a second program as part of a packaged offer will also need to pay a deposit for the subsequent program(s) to ensure they receive an electronic Confirmation of Enrolment (eCoE) for the full duration of the program(s). This amount is listed in the offer letter. (Note: Students making payment for a conditional offer (as part of a packaged program) who are unable to meet the conditions will receive a full refund.) Payment options can be found at: www.rmit.edu.au/programs/applications/payment.
- » Certified evidence of meeting conditions specified on your offer (if applicable). If this information is not available you must submit this information to RMIT University International Services as soon as possible to increase your chances of securing a place.
- » Students accepting a packaged program offer need to meet conditions on the first program only in order to accept the packaged offer. For example, if your packaged program offer consists of a Foundation Studies program, followed by a Bachelor program, you will need to meet only the conditions of the Foundation Studies program in order to accept the packaged offer.
- » Sponsored students must also include a letter of authority from their sponsor that includes details of the name of the program, details of the company or person (sponsor) who will pay their tuition fees, and any other arrangements covered by the sponsor.

Once we have received formal acceptance of your offer we will then send you an acceptance pack. This will include:

- » an electronic Confirmation of Enrolment (eCoE)
- » enrolment details (venue and time)
- » an RMIT Arrival Guide, which will provide you with comprehensive information about RMIT (including services and facilities) and additional details about living in Melbourne. Some students can enrol in their program via the Enrolment Online (EOL) System, while others must enrol face to face on campus. Please note that failure to enrol correctly can lead to a loss of a place in your program and a cancellation of your eCoE.

Students who arrive after the official enrolment date (and before the program commencement date) must contact RMIT University International Services for enrolment details. Timetables and booklists will be provided after enrolment.

Deferment of your offer

If you want to defer your full or conditional offer to the next available intake, please complete the Deferral Form (available at the web site listed below) and fax it immediately to RMIT University International Services:

www.rmit.edu.au/programs/applications/international/defer

For information on suspending and cancelling enrolment, please see:

www.rmit.edu.au/programs/international/faqvisa.

Academic year

The Australian academic year is in the main divided into two* semesters:

- » Semester 1 begins late February/early March and finishes in late June.
- » Semester 2 begins mid July and is completed by mid November.

Current enrolment, orientation and commencement dates can be found at:

www.rmit.edu.au/students/enrolment/international.

* MBA program is delivered across three study sessions each year: Semester 1, Semester 2 and Summer semester.

Important note

Please read the full terms and conditions of the RMIT refund policy before accepting your offer at: www.rmit.edu.au/policies/refunds.

Section 1 NAME AND CONTACT DETAILS

Family name: Male Female
As shown in passport. Please also attach a copy of your passport.

First name: Date of birth: Day Month Year

Second name: Third name:

Country of birth: Country of citizenship:

Mailing address: Number and street name City/suburb
 State Postcode Country

Contact numbers: Telephone Mobile
 Email

Are you applying through an RMIT representative? Yes No

Representative's name
 Agent number Office number

ACCEPTING YOUR OFFER

All entries must be typewritten or handwritten in **BLOCK LETTERS** using black ink.

Please refer to the *Welcome to RMIT* brochure for a guide to accepting your RMIT offer.

Return your completed Offer Acceptance Form with the total payment to RMIT University International Services.

HOW TO PAY

The following methods of payment are accepted:

- Bank draft**
Draft should be payable to 'RMIT University' in Australian dollars and to an Australian bank. Write your student name and file reference number on the back of the draft.

- Credit card (Visa or Mastercard)**
Please complete details on the back of this form.

- Telegraphic transfer**

Paid in accordance with the following details:

Payee: RMIT University
 Bank: Commonwealth Bank of Australia
 Branch: Melbourne, Victoria 3000 Australia
 BSB no.: 063-262
 Account no.: 1000-6849 (tuition and OSHC fees only)

A copy of the telegraphic transfer receipt, including your full name and contact details, must be attached to your Offer Acceptance Form.

- In person at RMIT University International Services' Melbourne office**
 - EFTPOS (Electronic Funds Transfer at Point of Service). Payments between AU\$70 and AU\$1000 will be accepted.
 - Cash payments of up to AU\$500 will be accepted.

FOR MORE INFORMATION

RMIT University International Services
Postal address:
 GPO Box 2476V
 Melbourne VIC 3001
 AUSTRALIA
Street address:
 Level 6, 255 Bourke Street
 Melbourne VIC 3000
 AUSTRALIA
 Tel: +(61) 3 9925 5156
 Fax: +(61) 3 9663 6925
 Email: ISacceptances@rmit.edu.au
 www.rmit.edu.au
 RMIT University CRICOS Provider Code: 00122A
 RMIT English Worldwide (REW) CRICOS Provider Code: 01912G

Section 2 STUDENT VISA INFORMATION REQUIREMENTS

Sponsorships: Are your fees to be paid by a sponsor or via a scholarship? Sponsor Scholarship Neither
 Who is your sponsor/scholarship provider?
Please include a letter of authority from your sponsor/scholarship provider so that fees will be correctly invoiced.

Passport number:

Residency: Are you currently in Australia? Yes No
 Are you a permanent resident of Australia? Yes No

Visa information: Do you have a current visa? Yes No
 If yes, what is your visa number? Expiry date: Day Month Year
 Please specify type: Subclass number:
 Where will you apply for your visa? City Country
 (Name of Australian diplomatic office)
 Are you applying for an e-visa? Yes No

Health cover: Overseas Student Health Cover (OSHC). It is an Australian Government requirement that all international students studying on a student visa are covered by OSHC. Initial payment of OSHC needs to occur when you accept your offer; or if you are accompanied by family and children (therefore requiring the compulsory family policy for OSHC).

Please tick where applicable:
 Single OSHC (AU\$354 for one year) OR Family OSHC (AU\$708 for one year)
(All OSHC fees quoted above are current at the time of publication and are subject to change without notice.)

Compulsory OSHC fee AU\$ Box 1
Note: ELICOS students travelling on a tourist visa do not have to pay OSHC.

OSHC membership provider:
 OSHC membership (if you have current OSHC cover): Expiry date: Day Month Year

Release letter: Are you currently enrolled at another education provider in Australia? Yes No
If you have not completed six months of study in your principal program, RMIT University will not be able to accept this form unless a release letter from the current education provider is attached.

Section 3 PROGRAM ACCEPTANCE INFORMATION

A. English language program
 I ACCEPT this offer of: (nominate number of weeks) Commencement date: Day Month Year

Fees:
 English language (ELICOS) program fee AU\$
 Compulsory ELICOS enrolment fee AU\$220
 Optional Homestay placement fee AU\$
 Optional arrival service – airport pick-up AU\$
(This service costs AU\$80 for ELICOS students.)
 Box 2 AU\$

Complete Part A if you are accepting an offer for an English language program (ELICOS) at RMIT English Worldwide (REW).

B. RMIT program

I ACCEPT the Firm offer OR Conditional offer

Complete Part B if you are accepting an offer for a formal RMIT program.

Program name	Program code	Commencement date (year/semester)
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Fees:
(Refer to offer letter for fee payable.)

Box 3

C. Packaged program

I ACCEPT the second program offer

Complete Part C if you are accepting an offer for a second program as part of a package.

Program name	Program code	Commencement date (year/semester)
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Fees:
(Refer to offer letter for fee payable.)

Box 4

Add amounts in boxes 1, 2, 3 & 4
(Do not send cash. Please see payment options listed on the form.)

Total payment

Section 4 ACCEPTANCE

- I have read, understood and accept the declaration (below), the RMIT University refund policy for international students, and the RMIT English Worldwide refund policy.
- I declare that to the best of my knowledge the information supplied in this application and the documentation supporting my application is correct and complete. I acknowledge that the withholding of, or provision of incorrect, documentation relating to my application may result in cancellation of any offer or enrolment by RMIT University.
- By accepting this offer, I give RMIT University the right to check my visa status on the Department of Immigration and Citizenship (DIAC) Electronic Verification Online System.

Have you completed all sections of the application form? Yes No

Signature:

Date:

Day	Month	Year
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Credit card (Visa or Mastercard) payment

Please complete details below:

Please tick one <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard
Name on credit card: _____
Card number: _____
Expiry date: _____
Signature: _____

Declaration

I understand and accept that:

- RMIT University reserves the right to discontinue or alter any program, course/subject, fee, admission requirement, staffing or other arrangement without prior notice.
- Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the *Education Services for Overseas Students Act 2000*, the *Education Services for Overseas Students Regulations 2001* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.
- My personal details may be forwarded to the OSHC provider.
- I may access my own student records, subject to privacy legislation. (For more detailed information on RMIT University's privacy policy, please visit: www.rmit.edu.au/privacy.)
- The advanced standing/credit transfer information contained in the offer letter will be reconfirmed at enrolment.
- Quoted fees are an estimate only, based on standard full-time loads and will vary depending on program and plan (i.e., the actual enrolled load). Tuition fees will increase if courses need to be repeated or additional electives that will exceed the minimum requirement need to be undertaken.
- Fees quoted by RMIT University may increase by no more than 7.5% per annum, and the fees quoted in the offer letter apply only to the current year of study.
- Fees are to be paid upfront for both semester 1 and 2, and penalties will apply if payment is not received by the due date.
- Tuition fees do not include OSHC administrative services charges, books/equipment and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork, excursions or laboratories).
- The OSHC and application fee are non-refundable by RMIT University International Services. Students must apply directly to Medibank Private for possible refund of OSHC.
- OSHC charges may be subject to change.
- I must notify RMIT University of any change in my address while I am enrolled.

I declare that I am not a permanent resident/citizen of Australia or a citizen of New Zealand.

I understand that I must arrive by the advertised commencement date otherwise I will not be able to enrol.

RMIT University would like to welcome you to Melbourne by meeting you at Melbourne International Airport and transferring you to your temporary accommodation or to your prearranged destination. (This service is only available for new students.)

HOW TO COMPLETE THIS FORM

1. Complete all sections.
2. Sign declaration (section 5).
3. Send form to RMIT University International Services. (Immediately notify RMIT University International Services if your arrival details change.)

RETURN FORM TO:

RMIT University
International Services
GPO Box 2476V
Melbourne VIC 3001
AUSTRALIA
Tel: +(61) 3 9925 5156
Fax: +(61) 3 9663 6925
Email: ISarrival@rmit.edu.au
www.rmit.edu.au

RMIT University CRICOS
Provider Code: 00122A
RMIT English Worldwide (REW)
CRICOS Provider Code: 01912G

Section 1 NAME AND CONTACT DETAILS

All students must complete this section.

Family name: Given names:

Date of birth: Male Female File number:

Contact details: Area code Telephone Email

Representative: Name Telephone

RMIT campus: City Bundoora Brunswick Point Cook

Section 2 SERVICES REQUIRED

Indicate which services you require.

If you request airport pick-up, an RMIT representative from Allied Chauffeured Cars will meet you at Melbourne Airport.

If you cannot see them, go to the meeting point in international arrivals.

Allied Chauffeured Cars contact details:
Tel: 1800 350 850
24-hour number (free call)

Please meet me at Melbourne Airport Yes No

I require Homestay accommodation (placement fee applies) Yes No

I require temporary accommodation Yes No
(Note: not available to students under 18 years of age)

I have arranged my own accommodation Yes No

I will be accompanied by another person who also requires these services Yes No

Please tick: Parent/s Relation Friend

Name 1: Name 2:

Section 3 ARRIVAL INFORMATION

Complete your confirmed departure and arrival details.

Note: you must notify RMIT University International Services immediately if your flight details change.

Departure: Date Day Month Year Time (24-hour clock)

Arrival: Date Day Month Year Time (24-hour clock) Flight No.

Please attach a copy of your flight itinerary/ticket.

Section 4 DESTINATION FROM AIRPORT

Please tick option A, B or C:

Students under 18 years of age may only apply for options B or C and their choice must be approved by RMIT International Services.

A. Temporary accommodation
This accommodation is for short-term stay only.

Accommodation preferences 1. 2.

Type of room: Single Twin/double Triple Dormitory

Private bathroom: Yes No Approximate length of stay:
Students usually require at least one week

Please refer to list of available temporary accommodation available at: www.rmit.edu.au/international/temporaryaccommodation

Some temporary accommodations may require credit card details to secure a booking.

Credit card details: Visa Mastercard Card number: Expiry date:

Name on credit card: Signature:

B. Homestay
An AUS160 placement fee applies. When selecting your homestay, RMIT will take into consideration all special requests; however, this may not always be possible.

Start date: Day Month Year Length of stay:

Special requirements:

Medical conditions:

C. Prearranged address
Complete if you have arranged your own accommodation and are requesting airport pick-up.

Address: Number and street name City/suburb

Postcode Telephone

Section 5 CONDITIONS OF SERVICE AND DECLARATION

Please allow three working days to receive your official arrival service confirmation.

RMIT will not take any responsibility if any of the conditions listed below are not met:

1. You must accept your offer, pay your tuition fees, have confirmed flight details, and your visa must be issued prior to requesting this service.
2. This form must be received by RMIT University International Services SEVEN working days before you arrive in Melbourne. Service will not be guaranteed if the form is submitted late.
3. Incomplete forms will not be processed.
4. Notify RMIT University International Services if any details stated on this form change.
5. If airport pick-up is confirmed and you do not use the service, you will be charged an administrative fee.
6. If temporary accommodation has been confirmed and you do not notify us of any cancellation, you will be charged one night's accommodation fee.

I understand and agree that my credit card information will only be used to make the accommodation booking and will not be given to any other party, subject to privacy legislation. (For more detailed information on RMIT's privacy policy, please visit: www.rmit.edu.au/privacy.)

Signature: Date:

Under 18 Care and Accommodation Approval Form

International students under 18 years of age must enter into one of the three care options listed in Section 2 below.

IMPORTANT: A copy of this document must be returned to RMIT University International Services with a completed Offer Acceptance Form prior to an electronic Confirmation of Enrolment (eCoE) being issued.

Privacy notice

RMIT University International Services is collecting the information on this form to meet Australian Government legislation requirements regarding care arrangements for students under 18 years of age. This is authorised by the *ESOS Act 2000* and required by Australian visa regulations. If this personal information about you is not provided to us, it may result in your visa not being granted or RMIT University International Services being unable to provide you with the documents required for you to obtain a student visa.

RMIT University International Services usually gives some or all of this information to other areas within RMIT University and related companies, the Australian Government and nominated caregivers. RMIT University International Services and its related entities will take reasonable steps to protect personal information about you from misuse, loss and from unauthorised access, modification and disclosure. You may contact RMIT University International Services to request access to your personal information.

For more information

RMIT University
International Services

Postal address:
GPO Box 2476V
Melbourne VIC 3001
AUSTRALIA

Street address:
Level 4, 239 Bourke Street
Melbourne VIC 3000
AUSTRALIA
Tel: (+61) 3 9925 5156
Fax: (+61) 3 9663 6925
Email: ISunder18@rmit.edu.au
www.rmit.edu.au

RMIT University CRICOS Provider
Code: 00122A
RMIT English Worldwide (REW)
CRICOS Provider Code: 01912G

Section 1 STUDENT INFORMATION

File number: Date of birth:

Name:

Citizenship: Passport number:

Program name:

Consent to disclose personal information: I give permission to RMIT University International Services to release information regarding my contact details, academic performance and results, and attendance to my appointed guardian, to inform my guardian of my progress and to the Australian Government to ensure that I am meeting the requirements of my visa. Yes No

Student's signature:

Section 2 TO BE COMPLETED BY PARENT(S) (OR CUSTODIAN)

Note: Photocopy of ID, which includes a photo and signature such as a passport or driver's licence, is required from both parents/custodian(s).

Name of parent(s)/ custodian Contact details of parent(s) overseas: Tel: Fax: Email:	Father: <input type="text"/>	Mother: <input type="text"/>
	Address: <input type="text" value="Number and street name"/>	Address: <input type="text" value="Number and street name"/>
	<input type="text" value="City/suburb"/> <input type="text" value="Postcode"/>	<input type="text" value="City/suburb"/> <input type="text" value="Postcode"/>
	<input type="text" value="State"/> <input type="text" value="Country"/>	<input type="text" value="State"/> <input type="text" value="Country"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>

Please specify your caregiver arrangements while in Australia:

- Option 1** Student residing with relative or a custodian approved by DIAC. (Please complete Section 3.)
- Option 2** Student entering into care arrangements with an approved caregiver company. (Please complete Sections 4, 6 and 7.)
- Option 3** Student entering into care arrangements with an approved family friend or relative. (Please complete Sections 5, 6 and 7.)

Consent to disclose personal information: I give permission to RMIT University International Services to release information regarding my child's contact details, academic performance, results and attendance to their appointed guardian, to inform them of my child's progress, and to the Australian Government to ensure that my child is meeting visa requirements. Yes No

I give permission for RMIT staff to check my child's visa restrictions or the DIAC Entitlement Verification Online (EVO) website. Yes No

Signature:

Section 3 TO BE COMPLETED BY A RELATIVE OR CUSTODIAN APPROVED BY DIAC OPTION 1

(Relative is defined as parent or adoptive or step-parent, brother, sister, step-brother, step-sister, grandparent, step-grandparent, aunt, uncle, step-aunt, step-uncle, niece, nephew, step-niece or step-nephew.)

Name of the relative/guardian: Duration of guardianship arrangement with relative/guardian:

Address:

Contact details:

Note: It is the guardian's responsibility to inform RMIT University International Services of any changes to the approved/existing care arrangements.

Section 4 TO BE COMPLETED BY THE PARENT OR CUSTODIAN OPTION 2

Name of caregiver: Duration of guardianship arrangement with the approved caregiver:

Signature of caregiver:

Additional comments: (if required)

Section 5 TO BE COMPLETED BY THE PARENT OR CUSTODIAN OPTION 3

(Relative is defined as parent or adoptive or step-parent, brother, sister, step-brother, step-sister, grandparent, step-grandparent, aunt, uncle, step-aunt, step-uncle, niece, nephew, step-niece or step-nephew.)

Name of the relative/guardian: Duration of guardianship arrangement with relative/friend:

Address:

Contact details:

Section 6 ACCOMMODATION (TO BE COMPLETED BY THE PARENT OR CUSTODIAN)

Please indicate which accommodation option you have chosen.

- Staying with relative/family friend
Please provide details/address.
- Approved hostel
Please provide confirmation of booking.
- Homestay to be arranged by RMIT
Please provide completed Arrival Services Form.

Section 7 AUTHORISATION

I confirm that I accept the responsibility to act as caregiver to _____
Name of student
from _____ to _____
Day/Month/Year Day/Month/Year

Signature of nominated caregiver:

Note: It is the relative's/friend's responsibility to inform RMIT University International Services of any changes to the approved/existing care arrangements. The nominated caregiver must: be over 21 years of age; provide a Working with Children Check; and attend an interview with RMIT University International Services before the documentation can be processed.

Section 8 DECLARATION

I understand and accept that:

- The care and accommodation arrangements approved on this form are for the period until the student turns 18 and cannot be changed without prior consent from RMIT International Services.
- Any alteration to arrangements will require a new approval process (including a new form signed by the parent/guardian).
- RMIT will consider changes to care arrangements in the following circumstances:
 - > Failure on the part of the caregiver or accommodation provider to provide appropriate services (as determined by RMIT) to the student.
 - > A parent arriving in Melbourne on a guardianship visa in order to resume care arrangements.
- RMIT may insist on a change of care or accommodation arrangements in the following situations:
 - > Failure on the part of the caregiver or accommodation provider to provide appropriate services to the student.
 - > Dishonest or inappropriate behaviour by the caregiver or accommodation provider.
- RMIT University will withdraw the Confirmation of Accommodation and Welfare (CAAW) for the student if the student does not maintain the arrangements agreed upon in this form. Withdrawal of the CAAW may result in cancellation of the student visa.

Signature of father/custodian:

Date: _____
Day/Month/Year

Signature of mother/custodian:

Date: _____
Day/Month/Year

Signature of caregiver:

Date: _____
Day/Month/Year

Refund Rules

1.1 RMIT University refunds

The refund rules for RMIT observe the *ESOS (Education Services for Overseas Students) Act 2000* and *Regulations 2001*. These rules apply equally to all new and re-enrolling students unless otherwise stated. All refund requests are conditional on the following:

- the funds for the refund must be available (cheques are cleared, telegraphic transfers have been received)
- any debts to RMIT must be paid in full or the outstanding amounts will be deducted from the refund.

The acceptance of the refund rules, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.¹

¹ These rules cover deposits and tuition fees collected by RMIT representatives on behalf of RMIT.

1.1.1 Refund application process

Credit balances within a student's individual account will not be remitted automatically. A local or re-enrolling international student seeking a refund of their credit must do so by lodging an *Application for Refund of Fees* and supporting documentation at one of RMIT's Student Hubs (this form can be obtained from the Hub). A commencing international student must lodge an *Application for Refund Form for International Students* at International Services.

If a refund is to be provided to a third party, this must be specified in or with the student's application. Enrolled international students must also submit an authorised *Leave of Absence, Cancellation of Enrolment or Change of Program for International Students Form*, with supporting documentation. International students who are not in Australia must lodge an *Application for Refund Form for International Students with International Services*.

Note: Financial liability will remain until enrolment is cancelled. See 1.3.

1.1.2 Payment of refund

Applications for refunds take 2–3 weeks to process (earlier, if specifically required by legislation). If the application is successful, an Australian dollar cheque is drawn against the name of the student account (or an alternative party – if the student's fee liability was assumed by the party). The cheque will be sent to the student's registered address, or to another institution if requested in writing under the applicant's signature, and supported by production of a valid offer letter. Where a sponsoring body or scholarship agency pays the student's fees, any refund will be paid to that sponsoring body or scholarship agency.

1.1.3 Recognition of Prior Learning (RPL) in TAFE

Students who have applied for and gained Recognition of Prior Learning for an enrolled TAFE course of study will be credited the tuition fee for this course.

RPL applications must be submitted on a *Recognition of Prior Learning (RPL) Application Form* to the relevant School's Student Administration Area before the program census date in a student's first semester of study at RMIT.

1.1.4 Definition of returning and commencing students

For the purposes of these rules, a student is defined as a commencing student if they are enrolling in a particular program for the first time with RMIT or, in the case of offshore students articulating to onshore, when they commence their studies in Australia.

A student is defined as a returning student if they are re-enrolling in a program in which they have already undertaken study at RMIT.

1.1.5 Refunds for domestic students and returning international students

This section outlines the refund rules that apply to all domestic students, and to returning international students. (The next section 1.1.6 outlines the refund rules for commencing international students.)

1.1.5.1 Census date

The census date is a predetermined date within a given academic semester or term. Compliance with this deadline is necessary for RMIT's funding and legislative reporting. Accordingly, any enrolment changes following the relevant census date will not change the financial status of a student's enrolment.

RMIT publishes the census dates on the web site:

www.rmit.edu.au/programs/fees/censusesdates.

The following table sets out the census dates for the 2009 academic year:

	Summer semester	Semester 1	Semester 2	Spring semester
HE—all cohorts	9 February	31 March	31 August	19 December
VET—domestic and international (including VCE)	N/A	31 March	31 August	N/A
VET—Rolling enrolments in non-standard terms (domestic and international) ²	N/A	30 days after the end of the month that the class commenced		N/A
Foundation studies	N/A	28 days after classes commence		N/A
VET short courses—full-fee paying	Check with the school teaching the course prior to enrolling			
ELICOS	Refer to section 1.2 RMIT English Worldwide—refunds.			

² RMIT has two standard terms/semesters. Enrolment is considered standard where the start and end dates of the class are within two weeks of the start and end date of the term/semester.

1.1.5.2 Refund calculation

Tuition fees are calculated according to a student's enrolled load. The following table lists the refund a student is entitled to before and after the census date:

	Before census date ³	After census date ⁴	Notes
Program withdrawal, failure to meet offer letter conditions	100%	0%	Administration charge may apply.
Program withdrawal, following leave of absence	100%	0%	Administration charge may apply. The appropriate withdrawal form and any supporting documentation must be submitted along with the refund application.
Program withdrawal	100%	0%	Administration charge will apply.
Domestic TAFE program withdrawal and transfer to another education institution	100%	0%	—
Program deferral	100%	0%	—
Permanent residency status is granted	100%	0%	Refer below.
RMIT cancels program or program ceases to be provided	100%	100%	For international students, refunds will be paid in accordance with the provisions of the <i>ESOS Act 2000</i> and the <i>ESOS Regulations 2001</i> . Refunds will be made within 2 weeks after RMIT cancels program or programs cease to be provided. Alternatively, the student may be offered and accept enrolment in a suitable replacement program at the same cost.
RMIT has not provided program in full	100%	100%	For international students, where the program is not provided in full due to sanctions as per <i>ESOS Act Part 6</i> , refunds will be paid in accordance with the provisions of the <i>ESOS Act 2000</i> and the <i>ESOS Regulations 2001</i> . Refunds will be made within 2 weeks after RMIT cancels program or programs cease to be provided. Alternatively, the student may be offered and accept enrolment in a suitable replacement program at the same cost.
Visa application is refused	100% less administration charges	100% less administration charges	Documentary evidence of the refusal from Department of Immigration and Citizenship (DIAC) must be provided along with the refund application. Administration charge will apply.
Reduction of enrolled load (credit points/nominal student contact hours (SCH))	100% of dropped course's fees	0%	—
Overpayment	—	—	Overpayments in credit in a student's account may be refunded, subject to 1.1.

³ Percentage is of monies paid.

⁴ No changes to enrolment will be made after census date unless there is evidence of university error. Students should make contact with their school and notify them as soon as practical.

International students granted a payment plan for their current semester who then withdraw after the census date in their current semester are not eligible for a refund of tuition or student union fees for that semester. In addition, students will remain liable for any amounts unpaid.

Withdrawal from a program following census date, due to exceptional circumstances, may be accepted as grounds for a full or partial refund of any pre-paid tuition fee, subject to the provision of acceptable documentary evidence, at the discretion of the Pro Vice-Chancellor (Students).

No refund will be granted if an international onshore student has their visa cancelled by the Department of Immigration and Citizenship (DIAC) for a breach of visa conditions. No refund will be granted if an international onshore student is suspended or excluded from RMIT University due to misconduct.

1.1.5.3 Administrative charges associated with withdrawing from a program

Depending on the class of student seeking a refund upon withdrawal from a program an administration charge will be applied in accordance with the table below. This charge is to compensate RMIT for administrative costs associated with agent commissions, marketing, student orientation, enrolment and subsequent removal from the academic system, as well as reporting obligations for the Department of Education, Employment and Workplace Relations (DEEWR) and Department of Immigration and Citizenship (DIAC) (international students only).

Student Class	Up to AU\$ amount
Domestic—TAFE (QP13)	\$55
International—returning (ADM15)	\$500

1.1.5.4 Refund processing—administration charges effective 1 July 2009

Effective 1 July 2009, there will be five new local TAFE refund administration fees to match the proposed new Skills Victoria TAFE tuition fee structure, to allow RMIT to recoup the minimum fee amounts. The amount charged will depend on the student's level of study.

Tuition fee structure	Award	Minimum per annum (AUS)	Refund admin fee (AUS)
Foundation	Foundation level and pre-accredited courses	\$50	\$50
Skills creation	Certificate I and II	\$105	\$105
Apprenticeships and traineeships	Various	\$57	\$57
Skills building	Certificate III and IV	\$120	\$120
Skills deepening	Diploma and advanced diploma	\$225	\$225

These fees will be confirmed at a later date.

Students who enrol prior to 1 July 2009 and whose tuition fees fall under the existing tuition fee structure will have their refunds processed accordingly.

1.1.5.5 Re-crediting of Student Learning Entitlement (SLE)

In special circumstances, Commonwealth Supported Place (CSP) students who withdraw from their studies (including work experience in industry) after a census date may apply to the Office of the Academic Registrar to have their SLE recredited. Upon approval of the application, the deferred debt under HECS-HELP is deemed to have been remitted and any up-front payments of the student's contribution amount will be refunded.

1.1.5.6 Student visa

RMIT will report all international students who do not have a current enrolment to the Department of Immigration and Citizenship (DIAC). Student visas may be terminated based on this information. If a visa extension is refused, students will be charged a AU\$500 administration fee.

1.1.5.7 Permanent residency

International students who are granted permanent residency will be eligible for a refund of all international tuition fees, less an administration fee of AU\$500, if Permanent Residency Status is granted by the applicable census date and the student submits a *Change of Citizenship/Immigration Status Form* to RMIT by the same applicable census date. Students granted a domestic full-fee paying or Commonwealth Supported Place may have their pre-paid fees credited to their account.

International students who are granted permanent residency after the applicable census date will not be entitled to a refund for the current semester. International tuition fees paid for future semesters will be refunded 100%, less an administrative fee of AU\$500.

A student whose residency status changes, must inform RMIT of the change by the applicable census date through the lodgement of a *Change of Citizenship/Immigration Status Form* at a Hub location, to ensure their status is amended within the University's student administration database.

1.1.5.8 Payment of upfront contribution

If a student is enrolled within a Commonwealth Supported Place and elects to make an up-front payment in excess of the 80% of the prevailing tuition fees, a refund will be made for the excess. Withdrawal from a program or course at RMIT before census date, resulting in a credit within a student account from the up-front contribution will initiate a refund of the excess amount.

1.1.6 Refunds for commencing international students

By accepting a full-fee international student place at RMIT, an international student enters into an agreement with RMIT for a study program.⁵ This agreement is for the period of the expected duration of the student's program, or duration of programs, for an offer of more than one program. This agreement means there is an obligation on the student's behalf to pay the published program fees throughout the student's enrolment.

The following table details the standard refund rules that apply to commencing international students:

	1	2	3	4	5
Refund category ⁶	Specific grounds that meet eligibility for a full refund. (See note 1 below)	Student withdraws acceptance more than 4 weeks before program commencement date	Student applies for a refund less than 4 weeks before program commencement date	Student applies for a refund within 4 weeks after program commencement date	Student applies for a refund more than 4 weeks after program commencement date, OR visa cancelled
Refund amount	100% refund of monies paid (less a AU\$500 administration fee that may be applied)	100% refund of monies paid less AU\$500 administration fee	Monies paid less 50% of first semester program tuition fee	Monies paid less 50% of first semester program tuition fee	No refund

Notes:

1. Categories for full refund are:

- Australian Government has refused to grant initial visa for study in Australia prior to entry.
- The offer of a place is withdrawn because conditions within the offer letter have not been met. If the offer was made on the basis of incorrect or incomplete information being supplied by the applicant or student, students may be charged a AU\$500 administration fee.
- RMIT is unable to provide the program or the program does not start on the agreed start date. The administration fee will not be charged. Refunds will be paid in accordance with the provisions of the *ESOS Act 2000* and the *ESOS Regulations 2001*. Refunds will be made within 2 weeks after RMIT cancels program or programs cease to be provided.
- Student obtains permanent residency by census date (and has been offered CSP or fee-paying place; and submits a *Change of Citizenship/Immigration Status Form* to RMIT by the same applicable census date). An administration fee of AU\$500 may be charged to cover representative fees.
- A notice of withdrawal due to exceptional circumstances of a compassionate nature.

2. Australian Government has rejected a visa extension; student will be charged a AU\$500 administration fee.

3. Students who apply to transfer to another RMIT program after no more than 2 weeks from the program commencement date will be charged a AU\$500 administration fee. (Any available credit balance after the deduction of the administration fee will be applied to the other program's tuition fees.)

4. Overseas Student Health Cover (OSHC) and application fees are non-refundable. Students must apply for an OSHC refund directly from Medibank Private.

5. Executive discretion may be exercised to consider applications that do not comply with the above provisions but for which extraordinary circumstances may exist. Application for a refund in special circumstances must be made in writing and sent to the Director, International Services. Proof of payment of the fees (e.g., an official receipt) and validation of the reasons for applying for a refund will be required.

6. Any further appeal to the decision made by the Director, International Services, may be directed to the Pro Vice-Chancellor (International and Development) should this be necessary.

⁵ A study program is a program or a series of programs.

⁶ Withdrawal of acceptance is done with lodgement of *Application for Refund Form for International Students*. Cancellation of enrolment is done with lodgement of *Cancellation of Enrolment or Change of Program for International Students Form*.

1.2 RMIT English Worldwide—refunds

By accepting a full-fee international student place with RMIT English Worldwide, a student enters into an agreement⁷ with RMIT Training Pty Ltd for a study program (a study program is a program or a series of programs). All refunds will be in accordance with the *ESOS Act 2000*.

Reason for requiring a refund	Information that the student must provide	Timing	Amount of refund
Australian Government refused to grant or extend a student visa.	Student's written claim and certified evidence of the Department of Immigration and Citizenship (DIAC) rejection of the visa application.	Application for refund received at any time.	Tuition fees less an administration fee of AU\$200 (withdrawal from ELICOS). Refund will be made within 28 days of written notice.
Transfer is sought to another institution (transfer conditions must be in accordance with government requirements).	Student produces evidence of a non-conditional offer letter and the transfer conditions are in accordance with Australian Government requirements.	28 days or more prior to the commencement of the next ELICOS module of the course.	Tuition fees less an administration fee equivalent to 20% of the remaining tuition fees. Refund will be made within 28 days of written notice. No transfers of tuition fees will be made to another English language centre unless RMIT English Worldwide is unable to proceed with the study program applied for.
RMIT English Worldwide is unable to offer the course or the course is cancelled.	N/A	Application for refund received at any time.	All fees.
Student cancels course.	Cancellation in writing by the student or nominated representative.	28 days or more before the study program commences. Less than 28 days before the study program commences. After the study program has commenced.	All fees less administration fee of AU\$400 (AU\$200 withdrawal from ELICOS and AU\$200 ELICOS Enrolment Fee). 50% of tuition fees (or no more than 12 weeks' fees). No refund.

⁷ This agreement does not remove a student's right to take further action under Australia's consumer protection laws.

1.2.1 RMIT English Worldwide refund procedure

All applications for refunds must be made in writing to the Director, Melbourne Language Centre, RMIT English Worldwide, and made by the person requesting the refund.

Refunds will be made by an RMIT cheque in Australian currency (AU\$) and refunded to the person who originally paid the fee (evidence must be provided).

Refunds will be sent to the payer's home country address unless RMIT English Worldwide is unable to proceed with the total study program applied for. In this circumstance, the refund may be sent to the payer's address in Australia upon written request by the student.

No refund will be granted if a student is reported to the Department of Immigration and Citizenship (DIAC) for a breach of visa conditions and has his/her visa cancelled.

1.3 Financial liability will remain until enrolment is cancelled

The financial liability of a student's enrolment will remain unless an *Enrolment Variation, Leave of Absence or Cancellation of Enrolment Form*, or enrolment variation using Enrolment Online is completed and lodged by the appropriate date.

Withdrawal from a course using Enrolment Online, lodgement of an approved *Enrolment Variation, Leave of Absence or Cancellation of Enrolment Form* with RMIT University or RMIT English Worldwide are the only mechanisms to withdraw from a course or program of study. Failure to lodge the appropriate request before the deadline will result in the tuition liability remaining and the appropriate debt recovery actions will be enforced.

RMIT SERVICES AND FACILITIES

The RMIT wireless network is constantly expanding. Students at all campuses have access to wireless hotspot locations.

RMIT University provides a friendly, lively and safe learning environment. Students have access to a wide range of world-class facilities and services that assist in reaching academic, financial, personal and professional goals. Services and facilities available include:

- » Career Development and Employment
- » Health Service
- » Chaplaincy and Spiritual Centre
- » Childcare
- » Computing facilities
- » Counselling
- » Disability Liaison Unit
- » Exchange programs
- » International Student Information and Support (ISIS)
- » International Student Services Centre (ISSC)
- » Libraries
- » Prayer rooms
- » Housing Advisory Service
- » RMIT City Fitness
- » Sporting and social clubs
- » Study and Learning Centre

International Student Information and Support (ISIS)

RMIT University has dedicated contact officers to assist international students. They are located within the International Student Information and Support (ISIS) area. ISIS is a central point of contact for international students throughout their studies at RMIT. The staff at ISIS provide guidance, support and advice on international student issues. The names and contact details of staff are available on the ISIS web site. www.rmit.edu.au/isis

myRMIT
24/7

myRMIT is an online student portal that allows students to access emails, enrolment details and announcements with one login, 24 hours a day, 7 days a week.

www.rmit.edu.au/students/aboutmyrmit

USEFUL WEB SITES

RMIT University

www.rmit.edu.au

International Services:

www.rmit.edu.au/programs/international

Refund Policy:

www.rmit.edu.au/policies/refunds

Visa FAQs:

www.rmit.edu.au/programs/international/faqvisa

Living costs:

www.rmit.edu.au/programs/international/livingcosts

Student health cover:

www.rmit.edu.au/programs/applications/health

Travel and tourism

Visitor information:

www.visitvictoria.com

www.lonelyplanet.com

www.tourism.australia.com

Living in Melbourne

Services and events:

www.melbourne.citysearch.com.au

Public transport:

www.victrip.com.au

Accommodation:

www.rmit.edu.au/housing

www.realestate.com.au

City of Melbourne:

www.melbourne.vic.gov.au

Victorian Government

Information:

www.vic.gov.au

Newspapers:

www.theage.com.au

www.news.com.au/heraldsun

Weather:

www.bom.gov.au

Victorian road laws:

www.vicroads.vic.gov.au

Yellow Pages telephone directory (commercial):

www.yellowpages.com.au

White Pages telephone directory (residential):

www.whitepages.com.au

Maps and locations:

www.whereis.com.au

Other sites

Australian diplomatic posts:

www.immi.gov.au/contacts/overseas

Department of Immigration and Citizenship:

www.immi.gov.au

Department of Foreign Affairs:

www.dfat.gov.au

Study Melbourne:

www.studymelbourne.com.au

Study in Australia:

www.studyinaustralia.gov.au

www.rmit.edu.au/programs/international

For more information

RMIT University
International Services
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Melbourne VIC
Australia 3001
Tel. +61 3 9925 5156
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RMIT CRICOS provider code: 00122A

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Every effort has been made to ensure that the information contained in this publication is accurate at the date of printing.
For the most up-to-date information, please refer to the RMIT University web site before lodging your application.

10233 0609



Working with industry to provide career-driven, technology-oriented education for tomorrow's leaders.

