RMIT English Worldwide (REW)

Student details

Name ___________________________________________________________________

Student ID _________________________________ Class _______________________

Cover photo: Melbourne, Thinkstock markuskessler
Printed in Australia by Waratah Group
## City Campus

<table>
<thead>
<tr>
<th>Service/office</th>
<th>Bld.Lvl</th>
<th>Grid</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-hour Computer Lab</td>
<td>28.3</td>
<td>P13</td>
</tr>
<tr>
<td>Campus Store</td>
<td>12.4</td>
<td>M10</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>46</td>
<td>G17</td>
</tr>
<tr>
<td>Childcare Centre</td>
<td>96</td>
<td>F17</td>
</tr>
<tr>
<td>Commonwealth Bank (Swanston Street)</td>
<td>80.2</td>
<td>N8</td>
</tr>
<tr>
<td>Equitable Learning Services</td>
<td>10.4</td>
<td>N10</td>
</tr>
<tr>
<td>Info Corner</td>
<td>22.1</td>
<td>R13</td>
</tr>
<tr>
<td>Library—Carlton</td>
<td>94.3</td>
<td>E12</td>
</tr>
<tr>
<td>Library—Swanston</td>
<td>10.5</td>
<td>N10</td>
</tr>
<tr>
<td>Lost Property (Security Reception)</td>
<td>5.1</td>
<td>N14</td>
</tr>
<tr>
<td>RMIT Connect</td>
<td>10.4</td>
<td>N10</td>
</tr>
<tr>
<td>RMIT Counselling Service</td>
<td>8.4</td>
<td>B13</td>
</tr>
<tr>
<td>RMIT English Worldwide, IELTS Test Centre and PTE Academic Test Centre</td>
<td>108.10</td>
<td>P27*</td>
</tr>
<tr>
<td>RMIT International Services</td>
<td>22.4</td>
<td>R13</td>
</tr>
<tr>
<td>RMIT Training Pty Ltd</td>
<td>108.10</td>
<td>P27*</td>
</tr>
<tr>
<td>RMIT University Student Union</td>
<td>57.4</td>
<td>B17</td>
</tr>
<tr>
<td>Security Reception</td>
<td>5.1</td>
<td>N14</td>
</tr>
<tr>
<td>STA Travel</td>
<td>12.4</td>
<td>M10</td>
</tr>
</tbody>
</table>

* See previous page.

<table>
<thead>
<tr>
<th>Section 4: Living in Melbourne</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Activities</td>
<td>34</td>
</tr>
<tr>
<td>4.2 Australian customs, traditions and law</td>
<td>38</td>
</tr>
<tr>
<td>4.3 Banking</td>
<td>40</td>
</tr>
<tr>
<td>4.4 Finding a part-time job</td>
<td>41</td>
</tr>
<tr>
<td>4.5 Accommodation</td>
<td>41</td>
</tr>
<tr>
<td>4.6 Food and shopping</td>
<td>44</td>
</tr>
<tr>
<td>4.7 Health</td>
<td>45</td>
</tr>
<tr>
<td>4.8 Safety</td>
<td>48</td>
</tr>
<tr>
<td>4.9 Public transport</td>
<td>50</td>
</tr>
<tr>
<td>4.10 Driving and cycling</td>
<td>52</td>
</tr>
</tbody>
</table>

**Section 5: Commonly used terms**  

**Section 6: Helpful contacts**  

**Index**
USEFUL CONTACTS

RMIT English Worldwide (REW)
Building 108, Level 10
235–251 Bourke Street
Melbourne 3000
☎ 9657 5800
✉ englishworldwide@rmit.edu.au

Student Services
Building 108, Level 10
235–251 Bourke Street
☎ 9657 5800
✉ rewstudent.services@rmit.edu.au

Student Experience Team
Building 108, Level 3
☎ 9657 5872
✉ activities@rmit.edu.au

Student Wellbeing Team
Building 108, Level 3
☎ 9925 8172
✉ wellbeing@rmit.edu.au

REW Accommodation
Building 108, Level 3
☎ 9925 3089
✉ activities@rmit.edu.au

Melbourne East Police Station
226 Flinders Lane
City
☎ 9637 1100

Swanston Street Medical Centre
Level 3, 255 Bourke Street
☎ 9205 7500

Department of Immigration and Border Protection
Casselden Place, 2 Lonsdale Street
City
☎ 13 18 81 (visa enquiries)
www.border.gov.au

Medibank OSHC
Shop E27, The Galleria
385 Bourke Street
(enter via Elizabeth Street)
☎ 13 41 48

Bupa Medical Visa Services
Level 2, 717 Bourke Street, Docklands
(enter via Aurora Lane, Level 2R via lifts or stairs)
☎ 1300 794 919
www.bupamvs.com.au

Translating and Interpreting Service (TIS)
☎ 13 14 50
www.tisnational.gov.au

Medibank OSHC
Shop E27, The Galleria
385 Bourke Street
(enter via Elizabeth Street)
☎ 13 41 48

Bupa Medical Visa Services
Level 2, 717 Bourke Street, Docklands
(enter via Aurora Lane, Level 2R via lifts or stairs)
☎ 1300 794 919
www.bupamvs.com.au

Translating and Interpreting Service (TIS)
☎ 13 14 50
www.tisnational.gov.au
## 2018 REW MODULE DATES

<table>
<thead>
<tr>
<th>Module</th>
<th>Enrolment date</th>
<th>Compulsory Orientation</th>
<th>Course start date</th>
<th>Course end date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1*</td>
<td>Thursday 28 December 2017</td>
<td>Thursday 28 December 2017</td>
<td>Tuesday 2 January 2018</td>
<td>Friday 2 February 2018</td>
</tr>
<tr>
<td>2</td>
<td>Thursday 1 February</td>
<td>Friday 2 February</td>
<td>Monday 5 February</td>
<td>Friday 9 March</td>
</tr>
<tr>
<td>3*</td>
<td>Thursday 8 March</td>
<td>Friday 9 March</td>
<td>Tuesday 13 March</td>
<td>Friday 13 April</td>
</tr>
<tr>
<td>4*</td>
<td>Thursday 12 April</td>
<td>Friday 13 April</td>
<td>Monday 16 April</td>
<td>Friday 18 May</td>
</tr>
<tr>
<td>5*</td>
<td>Thursday 17 May</td>
<td>Friday 18 May</td>
<td>Monday 21 May</td>
<td>Friday 22 June</td>
</tr>
<tr>
<td>6</td>
<td>Thursday 21 June</td>
<td>Friday 22 June</td>
<td>Monday 25 June</td>
<td>Friday 27 July</td>
</tr>
</tbody>
</table>

**Non-teaching week Monday 30 July to Friday 3 August**

<table>
<thead>
<tr>
<th>Module</th>
<th>Enrolment date</th>
<th>Compulsory Orientation</th>
<th>Course start date</th>
<th>Course end date</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Thursday 2 August</td>
<td>Friday 3 August</td>
<td>Monday 6 August</td>
<td>Friday 7 September</td>
</tr>
<tr>
<td>8*</td>
<td>Thursday 6 September</td>
<td>Friday 7 September</td>
<td>Monday 10 September</td>
<td>Friday 12 October</td>
</tr>
<tr>
<td>9*</td>
<td>Thursday 11 October</td>
<td>Friday 12 October</td>
<td>Monday 15 October</td>
<td>Friday 16 November</td>
</tr>
<tr>
<td>10</td>
<td>Thursday 15 November</td>
<td>Friday 16 November</td>
<td>Monday 19 November</td>
<td>Friday 21 December</td>
</tr>
</tbody>
</table>

**Note:** * indicates modules in which public holiday(s) occur.

## 2018 PUBLIC HOLIDAYS

On public holidays, banks and some retail stores will be closed.

<table>
<thead>
<tr>
<th>Public holiday</th>
<th>2018 date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year's Day</td>
<td>Monday 1 January</td>
</tr>
<tr>
<td>Australia Day</td>
<td>Friday 26 January</td>
</tr>
<tr>
<td>Labour Day</td>
<td>Monday 12 March</td>
</tr>
<tr>
<td>Good Friday</td>
<td>Friday 30 March</td>
</tr>
<tr>
<td>Easter Saturday</td>
<td>Saturday 31 March</td>
</tr>
<tr>
<td>Easter Sunday</td>
<td>Sunday 1 April</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>Monday 2 April</td>
</tr>
<tr>
<td>ANZAC Day</td>
<td>Wednesday 25 April</td>
</tr>
<tr>
<td>Queen's Birthday</td>
<td>Monday 11 June</td>
</tr>
<tr>
<td>Grand Final Friday</td>
<td>Friday 28 September</td>
</tr>
<tr>
<td>Melbourne Cup</td>
<td>Tuesday 6 November</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Tuesday 25 December</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>Wednesday 26 December</td>
</tr>
</tbody>
</table>
Top 10 things you arrive in

1. **Arrival guide for international students**
   Check the arrival guide for information about budgeting and the general cost of living, opening a bank account, accommodation, transport and free study support. You can also watch videos of international students talking about their experiences at RMIT and in Melbourne.
   www.rmit.edu.au/students/new-student-guide

2. **RMIT international student support**
   www.rmit.edu.au/students/support-and-facilities/student-support/international-students

3. **SafeZone app**
   Download and install the SafeZone app, and keep safe on campus.
   www.rmit.edu.au/security/safezone

4. **Medibank OSHC**
   Register now for your Overseas Student Health Cover.

5. **RMIT University Student Union (RUSU)**
   Become a member of the RUSU. Benefits include:
   - free or half-price tickets to all RUSU events, trips and courses
   - free drinks at RUSU weekly events
   - ability to run in the annual RUSU Council elections
   - discount and priority access to Responsible Service of Alcohol (RSA), First Aid and Food Handling courses run by the RUSU
   - a fortnightly RUSU news feed subscription
   - access to exclusive member updates and giveaways.
   www.su.rmit.edu.au
6 Bank account
Using your bank card at the automatic teller machine (ATM) is expensive. It is a good idea to open an Australian bank account.
If you open an account within the first 6 weeks of arriving in Australia, usually the only identification you need is your passport. The Commonwealth Bank is on campus, but there are branches from all the major banks nearby.

7 Tax file number
International students living in Australia for more than 6 months, or who will earn money from work or interest from bank accounts, must obtain a tax file number (TFN). You can apply for your TFN online.

8 Translating and Interpreting Service (TIS)
TIS offers a range of services including telephone interpreting. TIS is available 24 hours a day. Some services have to be arranged in advance.
www.tisnational.gov.au

9 Public Transport Victoria (PTV) app
Check Melbourne’s public transport timetables, get live travel updates and learn how to use the journey planner.
www.ptv.vic.gov.au

10 Create an RMIT Link account
RMIT Link runs trips and tours, and activities on campus during semester. Create an account to book trips online. This is a great way to see Victoria and meet lots of new people.
http://rmitlink.rmit.edu.au
STUDENT ACTIVITIES

There are lots of events throughout the year that will help you make new friends, explore Melbourne and have fun while you study.

Our Student Experience Specialist and his team will offer you a range of activities to join. Create, play, explore and make lifelong friends by joining a student club.

For information and bookings, visit rmittraining.com/pathways-community.

Remember to check your student email for information about activities and events, and Like us on Facebook.*

Let us know if there are any special activities you would like to do in Melbourne or Victoria.

Email activities@rmit.edu.au.

*www.facebook.com/RMITEnglishWorldwide
1.1 Welcome to RMIT Training

https://youtu.be/Cc-PnkmbEd0

1.2 RMIT University

RMIT is a global university of technology, design and enterprise. One of Australia’s original tertiary institutions, RMIT University enjoys an international reputation for excellence in professional and vocational education, applied research, and engagement with the needs of industry and the community.

RMIT is a world leader in Art and Design; Architecture; Education; Engineering; Development; Computer Science and Information Systems; Business and Management; and Communication and Media Studies.

RMIT has three campuses in Australia, two campuses in Vietnam and a research and industry collaboration centre in Spain. RMIT also offers a number of programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, India, Belgium, Germany, Austria and the Netherlands.
1.3 RMIT English Worldwide (REW)
REW supports education needs nationally and internationally through our English language and tailored training solutions.
We have 50 years’ experience in writing English materials and delivering tailored training and testing solutions. We have specific expertise in validated and secure assessment that measures learning outcomes. Our services prepare students and professionals to use English with confidence.
Located in the heart of the city, REW offers easy access to public transport, shops, cafes and recreational facilities.

1.4 Accreditations
REW is:
• an accredited International English Language Testing System (IELTS) test centre
• a Pearson (PTE Academic) test centre, and
• a provider of the Certificate in Teaching English to Speakers of Other Languages (CELTA), accredited by Cambridge ESOL.
REW teaches English to thousands of students from over 45 different countries every year. Many students choose to study with us because of our direct entry pathway to RMIT University Degree, Vocational Education and Foundation programs. Our English language programs are structured to prepare you to successfully meet the academic demands of those programs.
If you graduate from REW with the required level of English, you do not need to take an external test to enter RMIT University programs.
1.5  **English for Academic Purposes (EAP)**

REW offers EAP from Elementary to Advanced Plus. These full-time programs are designed to improve and develop your English language skills and prepare you for using English during your academic studies.

1.6  **Other services at REW**

(i)  **IELTS Test**

REW is an official IELTS test centre. Tests are scheduled regularly, and all four sections of the test are held on the same day.

For more information on test dates and fees, visit Reception on Level 10 or go to the website.

☎ 9657 5800
✉ englishworldwide@rmit.edu.au

www.rmitenglishworldwide.com/ielts

(ii)  **PTE Academic Test**

REW is an official Pearson test centre. PTE Academic is the world’s leading computer-based test of English for study abroad and immigration purposes.

Visit the website for more information and to book.

https://rmitenglishworldwide.com/pte-academic

(iii)  **CELTA**

Other training programs offered at REW include the Certificate in Teaching English to Speakers of Other Languages (CELTA).
GETTING STARTED

2.1 Classes at REW

Classes at REW are scheduled between 8.00 am and 5.00 pm.
In addition to 4 hours in the classroom with your teacher, we recommend you do at least 1 hour of independent study per day to meet the demands of your program.
You are placed in a class according to your language level and pathway into your next RMIT program.
Classes are formed to balance gender, nationality and level of English. Because of this, you cannot choose either your class or your teacher.
Each module runs for 5 weeks. Your class times may change at the end of this period. Student Services will email you the class times for the next module.
Your class environment at REW may be very different from what you are used to.
Classes are taught by fully qualified teachers of all ages and nationalities. You are expected to actively participate in lessons and are encouraged to express, analyse and develop your own ideas and opinions. Classes are meant to help you develop your English skills and improve your communication skills, so contribute as much as you can.

2.2 Am I in the right class?

(i) Student placement
REW places you in a class according to your current level of English using your most recent IELTS, TOEFL or other recognised external English proficiency test results if the results are less than 12 months old at the start of the program.
REW reserves the right to re-test you on arrival to confirm your level of English. This may affect the duration of the English program, but it is done to place you at the most appropriate level to ensure your success.
If you think your class is too easy or too difficult, tell your teacher as soon as possible. Remember that it takes a few days to feel comfortable with your new classmates and teacher.
During the first few days of the program, your teacher will give the class a writing task and a speaking task to confirm each student’s level of English. If the teacher is worried about a student’s ability to cope in class, the student may be asked to do a placement test. In some cases, a student may be moved to a more suitable level. If this happens, someone from Student Services will discuss with the student how moving class may change the duration and fees of the program, or affect the start date of the next program. The student will receive academic counselling as well as information about whether the change may cause visa difficulties.

(ii) Late enrolment
The last day any student can start a module is the Monday of Week 2, except by special arrangement with the Student Services Manager. If you arrive after the last day of enrolment, you must defer your program to the next module.
2.3 Class timetables

Class timetables are posted on the noticeboards on levels 6 and 9 in Building 108. Or save time each day by checking them online at HOTSPOT. (See Section 2.6 REW online resources for more information.)

Timetables change every week, so be sure to check what room your class is in before you leave home each day. This is especially important during the assessment period. You must not be late for your exams.

Your assessment timetable will also be available on HOTSPOT.

www.rmit.edu.au/myrmit

2.4 What do I bring to class?

You will need to bring these items to class:

• pens and pencils
• a writing pad or notebook
• a dictionary (online is OK)
• your tablet or laptop (BYOD*).

You will receive your class textbook and any additional materials in class.

*BYOD: bring your own device

Make sure you bring your own tablet or laptop to class. You will be able to connect to RMIT Wireless and myDesktop and access all the applications you will need.

For more information, go to rmitenglishworldwide.com/elicos, click on What you need to know, then go to Bring your own device (BYOD).
2.5 Email, internet and computer access

**Username and password**
REW students have access to all RMIT University computer facilities. Your login and password are the same on all computers, which are located in a number of buildings and all RMIT libraries.

*Username*
Your student number (e.g. s1234567)

*Email address*
your username + @student.rmit.edu.au (e.g. s1234567@student.rmit.edu.au)

*Password*
your date of birth backwards + ! (e.g. 25 December 1985 = p19851225!)

(i) **Student email**
Every student is given an RMIT student email account. It is your responsibility to check your student email every day for important information, including:
- communications about your attendance
- information about student activities
- special consideration outcomes
- where to collect your certificates of completion and attendance.
You can log into your email account through Gmail or myRMIT.
www.rmit.edu.au/myrmit
www.gmail.com

(ii) **Computer access**
REW students are given access to the RMIT network and computers. To log in, enter your username and password. You should change your password regularly.
www.rmit.edu.au/students/support-and-facilities/it-services-for-students

(iii) **myRMIT**
myRMIT is where you can access all online learning resources, student email, and RMIT news and announcements. It also provides links to student support services.
www.rmit.edu.au/myrmit

(iv) **Wireless access**
The RMIT wireless network is secure and free, and is available at Building 108 and around the City Campus. Look for "RMIT-University" on your device to connect. Visit the website for information on how to connect for the first time and a list of WiFi locations, or go to the Study Support Lounge on Level 3 for help.
You can also get configured for wireless at the RMIT Swanston Library (Building 10, Level 5).
www.rmit.edu.au/its/wireless
(v) myDesktop

myDesktop is your access point for a range of free software and apps that are relevant to your studies, including Microsoft Word, Photoshop and AutoCAD. You can also use it to print from your own device.

www.rmit.edu.au/students/support-and-facilities/it-services-for-students/mydesktop

2.6 REW online resources

Along with all RMIT students, REW students are given access to online learning resources that can be used both in and outside class. Using these resources will help you become familiar with the online study system if you plan to study at RMIT University after REW. In the first week of your program, your teacher will show you how to access them on the computer.

REW offers three online programs.

(i) Online Classroom

(Program codes: REW02, REW03, REW04, REW05, REW06 or REW07)

Each class level is allocated an Online Classroom where students have access to e-program materials, important program and assessment announcements, and blogs, program audio files and supplementary learning materials.

(ii) Online Study Support

(Program code: ILC1)

Use the Online program outside of class time at every chance you get! It is where nearly all digital independent learning materials and resources are kept for you to improve your reading, writing, listening and speaking skills, and to develop and build on your grammar and vocabulary. For more information on Study Support available online, see Section 3.11 Study Support.

(iii) HOTSPOT

(Program code: REW01)

HOTSPOT is a central online area with class timetables, information about living and adapting to life in Melbourne, and REW and RMIT administrative forms, policies and procedures. Check your student email and HOTSPOT every day for important announcements from REW.

Because all three programs are available through the Internet, you can access them anywhere you prefer.

Log into www.rmit.edu.au/myrmit, then click on myStudies.
DURING YOUR PROGRAM

3.1 Your contact details
REW needs to be able to contact you while you are a student here. If you change your address or phone number, please update them as soon as possible by completing a Change of contact details form:
http://goo.gl/forms/XL5fL8kAio
You can also complete the form at Reception on Level 10.

Student visa holders
It is a condition of your student visa that you tell REW of your new address or phone number within 1 week of any change.

3.2 Attendance (coming to class each day)
Here is a simple guide to the REW Attendance policy.

Student visa holders
You must attend a minimum of 80% of all classes. This is an Australian Government law. Your attendance is calculated according to the length of stay as written in your electronic confirmation of enrolment (eCOE).
The teacher marks the roll twice a day, once in the morning session and once in the afternoon session. If you are not in class, you will be marked absent, which will reduce the percentage of your overall attendance. Lateness may be considered absence and included in your attendance percentage.
If:
• you are more than 30 minutes late to class, or
• you leave more than 30 minutes early, or
• you are out of the classroom for more than 30 minutes,
then you may be marked as absent for the entire session. REW must report you to the Department of Immigration and Border Protection (DIBP) if your attendance falls below 80%. This could affect your visa.
We will email you at your student email address and your personal email address to warn you if your attendance becomes a concern.
Keep track of your attendance by checking the weekly attendance report posted on the noticeboards on levels 6 and 9.

Non-student visa holders
If you are not on a student visa, your attendance is still important. Your academic success may be affected by your attendance.

When you are sick
We are concerned for your safety and wellbeing. Please call or email Student Services if you cannot come to school.
If you need help making a doctor’s appointment, please call Student Services.
☎ 9657 5800
Student visa holders
You need to obtain a medical certificate from a registered healthcare provider to explain your absence. Bring your medical certificate to Student Services. REW cannot accept backdated medical certificates.
A medical certificate explains an absence but does not cancel it from your attendance record.
For the full Attendance policy, go to rmitenglishworldwide.com/elicos.
Click on What you need to know and look under Policies and procedures.

3.3 Leave of absence (taking a break during your program)
If you need to return home for an urgent or unexpected reason during your program, please tell Student Services before you leave.
We are happy to give you advice and discuss how your absence may affect your attendance record, your visa, your tuition fees and your academic progress.
You must complete a Request for leave of absence form, available at Reception on Level 10.
In general, REW can only approve a break during your program if it is for medical reasons or for reasons beyond your control.
It is important that you understand the policy on leaves of absence.
See Section 11 of the Attendance policy for more information. Go to rmitenglishworldwide.com/elicos, click on What you need to know and look under Policies and procedures.

3.4 Early completion (leaving your program early)
Please tell Student Services if you need to leave your English program earlier than expected. We will discuss how this may affect your tuition fees.
You will need to complete a Finish early form, available at Reception on Level 10.

Student visa holders
Student Services can give you general advice about how leaving your English program early may affect your student visa. REW must notify the Department of Immigration and Border Protection (DIBP) if you finish your program early.
REW must also cancel your eCOE if you finish your program early. DIBP can give you specific advice about how this will affect your visa.

3.5 Extending your English program
Student Services is happy to help you extend your English program.
Please complete a Request for ELICOS program extension form, available at Reception on Level 10, and hand it to Student Services, or scan and email it to rewstudent.services@rmit.edu.au.
REW may not approve your extension if your attendance or behaviour has been unsatisfactory.
3.6 If you are under 18 years old

We want to make sure you are happy, attending classes and making good academic progress. Your teacher will talk to you regularly. If you need help, you can email the Under 18 Coordinator at pathways.u18@rmit.edu.au.

Make sure you download the free SafeZone app on your mobile device so you can contact Security if you need help.

Guardians

You will need written approval from your guardian to go on excursions off campus. Your guardian and accommodation details are a condition of your student visa. You must not change them unless you have approval from RMIT International.

3.7 Refund policy

It is important that you understand the Refund and transfer of fees guidelines. If you have any questions, please ask Student Services.

For the Refund and transfer of fees guidelines, go to mitenglishworldwide.com/elicos. Click on What you need to know and look under Policies and procedures.

3.8 Academic information

(i) Program outline

At the beginning of each level of your program, you will be given an outline containing:

- a program description
- a list of program objectives
- a schedule of assessment requirements.

(ii) Program assessment

Your teacher will give you assessment information in class during Week 1 of each level of your program. You can also find assessment information on HOTSPOT under Academic info > Assessment information.

The assessment schedule cannot change during the program without the approval of REW management. You will be notified of details relating to each assessment as it occurs. Your performance in the ongoing (OA) and end of course (EOC) assessments will make up your final mark.

Your completed assessments remain the property of REW. You are not permitted to see your marked exam papers. Students found cheating or plagiarising will score zero for that assessment task. Section 2 of Assessment information contains more details about cheating.

All assessment is carried out in strict accordance with REW assessment policies and procedures.

(iii) Results online

On the final Wednesday of each level, the EOC assessment results are released after 8.00 pm.

For your results, log into results.rmitenglishworldwide.com.

You must still collect your official paper results from your teacher on the last day of the program.
(iv) When students do not pass

Students who do not pass the EOC assessment must go to class on the last day of the program to collect their results and to be counselled by their teacher. These students will receive a report in Week 1 of the new module which gives feedback on exam performance and suggests strategies for improvement. In general, students who do not pass are required to repeat a 5-week module (usually Module B) and then re-sit the EOC assessment. The repeated module may take place in a Module A or B class (as recommended by the Deputy Director of REW in consultation with the teacher) or, if numbers permit, in a special repeat class with other students repeating the same level.

(v) Multiple fails

Students may repeat a module more than once if there is a reasonable expectation that they will pass that module. Students may not sit the EOC assessment for any level more than three times in a row. Students who do not pass on their third attempt will be required to enrol in Module A of the level they are attempting and complete 10 weeks of study before being permitted to sit the EOC assessment again. Students who are not successful on the fourth attempt will be counselled on available options. Students who fail repeatedly and have unsatisfactory attendance may be asked to leave REW. All decisions will be made by the Deputy Director of REW in consultation with the teacher and with regard to the student’s attendance record.

(vi) Satisfactory academic progress

Students are required by the Department of Immigration and Border Protection (DIBP) to make satisfactory progress as a condition of their student visa. Every attempt is made to counsel a student who fails. The student may receive a report, have individual counselling or support from a teacher, or be set additional work in the area of weakness. However, a student who repeatedly fails and takes no action to improve will be warned in writing of REW’s intention to report their unsatisfactory progress to DIBP. This can result in the cancellation of the student’s visa. A student may follow the REW Complaints and appeals procedure at no cost within 20 days of the date of the warning letter if they feel they have been treated unfairly. The Complaints and appeals procedure is available on HOTSPOT under REW Policies/Procedures, and on the REW website—click on What you need to know and look under Policies and procedures.

(vii) Certificates

When you complete your program, you will receive certificates from REW. If you pass the level(s) you enrolled in, you will receive a Certificate of completion indicating the highest level you passed. If you have attempted but not passed a higher level, you will receive a Statement of participation indicating the highest level you have attempted. All students receive an Attendance certificate regardless of the results achieved. You will receive an email with instructions on how to collect your certificates. REW cannot replace lost certificates but can issue a letter outlining course dates and highest level achieved. A fee will apply.
(viii) **Special consideration**

In exceptional circumstances, students can apply for special consideration, which may result in a deferral or re-sitting/re-submission of an assessment.

Students can apply for special consideration if they experience an unexpected serious issue that prevents them from attending a test or affects their ability to complete a test at REW.

Any application for special consideration must be submitted no more than 7 days after the date of the test and before publication of the EOC assessment results. It must include supporting documents such as a police report, medical report or counsellor report. In the case of a medical report, the doctor must also fill out a section of the **Special consideration** form. No application will be considered after assessment results have been released.

Applications for special consideration will not be accepted if the student has already completed the test. In cases in which a student feels sick during the test, he or she must leave before finishing the test to be considered for special consideration.

Minor symptoms associated with colds, headaches, period pain, hay fever or exam stress and anxiety are not acceptable grounds for special consideration.

The **Special consideration** form and associated documents are available on HOTSPOT:

- application form for special consideration
- special consideration guide for OA and EOC students
- **Special consideration policy** and appeals information.

Log into [www.rmit.edu.au/myrmit](http://www.rmit.edu.au/myrmit) and go to **Special consideration**.

(ix) **Complaints**

REW is committed to addressing students’ problems quickly and fairly. If you have a problem, talk to or email your class teacher. If the teacher cannot help, talk to someone at Student Services.

We are here to help you. However, if you are not satisfied, you have the right to seek help from an external body.

**Internal appeals procedure**

If Student Services cannot resolve the issue, make a complaint in writing to the Director of REW.

The Director will discuss the matter with you within 10 days. The Director may invite other employees to attend the meeting, as appropriate.

As soon as practicable, the Director will send you a letter giving details of the resolution or the decision, with reasons.

**External appeals procedure**

If you are not satisfied with the outcome of the complaint-handling process, or you believe that REW has not responded in a reasonable time, you can take the complaint to the Overseas Students Ombudsman, Victoria. Students must put their case in writing to the Ombudsman.

The Ombudsman will seek to determine whether a student has been treated reasonably and may recommend remedial action if that is appropriate.

A copy of the Complaints and appeals procedure is available on HOTSPOT under REW Policies/Procedures, and on the REW website—click on What you need to know and look under Policies and procedures.
rmiteenglishworldwide.com/elicos

(x) **Unacceptable behaviour**
REW expects students to behave in a mature and reasonable way (see Section 3.12 Shared values statement). If a problem arises, REW employees will follow the Unacceptable behaviour procedure.

A teacher may speak privately to a student who:
- disrupts class
- fails to complete assignments
- is repeatedly late
- breaches the Shared values statement.

If the problem continues, the teacher will refer the matter to a team leader or the Deputy Director of REW who will speak to the student and document the meeting in an email to the student, the teacher and the Student Services Manager. The email will be placed on the student’s academic record.

If there is no change in behaviour, the student will meet with the Student Services Manager and be issued with an official warning letter, which is placed on the student’s academic record.

If behaviour continues to be unacceptable, the student will meet with the Director of REW who may suspend or expel the student. This will have consequences for the student’s visa.

REW reserves the right not to extend the program of any student who consistently breaches the REW Shared values statement or who is in breach of the conditions of their student visa.

The Unacceptable behaviour procedure is available on HOTSPOT under REW Policies/Procedures and on the REW website—click on What you need to know and look under Policies and procedures.

rmiteenglishworldwide.com/elicos

<table>
<thead>
<tr>
<th>In the classroom:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• be on time</td>
</tr>
<tr>
<td>• do not use your mobile phone unless the teacher gives you permission</td>
</tr>
<tr>
<td>• do not talk while the teacher is speaking</td>
</tr>
<tr>
<td>• you can use your teachers’ first names</td>
</tr>
<tr>
<td>• you can approach teachers after class and ask for help or clarification of subject matter taught that day.</td>
</tr>
</tbody>
</table>

(xi) **Religious observance**
REW respects the religious and cultural backgrounds of all its students. Students are permitted to be absent from class for national holidays and religious observation (e.g. Friday prayer for Muslim students). Absences must be negotiated with the teacher to ensure work is not missed.

**Exception**: students may not be absent for exams.
3.9 Study support

(i) Study Support Lounge
The Study Support Lounge, located on Level 3, is an independent study area where you are encouraged to spend at least 1 hour a day.
Study Support offers:
• readers and CD readers
• reference books, e.g. dictionaries, thesauruses and newspapers
• printing and photocopying services.
Use the Study Support Lounge to work on group assignments, read magazines or newspapers, or for academic support from a Study Support teacher for up to 20 minutes each day.
Study Support services include:
• language support workshops and classes
• conversation classes.

(ii) Online Study Support
The majority of REW's independent learning materials are available online, including:
• independent learning packages
• Study Support Induction Information
• discussion boards
• links to useful ESL websites
• videos and audio files.
To access Online Study Support, log into myRMIT and go to myStudies.
www.rmit.edu.au/myrmit

3.10 RMIT facilities

(i) Libraries
REW students can access a range of RMIT Library facilities. Get to know the libraries early in your studies so you can make the most of them. Ask a librarian for help if you need it.

Computer facilities and group study rooms can be booked via the Library website.
You can borrow books and resources at any branch. When you go to the counter, you will need to show your REW student ID card. A member barcode will be placed on it.

Please return your books on time. Failure to do so will result in fines. If you fail to pay your fines, you will not be able to obtain a transcript of your results.

RMIT Library locations:
• Swanston Library: Building 10, Level 5
• Carlton Library: Building 94, Level 3.

For opening hours and to book facilities, go to www.rmit.edu.au/library and click on Hours and locations under Quick links.
(ii) **Computer facilities**
REW students have access to RMIT computer facilities. Your login details are the same on all RMIT computers, which are located in a number of buildings, including all RMIT libraries.

Direct support is also available at these IT service points during the academic year:
- Study Support Lounge: Building 108, Level 3
- Swanston Library: Building 10, Level 5
- Student IT Services: Building 8, Level 3.

RMIT University’s wireless network is available throughout the City Campus. Check the website for more computer access points on campus.


(iii) **Printing and photocopying**
You can print and photocopy in the Study Support Lounge on Level 3 at these rates:
- A4 single-sided black and white = $0.10
- A4 single-sided colour = $0.50
- A4 double-sided black and white = $0.15
- A4 double-sided colour = $0.75
- A3 single-sided black and white = $0.20
- A3 single-sided colour = $1.00
- A3 double-sided black and white = $0.30
- A3 double-sided colour = $1.50

To start an account and top up your credit, go to [www.rmit.edu.au/students/support-and-facilities/it-services-for-students/printing](http://www.rmit.edu.au/students/support-and-facilities/it-services-for-students/printing).

(iv) **Student cafe and courtyard**
Enjoy your breaks in the spacious and comfortable student cafe and courtyard on Level 4.

Facilities include:
- microwaves to heat food
- a sink to wash your dishes
- indoor and outdoor tables and seating
- snack and drink vending machines.
### 3.11 Student support services

#### (i) Student Services

The Student Services Team is there to help you adjust to life and study in Melbourne, and refer you to RMIT services such as the Counselling Service and the Equitable Learning Services, which are available at minimal or no cost.

Ask the friendly team for information on program fees, program extensions, leave of absence, refunds, program certificates, program advice and other non-academic matters.

This is a free and confidential service available to all REW students.

Building 108, Level 10  
☎ 9657 5800  
✉ rewstudent.services@rmit.edu.au

#### (ii) RMIT International Services

RMIT International provides admissions and support services for students arriving to study at its Australian campuses as:

- full fee-paying international students
- Australian and overseas government and corporate-sponsored students
- RMIT scholarship students
- Global Experience and exchange students.

RMIT International also ensures that RMIT University remains compliant with the *Education Services for Overseas Students Act 2000* (Cth).

RMIT International processes applications, collects new students’ tuition fee deposits and provides other administrative support services for full fee-paying international students. The International Desk at Info Corner also offers students specialised support services to assist with their arrival.

Info Corner, Building 22, Level 1  

#### (iii) Student Legal Service

The Student Legal Service offers free and confidential advice and referrals to currently enrolled RMIT University students, including REW students.

The Student Legal Service can help you with:

- fines, including public transport, driving and parking fines
- traffic accidents and driving problems
- renting and tenancy matters
- employment law
- criminal law and police powers
- consumer and debt matters
- safety-related matters.

The Student Legal Service cannot provide assistance for student versus student or student versus RMIT matters.

✉ student.legal@rmit.edu.au  
[www.rmit.edu.au/students/legal](http://www.rmit.edu.au/students/legal)
(iv) **Spirituality and religion**
RMIT Chaplaincy is a multi-faith resource and drop-in centre that services many religious denominations and faiths. Students are welcome for pastoral support and to take part in a wide range of activities and events held at the Chaplaincy.

www.rmit.edu.au/chaplaincy

(v) **Student Wellbeing Team**
Studying in a new country can be an exciting and challenging time of your life. We want you to get the most out of your experience at RMIT and in Australia. We are here to support you every step of the way. If you encounter any stress, health issues or personal problems during your time with us, contact the Student Wellbeing Team for advice and support or go to www.rmittraining.com/student-wellbeing.

Building 108, Level 3
☎ 9925 8172
✉ wellbeing@rmit.edu.au

You can also access the RMIT Counselling Service. You do not need to be in crisis or dealing with a serious problem to use this service.

☎ 9925 4365
www.rmit.edu.au/counselling

(vi) **Equitable Learning Services (ELS)**
ELS provides services for students with disabilities as well as their primary carers.

ELS can help by providing:
- someone to take notes
- an Auslan interpreter
- course materials in alternative formats
- a safe area where students can relax.

If you need to use this service, register with ELS as early in your program as possible. This will allow ELS enough time to put any necessary reasonable adjustments in place before you start your program.

www.rmit.edu.au/students/support-and-facilities/student-support/equitable-learning-services

(vii) **Accommodation**
Although RMIT does not have on-campus accommodation, its Housing Advisory Service provides information, advice and help with finding accommodation.

A free tenancy service is also available to assist students with issues such as starting a tenancy, lease agreements, condition reports, your rights and responsibilities as a tenant, breaking or ending a lease, getting the bond back and any other tenancy problems that students may encounter.

See also Section 4.5 Accommodation.

www.rmit.edu.au/housing

(viii) **Jobs and career advice**
RMIT can help students find and apply for part-time work, including jobs on campus, vacation work and internships.

(ix) **Finance**

It is important that you contact RMIT Connect when you first experience financial difficulties or you have questions about your finances. Here you can get information and advice and discuss your options on a range of topics, including budgeting and expenses, sources of income, tax, emergency assistance and referrals to other services.

**Join the queue before you get here!**

To join the queue, SMS the code—CITY—to 0417 764 183. You will get an SMS back with the approximate wait time, and another SMS once you’re near the front of the queue.

You can also join the queue online or in person at RMIT Connect, Building 10, Level 4.

www.rmit.edu.au/students/contact-and-help/connect

For more finance information, go to www.rmit.edu.au/students/support-and-facilities/student-support/finance.

(x) **Child care**

For child care, REW students can use RMIT City Campus Children’s Centre, located in Building 96, 17–25 Lygon Street, Carlton.

www.rmit.edu.au/students/support-and-facilities/student-support/childcare
3.12 Shared values statement

RMIT Training is committed to providing a supportive learning environment. We value honesty, equality, accountability, respect and trust.

<table>
<thead>
<tr>
<th><strong>HONESTY</strong> being truthful and sincere, acting with academic integrity</th>
</tr>
</thead>
<tbody>
<tr>
<td>We are responsible for what we do and say.</td>
</tr>
<tr>
<td>We do not claim the work of others as our own.</td>
</tr>
<tr>
<td>We will follow all school rules and regulations.</td>
</tr>
<tr>
<td>We will speak up when there are problems and work together to find solutions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>EQUALITY</strong> being just, consistent and treating everyone fairly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Everyone is treated equally.</td>
</tr>
<tr>
<td>Cultural differences are respected.</td>
</tr>
<tr>
<td>Penalties apply to all.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>ACCOUNTABILITY</strong> taking responsibility for one’s actions and inactions, and being proactive about one’s learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will complete all tasks as required to the best of our ability.</td>
</tr>
<tr>
<td>We will be on time for class.</td>
</tr>
<tr>
<td>We will accept any reasonable penalty for our behaviour.</td>
</tr>
<tr>
<td>We will participate willingly in class activities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>RESPECT</strong> observing the rights and feelings of others by treating each other kindly, with courtesy and sensitivity</th>
</tr>
</thead>
<tbody>
<tr>
<td>English will be spoken in the classroom wherever possible.</td>
</tr>
<tr>
<td>We will switch our mobiles to silent in the classroom.</td>
</tr>
<tr>
<td>We will be understanding of individual differences.</td>
</tr>
<tr>
<td>We will be flexible and open to others’ ideas.</td>
</tr>
<tr>
<td>We will be supportive, fair and honest in our relationships with each other.</td>
</tr>
<tr>
<td>We will respect each other’s privacy.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TRUST</strong> having faith in all members of the RMIT Training community</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will behave as responsible adults.</td>
</tr>
<tr>
<td>Staff knowledge and experience as experts is to be accepted.</td>
</tr>
<tr>
<td>Assessment policies and procedures are clear and apply to all.</td>
</tr>
</tbody>
</table>
3.13 Emergency evacuation procedure

RMIT Training conducts regular evacuation drills in Building 108 to prepare students and employees for a fire or other emergency. To ensure your safety and the safety of others, please follow these instructions.

What to do in a building evacuation

If the BEEP BEEP tone sounds:
- prepare to evacuate only—you are not to evacuate on this tone
- remain at your desk
- collect personal belongings
- await further instructions.

If the WHOOP WHOOP tone sounds:
- remain calm
- follow instructions from floor wardens and teachers at all times
- commence evacuation of the building using the closest safe emergency exit
- do not run
- do not use lifts (use the stairs)
- move directly to your assembly area and remain in a group
- do not re-enter the building until advised by a floor warden or teacher that it is safe to do so.

Building 108 Evacuation Assembly Point

[Map showing Building 108 and evacuation points]

Assemble at entrance to Melbourne Town Hall, Swanston Street
LIVING IN MELBOURNE

4.1 Activities

(i) Student activities

We encourage a learning environment that extends beyond the classroom. You can take part in a range of social and sporting activities, join clubs and meet new friends. REW’s Student Experience Team arranges recreational activities for students. For the student clubs you can join and other ways to get involved at REW, go to www.rmittraining.com/pathways-community.

Every 5-week module, REW and RMIT Link come together to offer city tours, get-togethers, sporting events, information sessions and opportunities for students to meet new friends and discover Melbourne.

For the RMIT Link activities, see rmitlink.rmit.edu.au.

For any questions or suggestions, please email activities@rmit.edu.au.

(ii) RMIT clubs and societies

While you’re a student here, you can join the clubs and societies of the RMIT University Student Union (RUSU). RUSU has around 100 clubs under the categories of academic, cultural, social, political and spiritual. You are welcome to join as many as you like.

Clubs organise events and activities during both semesters (March to July and July to November), most of which have no or minimal cost for students. You can join their activities any time.

To find out more, visit www.rusu.rmit.edu.au.

If you have any questions, email the Student Experience Team.

activities@rmit.edu.au

(iii) Eating out

There are many restaurants, cafes and bars in the city and in surrounding suburbs.

Chinatown, Little Bourke Street, City
This colourful, busy and historic precinct offers Chinese and other Asian cuisines to suit various budgets.

Sydney Road, Brunswick
Here you will find plenty of African and Middle Eastern restaurants and bakeries, and Italian grocery stores. Many restaurants and food stores on Sydney Road serve or sell halal food.

Lygon Street, Carlton
Also called Little Italy, you can find tasty and authentic pasta, pizza and gelato at relaxed, good-value cafes or up-market restaurants.

Victoria Street, Richmond
This is the heart of Melbourne’s Vietnamese community where you can find authentic Asian food at reasonable prices.
Southbank and Federation Square, City
The riverside has many restaurants and bars with great views over the Yarra River. Located nearby are laneways where you can discover little cafes and eateries.

Fitzroy and Acland streets, St Kilda
This is one of Melbourne’s great beachside precincts where eateries offer a variety of cuisines.
For a list of Melbourne and Victoria’s most popular bars, cafes and restaurants, visit www.zomato.com.

(iv) Sport and fitness
While you’re a student here, you can access RMIT’s sports clubs and other sporting facilities. Many of them are in or near the city, including near RMIT Training. Visit RMIT University Sport and Fitness for more information.
These independent facilities are a short walk or tram ride from RMIT Training.
Melbourne City Baths—there is also a gym here, and student memberships are available.
Melbourne Sports and Aquatic Centre
www.msat.com.au
Hardrock Indoor Rock Climbing
www.hardrock.com.au
You can also use the community sporting facilities close to your home. This is a great way to meet new people that may have the same interests as you.
(v) **Tourist attractions**

Melbourne’s favourite tourist attractions are listed in Section 6 Helpful contacts. Most attractions are in the city and within easy walking or travelling distance from REW. Many of them offer free or discounted entry to students. Make sure to ask when you are paying.

**Beaches**

There are a number of beaches close to the city. For your own safety, always swim between the red and yellow flags.

- St Kilda Beach—catch the 16 Tram from Swanston Street, the 96 Tram from Bourke Street or the 12 Tram from Collins Street
- Brighton Beach—on the Sandringham train line
- Williamstown Beach—on the Williamstown train line

**In the city**

To check events and activities in the city, go to whatson.melbourne.vic.gov.au.

**Out of the city**

Victoria has a lot to offer students who enjoy the outdoors. You can ski in winter and surf in summer. You might enjoy exploring:

- the Great Ocean Road
- Phillip Island (Penguin Parade)
• Mornington Peninsula
• the Yarra Valley and Dandenong Ranges
• the Grampians.

RMIT Link organises trips and tours to these places during the semester. You can book a tour through their website.

rmitlink.rmit.edu.au

**Parks and gardens**

Inner Melbourne has more than 500 hectares of parks and gardens—a greater proportion of open space than any other major city in the world. Go for a picnic or BBQ and enjoy the scenery.

• Flagstaff Gardens—near Queen Victoria Market  
• Carlton Gardens—City Circle Tram or walk towards Melbourne Museum  
• Albert Park—catch the 3, 5, 6, 16, 64, 67 or 72 Tram from Swanston Street or the 96 Tram from Bourke Street  
• Royal Botanic Gardens—catch the 3, 5, 6, 16, 67 or 72 Tram from Swanston Street
4.2 Australian customs, traditions and law

Australians are usually open and friendly, and believe in an equal society without social classes.

**Dress**
While people in Australia tend to dress casually at university and in public, especially during summer when the weather is very warm, you will need to dress formally for special occasions such as class presentations, dinner functions and graduations. You will be told in advance about the dress code.

**Housework**
Australians usually don’t have servants. Most people are independent and cook and clean for themselves. Some people pay someone to clean their home—they are called cleaners, not maids.

**Public transport**
When boarding a tram, train or bus, always wait for people to get off before you get on. When you use stairs or escalators, stand to the left, so that people in a hurry can walk past.

**Punctuality**
Being on time is important in Australia, so check meeting times and places. Contact the person you are meeting if you are running late or unable to make the appointment. If you are late for a doctor’s appointment, you may have to pay a fee or miss your appointment.

**Queuing**
People usually form queues (line up) when waiting for a bank teller, to get on a train or bus, or to buy something. In Australia, it is impolite to push ahead in a queue. Australians also value their personal space and privacy, so leave more space when queuing, standing or talking to other people than you might be used to.

**Smoking**
Smoking is illegal on public transport and in restaurants, cinemas and public buildings, such as schools, hospitals, universities and libraries. You can be fined if you smoke in these areas. If you are at someone’s home, excuse yourself and smoke outside.

**Social gatherings**
While you are in Australia, you might be invited to social gatherings such as BBQs, dinners or parties. Sometimes they can be BYO, which means you bring your own drinks or meat for a BBQ. If your host asks you to bring a plate, it means you need to bring a plate of food to share with everyone. If you are invited to eat in a restaurant, it is common to share payment of the bill.

If you are invited to a wedding, food and drink is supplied and dress is usually formal.

**Invitations**
It is polite to reply to formal (usually in writing) or informal (in person, via email or over the phone) invitations as soon as possible. Formal invitations, such as those for a wedding, usually have an RSVP date and you should reply by that date.
Talking with people

Addressing people
In formal situations, men and women usually shake hands when greeting each other. It is also common to shake hands when you are introduced to someone.

Australians may have two or three names. The first and second are given names. The last name is the family name (surname). The family name is used formally with titles such as Dr, Miss, Ms, Mr or Mrs. In most cases, Australians prefer to be called by their first names. People will introduce themselves to you by the name they prefer to be called. Your teachers and lecturers will introduce themselves and tell you how they like to be addressed. If you are not sure, ask them.

Saying excuse me, please and thank you is common in Australia.

Conversation
It is a good idea to avoid topics that are personal or could lead to disagreements or arguments, such as personal relationships, salary or income, politics and religion, unless you know the person very well.

Greetings such as Good morning, Good afternoon, Hello, G'day and How are you? are used commonly, even among strangers.

Saying no
It is OK to say no to something you do not want to do. If you have been invited somewhere and don’t want to go, you can say, Thank you for asking me, but I can’t go this time.

Do not let yourself be pressured into drinking alcohol, taking drugs or having sex when you don’t want to. It is OK to say no to someone who asks you out on a date.

Tipping
You do not have to tip in Australia; however, in restaurants, if the service has been particularly good, some people do leave tips.

Breaking the law
If you are caught breaking the law, not knowing the law is not a legal excuse. Everyone must follow the Australian federal and state laws. There are laws against:

- swearing, spitting or urinating in public places
- excessive noise (and loud noise before 7.00 am and after 10.00 pm).

Bribery
Bribery is illegal in Australia and is not accepted by society. Do not try to bribe people in Australia.

Censorship
Australia’s censorship laws are more lenient than in most countries. Some radio and TV stations use explicit language, and TV shows can be graphic.

Discrimination
In Australia, it is illegal to discriminate against someone because of their race, sex, sexual preference, disability or their social, political or religious beliefs. Racial vilification (slandering or defaming someone on racial grounds) is also illegal.
Jaywalking
If there is a pedestrian crossing or traffic lights, use them to cross the road. You can be fined for not crossing at the lights (jaywalking).

Rubbish (trash)
Always put rubbish in a bin. If there are no bins, carry the rubbish until you can put it in a bin. You can be fined for throwing rubbish on the ground.

4.3 Banking
All of Australia’s major banks have branches throughout Melbourne. The largest banks include:

ANZ
www.anz.com.au

Bank of Melbourne
www.bankofmelbourne.com.au

Commonwealth Bank
www.commonbank.com.au

HSBC
www.hsbc.com.au

National Australia Bank
www.nab.com.au

Westpac
www.westpac.com.au

You can choose which bank to use. There is a branch of the Commonwealth Bank on campus (Building 80, Level 2, entrance via Swanston Street). It offers low-cost accounts for students.

Other banks also offer low-cost accounts for students. Make sure you ask around to get the best offer!

WARNING!
If you see anything unusual—such as a mobile phone left on top of an ATM—or notice that something just isn’t right with an ATM, contact the bank immediately.

It is also advisable to cover your hand when entering your PIN and avoid withdrawing large amounts of cash.
4.4 Finding a part-time job

RMIT can help students find and apply for part-time work, including jobs on campus, vacation work and internships.


**IMPORTANT!**

Student visa holders can supplement their income through part-time work, but the primary purpose of a student visa is to study, and students should not rely on part-time work to meet their living expenses. Check the conditions of your visa for work limitations.

RMIT Training runs regular information sessions for students interested in finding work. The Student Experience Team can tell you when the next session will be.

You can find jobs in different ways:

- look on the RMIT CareerHub website: careerhub.rmit.edu.au
- go to www.seek.com.au
- ask friends or at nearby restaurants and shops.

**Tax file number**

International students living in Australia for more than 6 months, or who will earn money from work or interest from bank accounts, must obtain a tax file number (TFN). You can get your TFN from the Australian Taxation Office (ATO) located at 747 Collins Street, Docklands, or apply online.

Go to www.iar.ato.gov.au and click on Next to make your way through the online application.

4.5 Accommodation

(i) Housing Advisory Service

The RMIT Housing Advisory Service provides information, advice and help with the accommodation options available to students and other housing-related matters. The service cannot prearrange accommodation, but posts listings for accommodation on the website.

www.rmit.edu.au/housing

The Student Experience Team can also provide information, advice and help with finding accommodation.

Building 108, Level 3
activities@rmit.edu.au

**Tenants Union of Victoria**

The Tenants Union of Victoria provides advice and assistance for tenants of private and public residential properties, and residents of rooming houses. Confidential telephone, drop-in and email advice services are free. Information sheets in other languages are on the website.

📞 9416 2577

www.tuv.org.au
(ii) Types of accommodation

Deciding where to live is one of the most important decisions you will make. You can consider a number of options.

Homestay

Homestay is a great choice for students who want to experience living in an Australian home and improve their English language skills. Students generally have their own furnished bedroom and share living spaces with their homestay family. Meals are included. Telephone calls and travel expenses are not included. All homestay hosts live within 30–45 minutes of Melbourne’s city centre where the school is located. Your host family will advise you on the best way to get to Building 108 via public transport.

A student living in an Australian homestay lives as part of the family, so expect to be asked to help with household jobs such as cleaning and washing dishes. A homestay host may consist of parents and children, single parents, retired couples or single people. Students will find themselves in a home environment that may be very different from what they are used to. Students should expect that some effort on their part is required to get the most benefit out of this cultural exchange.

To apply for a homestay, visit the Australian Homestay Network (AHN) website.

www.homestaynetwork.org/rew-students

Share and rental accommodation

In share houses, each person has their own bedroom and shares the kitchen, bathroom and living areas. Expenses include rent, food, gas, electricity, transport, and telephone and internet connection.

Real estate agents offer a variety of rental accommodation options including houses, units, flats and apartments.

It is a good idea to arrange your share or rental accommodation after you arrive in Melbourne, as this is a major decision and a legally binding contract must be signed.

Most rental properties are unfurnished and you may need to buy furniture and other household goods. In addition, you will need to pay or contribute to a rental bond. This is a security deposit held by the Residential Tenancies Bond Authority (RTBA) until the tenancy is completed. The bond is usually fully refunded if you don’t owe any rent and have not caused any damage to the property.

Student apartments

Student apartment complexes are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular, there is a high demand when vacancies are advertised. Utility costs are not usually included in the rental price. Check the website for a list of student apartments.

www.rmit.edu.au/housing

WARNING!

Bond is paid to the Residential Tenancies Bond Authority (RTBA) through a real estate agent. Always ask for a receipt for any money you pay if it is a private agreement. You should always get a receipt from the real estate agent and RTBA.
Online
www.rmit.edu.au/housing
www.domain.com.au (also has a mobile app)
www.easyroommate.com.au
www.flatmatefinders.com.au
flatmates.com.au
www.gumtree.com.au (also has a mobile app)
www.property.com.au
www.realestate.com.au (also has a mobile app)

Moving
There are several affordable moving companies that you can hire. Most of these charge an initial fee and then an hourly fee on top of that. Check online for companies and prices.
These are some popular ones:
www.dumbomove.com.au
www.manwithavan.com.au
www.melbournecheapmovers.com.au
melbournecitymovers.com.au

IMPORTANT!
When renting, it is important to understand the rules and regulations that govern the real estate industry. As a tenant, you must be aware of lease agreements, rental bonds, inspections, residential contracts, bodies corporate, repairs and maintenance.
For further information, go to the Consumer Affairs Victoria website.
www.consumer.vic.gov.au

(iii) Utilities and water
To connect water, electricity and gas, tenants should ask the accommodation provider (real estate agent or building manager) for the relevant company details. Some real estate agents use services such as Direct Connect, which help organise this. Bills can be paid electronically, by telephone or at the post office. There are several providers for each service, so compare prices before you sign.
www.youcompare.com.au
4.6 Food and shopping

(i) Household goods
Melbourne has many discount department stores, which sell household goods and appliances, basic clothing and underwear. Popular stores include Big W, Fantastic Furniture, Ikea, Kmart and Target.

www.bigw.com.au
www.fantasticfurniture.com.au
www.ikea.com.au
www.kmart.com.au
www.target.com.au

Depending on your budget, furniture and household goods may be rented or bought new or second-hand.

www.ebay.com.au
www.gumtree.com.au
www.quicksales.com.au
www.tradingpost.com.au

(ii) Food

Groceries
Common supermarket chains are Aldi, Coles, Foodworks, IGA and Woolworths (Safeway).

Many supermarkets are open from 6.00 am to midnight, every day except major public holidays.

www.aldi.com.au
www.coles.com.au
www.foodworks.com.au
www.iga.com.au
www.woolworths.com.au

Markets
Various markets around Melbourne offer a rich selection of fresh produce, generally at better quality and lower prices than supermarkets. Many also sell cheap clothing, arts and crafts, souvenirs and second-hand goods.

Queen Victoria Market
513 Elizabeth Street, City
www.qvm.com.au

Prahran Market
Commercial Road, Prahran
www.prahranmarket.com.au

South Melbourne Market
Corner Cecil and Coventry streets, South Melbourne
www.southmelbournemarket.com.au

Footscray Market
Corner Hopkins and Leeds streets, Footscray
CERES Organic Food and Craft Market
Corner Stewart and Roberts streets, East Brunswick
www.ceres.org.au

Box Hill Central
1 Main Street, Box Hill
www.centroboxhill.com.au

Preston Market
Corner Cramer and Murray streets, Preston
www.prestonmarket.com.au

(iii) Shopping
Melbourne has various shopping precincts, both in the city and in surrounding suburbs. Discover its many independent boutiques and laneways.

4.7 Health
Your health is very important to adjusting well to life in Australia and to the success of your studies.

(i) Going to the doctor and buying medicine
In Australia, a doctor is often referred to as a GP—General Practitioner. To see a doctor, you need to make an appointment at a medical centre or clinic. You will need your medical insurance card or a membership letter from your medical insurance fund (e.g. Medibank, Bupa, Allianz).
The Swanston Street Medical Centre (Level 3, 255 Bourke Street, a few doors down from REW) has doctors who speak different languages. Go to www.rmit.edu.au/students/health and click on City campus under Health services near RMIT for a list of other medical centres nearby.
If you will miss school because you are sick, ask the doctor for a medical certificate to explain your absence. You need to show this to Student Services.
You cannot buy all medicines over the counter. If the doctor gives you a prescription for medicine, you need to buy it from a pharmacy.

(ii) Medical emergencies
In an emergency when you can’t wait to see a doctor, go to the emergency department of a public hospital.
For life-threatening emergencies call 000 and ask for an ambulance. The cost of an ambulance is usually paid for by medical insurance if it is for a life-threatening situation.

(iii) Overseas Student Health Cover (OSHC) or medical insurance
Student visa holders must be covered by medical insurance for the length of their stay in Australia.
Medibank is the OSHC provider used by RMIT. OSHC does not cover you for all of your medical expenses.
Once you arrive in Australia, you need to activate your OSHC membership online at www.medibank.com.au/oshc.
Go to *Activate your membership* and enter in the details asked for—have your passport with you.

Medibank will confirm your details and send you your membership card. You can also get a digital copy of your card through the website by going to *Online member services*.

The Medibank Officer visits RMIT Training every Wednesday from 11.00 am to 3.00 pm. If you have any questions about your health insurance, please see the Officer in the Study Support Lounge on Level 3, Meeting Room 4.

(iv) **Looking after yourself**

RMIT has prepared information about health for students to make it easy for you to find the right kind of help.

[www.rmit.edu.au/students/health](http://www.rmit.edu.au/students/health)

You can find information about:

- health services near campus
- the Australian health system
- what to do when your health affects your study
- staying active and eating well
- staying safe (sun safety, water safety, personal safety)
- common illnesses
- immunisation and vaccines
- rest and relaxation
- exercise
- sex and sexuality
- drugs and alcohol.

(v) **Culture shock and homesickness**

Studying in another country can be exciting and challenging, and it is normal for most students to feel disoriented. This experience is called culture shock.

Most people living in a new country find it difficult to adjust to the new culture. In your own country, much of what you do is automatic and does not require much thought.

In a new country, simple tasks can sometimes seem difficult because you do not know how to behave, you don’t always understand body language or unspoken messages you are getting from others, and your actions and words don’t always get the response that you expected.

You are dealing with new values and ways of thinking and different ways of doing simple things.

The good news is that culture shock is predictable and manageable. Talk to someone from Student Services for advice and information.

Culture shock does not always happen suddenly. It happens to many people and it does pass.
RMIT Student Support Advisory Services provide free information and support to international students. There are Student Support Advisors you can talk to about how you are feeling.

Check the website for more information and to send a request for support.

www.rmit.edu.au/browse;ID=qubvjurfwy4z
4.8 Safety

(i) Keeping safe on campus

RMIT security officers patrol all campuses, but they can’t be everywhere all the time. You need to make sure you look after yourself and your belongings while on campus.

RMIT Security:
• patrols all RMIT campuses 24 hours a day
• provides security escorts (at any time) for students and employees, on request and subject to availability
• coordinates investigations into any criminal activity on campus.

If you feel threatened or unsafe, inform RMIT Security.

☎ For emergencies, phone 9925 3333
☎ For general enquiries, phone 9925 3895

To learn more about how to keep yourself and your belongings safe, go to www.rmit.edu.au/security.

SafeZone is a free app (available on Apple, Android and Windows devices) for all RMIT students and employees that connects you directly to Security when you need help on campus. Download the app here: www.rmit.edu.au/security/safezone.

(ii) Personal safety

Australia is generally a safe and secure study destination. However, as with any travel, you should always take steps to keep yourself safe by:
• avoiding poorly lit streets and parks at night
• always telling someone when you are going out, where you are going and when you expect to return
• travelling in groups when possible
• not travelling at night on your own
• never leaving personal belongings unattended
• always carrying either a mobile phone, coins for a payphone, or a phone card (remember that you can call the emergency number, 000, from any payphone, for free)
• not giving your personal information to strangers
• locking your doors and windows
• not carrying your wallet in an outside pocket, as it can be an easy target for pickpockets—try not to carry large amounts of cash; travellers cheques and cards are regarded as being much safer
• using taxis late at night.

If you feel threatened in any way when walking, go to a shop or house (with lights on at night) and ask a person to phone the police. In an emergency, call 000.
(iii) Preventing theft

Be alert at all times and be careful with your belongings. Around 80% of all RMIT thefts occur in the library. Laptop computers, mobile phones and wallets are popular targets.

To reduce the chances of theft:

- do not leave your bag unattended, even for only a few moments—always take your belongings with you
- study with others who can look after your things when you take a break
- if someone is acting suspiciously, let a library employee or security guard know.

**IMPORTANT!**

If you want:

- help because you feel threatened or unsafe
- to report an emergency
- to report a theft
- to book a security escort
- to report suspicious behaviour

phone RMIT Security on any RMIT campus.

☎ For emergencies, phone 9925 3333
☎ For general enquiries, phone 9925 3895

(iv) Police

In an emergency, phone 000 and ask for the police. Payphones can be used to dial 000 for free. Payphones can be found on the streets and in shopping centres.

For help with an incident that is not life threatening or not an emergency, phone your local police station. Melbourne East Police Station in the city is open 24 hours a day.

☎ 9637 1100
226 Flinders Lane, City

(v) Emergencies

If you see a crime being committed or that someone’s life is in danger, phone 000. In remote locations like the bush, you can also phone 112 on your mobile phone in an emergency. Calls are free and answered 24 hours a day.

When your call is answered, say which service you need—police, fire or ambulance. You will be asked your location and phone number. If you need an interpreter, say in English which language you speak.

The National Relay Service provides phone services for people who are deaf or have a speech or hearing impairment (and use a TTY—text telephone device). The emergency number to dial from a TTY device is 106.

☎ Police, fire and ambulance
☎ 000
4.9 Public transport

(i) Getting around Melbourne

Public Transport Victoria (PTV) runs Melbourne’s extensive public transport network of trains, trams and buses. The Myki travel card gives you access to all three modes of transport.

The network divides metropolitan Melbourne into Zone 1 and Zone 2, with Zone 2 being the outer suburbs.

Public transport is fairly reliable and safe to use. Services run from around 5.00 am to midnight, with some services operating all night on weekends. See ptv.vic.gov.au/getting-around/night-network. A Free Tram Zone also operates in the city.

Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. Timetables and travel guides are also available at most train stations or at the PTV Hub at Southern Cross Station near the corner of Spencer and Collins streets, City, or at 750 Collins Street, Docklands.

The PTV website provides timetable and fare information. Go to Journey planner where you can easily find out the right mode of transport for your trip.

You can also download free mobile apps for Apple and Android via the PTV website. www.ptv.vic.gov.au

(ii) Buying a ticket

Myki travel card

You must have a Myki travel card to pay for travel on public transport. To use it, you need to touch your Myki card on and off a Myki machine when travelling. This automatically deducts the fare from your card.

When travelling by tram only within Zone 1, you do not need to touch off your Myki. When travelling only in the Free Tram Zone, you don’t need to touch on your Myki.

Myki cards are valid for travel on all metropolitan trains, trams and buses, including V/Line (country services) and regional bus services in Ballarat, Bendigo, Geelong, the Latrobe Valley, Seymour and Warragul. You can buy and top up your Myki card at train stations and 7-Eleven stores, by calling 1800 800 007, or by going online.

International students are not eligible for concession fares, so make sure you buy a full fare Myki.

www.ptv.vic.gov.au

(iii) Other ways to get around Melbourne

Taxis

Melbourne’s yellow taxis are easy to find. You can wave to a taxi driver to stop or catch a taxi from a city taxi rank. Taxis can also be pre-booked by phone or app.

Taxi fares can be quite expensive, depending on the length of your journey. Late night taxi trips from 10.00 pm to 5.00 am often need to be paid for in advance.

Melbourne’s major taxi companies include:

13 Cabs (also has a mobile app)
☎ 13 22 27

Silver Top Taxi (also has a mobile app)
☎ 13 10 08
Night Network on weekends—late night trains, trams and buses
PTV’s Night Network runs late night trains, trams and buses on weekends.
Night Train runs every 60 minutes from Flinders Street Station on all lines (except Stony Point and Flemington Racecourse).
Night Tram runs every 30 minutes on the 19, 67, 75, 86, 96 and 109 trams.
Night Bus runs on 21 routes leaving the city every 30 minutes, and leaving some suburban train stations every 60 minutes.
Night Coach leaves Southern Cross Coach Terminal from 2.00 am and travels to Ballarat, Bendigo, Geelong, Seymour and Traralgon.
See the PTV website for more information or to plan your journey.
www.ptv.vic.gov.au/getting-around/night-network

SkyBus—Airport
The SkyBus is a shuttle bus that travels between Melbourne International Airport (Tullamarine) and the city. You can buy tickets online, at the airport, or at the automatic machines and the ticket booth in Southern Cross Station. The service runs every 10 minutes, 24 hours a day, 7 days a week, including public holidays.
www.skybus.com.au

The City Circle Tram
The City Circle Tram (number 35 and maroon in colour) is free. You can hop on and off at any stop. It operates in a circular route through Melbourne passing major tourist attractions, as well as linking with train, tram and bus services.
Trams run in both directions every 12 minutes between 10.00 am and 6.00 pm Sunday to Wednesday and between 10.00 am and 9.00 pm Thursday, Friday and Saturday.
4.10 Driving and cycling

(i) Motor vehicle licence
If you are on a temporary student visa, you can drive on your current, valid overseas driver licence. It must be in English or accompanied by an English translation or International Driving Permit.
Contact VicRoads if you wish to apply for a Victorian Driver Licence or Learner Permit.
www.vicroads.vic.gov.au

(ii) Australian road laws
In Australia, you must drive on the LEFT-hand side of the road.
Drive at a safe, legal speed. In Victoria, speed is limited to 60 km/h on main roads, 50 km/h in built-up areas and 100 km/h on freeways, unless signs show a different speed limit. Speed limits can be lower in some areas or at certain times of the day; for example, outside a school, the speed limit may be 40 km/h.
All drivers and passengers must wear a seatbelt.
Always give way to cars driving on your right-hand side.
Learner and probationary drivers must not drive with alcohol in their blood. Full licence drivers must have a blood alcohol concentration (BAC) of less than 0.05.
Vehicles must always give way to pedestrians crossing the road.

(iii) Car parking
There is no on-campus parking. There are commercial car parks throughout the city, but these can be very expensive. It is advisable for students to catch public transport or cycle to REW.
www.carparking.info allows you to search for car parks near an address and check the cost.

(iv) Car share
Car sharing can save you money and is perfect for people who don’t need a car every day. Car sharing is good for the environment and the community. You can rent a car by the hour or by the day. There are three car sharing companies in Melbourne: Flexicar, GoGet and GreenShareCar.
Flexicar
☎ 1300 363 780
www.flexicar.com.au
GoGet
☎ 1300 769 389
www.goget.com.au
GreenShareCar
☎ 1300 575 878
www.greensharecar.com.au
Cycling

Melbourne has many bike tracks, shared footpaths and bike parking facilities. RMIT has several places around campus for students to park their bicycles. For more information on bike tracks, go to the Bicycle Network website.

www.bicyclenetwork.com.au

In Australia, cyclists must obey the road rules. These include wearing an approved helmet and having a warning device (such as a bell), reflectors and lights fitted to the bike. Failure to follow these rules can result in a fine.

For details, go to the VicRoads website.


Melbourne Bike Share is an environmentally friendly and healthy way to get around the city. Take a blue bike from one of the 50 bike stations throughout the city and return it when you are done. You can purchase daily or weekly passes or a yearly subscription.

www.melbournebikeshare.com.au
COMMONLY USED TERMS

**CBD**—Central Business District (the city centre)

**CELT**A—Certificate in Teaching English to Speakers of Other Languages

**DIBP**—Department of Immigration and Border Protection

**EA**—English Australia, the English language teaching industry’s professional association

**EAP**—English for Academic Purposes

**e**COE—electronic confirmation of enrolment

**ELICOS**—English Language Intensive Courses for Overseas Students

**EOC**—end of course assessment

**ESOS**—Education Services for Overseas Students

**homestay**—where students live with an Australian family (students usually budget for A$280–$320 per week, which includes all meals)

**HOTSPOT**—online student information site

**IELTS**—International English Language Testing System

**leave of absence**—a break in the program of study which meets the compassionate/compelling criteria as set by DIBP

**medical certificate**—a letter from a registered healthcare provider who has made a diagnosis of illness or physical or mental incapacity

**module**—a 5-week teaching period

**myRMIT**—an online central port where students can access all information and services needed while studying at REW and RMIT University

**OA**—ongoing assessment

**Online Classroom**—an area where students can access supplementary learning materials and audio files, and find information about their program and assessments

**Online Study Support**—independent learning materials available to REW students when they log into myRMIT via the RMIT University website and go to myStudies

**Orientation**—held before the start of each program to introduce students to Student Services and ELICOS programs
IELTS Fundamentals
• provides an essential introduction to the IELTS test format, marking criteria and types of questions
• provides an overview of speaking, listening, reading, writing, grammar and vocabulary skills used in IELTS tests
• develops the skills required for answering the different types of questions.

IELTS Focused
• consolidates the skills required for answering the different types of questions
• provides further practice in the key test criteria
• provides an advanced overview of speaking, listening, reading, writing, grammar and vocabulary skills used in IELTS tests.

Benefits
• Supports improved English language proficiency
• Develops the confidence and skills to perform well in the IELTS Test
• Provides the skills to engage meaningfully with exam topics
• Familiarises you with key topic areas included in all parts of the IELTS Test
• Uses current events to develop your vocabulary and the ability to express your opinion in English

The full-time course is 10 weeks and consists of two 5-week modules:
• IELTS Fundamentals
• IELTS Focused.
Each 5-week module includes 100 hours of face-to-face tuition. The full-time course brings together the best commercially available and in-house produced materials to target key areas IELTS candidates need to work on. The combined course (200 hours) provides the most effective preparation to succeed in the IELTS Test and allows the flexibility to complete a 5-week course if required. A minimum of IELTS 5.5 or equivalent is required for entry.

OSHC—Overseas Student Health Cover—compulsory medical insurance for student visa holders
program—the total number of weeks of study (usually the length of the eCOE)
REW—RMIT English Worldwide
RMIT International—a partner of RMIT Training with whom students can discuss university, vocational education and short program options at RMIT University
RMIT Training—a company that is part of the RMIT Group
Student Services—team of employees who help students settle successfully into life in Australia and study at REW
Study Support Lounge—independent study area where students can work on group assignments, access study support materials, get IT support and get academic support from a teacher
TOEFL—Test of English as a Foreign Language
HELPFUL CONTACTS

**RMIT English Worldwide**

**Student Services**
Building 108, Level 10
235–251 Bourke Street
☎ 9657 5800
✉ rewstudent.services@rmit.edu.au
www.rmitenglishworldwide.com

**RMIT University**

**General RMIT enquiries**
☎ 9925 2000
www.rmit.edu.au

**International Services**
Info Corner, Building 22, Level 1
330 Swanston Street
☎ 8676 7047
www.rmit.edu.au/study-with-us/international-students

**24 hour security and emergency assistance**
☎ 9925 3333 (for emergencies) or 9925 3895 (for general enquiries)
www.rmit.edu.au/security

**RMIT international student support**

**RMIT Connect**
Building 10, Level 4
360 Swanston Street
www.rmit.edu.au/students/connect

**Other student support services**

**Translating and Interpreting Service (TIS)**
☎ 13 14 50
See website for prices.
www.tisnational.gov.au

**Student Legal Service**
✉ student.legal@rmit.edu.au
www.rmit.edu.au/students/legal

**Student visa enquiries**
☎ 9925 5115 or 9925 1659
www.rmit.edu.au/international/student-visa

**RMIT Counselling Service**
Email with general enquiries.
✉ counselling@rmit.edu.au
Call to make an appointment.
Building 8, Level 4
360 Swanston Street
☎ 9925 4365
www.rmit.edu.au/counselling

**Study Melbourne Student Centre (SMSC)**
Access information about health matters, general wellbeing, legal services, accommodation, financial management and safety. SMSC also offers support in emergency situations.
599 Little Bourke Street
☎ 1800 056 449 (free call from landlines)
✉ studymelbourne@ecodev.vic.gov.au

**Equitable Learning Services (ELS)**
Building 10, Level 4
360 Swanston Street
www.rmit.edu.au/students/support-and-facilities/student-support/equitable-learning-services

**Global Experience Office**
Info Corner, Building 22, Ground floor
330 Swanston Street

**Childcare services**
RMIT City Campus Children’s Centre
Building 96, 17–25 Lygon Street, Carlton
✉ childcare.city@rmit.edu.au
www.rmit.edu.au/students/support-and-facilities/student-support/childcare

**Chaplaincy**
Building 46, Level 2
11 Lygon Street, Carlton
✉ chaplaincy@rmit.edu.au
www.rmit.edu.au/chaplaincy
HELPFUL CONTACTS

RMIT facilities

Internet
> IT service desk web form
  rmit.service-now.com/serviceandsupport
> Information Technology Services
  (the RMIT network, computer facilities)
  www.rmit.edu.au/its
> myRMIT (email, program information access) in the top menu
  www.rmit.edu.au/myrmit

Wireless internet
www.rmit.edu.au/students/support-and-facilities/it-services-for-students/wireless

Computer facilities
www.rmit.edu.au/students/support-and-facilities/it-services-for-students/computer-access

Libraries
www.rmit.edu.au/library
> Swanston Library
  Building 10, Level 5
  360 Swanston Street
> Carlton Library
  Building 94, Level 3
  23–27 Cardigan Street

Australian Government departments

Department of Immigration and Border Protection (DIBP)
Casselden Place
2 Lonsdale Street
☎ 13 18 81 (in Australia only)
Visit the website for international phone numbers:
Postal address:
GPO Box 241
Melbourne VIC 3001

Department of Employment and Training
http://education.gov.au

Department of Employment
http://employment.gov.au

Do Not Call Register
www.donotcall.gov.au

Foreign Embassies in Australia

Arriving into and departing from Australia
www.border.gov.au/Trav/Enter/Goin

Australian Taxation Office (ATO)
Tax file numbers, tax returns etc.
☎ 13 28 61
☎ 13 14 50 (non-English speakers)
www.ato.gov.au

Victorian Equal Opportunity and Human Rights Commission
☎ 1300 891 848
✉ information@veohrc.vic.gov.au
www.humanrightscommission.vic.gov.au

Employment websites (job listings)
Adzuna
www.adzuna.com.au

Job Active
www.jobsearch.gov.au

SEEK
www.seek.com.au

Banks and currency

Universal Currency Converter
www.xe.com/ucc

ANZ
www.anz.com.au

Bank of Melbourne
www.bankofmelbourne.com.au

Commonwealth Bank
www.commbank.com.au

HSBC
www.hsbc.com.au

National Australia Bank (NAB)
www.nab.com.au

Westpac
www.westpac.com.au
Health

OVERSEAS STUDENT HEALTH COVER
Medibank
Shop E27, The Galleria, 385 Bourke Street (enter via Elizabeth Street)
☎ 13 41 48

Travellers Medical and Vaccination Centre
Level 3, 393 Little Bourke Street
☎ 9935 8100
www.traveldoctor.com.au

VISA MEDICALS
Bupa Medical Visa Services
Level 2, 717 Bourke Street, Docklands (enter via Aurora Lane, Level 2R via lifts or stairs)
☎ 1300 794 919
www.bupamvs.com.au

DOCTORS
Swanston Street Medical Centre
Level 3, 255 Bourke Street
☎ 9205 7500
www.swanstonstreetmedicalcentre.com.au

Medical One
QV Retail Centre, Level 3
Corner Swanston and Lonsdale streets
☎ 8663 7000

La Trobe Street Medical
Melbourne Central, Level 1
211 La Trobe Street
☎ 9650 0023

Southbank Family Medical Centre
216 City Road, Southbank
☎ 9686 2222
www.southbankmedical.com.au

DENTISTS
Metro Dental
Level 6, Druid’s House
407 Swanston Street
☎ 9671 4746
www.metrodentalswanstonst.com.au

CHEMISTS AND PHARMACIES
Nova Pharmacy
QV Retail Centre, Level 1
Corner Swanston and Lonsdale streets
☎ 9654 4470

Mulqueeny Pharmacy
99 Swanston Street
☎ 9654 8569

Police, fire and ambulance
☎ 000

POISONS INFORMATION CENTRE
☎ 13 11 26
www.austin.org.au/poisons

HOSPITALS
St Vincent’s Hospital
41 Victoria Parade, Fitzroy
☎ 9231 2211
www.svhm.org.au

The Royal Children’s Hospital
50 Flemington Road, Parkville
☎ 9345 5522
www.rch.org.au

The Royal Melbourne Hospital
300 Grattan Street (Corner Royal Parade), Parkville
☎ 9342 7000
www.rmh.mh.org.au

The Royal Women’s Hospital
20 Flemington Road, Parkville
☎ 8345 2000
www.thewomens.org.au

COUNSELLING SERVICES
Beyondblue
Depression and anxiety affect people from all cultures. You can call Beyondblue 24 hours a day, or talk to a counsellor online from 3.00 pm to midnight every day. An interpreter service is available via TIS.
☎ 1300 224 636
www.beyondblue.org.au

Lifeline
Lifeline provides free, confidential telephone counselling 24 hours a day, 365 days a year.
☎ 13 11 14
www.lifeline.org.au
**Women’s Information Referral Exchange (WIRE)**

WIRE is a telephone service for women run by trained women volunteer counsellors. Call from 9.00 am to 5.00 pm Monday to Friday. An interpreter service is available.

☎ 1300 134 130
www.wire.org.au

**Men’s Referral Service**

This service provides anonymous, confidential counselling for men, including Live Chat online.

☎ 1300 766 491
www.mrs.org.au

**Parentline**

You can receive confidential telephone counselling services for any parenting issue from 8.00 am to midnight every day. The website is translated into several languages, including Arabic, Chinese and Korean.

☎ 13 22 89
www.parentline.vic.gov.au

**Gambler’s Help**

If gambling is affecting your behaviour, confidential counselling and advice is available 24 hours a day, in several languages.

☎ 1800 858 858
www.problemgambling.vic.gov.au

**GriefLine**

This free telephone and online counselling service for people struggling with grief is available from midday to 3.00 am every day. Support is available in various languages.

☎ 9935 7400 or 1300 845 745
www.griefline.org.au

**SEXUAL HEALTH CLINICS**

**Melbourne Sexual Health Centre**

All services at the Centre are free and confidential.

580 Swanston Street, Carlton
☎ 9341 6200
www.mshc.org.au

---

**Housing**

**RMIT Housing Advisory Service**

RMIT Connect
Building 10, Level 4
360 Swanston Street
☎ 9925 2963
www.rmit.edu.au/housing

**Consumer Affairs Victoria (Renting)**

www.consumer.vic.gov.au

**Tenants Union of Victoria**

www.tuv.org.au

**Real estate agents and rental properties**

www.rmit.edu.au/housing
www.domain.com.au
www.easyroommate.com.au
www.flatmatefinders.com.au
flatmates.com.au
www.gumtree.com.au
www.property.com.au
www.realestate.com.au

---

**Melbourne and Victoria attractions**

**City of Melbourne**

www.melbourne.vic.gov.au
whatson.melbourne.vic.gov.au
www.visitmelbourne.com

**Melbourne Visitor Centre and Federation Square**

Cnr Flinders and Swanston streets
fedsquare.com/shop/melbourne-visitor-centre
www.fedsquare.com

**Melbourne Aquarium**

www.melbourneaquarium.com.au

**Melbourne Cricket Ground (MCG)**

www.mcg.org.au

**Queen Victoria Market**

www.qvm.com.au

**Melbourne Museum**

www.museumvictoria.com.au

**Immigration Museum**


**Scienceworks and Melbourne Planetarium**

Eureka Skydeck
www.eurekaskydeck.com.au

National Gallery of Victoria
www.ngv.vic.gov.au

Old Melbourne Gaol
www.oldmelbournegaol.com.au

Royal Botanic Gardens
www.rbg.vic.gov.au

Melbourne Zoo
www.zoo.org.au

Werribee Open Range Zoo
www.zoo.org.au

Healesville Sanctuary
www.zoo.org.au

Australian Centre for the Moving Image (ACMI)
Federation Square
www.acmi.net.au

Great Ocean Road
www.visitgreatoceanroad.org.au

Greater Victoria
www.visitvictoria.com

National Parks Victoria
www.parkweb.vic.gov.au

**Melbourne and Victoria transport**

Public Transport Victoria
www.ptv.vic.gov.au

Myki travel card
www.ptv.vic.gov.au

Yarra Trams
www.yarratrams.com.au

Train Tracker
www.melbournetraintracker.com.au

tramTRACKER

Bicycle Network
www.bicyclenetwork.com.au

TAXIS
13 Cabs
☎ 13 22 27
www.13cabs.com.au

Silver Top Taxi
☎ 13 10 08
www.silvertop.com.au

**Road laws**

RACV (car insurance)
www.racv.com.au

VicRoads (Driver Licence)
www.vicroads.vic.gov.au

**Shopping**

Aldi supermarket
501 Swanston Street (enter via Franklin Street)
www.aldi.com.au

Coles supermarket
Melbourne Central Shopping Centre
www.coles.com.au

Tang Emporium Asian Groceries
185 Russell Street
www.tangfoodemporium.com.au

Queen Victoria Market
513 Elizabeth Street
www.qvm.com.au
RUSU Realfoods
Building 12, Level 4
360 Swanston Street
www.facebook.com/RUSUrealfoods

Woolworths supermarket
QV Retail Centre, Ground floor
Corner Swanston and Lonsdale streets
www.woolworths.com.au

**Travel information**

Maps and locations
www.whereis.com
www.maps.google.com.au

Weather
www.bom.gov.au

Australian Tourism Guide
www.australia.com

Lonely Planet guides
www.lonelyplanet.com

TripAdvisor
www.tripadvisor.com.au

**FLIGHTS, TOURS AND HOTELS**

Intrepid Travel (tours and flights)
www.intrepidtravel.com

Jetstar (flights and hotels)
www.jetstar.com

Qantas (flights, hotels and car hire)
www.qantas.com.au

STA Travel (tours, hotels and flights)
www.statravel.com.au

Student Flights (tours, hotels and flights)
www.studentflights.com.au

Tigerair (flights)
tigerair.com.au

Virgin Australia (flights and hotels)
www.virginaustralia.com

WebJet
Compare prices for flights, hotels and car hire
www.webjet.com.au

**Communications providers**

amaysim
www.amaysim.com.au

iiNet
www.iinet.net.au

Optus Telecommunications Australia
www.optus.com.au

Telephone directory assistance
www.whitepages.com.au (residential and business)
www.yellowpages.com.au (commercial)

Telstra Australia
www.telstra.com.au

Translating and Interpreting Service (TIS)
☎ 13 14 50
www.tisnational.gov.au

Virgin Mobile
www.virginmobile.com.au

Vodafone
www.vodafone.com.au
## INDEX

2018 REW module dates, 9  
2018 public holidays, 9  

### A  
absence from class, 20, 21, 25, 45  
academic information, 22  
accommodation, 29, 41  
accreditations, 14  
activities, 12, 34  
clubs and societies, 34  
  eating out, 34  
  RMIT Link, 11, 34, 37  
  RMIT University Student Union (RUSU), 10, 34  
sport and fitness, 35  
student activities, 12  
  Student Experience Specialist, 12  
tourist attractions, 36  
address, 20  
assessment, 22  
attendance in class, 20, 21  
Attendance policy, 20, 21  
Australian customs, traditions and law, 38  

### B  
banking, 40  
behaviour  
  see unacceptable behaviour, 25  
  Shared values statement, 31  
Bupa Medical Visa Services, 8, 58  
buses, 50, 51  
buying medicine, 45  

### C  
cafe and courtyard, Student, 27  
car parking, 52  
car share, 52  
career advice, 30  
Certificate in Teaching English to Speakers of Other Languages (CELTA), 15  
certificates, 23  
Change of contact details form, 20  
chaplaincy, 29  
chemists, 58  
child care, 30  
classes, 16  
  absence from class, 20, 21, 25, 45  
  attendance in class, 20, 21  
  enrolment, 16  
  late enrolment, 16  
  results, 22, 26  
  special consideration, 24  
  student placement, 16  
  timetables, 17  
  what to bring to class, 17  
clubs and societies, 34  
  RMIT Link, 11, 34, 37  
  RMIT University Student Union (RUSU), 10, 34  
commonly used terms, 54  
complaints, 24  
Complaints and appeals procedure, 23, 24  
computer access, 18  
  email, 18  
  facilities, 26  
  HOTSPOT, 19  
  internet access, 18  
  myRMIT online account, 18  
  Online Classroom, 19  
  results online, 22, 26  
  RMIT Link account, 11  
  WiFi, 18  
  wireless access, 18  
contact details, 20  
counselling services, 28, 29, 58  
culture shock, 46  
customs, Australian, 38  
cycling, 53  

### D  
Department of Immigration and Border Protection (DIBP), 8, 20, 21, 23  
dentists, 58  
doctors, 58  
  see also health, 45  
driving in Australia, 52  

### E  
eCOE, 20, 21  
eating out, 34
email, 18

emergencies, 32, 49
   Emergency evacuation procedure, 32
   medical emergencies, 45
   RMIT Security, 48, 49

employment, 30, 41

English for Academic Purposes (EAP) program, 15
   2018 REW module dates, 9

enrolment, 16
   Finish early form, 21
   late enrolment, 16

Equitable Learning Services (ELS), 29
   extension of program, 21

facilities, 26

failing class, 22, 23

finance, 30
   see also banking, 40
   Refund and transfer of fees guidelines, 22
   refunds, 22
   tax file number, 11, 41

Finish early form, 21

food, 44
   eating out, 34
   grocery stores, 44
   markets, 44
   restaurants, cafes and bars, 34
   supermarkets, 44

forms
   Change of contact details form, 20
   Finish early form, 21
   Request for leave of absence form, 21
   Request for ELICOS program extension form, 21
   Special consideration form, 24

furniture, 44

good, 44
   going to the doctor, 45
   grocery stores, 44

health, 45
   buying medicine, 45
   chemists, 58

counselling services, 28, 29, 58
   culture shock, 46
   dentists, 58
   doctors, 58
   going to the doctor, 45
   homesickness, 46
   hospitals, 58
   medical centres, 58
   medical emergencies, 45
   Medibank Overseas Student Health Cover (OSHC), 8, 10, 45, 58
   pharmacies, 58
   poisons information, 58
   sexual health, 59
   Swanston Street Medical Centre, 8, 58
   vaccinations, 58
   visa medicals (Bupa Medical Visa Services), 8, 58

helpful contacts, 56

homesickness, 46

homestay, 42

hospitals, 58

HOTSPOT, 19

household goods, 44

Housing Advisory Service, 41
   see accommodation, 29, 41
   see homestay, 42

IELTS Test, 15

Immigration and Border Protection, Department of, (DIBP), 8, 20, 21, 23

internet access, 18

internships, 30, 41

jobs, 30, 41

late enrolment, 16

tax, Australian, 38
   road laws, 52

legal services, 28
   Student Legal Service, 28

libraries, 26

map of campus, 4
markets, 44
Medibank Overseas Student Health Cover (OSHC), 8, 10, 45, 58
medical centres, 58
medical emergencies, 45
see health, 45
RMIT Security, 48, 49
medical insurance, 45
medicine
buying medicine, 45
chemists, 58
pharmacies, 58
Melbourne East Police Station, 8, 49
module dates, 9
moving house, 43
myRMIT online account, 18
Myki travel card, 50
O
Online Classroom, 19
Online Study Support, 19, 26
Overseas Student Health Cover (OSHC), 10, 45, 58
P
parking, 52
parks and gardens, 37
pharmacies, 58
see also health, 45
phone number, 20
photocopying, 27
placement in class, 16
poisons information, 58
police, 49
policies
Attendance policy, 20, 21
Complaints and appeals procedure, 23, 24
Refund and transfer of fees guidelines, 22
Special consideration policy, 24
Unacceptable behaviour procedure, 25
printing, 27
PTE Academic Test, 15
public holidays, 9
public transport, 38, 50
Public Transport Victoria (PTV) app, 11
R
recreational and social activities, 12
RMIT Link, 11, 34, 37
student activities, 12
Student Experience Team, 12
tourist attractions, 36
Refund and transfer of fees guidelines, 22
refunds, 22
religion, 29
religious observance, 25
renting, 42
Request for ELICOS program extension form, 21
Request for leave of absence form, 21
restaurants, cafes and bars, 35
results, 22, 26
REW module dates, 9
REW programs, 15
Certificate in Teaching English to Speakers of Other Languages (CELTA), 15
English for Academic Purposes (EAP) program, 15
extension of program, 21
IELTS see IELTS Test, 15
program assessment, 22
program outline, 22
PTE Academic Test, 15
RMIT International, 10, 28
RMIT Link, 11, 34, 37
RMIT Security, 48, 49
RMIT University Student Union (RUSU), 10, 34
road laws, 52
S
safety, 48
emergencies, 32, 49
medical emergencies, 45
Melbourne East Police Station, 8, 49
police, 49
RMIT Security, 48, 49
SafeZone app, 10
security
see RMIT Security, 48, 49
see safety, 48
sexual health, 59
share accommodation, 42
Shared values statement, 31
shopping, 44, 45
see also food, 44
furniture, 44
grocery stores, 44
household goods, 44
markets, 44
supermarkets, 44
Special consideration form, 24
Special consideration policy, 24
spirituality, 29
chaplaincy, 29
religious observance, 25
sport and fitness, 35
see also RMIT Link, 11, 34, 37
student activities, 12
student apartments, 42
Student cafe and courtyard, 27
student clubs, 12
Student Experience Team, 12
Student Legal Service, 28
student placement in class, 16
Student Services, 28
student support services, 28
chaplaincy, 29
child care, 30
counselling services, 28, 29, 58
Equitable Learning Services (ELS), 29
RMIT International, 10, 28
Student Legal Service, 28
Student Services, 28
Student Wellbeing Team, 29
Student visa holders, 20, 21, 41, 45
Study Support, 25
Online Study Support, 19, 26
supermarkets, 44
Swanston Street Medical Centre, 8, 58
T
tax file number, 11, 41
taxis, 50
Tenants Union of Victoria, 41
timetables, 17
tourist attractions, 36
traditions, Australian, 38
trains, 50, 51
trams, 50, 51
translating and interpreting service (TIS), 8, 11
transport, 38, 50
buses, 50, 51
car parking, 52
cycling, 53
City Circle Tram, 51
Myki travel card, 50
PTV app, 11
SkyBus— to and from airport, 51
taxi, 50
trains, 50, 51
trams, 50, 51
U
Unacceptable behaviour procedure, 25
under 18 years old, 22
V
vaccinations, 58
visa medicals, 8, 58
W
what to bring to class, 17
WiFi, 18
wireless access, 18
UniLodge

**UNILodge.com.au**

**ENQUIRE & BOOK NOW**

**MY PLACE IN MELBOURNE**

*WE HAVE THE ANSWER TO YOUR STUDENT ACCOMMODATION NEEDS*

UniLodge is the market leader in purpose-built student accommodation across Australia and New Zealand.

**SEVERAL PROPERTIES IN CLOSE PROXIMITY TO THE UNIVERSITY OF MELBOURNE, RMIT AND VICTORIA UNIVERSITY**

**ENQUIRE & BOOK NOW**

unilodge.com.au
BIG SAVINGS WITH ‘RMIT ONLY’ STUDENT DEALS
Scan this QR code, or check out targetcentre.com/rmitoffers

222 Bourke Street, Melbourne CBD
targetcentre.com

AMAZING BRANDS, PROVIDING EVERYTHING YOU NEED, EVERY DAY, IN THE ONE PLACE!
• Close to universities, transport and amenities
• Furnished rooms and apartments with air conditioning/heating
• Superb communal facilities
• Great value rent that includes utilities, wireless internet allowance and more
• 24/7 dedicated onsite team and swipe card access
• Support upon arrival with a property induction and welcome events
• uLife – our community support and engagement program that’s free for all urbanest residents

CONTACT US TO FIND OUT MORE TODAY

Melbourne Student Living Made Better
1800 260 801 | www.urbanest.com.au | enquiries@urbanest.com.au
Swanston Street Medical Centre is focused on providing your family with personalised, professional, quality healthcare.

- Picosure Laser treatment for skin rejuvenation and tattoo removal.
- Travel health, vaccinations and immunisation programs.
- Women's and men's health.
- Management of chronic health conditions.
- Non-english speaking male and female GP’s available.

International students direct billing to Medibank Private, BUPA and Allianz Overseas Student Health Cover

Is pain or a niggling injury getting in your way?
Do you want to feel better and more in control?

Whether you are experiencing a simple niggle, work related injury, sporting injury, long term health condition or women’s health concern, we can can provide a tailored physiotherapy treatment approach taking you to full recovery.

Address: Level 3, 255 Bourke Street, Melbourne
Phone: 03 9205 7500
Email: admin@healthlogic.net.au
www.healthlogic.net.au
NEED A PLACE TO LIVE?
STAY WITH A HOMESTAY HOST

Safe, Affordable Homestay Accommodation Provider

QUALITY HOMESTAY EXPERIENCE • SAFE – SECURE • STAY WITH US

www.homestaynetwork.org • 1300 024 628
melbourne@homestaynetwork.org
your complete student experience

Live at RMIT Village in a great location in Melbourne city!

- Fully furnished apartments
- 24 hour support
- Student lounge
- Exclusive events
- A fantastic social scene
- Meet new people and learn new things!

Apply online now
RMITVILLAGE.COM.AU