Welcome to RMIT

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

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

You have access to many free services. Learn more about these services in your free student diary, available from the Hub on each campus, or visit www.rmit.edu.au/students/gettingstarted for further details. Take advantage of one of Victoria’s larger vocational education and training providers to get the most out of the learning experience.

Please refer to Need Help or Advice at RMIT? on pages 4–5 if you have any queries.

www.rmit.edu.au/programs/apps-trainees

Important

The USI is a new government initiative that you must complete before you can enrol.

In order to receive your RMIT qualification the Australian Government requires you to provide the University with your USI.

If you do not already have a USI you will need to create one at the USI website using an acceptable form of identification, such as a driver license, passport or birth certificate, visit www.usi.gov.au.
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RMIT Terminology

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

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

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

Checklist—After You Enrol

Complete the steps below once you’re enrolled (refer to pages 21–22).

☐ Check your enrolment details are correct. + ^

☐ Collect your student card. ^

☐ Collect your student diary. #

☐ Apply for Victorian public transport concession card if eligible. ^

☐ Apply for a fee concession if eligible. ^

☐ Apply for VET FEE-HELP if eligible and desired. + ^

☐ Pay your fees when you receive your tax invoice. + ^

☐ Log in to the student portal, myRMIT.

☐ Start checking your student email account. +

+ Can be done online
^ Can be done at the Hub
# Can be done at the Brunswick Hub or the Campus Store for City and Bundoora campuses
### Need Help or Advice at RMIT?

**Course and program queries**

Contact your RMIT trainer directly if you have questions about assessment for a particular course. Contact your school if you need course and program advice or have questions about your program.

<table>
<thead>
<tr>
<th>Program type</th>
<th>School contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>— Aged Care</td>
<td>Tel. +61 3 9925 2328 Email: <a href="mailto:community.services@rmit.edu.au">community.services@rmit.edu.au</a></td>
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<tr>
<td>— Disability Care</td>
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<tr>
<td>— Home and Community Care</td>
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<tr>
<td>— Community Care (alcohol, other drugs and mental health)</td>
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<tr>
<td>— Youth Work</td>
<td></td>
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<tr>
<td>— Air Conditioning and Refrigeration</td>
<td>Tel. +61 3 9925 4468 Email: <a href="mailto:vocengineering@rmit.edu.au">vocengineering@rmit.edu.au</a></td>
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<tr>
<td>— Building and Construction</td>
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<td>— Electrical/Electronics</td>
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<td>— Instrumentation</td>
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<td>— Plumbing</td>
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<tr>
<td>— Dry Cleaning</td>
<td>Tel. +61 3 9925 9102 Email: <a href="mailto:fashionandtextiles@rmit.edu.au">fashionandtextiles@rmit.edu.au</a></td>
</tr>
<tr>
<td>— Textiles</td>
<td></td>
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<tr>
<td>— Clothing and Footwear</td>
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<tr>
<td>— Business</td>
<td>Tel. +61 3 9925 1641 Email: <a href="mailto:business.training@rmit.edu.au">business.training@rmit.edu.au</a></td>
</tr>
<tr>
<td>— Management</td>
<td></td>
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<tr>
<td>— Legal</td>
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<tr>
<td>— Transport and Logistics</td>
<td></td>
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<tr>
<td>— Dental</td>
<td>Tel. +61 3 9925 4932 Email: <a href="mailto:laps@rmit.edu.au">laps@rmit.edu.au</a></td>
</tr>
<tr>
<td>— Optical</td>
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<tr>
<td>— Information Technology</td>
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</table>

This information is subject to change. For the most up-to-date contact details please go to [www.rmit.edu.au/students/apps-trainees](http://www.rmit.edu.au/students/apps-trainees).
Administration, enrolment or service queries

Ask RMIT frequently asked questions
Ask RMIT lets you browse or search for frequently asked questions (FAQs) on a range of topics, or ask your own question. Accessible 24/7 from myRMIT at www.rmit.edu.au/myrmit.

Web information
Useful websites you can access 24/7.
Apprentices and trainees www.rmit.edu.au/students/apps-trainees
Students www.rmit.edu.au/students
Admin essentials www.rmit.edu.au/students/administration
Student services www.rmit.edu.au/students/services

The Hub
Visit the Hub on your campus or call during business hours if you have any administration, enrolment or service enquiries.
Seek advice from the Hub immediately if you encounter any problems with your enrolment or are concerned about the accuracy of your enrolment or fee details. If you fail to do this you may miss important deadlines and face academic and/or financial penalties.
Tel. +61 3 9925 8980
www.rmit.edu.au/students/hub

IT services and queries

IT services
RMIT provides innovative technology and a range of IT services designed to help you learn, collaborate and get the most out of your student experience. These include:
— myDesktop—this allows you to access your RMIT desktop and applications from home or wherever you have an internet connection
— campus-wide printing—print from any device and with the swipe of your student card, pick up wherever you are
— RMIT’s fast, free and secure wireless network.

Keep an eye on the ‘IT services for students’ webpage to keep up-to-date on new services that are released throughout the year:
www.rmit.edu.au/students/it

Get help with IT
If you need help or advice with an IT matter, the Service and Support Centre is here to help. To contact them, you can:
— submit your query online https://mytechsupport.rmit.edu.au
— call on tel. +61 3 9925 8888
— visit an IT Service Point for face-to-face support.

Hours of operation and locations:
www.rmit.edu.au/its/ithelp

Administration tips
— Put all requests for action or assistance in writing. For security reasons you must use your RMIT student email account if you want to communicate with RMIT by email.
— Keep date-stamped, authorised copies of all documentation relating to your enrolment, personal details etc.
— Ask your RMIT school about the relevant census dates and enrolment deadlines for your training program.
— Check your Confirmation of Enrolment (CoE) statements and retain these for your records. If there are any errors or omissions in your CoE, contact your RMIT school. You will not be eligible for assessment or receive results for those courses not listed on your CoE.
Key Contacts Outside RMIT

This information is subject to change. For the most up-to-date contact details please go to www.rmit.edu.au/students/apps-trainees.

Ambulance, Police, Fire
Tel. 000

Apprenticeships Administration Unit (AAU)
Previously known as the Apprenticeships Administration Branch. Regulates apprenticeships and traineeships in the state of Victoria under the Victorian Registration and Qualifications Authority (VRQA). Processes and registers training agreements and monitors completion, cancellation, variations and suspensions. Operates the Apprenticeship Administration Information Line, through which you can contact apprenticeship field officers who serve as intermediaries between apprentices or trainees, employers and registered training organisations (RTOs).
Tel. 1300 722 603
Email: apprenticeships.adm@edumail.vic.gov.au

Australian Apprenticeships Centres
Provides advice and assistance with training arrangements, training agreements, financial incentives subsidies and allowances.
Tel. 13 38 73

Australian Council of Trades Unions (ACTU)
Tel. 1300 362 223
www.actu.org.au

Australian Taxation Office
For information and enquiries about superannuation.
Tel. 13 10 20
www.ato.gov.au

Bully Zero Australia Foundation
Provides genuine and enduring care for bullying victims and their families.
Tel. 1800 028 559
www.bzaf.org.au

Centrelink
Provides assistance with government allowance queries and job searching.
www.humanservices.gov.au

Fair Work Commission
The national workplace relations tribunal.
Tel. 1300 799 675
www.fwc.gov.au

Fair Work Ombudsman
Provides information and advice about Australia’s workplace rights and rules.
Tel. 13 13 94
www.fairwork.gov.au

Group Training Association of Victoria
Employs apprentices/trainees and places them with suitable employers known as group training organisations (GTOs). Group training allows you to work for different employers and gain wider experience.
Tel. +61 3 9639 3955
Email: admin@gtavic.asn.au
www.gtavic.asn.au

Independent Broad Based Anti-corruption Commission (IBAC)
IBAC receives, assesses and investigates disclosures about improper conduct and detrimental action taken in reprisal for a disclosure by public bodies or public officers.
Tel. 1300 735 135
www.ibac.vic.gov.au

JobSearch
Online jobs website funded and operated by the Australian Government as a free service to assist job seekers into employment and connect employers with staff.
www.jobsearch.gov.au

Jobwatch
Helps with problems at work.
Tel. +61 3 9662 1933
www.jobwatch.org.au

Need an apprentice
Online jobs website connecting employers with apprentices. A joint initiative of the Group Training Association of Victoria and The Victorian Government.
www.needanapprentice.com.au
School-based Apprenticeships

Victorian Equal Opportunity and Human Rights Commission
Helps resolve complaints about discrimination, sexual harassment and racial or religious vilification. Tel. 1300 891 848
www.humanrightscommission.vic.gov.au

Victorian Ombudsman
Investigates complaints about Victorian Government departments, most statutory authorities and local government. Tel. +61 3 9613 6222
www.ombudsman.vic.gov.au

Victorian Registration and Qualifications Authority (VRQA)
The VRQA is responsible for the regulation of apprenticeships and traineeships in Victoria under the Education and Training Reform Act 2006. See Apprenticeships Administration Unit (AAU) above.

Victorian Trades Hall Council
Provides advice on union membership and operates the Victorian Young Unionists Network. Tel. +61 3 9659 3511
www.vthc.org.au

WorkSafe
Assists with workplace safety, violence, harassment and related compensation claims. Tel. +61 3 9641 1444 or 1800 136 089
www.worksafe.vic.gov.au

Your Training

Apprenticeships and traineeships give you the training and skills for trade qualifications. You will learn industry skills by combining on-the-job paid work with accredited training. You will gain:
— the know-how to solve day-to-day challenges at work, plus
— the theory and knowledge required in your trade or industry.

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

National training packages
All RMIT apprenticeships/traineeships fall under national training packages. Each industry has its own training packages to specify:
— the qualifications available in that industry
— the competency standards required
— the methods of assessing the skills of apprentices and trainees for the industry.

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

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

Types of training
RMIT is flexible and develops training suited to the specific needs of businesses. Every business is different and requires apprentices and trainees to learn different skills.
There are several ways study may be offered for your trade or industry qualifications:
- online
- block release from your workplace (one or two weeks, six times or more a year)
- day release (one day per week)
- fully flexible (you attend on-campus training when it suits you and your employer), or
- a combination of the above.

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

You may be able to finish sooner if you can demonstrate you have already acquired skills through work experience or other training. See page 18 for more information on recognition of your skills.

Competency based training and completion
Under the competency based training program, an apprenticeship will be completed when:
- all training within the training plan is completed
- the training provider (RMIT) assesses the apprentice as competent; and
- the apprentice’s employer confirms that the apprentice has demonstrated those competencies in the workplace necessary to complete their qualification, and by doing so complete their training agreement.

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

Pre-training personal review
RMIT will conduct a pre-training review. This will look at your skills, including literacy and numeracy skills, to:
- identify any workplace skills (competencies) you already have
- develop the learning strategies and materials that are appropriate for you
- check if you need any additional support with your writing and maths.

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

Training plan
A training plan is a three-way agreement setting out the training conditions and the type of training to be undertaken. Before you start training the customised training plan is signed by you, RMIT and your employer. It includes the following:
- qualification title and national code
- competencies to be achieved
- timeframe for achieving competencies
- training to be done
- how the training will be undertaken
- details of the time to be allocated outside routine work duties for structured training (when, how and how much)
- who will be responsible for the delivery of training and/or assessment of each course
- assessment details and arrangements
- recognition of prior learning (RPL) and credit transfer hours granted, and
- any other specific requirements to be met in accordance with the training agreement.

Training plans vary depending on the type of apprenticeship/traineeship.
Training plan for Australian school-based apprentices and trainees

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

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

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

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

Taking a break from training

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

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

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

RMIT must approve any leave of absence. You must complete an RMIT Application for leave of absence, available from www.rmit.edu.au/students/forms and submit the completed form to your RMIT school. The form must be signed by your RMIT head of school or program coordinator.

Failure to inform RMIT of changes to your enrolment by the relevant census date will mean you are liable for fees and charges, even if you are no longer attending classes.

Rights and Responsibilities

Your rights and responsibilities as a worker

You have the right to:

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

You must:

— take an active role in the development and implementation of your training plan
— follow the conditions set out in the training agreement and training plan
— work under instruction at agreed working times
— follow your employer’s rules on health and safety
— keep a record of any achievements—both at work and in training.

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

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

Your rights and responsibilities as an RMIT student

You have the right to:

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

If you have a disability you are entitled to have assessment procedures adjusted to allow a fair opportunity to demonstrate competence.

Information about your rights and responsibilities is at [www.rmit.edu.au/students/rights-and-responsibilities](http://www.rmit.edu.au/students/rights-and-responsibilities).

Your responsibilities

Privacy statement
As part of the enrolment process you are required to read and accept the Privacy statement. RMIT University is committed to maintaining the confidentiality of your personal information in accordance with the RMIT Privacy Policy and government legislation. Privacy information and the Privacy statement are available at [www.rmit.edu.au/privacy](http://www.rmit.edu.au/privacy).

Statement of student responsibilities
As part of the enrolment process you are required to read and accept the Statement of student responsibilities. Some of the key responsibilities are to:
— enrol as directed by your RMIT school
— ensure that your enrolment is correct
— log in to myRMIT at [www.rmit.edu.au/myrmit](http://www.rmit.edu.au/myrmit) at least twice a week to check your RMIT student email account and important announcements
— ensure that you maintain correct personal details (including your telephone and mailing address) with RMIT at all times
— pay your fees by the due date on your original tax invoice
— apply for credit transfer for recognition of prior learning (RPL) if desired through the school that administers your program.

You also give your consent for RMIT to release attendance and progress information to your employer.


Attendance
If you are enrolled at RMIT for off-the-job training you must attend scheduled classes. Some programs have minimum attendance requirements that are outlined in course guides. Non-attendance without approval is seen as a breach of the training agreement and could result in your employer seeking to cancel it.

If you can’t attend a class you should advise your RMIT trainer or RMIT school office and your employer. If you are ill you should obtain a medical certificate and keep a copy of it. Other allowable reasons for non-attendance might include family, personal or workplace problems.

If you are absent from training at RMIT, RMIT will inform your employer and will also contact you by email, phone or letter.

You may be asked to attend a meeting to explain absences and/or to enter into ‘a negotiated plan of action’ to manage attendance. If you do not respond to formal requests for a meeting within five days the RMIT school will report the circumstances to the employer and to the Apprenticeships Administration Unit. RMIT Student Union can provide advice and attend a meeting with your school or employer to support you at your request.

Enrolment and administration
As an apprentice or trainee you will enrol as a student at RMIT. You will complete your enrolment at the start of your training and you will also be required to enrol each year (or each semester, depending on the length of the training). Your RMIT school will assist you in selecting the correct courses to enrol in. They will also help you to either complete an enrolment form or assist you in enrolling via Enrolment Online.

You can add or drop courses to vary your enrolment. To do this you need to negotiate with your employer and your RMIT school representative to vary your training plan; complete an Enrolment variation form, have it signed by your RMIT school, and submit it to the Hub by the relevant deadline. Forms are available at [www.rmit.edu.au/students/forms](http://www.rmit.edu.au/students/forms) or from the Hub.

Note that there are deadlines to add and drop courses. For example, your course census date is the last date to drop a course without financial penalty. Note also that the deadlines for each course may vary. For more information about census dates and about actions you need to complete by the census date visit [www.rmit.edu.au/students/vocational-census-dates](http://www.rmit.edu.au/students/vocational-census-dates).
Please note that if your employer is paying your fees, a new Sponsored student form must be completed each enrolment period and whenever you vary your enrolment by adding or dropping courses. For more information please go to [www.rmit.edu.au/students/apps-trainees/terms](http://www.rmit.edu.au/students/apps-trainees/terms).

For more information on administrative processes go to [www.rmit.edu.au/students/administration](http://www.rmit.edu.au/students/administration).

**RMIT’S responsibilities**

RMIT will:

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

**Your employer’s responsibilities**

Employers must:

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

The training experience can vary enormously.

Employers need to make sure you get the training you need. If your employer has any concerns about your training or assessment they should talk to your trainer or supervisor, or contact the head of school at RMIT.
Once you have been employed as an apprentice or trainee, your employer must:

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

2. Complete a training agreement
   An Australian Apprenticeships Centre will arrange for you and a representative of your employer to sign the agreement and nominate a registered training organisation (RTO), such as RMIT University. This must occur within 14 days of your commencing work.

3. Make provision for your superannuation
   Your employer must make superannuation payments into your chosen fund. For information, contact the Australian Tax Office (refer to page 6 for contact details).

4. Make sure you are covered by a WorkCover policy
   Your employer should contact a WorkCover insurer with any queries.

5. Confirm Australian Government incentives are available
   The Australian Apprenticeships Centre is required to advise your employer of all government incentives.

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

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

8. Apply for Australian Government incentives after the six-month waiting period
   The Australian Apprenticeships Centre will provide your employer with a form to sign to apply for incentives.

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

   You can seek advice and assistance at any time from:
   — apprenticeship field officers
   — Australian Apprenticeships Centres (see page 6 for contact details)
   — RMIT Student Union student liaison officers (go to www.su.rmit.edu.au for more information)
   — trade unions (see page 15 for more information).

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

If you have a concern about safety at RMIT you should, in the first instance, discuss it with your RMIT trainer or the head of school. RMIT has a team of expert occupational health and safety consultants who can provide assistance in resolving health and safety issues.

Any student who is involved in an accident or injured while on campus at RMIT needs to complete an Incident report form. Notify your trainer of the incident and they will assist you with this form.
Harassment and discrimination

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

It is unlawful for:
- trainers or other staff to harass or discriminate against students
- students to harass or discriminate against trainers or other staff
- students to harass or discriminate against other students.

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

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

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

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

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

Workplace violence and bullying

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

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

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

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

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

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

WorkSafe Victoria is responsible for enforcing the Victorian occupational health and safety laws and works with employers and employees to prevent workplace injury. As workplace bullying or harassment is an occupational health and safety issue, you should contact WorkSafe or University Student Complaints in the Office of the Academic Registrar if this is occurring in your workplace (refer to pages 7 and 14 for contact details).

If you believe you have witnessed activity in your workplace or at RMIT that is corrupt, or a substantial risk to public health and safety or the environment, or could constitute serious criminal activity you may contact the Independent Broad Based Anti-Corruption Commission (IBAC) (refer to page 6 for contact details) under the Protected Disclosures Act 2012.
Making a complaint

RMIT University Student complaints policy aims to ensure that complaints are resolved quickly and fairly. It recognises the right to complain without recrimination. The complaints process requires complaints to be raised at the local level where the issue occurred. This would usually be a discussion with an RMIT trainer, school staff member or designated SCLO (School Complaints Liaison Officer).

Complaints may be about an administrative matter or decision, a program or a service. RMIT has a student complaint liaison officer (SCLO) in each school to give you assistance and advice. To find your SCLO visit www.rmit.edu.au/students/complaints and look under Contacts, or contact the Hub (refer to page 5 for contact details).

If the complaint is not resolved at this level you can request a review of the decision at the next level, by contacting either your college or University Student Complaints in the Office of the Academic Registrar.

Email: complaints@rmit.edu.au
Tel. +61 3 9925 8863
www.rmit.edu.au/students/complaints

Before making a complaint:
— consult a SCLO for advice
— check the student complaints website at www.rmit.edu.au/students/complaints for information and advice about making complaints
— check if there are RMIT policies, procedures or regulations that apply to the situation
— seek advice from the RMIT Student Union (go to www.su.rmit.edu.au for more information).

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

 Decide on a clear answer to this question: ‘Why am I making this complaint, what steps have I taken to try and resolve the complaint and what outcome do I want?’
— Do not feel that an unsatisfactory solution has to be accepted. The issue does not have to be resolved in one meeting.
— Do not feel pressured to accept a resolution without being given time to think if it is adequate or appropriate. Consult a SCLO for advice.
— Keep a copy of all documents, e.g. letters, assignments, agreements relevant to your case.

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

Pay, terms and conditions

Each apprenticeship/traineeship is covered by a federal training agreement. Australian Apprenticeships Centres (refer to page 6 for contact details) can provide information about terms and conditions of employment and other entitlements such as sick leave, holiday pay, meal breaks, WorkCover, superannuation, as well as training, assessment and supervision.

Fair Work Australia (refer to page 6 for contact details) can provide information on the legal requirements of how much an employee should be paid.

Refer also to Financial incentives, assistance and concessions (pages 20–21) for details on other forms of support that you may be eligible for.

Trade unions

A trade union is a registered organisation for employees to act as a group to improve or maintain their terms and conditions of employment. Trade unions can advise on issues in the workplace, such as conditions, training, bullying and harassment, wages and entitlements. All employees are eligible to join a union. For information contact the Victorian Trades Hall Council (refer to page 7 for contact details).

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

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

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

— At certificate III level and above, a minimum of three hours per week, averaged over a four week cycle (pro rata for part-time trainees and only for the duration of competencies delivered and assessed in the workplace)

— At certificate I and II levels, a minimum of one and half hours per week, averaged over an eight week cycle (pro rata for part-time trainees and only for the duration of competencies delivered and assessed in the workplace).

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

If your employer/supervisor is not allowing you to withdraw from routine work for the minimum specified time, please notify your trainer at RMIT, and RMIT will approach the employer to resolve the issue. If there is no resolution, RMIT must report the non-compliance to the Apprenticeships Administration Unit.

Employment changes

Changing or leaving employers

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

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

If you leave your job

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

If your enrolment is not cancelled by the relevant census date you or your former employer (if you are a sponsored student) may be liable for the full year’s fee, even if you are no longer attending classes.

For a list of census dates visit www.rmit.edu.au/students/vocational-census-dates.

If you lose your job

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

Sometimes things don’t work out and you may need to look for a position elsewhere to finish your training and graduate. You will need to contact the Apprenticeships Administration Unit to cancel your current training agreement with your employer (refer to page 6 for contact details).
If you become unemployed before completing the qualification named on the training agreement, RMIT will continue the structured training.

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

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

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

If you lose your job, you may be eligible for an allowance to help complete your off-the-job training. To apply, contact an Australian Apprenticeships Centre (refer to page 6 for contact details).

If you disagree with your employer about losing your job, you can receive advice and support from the relevant trade union, Jobwatch and apprenticeship field officers via the Apprenticeship Administration Information Line (refer to page 6 for contact details). You should seek advice from your apprenticeship field officer prior to signing a cancellation or suspension of an agreement.

Finding a new employer

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

— Visit the Need an Apprentice website.
— Approach employers directly and express interest in an apprenticeship or traineeship.
— Register as a jobseeker at any number of employment agencies. These may include government funded agencies (Job Network members) or private recruitment agencies. To find employment agencies, search in the Yellow Pages under ‘employment services’.
— Check the jobs and careers sections in newspapers and online.
— Ask at an Australian Apprenticeships Centre.

— Search the JobSearch national jobs database
— Approach group training organisations (GTOs) via the Group Training Association of Victoria.
— Contact RMIT’s careers and employment unit for job search resources and advice.

Refer to page 6 for contact details for the above organisations.

Visits to your workplace by RMIT trainers

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

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

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

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

During these visits, RMIT’s training staff will:

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

You and your employer or workplace supervisor will be required to sign to verify that the visit has occurred.
The minimum number of visits depends on whether you are a part-time or full-time worker and is determined on a pro rata basis for part-time traineeships/apprenticeships. It also depends on how much of the approved training plan is carried out at work.

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

Staying in contact
RMIT will maintain regular contact with both you and your workplace supervisor to:
- monitor the progress of training against the training plan
- monitor and document the training/learning activities undertaken during the withdrawal time for the previous month
- record the dates and time periods logged as withdrawal time in the previous month
- ensure you are allowed the minimum withdrawal time from routine duties.

Remember, as part of your student responsibilities, you are required to:
- maintain correct personal details (including your telephone and mailing address) with RMIT at all times
- log in to myRMIT at [www.rmit.edu.au/myrmit](http://www.rmit.edu.au/myrmit) at least twice a week to check your RMIT student email account and important announcements.

Failure to check your RMIT email account will not be grounds for a complaint or reversal of an administrative decision.

Refer to pages 9–11 for full details of your responsibilities.

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Your Skills

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

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

You can work with your supervisor in the workplace to ensure assessment occurs in the most appropriate way. You can be assessed on- or off-the-job or in any other way that suits you and your employer to achieve the competency outcomes. RMIT obtains and records evidence of competency levels in a number of ways including:
- projects
- observation on-the-job or in a classroom simulation of the workplace
- a portfolio of work collated by you
- written response, e.g. examination, assignment
- work submitted by email, post or hand-delivered
- other methods may be used as long as they are similar to the methods above.

The specific methods used are listed in your training plan or course guide. Each training package contains assessment guidelines to assist RMIT to conduct assessment in a fair, equitable, reliable and consistent manner. Disputes over assessment can arise, therefore it is important to be aware of your rights in relation to assessment. To familiarise yourself with RMIT’s assessment policies and procedures visit [www.rmit.edu.au/students/assessment](http://www.rmit.edu.au/students/assessment).
Recognition of your skills

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

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

Credit transfer

Credit transfer assesses previously completed formal training and/or qualifications. This can be individual courses or complete qualifications studied at RMIT or with another recognised training provider.

Recognition of prior learning (RPL)

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

Recognition of current competency (RCC)

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

Why apply?

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

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

How much will it cost?

— Credit transfer applications—There is no fee.
— RPL applications—The RPL fee is equivalent to the standard tuition fee for the course for which you are applying for RPL and can be calculated using information at www.rmit.edu.au/programs/fees
— RCC applications—Contact your school for details.

Your qualifications

RMIT notifies the Apprenticeship Administration Unit when you complete your training at RMIT. They provide completion certificates for Victorian apprentices on application.

RMIT will send a qualification statement, a testamur (certificate) and a transcript of results to your last recorded address. RMIT will not issue a testamur or transcript of results if you have an outstanding debt. To check all your fees are paid, contact the Hub during business hours (refer to page 5 for contact details).

Additional qualifications

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

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

Information about further study options is available from RMIT’s Info Corner (refer to page 5 for contact details).
Money Matters

Tuition fees
The tuition fees you pay depend on whether you are offered a state government subsidised place or a full-fee place, based on the eligibility criteria. For full details about tuition fees visit www.rmit.edu.au/programs/fees/vocational.

Victorian Government subsidised places
Tuition fees for a government subsidised place vary according to each program, and for some programs apprentices may be charged at a different fee rate to non-apprentice students. For a full list of indicative program fees for a government subsidised place visit www.rmit.edu.au/programs/fees/vocational/govtsub.

You will be offered a government subsidised place if you meet the eligibility criteria. Your eligibility for a government subsidised place under the Victorian Training Guarantee (VTG) depends on your citizenship, age, prior education (Australian qualifications only) and the number of programs you are studying in the current year. To check if you are eligible visit the vocational education eligibility for a government subsidised place webpage at www.rmit.edu.au/programs/apply/vocational/eligibility and use the eligibility calculator.

Prove your eligibility
Before you can enrol, you must provide documentation to prove your eligibility for a government subsidised place. Follow these steps to prove your eligibility:

— Print out and complete an Evidence of student eligibility for VTG and student declaration form
— Gather acceptable evidence to support your claim (details on the back of the form)
— Present your completed form and acceptable evidence to RMIT staff at the Hub on your campus.


Full-fee places
If you do not meet the criteria for a government subsidised place then you will be offered a full-fee place (FFP). Tuition fees for a FFP vary according to each program. For a list of indicative program fees for a FFP visit www.rmit.edu.au/programs/fees/vocational/fullfee. Financial assistance may be available through the VET FEE-HELP scheme.

Other fees
Student services and amenities fee (SSAF)
In addition to the tuition fees outlined above, you may be charged the SSAF which is indexed annually. For more information visit www.rmit.edu.au/programs/fees/ssaf.

Material and administration fees
You may also be charged material fees for items including field trips, goods or services used to create items that become the property of students and specified textbooks. These material fees are not compulsory and you may choose to purchase these items independently. Material fees vary from program to program.

Administration fees are approved fees that apply if you elect to use specific services or goods supplied by RMIT such as the replacement certificate fee, or approved charges and penalties such as the late enrolment fee (continuing students), parking fines and fines for borrowed books that are not returned to the Library by the due date.

More information on material and administration fees is at www.rmit.edu.au/programs/fees/other. For further details about material feels please contact the relevant school directly.

Your tax invoice
You will receive a tax invoice listing your fees and charges at the start of each semester or when fees are charged. All charges on your tax invoice must be paid by the due date. See your Account Statement on your tax invoice for the due date for each charge as some may vary.

A paper invoice is mailed to your mailing address as recorded with RMIT or mailed to your employer’s mailing address if you are a sponsored student (refer to Employer payment of fees on page 20). Tax invoices are also provided as online statements in Enrolment Online, accessible via myRMIT at www.rmit.edu.au/myrmit. A notification email will be sent to your RMIT student email account when your tax invoice is available to view online.

Payment options are listed on the invoice. Any delay in payment may result in a late payment fee.

For more information about tax invoices visit www.rmit.edu.au/students/taxinvoice.

It is important to pay on time!
Any charges that are not paid by the due date will appear on your next tax invoice as ‘overdue’ and you may be charged a late payment fee. You will also be deemed to be a University debtor. Debtors cannot enrol, add classes, obtain a transcript of results or a Statement of Academic Completion, or receive an award until the debt is cleared. Your enrolment may also be cancelled.
Debtors
Any charges that are not paid by the due date will appear on your next tax invoice as ‘overdue’ and you may be charged a late payment fee. You will also be deemed to be a University debtor. If you are a debtor you cannot enrol, add classes, obtain a transcript of results or a Statement of Academic Completion, or receive your award (graduate) until the debt is cleared. Your enrolment may also be cancelled. Contact the Hub if you need further information (refer to page 5 for contact details).

RMIT reserves the right to provide student details to an external agent for the purpose of collecting any debts. Additional costs associated with this process are payable by the student. When you enrol at RMIT you authorise RMIT to share your credit worthiness, credit standing, credit history and/or credit capacity with credit reporting agencies under the Privacy Act 1988 and other applicable regulatory requirements.

Financial incentives, assistance and concessions
Victorian and Australian government incentives are available to both you and your employer, to encourage employment of apprentices and trainees in skills-demand occupations. To be eligible for incentives, both you and your employer must satisfy eligibility criteria. For more information visit www.australianapprenticeships.gov.au/programme/incentives.

Employer payment of fees
Vocational education fees for government subsidised places are subsidised by the Victorian Government. However a component of these subsidised training fees must be paid to RMIT by you or your employer. Most employers pay training fees on behalf of their apprentice or trainee.

To do this you and your employer must complete and sign an official Sponsored student: apprentice/trainee acceptance of training charges form. You can obtain this form from your RMIT school or at www.rmit.edu.au/students/forms.

You must complete a new Sponsored student form every year of enrolment. If you have not submitted this form prior to the due date on your first tax invoice, you will be deemed to be a University debtor. Debtors are not permitted to enrol, add classes, obtain a transcript of results, a Statement of Academic Completion, or receive an award (graduate) until the debt is cleared. A debtor’s enrolment may also be cancelled.

When you submit the form, RMIT will check your employer’s eligibility and other details to ensure that the information is correct.

Your employer will receive a tax invoice outlining fees and charges to be paid via their nominated mailing address. Your employer must pay all fees and charges by the due date listed on the tax invoice. Any delay in payment may result in a late payment fee.

For terms and conditions of sponsored students visit www.rmit.edu.au/students/apps-trainees/terms.

Vocational education fee concession
You may be entitled to a concession on your tuition fees and your student services and amenities fee (SSAF) if you are in a government subsidised place and you meet the eligibility criteria. You must apply each academic year before your first scheduled class. Contact your school for information about class start dates.

For more information about the eligibility criteria and how to apply visit www.rmit.edu.au/programs/fees/vocational/concession.

VET FEE-HELP
VET FEE-HELP is an optional loan scheme available to assist eligible vocational education students enrolling in an eligible diploma, advanced diploma, full-fee vocational graduate certificate or vocational graduate diploma program. Please read the VET FEE-HELP information booklet available from the Hub or online at www.studyassist.gov.au to check your eligibility for VET FEE-HELP and learn more about the scheme. You are required to read this booklet before you apply. Application is through Enrolment Online (refer to Your Essential Guide to Enrolment Online for instructions).
Apprentice Travel Allowance Scheme
The Victorian Government committed $1 million across 2014 to pilot an Apprenticeship Travel Allowance Scheme, making apprenticeships more accessible in regional Victoria.

Regional apprentices required to travel long distances for training will be eligible to receive the new travel allowance.

Apprentices who have to travel more than 100 kms to attend training will be eligible to directly receive up to $200.

For more information visit www.education.vic.gov.au/training/learners/apprentices/Pages/finance.aspx

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

Support for Adult Australian Apprentices program
If you are an Australian apprentice aged 25 years or more when you commenced your trade qualification, you may be eligible for wage support. This can be paid to your employer to supplement your wages or directly to you, the apprentice.

Visit www.australianapprenticeships.gov.au/support-adult-australians for more information or contact Australian Apprenticeships Centres (refer to page 6 for contact details).

Victorian public transport concession
If you are a full-time student and you meet the eligibility criteria, you may be entitled to concession fares for Victorian public transport (VPT). The Hub can print your personalised VPT concession application form including your student card photo. For more information including eligibility criteria visit www.rmit.edu.au/students/VPTconcession.

Post-enrolment Tasks
Complete the tasks below once you’re enrolled.

Check your enrolment details are correct
When you receive your Confirmation of Enrolment (CoE) statement, carefully check the enrolment details on it, compare them against the details on your training plan and make sure that they are correct. If there are any errors or omissions in your CoE (e.g. if a course you are attending is not listed), contact your RMIT school immediately.

Collect your student card and student diary
Student card
Once you have completed your enrolment, visit the Hub to obtain your student card.

You need to present photo identification, such as a driver licence, passport or Keypass. For more information about Keypass visit www.keypass.com.au.

You need to keep your student card for the duration of your studies at RMIT. You should carry it with you at all times while on campus as you will need it for:
— borrowing from the University Library
— identification at exams
— access to secure areas (if required)
— identification when you make an enquiry at a service area (University staff will ask to see your student card to verify your identity)
— other functions introduced at RMIT University in the future.

Student diary
This is a vital study tool that contains helpful information about student administration, important dates and services for students. For more information visit www.rmit.edu.au/students/diary.

Apply for a Victorian Public Transport Concession Card if eligible
Refer to Victorian public transport concession (left).

Centrelink
You may be entitled to Youth Allowance, Austudy or Abstudy and a Health Care Card. A Health Care Card may provide significant discounts including on tuition fees. Contact Centrelink to check your eligibility (refer to page 6 for contact details).
Apply for a vocational education fee concession if eligible
Refer to Vocational education fee concession (page 20).

Apply for VET FEE-HELP if eligible and desired
Refer to VET FEE-HELP (page 20).

Pay your fees when you receive your tax invoice
Refer to Your tax invoice (page 19).

Your student portal, myRMIT
myRMIT at www.rmit.edu.au/myrmit is your one-stop-shop for essential information and student systems, including your:
— program and courses*
— study resources*
— RMIT announcements*
— RMIT student email account
— news and events
— library account*
— enrolment details via Enrolment Online
— results
— Ask RMIT frequently asked questions on a wide range of topics.
* Included in myRMIT mobile site

Stay connected on the go with the myRMIT mobile site.

You need to log into myRMIT regularly to check your announcements and RMIT student email account.

Log in to myRMIT with your RMIT ID and password.

RMIT ID—The letter ‘s’ followed by your RMIT student number e.g. s1234567.

Initial password—The letter ‘p’ followed by your date of birth backwards in the format YYYYMMDD, with an exclamation mark (!) at the end. For example, if you were born on 8 April 1995, your password is p19950408!

Make life less complicated and change your default password, visit www.rmit.edu.au/its/password to:
— create a secure password
— set-up your self service details (if you forget your password, you can receive a reset code via SMS)
— access password user guides for popular devices.

For more information about myRMIT go to www.rmit.edu.au/students/it/about-myrmit.

Google Apps: your RMIT student email account and more

Now that you’re enrolled, you’ve got a new RMIT Google Apps account. It provides your RMIT student email account (Gmail) as well as calendar, chat, document sharing and other online collaboration features so you can share information and access your mail, contacts and files from any device, anywhere in the world.

The easiest way to access your account is via myRMIT at www.rmit.edu.au/myrmit. From myRMIT, log into your email using your Google username and default password.

Google username—Your RMIT student number followed by @student.rmit.edu.au, e.g. s1234567@student.rmit.edu.au. This username is also your RMIT student email address.

Default password—Same as your initial password for myRMIT (see left for details).

If you already have a personal Gmail account you can easily switch between the two. To find out how and learn more about your RMIT student email account visit www.rmit.edu.au/students/it/onlinecollaboration.

Keep up-to-date

Log in to myRMIT at least twice a week
When you enrol, you agree in the Statement of student responsibilities to log in to myRMIT at least twice a week to check your RMIT student email account and important announcements. RMIT will use these channels to publish official communications so it’s essential to log in regularly to keep up-to-date.

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

Before You Start Classes

Getting prepared and settled in before you start classes is one of the most important things you can do. Here are some things to get you started.

Preparing for study
Want to be prepared for your first year? We’ve made it easy for you to get off to a great start before study starts. Check out:
- study preparation programs
- English Ready Centre where you can brush up your English skills
- Library for an extensive collection of print and electronic resources.

Get a head start on study now: www.rmit.edu.au/students/gettingstarted/study

Connecting at RMIT
Staying in touch is not only vital to find out what is happening around the University but it’s a great way to be part of the wider RMIT community. Start now with official announcements on myRMIT, or follow us Twitter and like us on Facebook.

For a list of the ways you can connect at RMIT go to: www.rmit.edu.au/students/gettingstarted/connect

Getting settled in Melbourne
New to Melbourne? Get to know the places around your campus and set yourself up to study. Check out your accommodation options, how to use public transport, shopping, eating and much more.

Start exploring today at: www.rmit.edu.au/students/gettingstarted/settlein

Your First Year at RMIT

Explore what’s on offer at RMIT and get the most out of your first year.

Campus facilities
Our campuses are purpose built to support you at RMIT. There are places to study, grab a coffee or a bite to eat, play sport and get creative. Look out for parking, bike cages and places to store your stuff.

Know your campus: www.rmit.edu.au/students/gettingstarted/facilities

Health, safety and security
Being successful in your studies is not just about exams and assessment, it’s about your wellbeing too.

Stay healthy, safe and secure: www.rmit.edu.au/students/gettingstarted/wellbeing

Support, advice and contacts
Need to talk to someone for a little support, but not sure where to go? From admin contact, Student Services, to IT support, the Library and contacts in your school, we’ve got you covered.

Get support now: www.rmit.edu.au/students/gettingstarted/support
www.rmit.edu.au/students/apps-trainees