Introduction

Purpose
This guide has been prepared as a general guide for RMIT University students studying at the Shanghai Institute of Foreign Trade. It contains important information about your academic life and your day-to-day activities while studying your RMIT program at the Shanghai Institute of Foreign Trade.

Welcome from the Vice-Chancellor of RMIT University

Dear student

On behalf of RMIT University, I am pleased to welcome you to our vibrant and diverse community of more than 73,000 RMIT students worldwide.

For more than 120 years, RMIT has provided its students with an innovative and practical education. We are renowned for our links with industry and for the global employability of our graduates.

As an RMIT student, you have access to an extraordinary range of opportunities to build global networks, gain professional experience, develop your leadership skills and connect with industry, the community and other students.

Visit myRMIT at www.rmit.edu.au/myrmitstudies for essential information, including access to your email, course and program information, enrolment and results, RMIT University Library and study resources. I encourage you to read the Student Information Guide for practical information about the services and programs available to you to enable your success as an RMIT student.

I hope that you can take advantage of the opportunities available to you to make your experience at RMIT engaging, exciting and challenging. I wish you every success with your studies and future career.

Yours sincerely

Professor Margaret Gardner AO
Vice-Chancellor and President
RMIT University
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1. RMIT University – SIFT programs

1.1 About the Shanghai Institute of Foreign Trade

Founded in 1960, the Shanghai Institute of Foreign Trade (SIFT) is an institution of higher learning originally subordinate to the former Ministry of Foreign Trade and Economic Cooperation but under the administration of the Shanghai Municipal Government since 1994. The sole institution of higher education for international business in the East China region, SIFT boasts a long history of business education.

In conjunction with RMIT University SIFT offers a range of programs in international economy, logistics and trade, employing modern educational methods, with staff competent in bilingual teaching.

1.2 About RMIT University

RMIT University is a global university of technology and design and Australia’s largest tertiary institution. The University enjoys an international reputation for excellence in practical education and outcome-oriented research.

RMIT is a leader in technology, design, global business, communication, global communities, health solutions and urban sustainable futures. We are ranked in the top 100 universities in the world for engineering and technology in the 2011 QS World University Rankings.

RMIT has three campuses in Melbourne, Australia, and two in Vietnam. We offer programs through partners in Singapore, Hong Kong, mainland China, Malaysia, India and Europe. We enjoy research and industry partnerships on every continent.

The University’s student population of 74,000 includes 30,000 international students, of whom more than 17,000 are taught offshore (almost 6,000 at RMIT Vietnam).

RMIT offers an extensive range of programs from vocational to undergraduate and postgraduate. Learning pathways between higher education and vocational education and training (VET) provide students with flexible entry opportunities, or the option of qualifications combining the best of both sectors.

RMIT prides itself on its strong industry links. Collaboration with industry is integral to the University’s leadership in applied research and education, and to the development of highly skilled, globally focused graduates.

Under its work-integrated learning policy, RMIT programs include work, studio or clinical experience, industry projects, internships and opportunities for overseas study and placements, ensuring that graduates are equipped with the skills and insight that employers value. A range of scholarships is available to students.

The University is known for excellence in research which is directed towards addressing the problems and needs of industry and communities worldwide. RMIT has four Research Institutes, representing established areas of University expertise:

» RMIT Design Research Institute
» RMIT Global Cities Research Institute
RMIT is a member of the Australian Technology Network of universities and a Fair Trade University, the first in Victoria (and equal first in Australia).

RMIT is a self-accrediting institution established under Victorian Government legislation. RMIT’s objectives under its Act are to foster excellence in teaching, training, scholarship, research, consultancy, community service and other educational services and products. The University has the power to confer degrees, diplomas, certificates and other awards.

1.2.1 About the College of Business

RMIT University’s College of Business is based in Melbourne’s CBD and is the largest business faculty in Australia, with approximately 500 staff working with over 26,000 students in Australia and overseas. The Business College engages in education, training, research and consulting, and has a reputation for building links with business and industry. Innovation and entrepreneurship are at the forefront of the RMIT Business strategy for the future.

The College of Business includes a TAFE school, a graduate school and four additional higher education schools, including:
- Accounting.
- Business, IT and Logistics.
- Economics, Finance and Marketing.
- Management.

RMIT Business prides itself on its educational contribution to the global business community. The Melbourne campus is a popular destination for international students and the college is involved in educational partnerships throughout South East Asia, including in mainland China, Hong Kong, Malaysia, Singapore, Vietnam and Thailand. A wide range of offshore programs, including articulation arrangements, are offered in collaboration with partner institutions.

1.2.2 About the College of Design and Social Context

The College of Design and Social Context (DSC) encompasses RMIT University’s art, communication, design, education, built environment and social science discipline areas. There are currently eight schools delivering programs from apprenticeships through to PhDs to approximately 19,000 students. Many programs articulate between TAFE and higher education, creating pathways for further study. There is a vibrant research community attracting funding from a range of government and industry sources with close to 400 students enrolled in research degrees. It has a number of nationally and internationally recognised research centres:
- Centre for Design.
- Centre for Applied Social Research (CASR).
- Australian Housing and Urban Research Institute (AHURI).
- Globalism Institute.
- Centre for Rural and Regional Development.

1.2.3 About the College of Science, Engineering and Health

The College of Science, Engineering and Health (SEH) comprises 10 schools delivering a broad range of programs at apprenticeship, certificate, bachelor, masters and PhD levels. Many programs articulate between TAFE and higher education, creating pathways for further study.
There is a vibrant research community attracting funding from a range of government and industry sources. The college has an annual budget of approximately $290 million and employs nearly 1,000 staff providing on and offshore programs to approximately 20,000 students.

1.3 About the programs

1.3.1 Diploma of Commerce
The RMIT Diploma of Commerce provides an introduction to general business studies and will allow you to articulate in any one of RMIT University’s undergraduate business programs. Concurrent studies in English are embedded into the business courses, allowing you to refine your skills in academic English and prepare you for success in further studies at degree level.

1.3.2 Bachelor of Business (Logistics and Supply Chain Management)
This program will prepare graduates with an understanding of supply chain management and general business, and knowledge, skills and attitudes to enable them to immediately contribute to organisational objectives at an entry level.

Logistics and Supply Chain Management is becoming increasingly specialised and sophisticated providing a challenging and rewarding career. Excellent opportunities exist in the industry for well trained professionals in Australia and overseas. The employment statistics for RMIT logistics graduates have been consistently high over the past several years. (Source: Graduate Destination Surveys, Graduate Careers Australia).

What is logistics?
Logistics and supply chain management involve purchasing, materials management, inventory control, warehousing, transport and distribution to provide the market with access to products and effectively managing end-user stakeholder expectations. Logistics is also concerned with the management of the return of goods or packaging to manufacturers as part of global awareness of the environment and conservation. This is known as reverse logistics and it is becoming increasingly relevant to business.

Logistics and supply chain managers are employed in all aspects of logistics and supply chain management operations. They are responsible for the effective and efficient integration of all logistics activities supported by the application of relevant IT and e-business practices. They also work closely with other functional company managers i.e., marketing, manufacturing and engineering.

1.3.3 Bachelor of Business (International Business)
RMIT University’s popular International Business program has been developed in conjunction with industry leaders to provide you with strong academic foundations together with practical ‘real-world’ international business exposure.

This program prepares you for the dynamic field of international business. Few companies are not exposed to the international market place. The program equips you with a solid background in business so you can function in any profit or non-profit business within a particular discipline. In today’s increasingly global environment an extensive understanding of the international business arena is a key issue for corporations. The dissolving of trade barriers, the exponential expansion in the use of technologies such as the Internet, and the rise of global corporations
has meant organisations are increasingly being forced to compete internationally. However, in order to succeed globally it is vitally important to think locally.

As a result, there is a need for corporations to have a workforce with strong business abilities and a willingness to bridge the cultural divide separating various international communities. As an International Business student, you will therefore need a passion for international trading relationships, cross-cultural negotiations, and be willing to apply your knowledge to a variety of international business situations.

1.4 Program structure
The program guide sets out the program structure, entrance requirements, admission criteria and study requirements for each of the programs offered at SIFT.

You can access the program guide online at www.rmit.edu.au/handbook. Please ensure you select ‘offshore’ as the campus.

1.5 Accreditation/certification
RMIT University accredits its programs and provides graduates with an RMIT University transcript of results, RMIT University graduation/certification and an RMIT University award according to the level achieved, i.e. diploma, bachelor degree or master degree.

1.6 Course guides
Course guides should be available at the start of your course and can be accessed at www.rmit.edu.au/students/courses.

The course guides clearly indicate how the assessments are related to the development of various capabilities and the acquisition and application of knowledge. They contain details of assessable tasks and the respective weightings for each assessable piece of work. They will also set out the syllabus details, the objectives and expected outcomes, and a list of recommended texts and references.

Part A of the course guide establishes the capabilities and learning outcomes from the course. The teaching schedule is in part B of the course guide.

Other course materials:
- All course handouts and other additional course materials, including those from RMIT and local lecturers, are uploaded via myRMIT (see myRMIT, section 2.7.1).
- Should the course coordinator agree to release past exam papers they would be available via myRMIT.
2. Enrolment

2.1 Enrolment procedure for commencing students

If you are a commencing student you must complete an RMIT University enrolment form and a course selection template to register as an RMIT University student. You will be given an enrolment information pack that will include these documents. This important enrolment documentation must be date stamped by SIFT at the time of your enrolment session.

The enrolment session is designed to enrol you in courses for the current academic year. It is vital that you are enrolled correctly so that your academic results can be recorded. Please ensure that you accurately complete and sign your enrolment forms. Enrol using your names as they appear in your official identification documents (e.g. identity card or passport). The name on your degree certificate will be the name you have written on your enrolment form.

When you enrol it is important that you provide RMIT University with all the information required to administer your enrolment and graduation. The personal information you provide is also used to fulfil statistical reporting requirements for the Australian Government.

2.1.1 Statement of Student Responsibilities

RMIT University encourages you to participate fully as an independent and active learner throughout your studies. As part of this participation you will assume responsibility for the choices you make in relation to your enrolment and academic program.

Please visit www.rmit.edu.au/students/offshore for the full Statement of Student Responsibilities to which you agree on signing your RMIT University enrolment form.

During your studies you will receive a number of important communications from RMIT. As agreed to in the Statement of Student Responsibilities when you enrol, you need to log in to myRMIT at least twice a week to check your announcements and RMIT student email account (see section 2.7 for online services details).

Your RMIT University student email account is an important way for the University to communicate with you about your studies. RMIT University will use your student email account to send you official communications related to your enrolment or academic progress.

2.1.2 Student services

RMIT University provides a range of online information, services and resources to assist you with:

- transition to tertiary student learning
- study and academic skills, including academic literacy and writing for academic purposes
- research and exam preparation
- living with a disability or long term medical condition, and
- career development and employment.

You can access RMIT’s online student services at www.rmit.edu.au/students/offshore/ss.
SIFT also provides resources and opportunities to assist your learning and wellbeing so that you can achieve your study and career goals. Enquire locally about the range of services available.

2.2 Enrolment procedure for continuing students

If you are a continuing student and you wish to remain enrolled in your program, you must enrol each academic year. An enrolment session is usually conducted towards the end of every academic year or, in some programs, the beginning of the following academic year. Enrolment always takes place prior to the commencement of the semester/teaching period.

Three to six weeks before the enrolment period, SIFT will contact you outlining the date and time of your enrolment. Late enrolment is discouraged. However, if you are unable to attend an enrolment session at the specified time, you must nominate someone else to attend the scheduled session and complete enrolment on your behalf, as a proxy.

You are required to attend the enrolment session at the SIFT on the date specified in the enrolment notification. You must enrol by completing official RMIT University enrolment documents. The official RMIT University enrolment documents consist of a pre-printed RMIT University enrolment form and a statistical data form that details all your pre-populated information.

You are also required to fill in the Course selection template for all courses that you are intending to study in that year. All forms must be completed correctly signed and dated by you and date stamped by RMIT or SIFT at the time of enrolment.

If you do not attend the specified enrolment session and do not make alternate arrangements, you may not be able to enrol and you may lose your place in the program.

If you owe fees you will not be permitted to enrol until all debts are cleared.

2.3 Enrolment by proxy

If you are unable to attend the scheduled enrolment session you must nominate someone else to attend and complete enrolment on your behalf, as a proxy. You must obtain the latest version of the Application to enrol by proxy form available at www.rmit.edu.au/myrmitstudies and give your proxy written and signed authorisation on the form. It is important to note that you are responsible for all actions taken on your behalf by your authorised proxy.

Proxy forms are only valid for the documentation to which they are attached, and do not represent an ongoing authority to act on your behalf.

All forms requiring a student’s signature must include the student’s or proxy’s signature in order to be valid.

Note: Staff cannot sign forms or act as proxy on behalf of students.
2.4 Leave of absence

If you need to take temporary leave from your studies and return at a later date you may apply for a leave of absence (LOA). You may be granted LOA for one or more semesters or one year depending on the structure of the program and at the discretion of RMIT University.

Leave of absence is restricted to a maximum of one year per application. Further applications are permitted, however the total amount of leave of absence cannot exceed a total of two years.

If you intend to take LOA you must have enrolled or applied for LOA by the relevant enrolment or census date for your program. Failure to enrol or officially take leave may result in the cancellation of your enrolment. To avoid receiving any academic and financial penalties, submissions for leave of absence must be made prior to the relevant census dates (see section 2.8).

If you wish to take LOA you should obtain an Application for leave of absence available at www.rmit.edu.au/students/enrolment/loa. Please complete and submit this form to SIFT. SIFT will forward the request to RMIT University, where the decision to approve or deny your application is made by the head of school.

RMIT will advise you of the outcome within 2 to 5 working days from receipt of the application at RMIT by sending an email to your RMIT student email account.

Note: Once LOA has been approved all enrolments will be dropped for courses not completed at the time leave commences. Once your LOA period ends, you are required to enrol for your next semester/term of study by the relevant enrolment deadline for that semester.

Visa conditions for international students

If you are an international student studying an RMIT University program through a partner institute, e.g. a Chinese national holding a student visa and studying in Singapore, you should check to see if applying for LOA affects your visa conditions.

2.5 Late enrolment

Late enrolment is discouraged as you will experience delays in receiving access to myRMIT (see section 2.7.1 for information about myRMIT) and online course materials. Late enrolments cannot be completed via the regular process.

If you have missed your scheduled enrolment session you should contact SIFT to apply for late enrolment.

To apply for late enrolment, you must submit a letter/email along with an Application for late enrolment form to SIFT within two weeks of your official enrolment date. The form is available via myRMIT at www.rmit.edu.au/myrmitstudies by clicking on the Forms link. You must address the dean/head of school with the reasons why you were unable to enrol and present a case as to why you should be offered a place in the program. Please ensure that the letter includes your RMIT student number and contact details.

If the application is successful, SIFT will send a letter to inform you of a date and time to enrol. If a late enrolment is accepted, a late fee may be imposed.

Continuing students who owe fees will not be permitted to enrol until all debts are cleared.
Late enrolling students must submit a signed *RMIT University enrolment* form and course selection template to SIFT who will forward it to the relevant RMIT University school administrator for processing.

Late commencing international students may be allowed to enrol in the second week of the semester in some programs, in exceptional circumstances. For instance, delays associated with issuing student visas may be a valid reason for late enrolment.

**International students**

If you are an international student seeking to enrol after the end of week two of the semester, you will not be eligible to enrol and will forfeit your place in the program.

### 2.6 Verifying your enrolment

You can view your enrolment details online two weeks after the enrolment session via myRMIT at [www.rmit.edu.au/myrmitstudies](http://www.rmit.edu.au/myrmitstudies) by clicking on the Enrolment Online link.

Once you have logged in to Enrolment Online, select the ‘Academic history’ tab under the heading ‘Results’ - this will allow you to view the courses in which you are currently enrolled.

If any details are incorrect please notify SIFT immediately so that the necessary changes can be made as soon as possible.

**Note:** Any enrolment changes or variations must be actioned before the appropriate course census date. See section 2.8 for further census date information and section 2.9 for more information about the procedure for adding and dropping courses.

### 2.7 RMIT University student number and online services

**Student number**

When you enrol, you will receive your RMIT University student number. Your RMIT University student number consists of the letter ‘s’ followed by a seven-digit number. As an RMIT University student, you are required to use your student number for identification on all assessment tasks and at examinations.

**Student card**

All RMIT students receive an RMIT student card, which includes your photo and your RMIT student number. During the enrolment process, SIM staff will arrange for you to have your photo taken for this purpose. Your RMIT student card will be sent to you by SIM four to six weeks after your program commences. If you enrol late, there will be a delay in you receiving your student card.

#### 2.7.1 myRMIT student portal at www.rmit.edu.au/myrmitstudies

myRMIT is RMIT University’s online learning and information portal accessible at [www.rmit.edu.au/myrmitstudies](http://www.rmit.edu.au/myrmitstudies). You should access myRMIT regularly to stay up to date with your studies and University activities. You can log in to myRMIT by using your RMIT network username and password (see section 2.7.2).
myRMIT is the central point of access to your:
- online learning tools and content for your program and courses
- library resources provided by the RMIT University Library
- results (via the Enrolment Online link)
- RMIT student email account
- student information guide
- RMIT University student forms.

You can also add and remove Favourites and RSS Feeds to make myRMIT your own space.

2.7.2 RMIT network access

The RMIT network allows students to access the internet, shared network drives and a number of applications. You can access the RMIT wired or wireless (‘RMIT-University’) network via computer labs on campus, your mobile device, tablet or laptop.

Simply login with your RMIT ID (username) and password.

- Your RMIT ID (username) is the letter ‘s’ followed by your RMIT student number e.g. s3001234.
- Your initial or default 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.

After your first login, it is important to create your own password. This ensures only you have access to your academic and personal information.

Your password must:
- be at least eight (8) characters in length
- be a maximum of 25 characters in length
- contain at least one lower case letter (a,b,c,…)
- contain at least one numeral (0,1,2,3,..9)
- not have been one of your previous 15 passwords.

You are also encouraged to establish a challenge question to which only you will know the answer. This will enable you to reset your password in a secure environment. For example, the challenge question could be:
- What city were you born in?
- What is your favourite movie/colour/ice cream flavour?
- What was the name of your favourite childhood pet?

**Note:** In order to set up a challenge question you must have a password which has not expired.

For more information refer to www.rmit.edu.au/its/password.

2.7.3 RMIT student Google Apps account

All students are provided with an RMIT Google Apps account upon enrolment to make communicating and collaborating easier and more efficient. Your account features:
- Google email (Gmail)
- Google Calendar
- Google Talk
Log into myRMIT with your RMIT ID (username) and password to access your account.

If you do not have access to myRMIT, you can access your account directly via the Gmail website at: www.gmail.com. Logging in to Gmail is simple. Just use your student email address, e.g. s1234567@student.rmit.edu.au and your password. Your initial or default password is the letter ‘p’ followed by your date of birth in the format of pYYYYMMDD. You will be required to change this password after the you log in for the first time.

**Note:** Do not check ‘Stay signed in’ when accessing from a public or shared computer.

### 2.7.3.1 Google email (Gmail)

Your email address is the letter ‘s’ followed by your RMIT student number. For example, if your student number is s3001234, your email address would be s3001234@student.rmit.edu.au

As agreed to in the Statement of Student Responsibilities (see section 2.1.1) you are expected to check your email account at least twice a week for important messages about your enrolment, studies and academic progress.

### 2.7.3.2 Google calendar

Google calendar provides you with the capacity to easily schedule appointments, share event calendars, and stay organised.

### 2.7.3.3 Google Docs

Google Docs allows you to edit and share web-based documents, spreadsheets, drawings and presentations simultaneously with other authorised users.

### 2.7.3.4 Google Talk

Google Talk allows you to participate in chat and video communications with fellow students and staff.

### 2.7.3.5 Google Sites

Students can use Google Sites to create web pages for intranets or class projects without the need for any coding or HTML experience.

For more information, refer to the Google Apps website at: www.rmit.edu.au/students/services/googleapps
2.7.4 Accessing RMIT University academic resources

Once you enrol, you will have access to the library and computing facilities at SIFT and to all the online RMIT University Library information resources.

The RMIT University Library’s online information resources are extensive and include databases, e-books and e-journals. You can access these at www.rmit.edu.au/library. Login with your RMIT University network username and password.

The RMIT University Library has a collection of online Subject Guides to help students locate information. There is a Subject Guide for each area of study and they provide links to the most relevant information sources for that area. You can access the guides at www.rmit.edu.au/library/subjectguides.

For more information about Library access for offshore students, please visit www.rmit.edu.au/library/borrowing/offshore.

2.8 Census date

The census date is the deadline by which certain administrative activities must be completed, e.g. adding or dropping courses. Some activities must be completed by the census date to avoid academic and financial penalties.

Census dates are specific to each course and each teaching period.

The census date for non-intensive courses occurs after approximately 20% of the course has been delivered. For intensive courses delivered at SIFT, the census date is the same date the course commences, as stated in myRMIT (see section 2.7.1 for information about myRMIT).

Census dates for each course can be confirmed by contacting SIFT.

If you wish to drop a course but fail to do so prior to the relevant census date, an academic and financial penalty will apply.

2.9 Enrolment variations (adding and dropping courses)

You can view your enrolment details via myRMIT at www.rmit.edu.au/myrmitstudies by clicking on the Enrolment Online link.

If you wish to change your enrolment, you should first seek academic advice. Whether enrolment variations can be approved depends upon the program structure, timing, prerequisites and your enrolment load.

To add or drop courses, you can complete an Enrolment variation form, available from and submitted to SIFT. If you wish to drop a course you must do so prior to the relevant census date.

You cannot add a course if you have already missed a significant amount of course content/teaching sessions (see sections 2.9.1 and 2.9.2 for further details).

Varying your enrolment after the census date will result in academic and financial penalties.
2.9.1 Standard semester courses

Standard semester courses run for the duration of a normal semester. The last day to add a course to your enrolment in a standard semester course is the Friday of week two following the official commencement date of semester.

2.9.2 Intensive courses

Courses delivered intensively are completed in a short time, e.g. over two consecutive weekends or as residential courses. You are not permitted to add intensive courses to your enrolment after the published start date. Refer to myRMIT (see section 2.7.1) for official start dates.

Dropping courses after the relevant census date will result in academic and financial penalty. Census dates for intensive courses are course specific.

2.9.3 Course prerequisites

All RMIT University programs are designed to build student skills and capabilities and to facilitate knowledge acquisition in a structured manner. Consequently, many courses in RMIT University programs build on knowledge that the student has obtained in earlier courses. These preceding courses are called course prerequisites. You must pass all prerequisite courses or be granted an exemption from the prerequisite course by the program director before you can enrol in subsequent courses.

2.9.4 Student enrolment load

The recommended number of courses for a full-time student is four courses or fewer per semester/teaching period, unless otherwise dictated by the program structure. The recommended number of courses for a part-time student is two courses or fewer per semester/teaching period unless otherwise dictated by the program structure.

International students are required to study a normal load due to visa conditions.

On request and in exceptional circumstances you may be given approval to over-enrol by one course in your final semester. This will be considered if you have an excellent academic record (e.g. a GPA over 3) and if, by over-enrolling, you are able to complete your studies and avoid the need to undertake a single course in a following semester/teaching period.

2.10 Cancelling your enrolment/withdrawing from the program

If you wish to withdraw completely from your program you must cancel your enrolment by completing and submitting a Cancellation of enrolment form prior to the relevant census dates specific to your courses.

Forms are available from myRMIT at www.rmit.edu.au/myrmitstudies (see section 2.7.1). Failure to submit the form on or before the census date will result in academic and financial penalty.
2.11 Introduction to credit, credit transfer and recognition of prior learning (RPL)

You may be eligible to receive credit towards particular courses (subjects) in your program. If you receive credit, you do not need to study the course. Students are eligible for credit towards courses for which they already possess skills or knowledge that are relevant, current, and satisfy the learning or competency outcomes of the course. This means that if you identify a course in your program and you think that you are already so knowledgeable and competent in the course content that you do not need to study the course, you can apply for credit.

Credit is the end result of two different processes: credit transfer, and recognition of prior learning (RPL). You can determine which one to apply for by thinking about the type of learning that has led you to be competent in the course.

If you are seeking credit on the basis of formal learning (study towards a formal qualification, such as a bachelor degree), you should apply for credit transfer. If you are seeking credit on the basis of informal or non-formal learning (based on life or work experience, not formal study), you should apply for RPL.

For example, if your program includes a course called “Customer Service 101” and you have already studied and passed “Customer Service 101” at another university, and this course matches the content/outcome of the RMIT course, then you may apply for credit transfer, because you are applying on the basis of formal learning. If, on the other hand, you have worked in a customer service role for many years, you may apply for RPL towards “Customer Service 101” because you are applying on the basis of informal learning (work experience).

Information about credit transfer and RPL, including the policy and fees, is available online at www.rmit.edu.au/students/enrolment/credit

2.11.1 How to apply for credit transfer

If you wish to apply for credit transfer, you should speak to the RMIT program director as soon as possible. You need to apply before the census date so that you know whether or not you will receive credit, or whether you will need to study and pass the course.

You need to complete the Credit transfer and higher education recognition of prior learning application form available from SIFT or via the RMIT website at www.rmit.edu.au/students/enrolment/credit during your first enrolment in the program. You need to provide relevant evidence to support your application. The program director will help you to determine what you need to provide, which will include copies of your academic transcript and the course guide from the course you have studied.

2.11.2 How to apply for RPL

If you wish to apply for RPL, you should speak to the RMIT program director as soon as possible. You need to apply before the census date so that you know whether or not you will receive credit, or whether you will need to enrol in the course. It is important to note that you will be charged a fee for your application for RPL.

You will need to complete the relevant Application for recognition of prior learning form and provide relevant documents (see below). You may also be asked to attend an interview or sit a challenge test. The program director will be able to tell you what information they need from you in order to assess your application. The processes are slightly different for higher education
programs and vocational education and training (VET) programs, and also between schools, so you should speak with the program director.

If you are enrolled in a higher education program and wish to apply for RPL, complete the Credit transfer and higher education recognition of prior learning application form available at www.rmit.edu.au/students/enrolment/credit/he.

If you are enrolled in a TAFE program and wish to apply for RPL you will need to complete the TAFE recognition of prior learning application form available at www.rmit.edu.au/students/enrolment/credit/tafe/rpl.

More information, including the TAFE RPL assessment tool can be accessed online at www.rmit.edu.au/students/enrolment/credit/taferpl.

2.11.3 Possible outcomes of your application

Whether you have applied for credit transfer or for RPL, the RMIT program director will need to assess your application and determine whether your learning is relevant, current, and demonstrates that you have already met the learning or competency outcomes of the course for which you have applied for credit.

If your application is successful, you may be granted block credit, specified credit or unspecified credit. Specified credit is credit towards core courses in the program. Unspecified credit is credit towards elective courses in the program. Block credit is credit towards a whole component of your program, such as the first year.

If you are granted block credit at the point of entry to a program, you will be informed of what procedures to follow in your offer letter and at your enrolment session.

If credit transfer is granted, you may find that your courses become out of sequence. Therefore you may not have a full course load and may not complete the program any earlier than the minimum time.

If you receive credit, it is very important to note that is your responsibility to complete an Enrolment variation form to withdraw from the course/s for which you have received credit. This must be actioned before the relevant census date, otherwise you will remain liable for the fees.

The Enrolment variation form is available online at www.rmit.edu.au/browse/Current students/Administration/Forms/Enrolment

If your application is successful the credit will appear on your academic transcript after you enrol in the program. You can view approved credit by logging in to myRMIT at www.rmit.edu.au/myrmitstudies and clicking on the Enrolment Online link.

If your application is unsuccessful, you will not receive credit transfer or RPL. If you disagree with the decision, you may be able to appeal the decision if you satisfy the grounds listed in the RPL and credit transfer policy.

2.12 Repeated courses

If you fail a course, you will need to repeat it by enrolling in the course again, to continue in the program. You should seek academic advice as failing a course could impact on your academic progress. Fail grades will be recorded on your academic transcript and will be used to calculate
your Grade Point Average (GPA). You will need to pay the standard fee for the repeat course/s. If you fail a course twice you will be identified as a student ‘at risk’ of making poor academic progress.

2.13 Attendance

You are encouraged to attend all classes. Classes help you meet the educational objectives of the courses by providing information regarding the application of concepts and theories, clarifying important ideas and guiding reading while providing opportunity for discussion. Classes may also include practical exercises and case studies. Absence from class will seriously limit your ability to pass or achieve good results. If your academic progress is reviewed, a good record of class attendance may be helpful in showing evidence of commitment to your studies.

2.13.1 International students

If you are studying on an international student visa you should check with administrators on your campus what your attendance requirements may be. For some students attendance will be compulsory and may be tracked.
3. **Student records**

3.1 **Privacy**

RMIT University is committed to maintaining the privacy and confidentiality of your personal information in accordance with the RMIT University Privacy Policy and government legislation.

Personal information is collected by the University so it can fully and properly manage your learning experience at RMIT. Sometimes your information may also be used for related purposes such as advising you of:

- career opportunities or future programs that may be of interest to you, or
- events and alumni activities following your graduation.

RMIT is required under law to collect and report enrolment details and other statistical information to Australian Federal and State Government agencies. Information is also released to external agencies to facilitate bulk mailouts and debt collection activities, and to partner organisations providing offshore programs on behalf of RMIT when required by law or to enhance program delivery. These organisations are required to provide the same privacy safeguards as RMIT. Additional disclosures will be made by partner organisations only when required by local law.

Student data may also be accessed for conducting duly authorised research. In such instances, the identity of individuals will not be disclosed in any resulting report or publication unless specifically authorised by the individual concerned.

For more information about privacy at RMIT University and your rights under Australian privacy legislation, please refer to [www.rmit.edu.au/privacy](http://www.rmit.edu.au/privacy).
4. Finance

Students are required to follow the rules and regulations regarding fees at SIFT.

It is important to note that all fees are subject to review and may be changed from time to time.
5. Academic policies and procedures

5.1 Guidelines for presentation of written work

All programs
Online referencing guides are available at www.rmit.edu.au/library/info-trek/referencing. This resource presents referencing rules in an easy to use format with quick access to the answers to a specific query. The link can be accessed in the Favourites menu item in myRMIT.

You are advised to refer to course guides or contact your course coordinator for guidelines for the presentation of written work.

College of Business programs
RMIT University has developed presentation standards for the submission of written work. The standards as they apply to College of Business programs and courses can be found in the Written reports and essays: guidelines for referencing and presentation in RMIT University Business document available at http://prodmams.rmit.edu.au/s9sx559hurvc.rtf

This is an important document to read and you should adhere carefully to the guidelines.

5.2 Assignment coversheet

A copy of the assignment coversheet must be attached to the front of all written submissions. You are advised to keep a copy of all materials submitted as RMIT University may retain assignments and project work.

Business students can download a copy of an assignment cover sheet from the RMIT website at www.rmit.edu.au/bus/students. Otherwise, you can obtain a copy of the assignment coversheet from SIFT or from your course lecturer.

5.3 Academic and general misconduct

As a student enrolled in an RMIT University program you are expected to conduct yourself in accordance with RMIT University rules and regulations relating to proper behaviour, both academically and generally. Conduct that is considered prejudicial to good order and discipline or is likely to bring the partner institute and RMIT University into disrepute will not be tolerated.

Misconduct can be categorised as academic misconduct such as cheating in an examination or plagiarism or general misconduct such as unruly or threatening behaviour, and may result in a fail grade and/or exclusion from the program.

5.3.1 Academic misconduct – cheating and plagiarism

Cheating at examinations constitutes academic misconduct. It is an offence in an examination to have unauthorised materials or equipment that might be used for cheating, even if brought by accident. Providing assistance to another candidate during an examination is also not permitted.
It is your responsibility to ensure any material and equipment you bring into the examination room is authorised. Where any such misconduct occurs RMIT University may convene a disciplinary board to review the case and academic penalties may be applied.

Plagiarism is a form of cheating in assessment. Plagiarism is the presentation of the work, idea or creation of another person, without appropriate referencing, as though it is your own. This can also include previously submitted or currently submitted work for any other course/unit.

Plagiarism is not acceptable at RMIT University and is considered to be academic misconduct. If you are unsure about what constitutes plagiarism please ask your lecturer to explain.

If you are suspected of academic misconduct or cheating in an exam or test, you will be required to appear before the head of school or their nominee to examine the details of the charge/s. RMIT University is required to contact you in writing at least 10 working days prior to the scheduled hearing to outline the details of the process.

At the scheduled hearing, if the head of school, or their nominee, is satisfied that the student is not guilty of the charge/s no further action is required. If the head of school, or their nominee, is satisfied that the student is guilty of the charge/s, then the head of school, or nominee, may impose a penalty on the student.

Penalties may include but are not limited to:
- a reprimand
- a fine
- failure of assessment module/s
- failure of course/s
- cancellation of program/s
- suspension
- exclusion
- expulsion.

Details of the penalty imposed will be recorded on a student’s record. A student may appeal the decision.

Information relating to plagiarism and misconduct can be viewed on the RMIT University Policies and procedures web site at [www.rmit.edu.au/policies](http://www.rmit.edu.au/policies).

### 5.3.2 Information technology (IT) rules and responsibilities

To ensure RMIT University is able to offer a convenient, stable and secure IT environment, it is important for you to take responsibility for your use of the University’s IT services.

In summary, you are expected to ensure that your activities are legal, ethical and relevant to your learning experience.

Students are expressly forbidden to use RMIT University’s IT systems for any illegal or inappropriate activity, including harassment, nuisance email, chain letters, bullying, accessing or creating pornography, unauthorised streaming of video, music, internet radio, online games, unauthorised file-sharing, recreational chat, gaming or gambling.

In addition, the University’s IT systems and networks must not be used for any unlawful activities, including violation of copyright, hacking or the deliberate spreading of viruses or malicious code.
Any breaches of the above rules are considered very serious and may result in RMIT disciplinary action, expulsion, or, in extreme cases, referral to the appropriate authorities.

For further information please refer to the rules of use of RMIT University’s IT systems at www.rmit.edu.au/policies/itsrules

5.4 Examination attendance

You should be aware of the following regulations relating to formal examinations:

- You may not sit for assessment or examination for courses (subjects) in which you are not currently enrolled.
- You should arrive at the allocated examination venue at least 20 minutes prior to the time scheduled.
- You must present your current student card or other photographic identification (for example passport) as proof of identity.
- You are not allowed to enter the examination room later than 15 minutes after the examination has commenced.
- You may not leave until 30 minutes after the examination has commenced or 10 minutes before the end of the exam period.
- If your enrolment has been cancelled due to your failure to pay your tuition fees you will not be permitted to sit for assessment or examination.

5.4.1 Taking items into an examination

Possession of unauthorised materials in an exam is a discipline offence. Any material or item on your desk, chair or person will be deemed to be in your possession. All electronic devices (other than calculators, where permitted) must be switched off and completely concealed in a closed bag/envelope under the desk.

You must bring your own pens, pencils, rulers and erasers with you to your exam.

You should ascertain in advance from your lecturer and the course guide what material will be authorised for the exam. During an exam, you must not have in your open possession book/s, notes, paper, calculator, pencil case, mobile phone or other material/items which are not authorised for the exam or specifically permitted and described on the examination cover sheet. Any items specified as being allowed to be used in the examination as prescribed on the examination cover sheet must not be enhanced or tampered with in any way that provides an additional advantage to you or any other student.

English language dictionaries are not permitted in an examination unless specified on the examination cover sheet.

Hard copy bi-lingual dictionaries are permitted in an examination, unless otherwise specifically excluded by the relevant academic on the examination cover sheet. Permitted dictionaries, such as an English-Chinese dictionary (direct translation only), must not contain any notations or be otherwise tampered with in any way.
5.5 Special consideration in assessment

Special consideration is a process that takes into account unexpected or extenuating circumstances, such as serious illness, serious injury or bereavement of a close family member that severely affects a student's performance in assessment. It is a major academic concession and will not be granted for illnesses with minor impact.

Grading consideration and supplementary assessment are not available as an outcome of special consideration.

The RMIT University policy on special consideration in assessment can be viewed on the RMIT University policies and procedures website at www.rmit.edu.au/policies.

5.5.1 How to apply for special consideration

You must apply for special consideration no later than two working days after the relevant examination or assessment deadline. For information about how to apply go to the special consideration website at www.rmit.edu.au/students/specialconsideration.

The application form must be accompanied by relevant independent substantiating documentation. Applications made on medical or psychological grounds must include a completed Impact Assessment Statement from a relevant qualified practitioner, e.g. a doctor, a psychologist, a psychiatrist or a social worker, who is registered with a recognised body. A medical certificate alone is not sufficient. If you do not have the impact assessment statement completed or you do not have your supporting documentation ready when you lodge your application, you should lodge an incomplete application and provide the additional documents within five working days.

Late applications will only be accepted in exceptional circumstances by approval of the Academic Registrar. An explanation for the late submission, together with supporting documentary evidence, should be submitted with the special consideration application form and accompanying evidence. A student can proactively seek approval to submit a late application by writing to the Academic Registrar within five working days of the date of the email notification that the application was cancelled.

All communication about your application will be via your RMIT student email account. It is your responsibility to check your RMIT student email account regularly and to promptly respond or action any requests for information, and to ensure that your email account can receive incoming emails (e.g. that it is not full).

On receipt of the form RMIT will consider the application. RMIT will advise you of the outcome by sending an email to your RMIT student email account within 10 working days.

Outcomes can include:
- an opportunity to sit or resit the examination or test at a later date (refer to section 5.5.2, deferred and resit exams)
- approval of late course withdrawal without academic penalty  (Note: special consideration does not include the remission of fees)
- extension of time for an assignment  (Note: short extensions of seven days or less are handled differently, see section 5.5.3)
- alternative assessment, which may take the form of the original assessment
- an application being refused.
Appeals against a special consideration outcome

To lodge an appeal against a special consideration determination with the University Appeals Committee you must, within 10 working days of notification of the outcome, complete an Appeal against special consideration determination form available from the RMIT website at www.rmit.edu.au/students/forms.

More information about special consideration and appeals is available at www.rmit.edu.au/students/specialconsideration.

5.5.2 Deferred and resit exams

A deferral or rescheduling of a formally scheduled assessment activity or examination is a major concession which can only be granted as an outcome of an application for special consideration. The need for a deferred or resit examination may arise due to unexpected circumstances, such as serious illness, serious injury or bereavement of a close family member, which severely affect a student's performance in assessment.

Deferred and rescheduled exams give students the opportunity to sit or resit when they have recovered from the condition/s or circumstances that prevented them from attempting or completing an exam or that impaired their performance during their exam.

The University has introduced a time limit by which all deferred and rescheduled assessments must be carried out. Any deferred assessment will be held within four weeks of the date of publication of results for the relevant semester. If it is not possible to sit the deferred or resit exam granted within this timeframe then an alternative assessment may be approved instead.

Note: If you are permitted to resit an exam or assessment the result of your second attempt will replace the result obtained on your first attempt, irrespective of whether it is an identical, a higher or a lower mark. With this in mind, you should carefully consider your decision to resit an exam or assessment.

The RMIT University policy on deferred and resit exams can be viewed on the RMIT University policies and procedures website at www.rmit.edu.au/policies.

5.5.3 Assignment due dates and extension of time (up to seven days)

Once assignment due dates have been set, assignments are required to be submitted by, or on that date.

Short extensions

If you are unable to meet the set due date then you must seek permission for a short (maximum of seven calendar days) extension of time by completing a program specific Application for extension of time for submission of assessable work form prior to the original submission date.

You can obtain an Application for extension of time for submission of assessable work form from the partner institute or via the RMIT website at www.rmit.edu.au/students/forms. Your request should give your reasons for seeking the extension of time and relevant supporting information, such as a doctor’s certificate, and it must be lodged at the partner institute office no later than one working day before the original submission due date. You will be notified within no more than two working days of the date of the application whether your application for a short extension has been granted.
Longer extensions
An extension of time of longer than seven days is a major concession that can only be granted as an outcome of an application for special consideration (see section 5.5.1 for procedure for special consideration).

If you submit work late (beyond the original or any new due date) penalties will be imposed, as outlined in the relevant course guide, and in some circumstances late assignments will not be marked.

5.6 Results and grading

RMIT University awards student final marks at course level according to the details below. All marks are awarded as numeric marks from 0 - 100. The system will convert the numeric mark into the appropriate result code.

You can view your results online by logging in to myRMIT at www.rmit.edu.au/myrmitstudies, selecting the Enrolment Online link and clicking on the ‘Academic History’ tab under the ‘Results’ heading. This will allow you to view your grades. The table for higher education grades is available below.

Please see www.rmit.edu.au/students/grading for further grading details.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Result codes</th>
<th>Mark range</th>
</tr>
</thead>
<tbody>
<tr>
<td>High distinction</td>
<td>HD</td>
<td>80 - 100%</td>
</tr>
<tr>
<td>Distinction</td>
<td>DI</td>
<td>70 - 79%</td>
</tr>
<tr>
<td>Credit</td>
<td>CR</td>
<td>60 - 69%</td>
</tr>
<tr>
<td>Pass</td>
<td>PA</td>
<td>50 - 59 %</td>
</tr>
<tr>
<td>Fail</td>
<td>NN</td>
<td>0 - 49 %</td>
</tr>
<tr>
<td>Failed mandatory hurdle</td>
<td>NH</td>
<td></td>
</tr>
<tr>
<td>Pass</td>
<td>PX</td>
<td>50 - 100</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No higher grade available for this assessment</td>
</tr>
<tr>
<td>Supplementary pass</td>
<td>SP</td>
<td>Denotes a pass achieved via supplementary assessment</td>
</tr>
<tr>
<td>Pass by compensation</td>
<td>PC</td>
<td>Denotes a pass awarded in place of an earned fail grade for a course on the basis of a student’s overall performance in a program</td>
</tr>
<tr>
<td>Withdrawal</td>
<td>WDR</td>
<td>Denotes that a student withdrew from the course after the census date but prior to the date for academic penalty</td>
</tr>
</tbody>
</table>
Interim grades

The following are interim grades that will change to a final grade either as a result of further action by the student or the lapse of a predetermined time period.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Result code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternative Assessment Granted</td>
<td>ALT</td>
<td>Denotes that an alternative form of assessment has been granted via Special consideration</td>
</tr>
<tr>
<td>Deferred assessment</td>
<td>DEF</td>
<td>Denotes that a deferral has been granted to a formal examination or assessment via Special consideration</td>
</tr>
<tr>
<td>Extension of time</td>
<td>EOT</td>
<td>Denotes that an extension of time of greater than 7 calendar days has been granted via Special consideration</td>
</tr>
<tr>
<td>Result not finalised</td>
<td>RNF</td>
<td>Denotes that a delay has occurred in the finalisation of the result</td>
</tr>
</tbody>
</table>

Credit transfer, recognition of prior learning (RPL) and externally assessed grades

<table>
<thead>
<tr>
<th>Grade</th>
<th>Result code</th>
<th>Grade point value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exemption granted</td>
<td>EX</td>
<td>Not included in GPA calculation</td>
</tr>
<tr>
<td>Block exemption granted</td>
<td>BX</td>
<td>Not included in GPA calculation</td>
</tr>
</tbody>
</table>

5.7 Award of degree with honours or distinction

RMIT University recognises students who achieve outstanding results in undergraduate programs by awarding a degree with honours or distinction. When you complete your program your grades will be reviewed automatically to determine if you qualify for this prestigious award. You do not need to apply for this review.

To be eligible for the award of degree with distinction, you need to achieve a grade point average (GPA) of 3.0 or above in your undergraduate program.

A GPA is a numerical calculation, weighted by credit points for higher education programs, of the means of the results received over a defined study period (e.g. a term/semester) or over an entire program. GPA is an internationally recognised measure of a tertiary student’s academic performance. Learn more about GPA at [www.rmit.edu.au/students/gradingbasis/gpa](http://www.rmit.edu.au/students/gradingbasis/gpa).

5.8 Academic progress

RMIT University is concerned to ensure that all students have the best chance of succeeding in their studies so arrangements are in place to monitor academic progress. These arrangements are designed to identify and proactively support those students who are failing to make satisfactory progress in their studies as well as to identify those who should be excluded.
Academic support is available to help you maximise your study success. A range of useful online learning resources are available which are designed to improve your general academic skills through interactive tutorials and printable handouts. You can access these via the Learning Lab website accessible via [www.rmit.edu.au/students/offshore](http://www.rmit.edu.au/students/offshore).

Interactive tutorials are available on:
- study skills
- writing skills
- assessment tasks
- maths essentials.

You may also benefit from non-academic support, such as counselling, offered to address personal issues that may be affecting your study.

5.8.1 First stage: ‘at risk’ of unsatisfactory academic progress

The following will identify you as ‘at risk’ in a higher education program. If you have:
- failed 50% or more of your course load in a compulsory semester or teaching period
- have failed a course twice
- demonstrated that progress through a program will not allow completion of the program in the maximum time allowed for that program
- failed to comply with conditions imposed in an academic performance improvement plan.

The following criteria identify a student as ‘at risk’ in either a higher education or a TAFE program.

<table>
<thead>
<tr>
<th>Definition of unsatisfactory academic performance</th>
<th>High education coursework</th>
<th>TAFE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Has failed (or been deemed Not Yet Competent in) 50% or more of enrolled course load in a compulsory semester or teaching period</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>2 Has failed to comply with conditions prescribed in an academic performance improvement plan</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>3 Has failed a course or received a final not yet competent NYC grade for a competency a second time</td>
<td>●</td>
<td>+</td>
</tr>
<tr>
<td>4 Has demonstrated that progress through a program will not allow completion of the program in the maximum time allowed for that program</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>5 Has not met the timelines prescribed in the apprentice/trainees training plan</td>
<td></td>
<td>●</td>
</tr>
</tbody>
</table>

Legend + and ● symbols denote that the criterion applies to that student cohort.

● Denotes that a student will be considered to have had unsatisfactory academic performance when one or more of the following conditions are deemed to exist. Such students will be formally declared ‘at risk’ and these conditions can provide grounds for exclusion from the program.
+ Denotes that a student is not formally ‘at risk’ (unless conditions described above also apply) but they may benefit from the implementation of an intervention strategy. This category does not provide grounds for exclusion from the program.

If your academic performance is deemed to be unsatisfactory you will be contacted to determine the reasons why and to help you to develop an Academic Performance Improvement Plan. This is a clear written document that is an action plan to help you get your study back on track. You are responsible for implementing it.

If you are identified as ‘at risk’ you are strongly urged to:
- seek advice
- use the online Learning Lab resources available via www.rmit.edu.au/students/offshore
- follow up on your Academic Performance Improvement Plan to improve your results.

5.8.2 Second/final stage: established unacceptable academic progress

If you are found to have unsatisfactory academic performance for a second semester or teaching period in the same program you may be deemed to have established unacceptable academic progress and be recommended for exclusion from their program. Such periods of unsatisfactory academic performance do not need to be consecutive (higher education programs only) unless you are studying in a TAFE program when the teaching periods must be consecutive.

If you are deemed to have established unacceptable academic progress, you will be required to ‘show cause’ why you should not be excluded from RMIT University.

If you have been identified as having unacceptable academic progress you must provide a written submission within 10 days of the date that the email (or other communication) is sent asking you to ‘show cause’ why you should not be excluded from your program. This submission is your opportunity to explain why you have made poor academic progress and what changes you will make to improve your academic performance. All documentation in the written submission must be in English or a notarised translation into English must be provided.

The student progress committee will consider all timely submissions. Where, in the opinion of the Committee, the student produces a supportable case for continuation in the program the student will be provided with an opportunity to develop a new Academic Performance Improvement Plan. If you do not provide a satisfactory explanation and demonstrate you can succeed in your studies in the future you will be excluded from your program for a period of 12 months. Re-admittance to the same program is not automatic; you must reapply in the normal way.

5.9 Pass by compensation

The award of a pass by compensation allows a student progress committee (SPC) to address an anomalous fail in an individual student’s academic history. A pass by compensation may be awarded in place of an earned fail grade for a final course on the basis of a student’s overall performance in the program. Students do not apply for a pass by compensation, it is awarded by the SPC.

The SPC may award a pass by compensation result for a failed course only where:
- the failed course is taken in the final semester of study and is the final requirement for a student to qualify for an award, and
• the failed course is weighted no more than 12 credit points or equivalent, and
• the student has a pass result for all other courses in the teaching period and the failed course has a result in the range 45-49%.

Some programs are exempt from the provision of pass by compensation due to legislative or external accreditation requirements.

Some programs are excluded from the 'pass by compensation' process including postgraduate programs and TAFE programs where results are recorded on a pass/fail basis or competent/not yet competent basis only. Please check with SIFT if this is the case for your program.

5.10 Supplementary assessment

A supplementary assessment is an additional form of assessment to assist in assessing whether a student has achieved the academic standard required for a pass level of achievement. The decision to award a supplementary assessment is taken by the Student Progress Committee (SPC) during SPC meetings on academic progress every semester. Students do not need to apply.

The supplementary assessment policy can be viewed on the RMIT University policies and procedures website at www.rmit.edu.au/policies.

5.10.1 Situations where a supplementary assessment can be granted

Supplementary assessment will normally be granted only where you have participated in the course and assessment but there is inadequate evidence to determine whether you have achieved a pass level in a course, in the following limited situations:

• In the case of a dispute arising as a result of an assessment conducted by an external body or individual on behalf of the University.
• On the recommendation of a student progress committee or a College Appeals Committee or University Appeals Committee.

RMIT University recently introduced a time limit by which all supplementary assessments must be carried out and a new grade of ‘SP’ to denote that a pass was gained via supplementary assessment (generating a Grade Point of 1).

5.11 Assessment review - appeals against assessment

5.11.1 Step 1 - review of final awarded grade

Results are not negotiable. You cannot simply dispute the judgement of your lecturer in marking your assignment, however, you are entitled to seek a review of your final results under certain limited circumstances. The outcome of an appeal may result in a lower grade.

Students must follow each step in the process outlined below. An appeal may be pursued where a student provides evidence that:

• an error has occurred in the calculation of the grade, e.g. in the transcription or addition of marks to generate the final grade (not a difference of opinion about the grade awarded)
• the assessment did not comply with criteria published in the course guide
• the criteria published in the course guide do not meet the requirements of the relevant training package or accredited course (TAFE only)
• the assessment did not comply with University policies on assessment, i.e. an error in process has occurred.

If you wish to seek a review of your grade you should submit a request by email to your course coordinator at RMIT University using your RMIT student email account (a form is not used for this step).

You must identify the basis on which you seek this review, which must be one of the circumstances listed above, as soon as possible.

You are strongly advised to initiate this step immediately and within five days of the release of final results in order to meet the timelines outlined in step 2 of the process (see below).

Appeals against individual assessment or task results are not permitted, except as part of an appeal against a final result for a completed course.

5.11.2 Step 2 - lodging a formal assessment appeal - College appeal

You are entitled to appeal a final assessment result in a course to the college appeals committee where you can provide evidence you have attempted and failed to resolve the matter through a review of the awarded grade (having first followed the process in Step 1 above). The College Appeals Committee’s decision is final.

If you wish to lodge an appeal you should obtain an Appeal against assessment form, available from www.rmit.edu.au/students/forms (Appeals section) and lodge it with the appropriate college as soon as possible, as per the instructions on the form. If the application does not provide evidence to establish that one of the required circumstances exists, the appeal will not be heard.

An Appeal against assessment form lodged more than 20 working days after the release of final results will not be considered.

The Appeal against assessment policy can be viewed on the RMIT University Policies and procedures website at www.rmit.edu.au/policies.

5.12 Repeating a course

If you fail a course you will need to repeat the course in order to advance through a program. The fail grade will be recorded on your academic transcript and will affect the calculation of your grade point average. You will need to pay the standard fee for the repeat course/s. No fee discount is allowed. If you fail the same course twice then you will be identified as being ‘at risk.’

5.13 Student charter

RMIT University’s student charter is available at www.rmit.edu.au/students/offshore. The charter describes the University’s commitment to student learning and the expectations RMIT has of its students, as well as the responsibilities RMIT University has to its students.
RMIT responsibilities

1. Provide high quality and relevant programs, services and resources that meet students' diverse needs.
2. Treat students with respect and take seriously the time and financial commitments made by students to undertake study.
3. Provide a safe, supportive and sustainable environment that challenges and empowers students.
4. Recognise, celebrate and support the diversity of students and staff on each RMIT Campus.
5. Reject discrimination and harassment.
6. Expect and model academic integrity and honesty.
7. Provide all relevant information to inform students' selection of programs.
8. Maintain effective systems of communication with students and provide timely and accurate information about students' progress, programs and services.
9. Reflect on our practice, respond to feedback and continually improve the services and experience RMIT delivers to students.
10. Address problems and complaints fairly and promptly.
11. Support student organisations and include student voices in decision making.
12. Champion independent thought.

Student responsibilities

1. Be fully committed to your own learning, the decision you take in relation to it, and the challenges involved.
2. Work with honesty and integrity.
3. Give and receive feedback about your experiences and participate in continuous improvement processes.
4. Treat all members of the University community with respect.
5. Value the diversity of students and staff.
6. Reject discrimination and harassment.
7. Champion independent thought.
8. Respect University facilities and resources, relevant policies and follow safety and security advice.
9. Provide up to date, accurate and timely student information when required.
10. Accept responsibility for decisions made about courses and program choices.
6. **Student Administration**

6.1 **Academic transcripts**

Academic transcripts are generated by RMIT University. A student’s academic transcript is a statement of the results a student has achieved for each course in which they enrolled. Academic transcripts include information on courses passed and failed, and depending on the time of withdrawal, courses from which a student has withdrawn.

You can view your results online or print a copy of your unofficial transcript by logging in to myRMIT at [www.rmit.edu.au/myrmitstudies](http://www.rmit.edu.au/myrmitstudies) and clicking on the Enrolment Online link (see also section 5.6 Results and grading).

You will receive a copy of your official award transcript from RMIT University approximately six weeks after you have been conferred (graduated).

6.1.1 **Transcript replacements**

If you need a new or an additional transcript you can contact RMIT University at any time by emailing the Hub at thehub@rmit.edu.au, or calling the Student Administration Support Line (SASL) on +61 3 9925 8980. You will be advised of the fee and how to pay for the transcript at the time of enquiry.

6.2 **Statement of academic completion (SAC)**

All students enrolled in an offshore plan currently receive a statement of academic completion (SAC) free of charge upon completion of their program. The SAC is an official statement that confirms a student has completed all academic requirements of their program and is eligible to graduate.

This document confirms you have completed your program, whereas a transcript printed upon completion of a program, but prior to graduation, does not contain completion or conferral details.

6.3 **Student complaints**

SIFT and RMIT University are committed to providing a harmonious study and work environment for all students and staff. SIFT and RMIT University recognises your right to raise concerns about academic, administrative or support services without recrimination and has policies and procedures to assist in the resolution of complaints.

If you wish to lodge a complaint or raise a matter of concern, please contact SIFT.

Information relating to complaints can be viewed on the RMIT website at [www.rmit.edu.au/students/complaints](http://www.rmit.edu.au/students/complaints) and the policies and procedures site at [www.rmit.edu.au/policies](http://www.rmit.edu.au/policies)
6.4 Updating your personal information

It is your responsibility to keep your personal information, including your, name, telephone and address details up-to-date at both RMIT University and SIFT.

Your personal information is critical to the accuracy of the information appearing on your transcript and testamur. Please ensure that this information is provided very clearly. SIFT will ensure that your updated personal information is communicated to RMIT University who will update your student record.

You are able to make amendments to your personal details using one of the following methods:

1. To check and update your address and telephone details (for currently enrolled students) log in to myRMIT at www.rmit.edu.au/myrmitstudies and select the Enrolment Online link.

2. You can complete a Change of personal information form available from the RMIT website at www.rmit.edu.au/students/offshore and submit it along with any relevant supporting documentation to RMIT University via SIFT.

6.5 Academic calendars

Academic calendars are available online and include important dates about enrolment, classes and exams. To access the academic calendar for SIFT visit: www.rmit.edu.au/students/importantdatesoffshore
7. Graduation

7.1 Application to graduate

You are required to apply to graduate. Graduation is not automatic and you should apply mid-way through the final year of your program. Final results will be checked by RMIT University shortly before graduation and if you have not satisfactorily completed your program you will not be eligible to graduate. You can apply to graduate at a formal graduation ceremony, or graduate in absentia where your testamur (certificate) will be mailed to you.

How to apply

To attend a graduation ceremony, or to graduate in absentia, you need to submit an online RMIT University Application to graduate by logging into the RMIT University Graduation Database at www.rmit.edu.au/graduation. Log in to the database using your student number and date of birth (as the password).

If the online Application to graduate is not submitted by the closing date – usually mid-June or mid-December each year – your name cannot be included on the graduand list and you will have to wait until the next year to attend a graduation ceremony and receive your testamur. Alternatively you can choose to be conferred in absentia and not attend a ceremony.

7.2 Graduation ceremonies

In addition to the main graduation ceremony held in Melbourne in December, RMIT University usually holds annual graduation ceremonies in Singapore, Malaysia, Shanghai and Hong Kong for RMIT University award programs. These events are not only important to you but also allow your family and friends to celebrate with you.

The graduation ceremony involves a procession of all graduating students and the wearing of appropriate academic cap and gown. Offshore RMIT University graduation is typically held around August/September each year. All RMIT University students at SIFT are encouraged to attend a local graduation ceremony.

If you have been approved to graduate, you will receive further details from RMIT University approximately six weeks before the local ceremony. Attending the graduation ceremony involves a fee which includes the hire cost of the academic dress. In addition, a deposit is payable which will be returned to you upon return of the academic dress after the ceremony.

Further information on how to apply to graduate at one of the offshore ceremonies is available on the RMIT website at www.rmit.edu.au/graduation/offshore. There are also opportunities for eligible offshore students to participate in the annual RMIT University Graduation Ceremony held in Melbourne in December.

It is important to note however that you can only graduate at one ceremony of your choice. For more information about the Melbourne Graduation Ceremony visit www.rmit.edu.au/graduation.

If you do not wish to attend a graduation ceremony, you must still submit an online Application to Graduate by logging in to the graduation database to ensure you can graduate in absentia and receive your testamur by mail. There is no fee to graduate in absentia.
8. Alumni

When you graduate from RMIT you join the worldwide RMIT alumni community. Make sure you stay in touch by visiting our website and joining the alumni community online to:

- meet industry leaders
- join your local alumni network
- receive invitations to alumni events
- get career development and networking opportunities
- get access to a range of special offers and discounts.

It’s free! Visit www.alumni.rmit.edu.au to find out more.
9. Quality assurance

Each award program at SIFT is overseen by the program director in Melbourne who works closely with SIFT to ensure a successful program. You are encouraged to provide feedback via the student survey/evaluation, which is conducted at regular intervals, and to participate in Student-Staff Consultative Committees.

9.1 Student feedback

RMIT University and SIFT believe that students have a very real role to play in the ongoing evolution of higher education. Student feedback is an important component in the overall success of RMIT University programs. Student feedback processes include, but are not restricted to, those outlined below:

9.1.1 Student-Staff Consultative Committee meetings

Each semester or teaching period, a group of staff and students meet to identify and discuss any issues that are of concern to students. Student representatives are nominated by the student body, and all student cohorts should be represented. Meetings are usually open to all students. Staff representatives include the program director and/or other members of staff as determined by the program director or requested by students.

9.1.2 Student surveys at course and program level

It is a requirement of all RMIT University courses that students have the opportunity to comment directly on their learning experience and as a result student surveys at both the course and program level are conducted regularly.

Course Experience Surveys (CES) are conducted towards the end of the semester, either hardcopy or online.

You can be confident that your ratings and comments are confidential. Survey results are summarised prior to being provided to the lecturer/teacher so that ratings and comments cannot be attributed to any individual student.

9.4 Program quality review

Program quality assurance reporting and reviews will be undertaken to ensure the equivalence of the RMIT University program at the partner institute to the same RMIT University program taught elsewhere.