Introduction

Purpose
This guide has been prepared as a general guide for RMIT University students studying at a partner institution. It contains important information about your academic life and your day-to-day activities while studying your RMIT program at Mandarin Oriental Hotel Group (MOHG).

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 72,000 RMIT students worldwide.

RMIT is committed to providing you with an experience that is challenging, engaging and exciting. 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 the employability of our graduates throughout the world.

As an RMIT student, you have access to an extraordinary range of programs, resources and services that give you the opportunity to build networks, gain experience, develop leadership skills and connect with industry and other students. I encourage you to engage with the RMIT community and take advantage of the many opportunities available to you.

Visit myRMIT at [www.rmit.edu.au/myrmitstudies](http://www.rmit.edu.au/myrmitstudies) and discover your online gateway to the essential information that relates to you as an RMIT student. This includes access to your email, course and program information, enrolment (including your results), study resources and comprehensive information and reference materials from RMIT University Library. I encourage you to read the Student information guide which provides you with practical information about the services and programs available to enable you to succeed as an RMIT student.

I hope that you take advantage of the full range of resources and opportunities available to you as an RMIT student and I wish you every success with your studies and future career.

Professor Margaret Gardner AO
Vice-Chancellor and President
RMIT University
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Disclaimer:
Every effort has been made to ensure the information in this publication is accurate and current at the date of publishing. For the most up-to-date information, please refer to myRMIT at [www.rmit.edu.au/myrmitstudies](http://www.rmit.edu.au/myrmitstudies) or the RMIT University website at [www.rmit.edu.au/students/offshore](http://www.rmit.edu.au/students/offshore) Prepared in December 2010 by the Academic Registrar’s Group, RMIT University.
RMIT University Provider Code: 00122A
1. RMIT University – Mandarin Oriental Hotel Group programs

1.1 About the Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group (MOHG) is an award-winning owner operator of some of the world’s most prestigious hotels, resorts and residences. Mandarin Oriental currently operates, or has under development, 41 hotels representing over 10,000 rooms in 24 countries, with 16 hotels in Asia, 15 in the Americas and 10 in Europe and North Africa. In addition, the Group operates, or has under development, 13 residences at the Mandarin Oriental which are connected to the Group’s properties.

The portfolio includes original flagship properties, the acclaimed Mandarin Oriental, Hong Kong and Mandarin Oriental, Bangkok. Other deluxe hotels are located in prime destinations worldwide, from London and New York, to San Francisco and Singapore.

1.2 About RMIT University

Australia’s largest dual sector tertiary institution, RMIT University offers an extensive range of programs from vocational to undergraduate and postgraduate. Learning pathways between higher education and vocation education and training (VET) provide students with flexible entry opportunities, or the option of dual sector qualifications combining the best of both sectors. RMIT is recognised as an educational leader in the fields of architecture and design, creative arts, communication, information technology, business and engineering.

A global university of design and technology, RMIT prides itself on the strong industry links it has forged over the University’s 122-year history. 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. As a result, RMIT graduates are valued by employers around the world for their leadership skills and work readiness.

Under its work-integrated learning policy, RMIT courses 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 in the ever-changing global economy. A range of scholarships are also available to students.

RMIT has three campuses in Melbourne, Australia – in the central business district and in Brunswick and Bundoora in the city’s northern suburbs – and two campuses in Vietnam. With significant teaching partnerships in Hong Kong, China, Malaysia and Singapore, RMIT has a strong educational presence in the Asia-Pacific region.

The RMIT community is diverse. The University’s total student population of 72,000 includes 27,500 international students, of whom more than 16,000 are taught offshore (6,000 at RMIT Vietnam). Students benefit from a learning environment which is intellectually stimulating, creative and distinctive, and which has strong connections with contemporary professional practice.

RMIT has four Research Institutes representing established areas of University expertise:

» RMIT Design Research Institute
» RMIT Global Cities Research Institute
» RMIT Platform Technologies Research Institute
» RMIT Health Innovations Research Institute

The University is known for excellence in research which is directed towards addressing the problems and needs of industry and communities world-wide. RMIT is a member of the Australian Technology Network of universities, and in 2009 was named the first Fair Trade University in Victoria (and equal first in Australia).

RMIT University is a self-accrediting institution established under Victorian Government legislation. RMIT’s objects 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, and is a major provider of vocational education and training (VET) programs.

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 higher education schools as follows:

- 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 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 and social science discipline areas. With eight schools delivering programs from apprenticeships through to PhDs to approximately 19,000 students, there is a program to suit everyone. For many programs, you can 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. DSC has a number of nationally and internationally recognised research centres including: the Centre for Design, Centre for Applied Social Research (CASR), Australian Housing and Urban Research Institute (AHURI), Globalism Institute and the 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 ten 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 program

1.3.1  Master of Business Administration (Executive) program structure

The MBA (Executive) program comprises nine core courses and three electives (144 credit points).

The core courses are designed to provide students with the foundations for business management practice. Students are required to commence the program with Business in a Global Context and conclude with Strategic Business Leadership.

While some flexibility with the order of some of the core courses is permissible, the following order is strongly recommended:

<table>
<thead>
<tr>
<th>Course code</th>
<th>Course title</th>
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<tbody>
<tr>
<td>BUSM 3906</td>
<td>Business in a Global Context</td>
</tr>
<tr>
<td>BUSM 4135</td>
<td>Leading People and Organisations</td>
</tr>
<tr>
<td>BUSM 4130</td>
<td>Accounting for Business Decisions</td>
</tr>
<tr>
<td>BUSM 4145</td>
<td>Financial Management</td>
</tr>
<tr>
<td>MKTG 1280</td>
<td>Marketing</td>
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<tr>
<td>BUSM 4140</td>
<td>Corporate Social Responsibility and the Law</td>
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<tr>
<td>BUSM 4150</td>
<td>Change and Innovation</td>
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<tr>
<td>BUSM 3926</td>
<td>Business Strategy</td>
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<tr>
<td>BUSM 3931</td>
<td>Strategic Business Leadership</td>
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Electives

In addition to the nine core courses, students complete three of the available elective courses.

<table>
<thead>
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<td>BUSM 3156</td>
<td>Current Issues in Business</td>
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<tr>
<td>BUSM 3160</td>
<td>Research Project</td>
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<td>BAFI 3153</td>
<td>International Finance</td>
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<tr>
<td>BUSM 3157</td>
<td>Management of Innovation</td>
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For a full description visit [www.rmit.edu.au/gradbuslaw](http://www.rmit.edu.au/gradbuslaw)

1.4  Program structure

The program guide sets out the program structure, the entrance requirements and admission criteria, and the study requirements for the program offered at MOHG. The program guide is available from MOHG.

1.5  Accreditation/certification

RMIT University accredits the programs listed 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 and course material are published online via myRMIT (see myRMIT, section 2.8.1) one week before the commencement of the semester.

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:

1. All course handouts and other additional course materials, including those from the RMIT and local lecturers are uploaded via myRMIT.
2. 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 MOHG at the time of your enrolment session.

The enrolment session is designed to enrol you in courses for the current academic year. Courses available for enrolment will be specified after negotiations between with the Graduate School of Business and Law and MOHG. 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 (for example, identity card or passport). The name on your degree certificate will be the name you have written on your enrolment form.

When you enrol with RMIT University 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 see the RMIT University website at www.rmit.edu.au/students/offshore for the full Statement of student responsibilities that you agree to on signing your RMIT University Enrolment form.

During your studies at RMIT University you will receive a number of important communications. 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 2.8 for online services details).
Your RMIT University student email account is an important way for RMIT 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.

2.2 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.

You must enrol by completing official RMIT University enrolment documents. The RMIT University enrolment documents consist of a pre-printed RMIT University official 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 MOHG 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 Class attendance and course delivery
Attendance at the residential is a compulsory requirement of the program. You will be sent advance information on each course to be undertaken before each residential program.

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 2.9).

If you wish to take LOA you should obtain an Application for leave of absence form from MOHG. Please complete and submit this form to MOHG. MOHG will forward the request to RMIT University, where the decision to approve or deny your application is made by the head of school.

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 2.8.1 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 MOHG 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 MOHG 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 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, MOHG 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 MOHG 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 semester, you will not be eligible to enrol and will forfeit your place in the program.

2.6 Deferral of enrolment (degree students only)

When you receive an offer of a place in an RMIT University program, you may choose to defer your enrolment to a later date. Enrolment may be deferred for a period up to 12 months, depending on the structure of the program.

If you seek to defer your offer of a place in the program you are required to indicate your intention on the MOHG reply slip by the date indicated on your offer slip. You must then submit a request in writing using an RMIT University Application to defer (offshore) form, available from MOHG. The request for deferral must be submitted to RMIT University via MOHG no later than two weeks before the start of the relevant term/semester.

Shortly before the start of the semester in which you are expected to commence your studies, MOHG will send you a letter of offer for the next intake which will include the date, time and venue of enrolment.

Note: Students cannot defer once they have completed the RMIT enrolment process. (See section 2.4 regarding leave of absence)
2.7 Verifying your enrolment

You can view your enrolment details online by logging in to myRMIT at www.rmit.edu.au/myrmitstudies and selecting the Enrolment Online link. Enrolment details will be available two weeks after the enrolment session.

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 MOHG 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 2.9 for further census date information and section 2.10 for more information about the procedure for adding and dropping courses.

2.8 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

When you enrol, please ask MOHG how you can obtain your official RMIT student card. Your RMIT University student card, with your photograph and RMIT University student number, will be sent to you by MOHG four to six weeks after your program commences. If you enrol late, your student card will be delayed and will take longer than four to six weeks to arrive.

2.8.1 myRMIT student portal at www.rmit.edu.au/myrmitstudies

myRMIT is RMIT University’s online learning and information portal available at www.rmit.edu.au/myrmitstudies

You should access myRMIT regularly to connect with the University. You can log in to myRMIT by using your RMIT network username and password (see section 2.8.2).

myRMIT is your central point of access to your:

* online learning tools and content for your program and associated 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.
2.8.2 RMIT network access

Before the start of your program, you will be issued with an RMIT network account. This account provides you with access to a range of central IT systems. To access the RMIT network, you need to log in with your username and password.

- Your 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 1990, your password is p19900408

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/street 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 the RMIT website at www.rmit.edu.au/its/password

2.8.3 RMIT student email account

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

The standard format for 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

Accessing your email account

Your student email account is accessible via myRMIT (see section 2.8.1).

Forwarding your RMIT email to another account

If you prefer, you can set up your RMIT email account to automatically forward your emails to another account of your choice. Instructions are located at www.rmit.edu.au/students/semshelp.

It’s important to note that if you forward your RMIT emails to another account, you are still required to log in to myRMIT at least twice a week to read important announcements.
Changing your email prefix
You have the option of changing your RMIT email address to feature your first name, or the initial of your
first name, and family name. For example, if your name is Sue Wong and your email address is
s3001234@student.rmit.edu.au, you could change your address to sue.wong@student.rmit.edu.au or
s.wong@student.rmit.edu.au. Select the ‘Alias Management’ link in the Student Email section (within
myRMIT) for further information.

2.8.4 Accessing RMIT University academic resources
Once you enrol, you will have access to the Library and computing facilities at MOHG and to all RMIT
University Library online information sources via the internet.

The RMIT University Library’s online information resources are extensive and include databases, e-books
and e-journals. You can access these anytime, from anywhere, via the Library website at
www.rmit.edu.au/library/offshore Use your RMIT University network username and password to
access the site.

The RMIT University Library provides information guides to help students locate information. These
include links to the most relevant information sources for each study area. You can access the guides at
www.rmit.edu.au/library/guides

2.9 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 MOHG, the census date is the same date the course
commences, as listed in myRMIT (see section 2.8.1 for information about myRMIT).

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

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.

2.10 Enrolment variations (adding and dropping courses)
You can view your enrolment details via myRMIT at www.rmit.edu.au/myrmitsudies 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.

At MOHG, if you seek to add or drop a course from your enrolment, you should obtain an Enrolment
variation form from the RMIT course administrator (or via myRMIT at www.rmit.edu.au/myrmitsudies).

You cannot add a course if you have already missed a significant amount of course content/teaching
sessions (see sections 2.10.1 and 2.10.2 for further details). Varying your enrolment i.e. adding or
dropping a course after the relevant census date will result in academic and financial penalties.
2.10.1 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.

2.10.2 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 2.8.1) for official start dates.

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

2.10.3 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.

2.10.4 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.

2.11 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. Failure to submit the form on or before the census date will result in academic and financial penalty.

The Cancellation of enrolment form is available from MOHG.

2.12 Course exemptions
In certain circumstances you may be exempt from particular courses in your program. Each application for exemption will be considered on its merits.
2.12.1 Block exemption

Block exemptions are credits for a group of courses (subjects) that you have previously completed in another program or at another institution. Block exemption may be granted where you have a relevant diploma from a local polytechnic or other approved institution. All courses previously studied will be evaluated as a unit and compared to the requirements of your program of study.

2.12.2 Single course exemption

In exceptional circumstances, a single course exemption may be granted if you have previously studied a course which closely corresponds with any of the courses taught within the RMIT University program.

If a single course exemption 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.

Important note: It is your responsibility to complete an Enrolment variation form to withdraw from the course/s for which you have received credit/s. This must be actioned before the relevant census date otherwise you will remain liable for the fees.

2.12.3 Processing applications for exemptions

If you are granted block exemption for advanced standing 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.

To apply for additional course exemptions, you should complete the application form available from MOHG or via the RMIT website at www.rmit.edu.au/students/enrolment/credit during your first enrolment in the program.

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

Course exemptions will be confirmed after you enrol in the program and will be shown on your academic transcript. (See section 6.1.1 Transcript replacements, regarding hard copy academic transcripts).

2.13 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.

2.14 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.
3. **Student records**

3.1 **Privacy law**

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 RMIT’s Privacy policy and your rights under Australian privacy legislation, please refer to the Privacy website at [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 MOHG.

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 from the RMIT Library website at [www.rmit.edu.au/library/infor-trek/referencing](http://www.rmit.edu.au/library/infor-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.

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 courses can be found in the *Written reports and essays: guidelines for referencing and presentation in RMIT University Business* document at [www.rmit.edu.au/students/offshore](http://www.rmit.edu.au/students/offshore). This is an important document to read and you should carefully adhere to the guidelines.

You are advised to refer to course guides or contact your course coordinator for guidelines for the presentation of written work.
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. Students in other programs can obtain a copy of the assignment coversheet from MOHG or from course lecturers.

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 MOHG 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 website at www.rmit.edu.au/policies

5.3.2 Information technology (IT) rules and responsibilities
To ensure that RMIT University is able to offer a convenient, stable and secure environment, it is important for you to take responsibility for your use of RMIT’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 video, music, internet radio, online games, unauthorised file-sharing, recreational chat, gaming or gambling.

In addition, RMIT’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 at MOHG later than 60 minutes after the examination has commenced.
• At MOHG, you may not leave until 60 minutes after the examination has commenced.
• 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 from your lecturer and the course guide in advance 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 no longer 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

Your application must be supported by a medical impact statement completed by an independent qualified practitioner and/or relevant independent substantiating documentation. 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.

All communication about your application will be through your RMIT student email account. It is your responsibility to check your RMIT student email account regularly, promptly respond or action any requests for information and to ensure that your email account can receive incoming emails (e.g. that the inbox 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.

Outcomes can include an:

- opportunity to sit or resit the examination / test at a later date, (refer to section 5.5.2, deferred and resit exams)
- approval of late course withdrawal without academic penalty
- extension of time for an assignment (Note: short extensions of time of seven days or less are handled differently, see section 5.5.3)
- alternative assessment (which may take the form of the original assessment) 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 complete an *Appeal against special consideration determination* form available from the RMIT website at [www.rmit.edu.au/students/forms](http://www.rmit.edu.au/students/forms) within 10 working days of notification of the outcome.

For more information about special consideration and appeals, please go to [www.rmit.edu.au/students/specialconsideration](http://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 that 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 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 before the start of the next semester/teaching period. 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 identical, higher or a lower mark. 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](http://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](http://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 MOHG 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 of 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>Pass</td>
<td>PX</td>
<td>50 - 100</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>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>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. For further information, please refer to the RMIT website at [www.rmit.edu.au/students/offshore](http://www.rmit.edu.au/students/offshore).

| 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 (see the link in myRMIT).

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

You may also benefit from non-academic support offered, such as counselling, to address personal issues which 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
- have failed to comply with conditions imposed in an academic performance improvement plan.
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 resources on the Learning Lab website (see the link at www.rmit.edu.au/students/offshore or in myRMIT)
- 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).

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 MOHG whether 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](http://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 the University Appeals Committee.

The 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

You will receive feedback on your performance in assessment tasks. This initial feedback helps you to understand why your performance has received that rating.

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

#### 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 assessment; however you are entitled to seek a review of your final results under certain limited circumstances. The outcome of a review may result in a lower grade. You must follow each step in the process outlined below.

A review of your final grade may be pursued where you provide 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).

  **Note:** where a course requires a pass in the exam to pass the course (i.e. the exam is a hurdle requirement), if the student fails the exam then their final grade will be recorded as a fail grade. This does not constitute an error in the calculation of the grade. Students should check their course guide to see if there is an exam hurdle requirement before seeking a review of a final awarded grade.

- 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 meet one of the above criteria and wish to seek a review of your grade, you should submit a request by email as soon as possible to your course coordinator at RMIT University via your RMIT student email account (a form is not used for this step). You must identify the basis on which you seek this review – this must be one of the three circumstances listed above.

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.

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

If you believe the outcome of the review (item 5.11.1 above) has not resolved the issue and that the grounds listed in item 5.11.1 still exist, you are entitled to appeal to the college appeals committee.

You are entitled to appeal against a final assessment result in a course to the college appeals committee, where you can provide evidence that you have first 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 - college appeals committee form from the RMIT website at www.rmit.edu.au/students/forms (under the Appeals section). Lodge the completed form with the appropriate college (please refer to page 2 of the form for the correct email address).

If the application does not provide evidence to establish that one of these three circumstances exists, the appeal will not be heard. A form lodged more than 20 working days after the release of final results will not be considered.

5.12 Repeating a course

If a student fails a course, they will need to repeat the course in order to advance through a program. The fail grade will be recorded on their academic transcript and will affect the calculation of their grade point average. Students will need to pay the standard fee for the repeat course/s. No fee discount is allowed. If a student fails the same course twice they will be identified as being at risk.

5.13 Student charter

RMIT University’s student charter available at www.rmit.edu.au/students/offshore describes the University’s commitment to student learning and the expectations RMIT University has of its students and 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 and clicking on the Enrolment Online link. Details of the higher education grading table are reproduced earlier in this information guide (see section 5.6).

You will receive a copy of your official award transcript from RMIT University approximately six weeks after you have been conferred (graduated). Additional copies of transcripts can be purchased for a small fee (see section 6.1.1 below).
6.1.1 Transcript replacements

If you need a new or 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 telephone +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. A 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

Procedures exist for dealing with academic matters (e.g. appeals against assessment, exclusion etc.) and matters of discipline. Student complaints procedures are not used for these matters.

MOHG and RMIT University are committed to maintaining a positive relationship between students, the University and its staff. Where a student has a concern or a complaint they will attempt to resolve the matter initially through MOHG.

RMIT information

Information relating to complaints can be viewed on the RMIT website at www.rmit.edu.au/students/complaints and the policies and procedures site at 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 MOHG.

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. MOHG will ensure that your updated personal information is communicated to RMIT University who will update your student record.

RMIT University

At RMIT 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 MOHG.

Change of name documentation

Any change of name must also be accompanied by documentation such as a passport, deed poll or a marriage certificate. If your change of personal information is a change of name, you must complete a Change of personal information form.
7. Graduation

7.1 Application for award

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 with 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 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. Normally offshore RMIT University graduation is held around August/September of each year. All RMIT University students at MOHG 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's 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 the website and joining the alumni eCommunity 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 the website at [www.alumni.rmit.edu.au](http://www.alumni.rmit.edu.au) to find out more.

9.  **Quality assurance**

Each award program at MOHG is overseen by the program director in Melbourne, who works closely with MOHG 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 MOHG 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.

9.2  **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.

9.3  **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.

Currently the Course Experience Survey (CES) is administered in paper form after each exam for courses at MOHG.

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.