

RMIT Agent Training Guide

2021



[rmit.edu.au](https://www.rmit.edu.au)



Acknowledgement of Country

RMIT University acknowledges the people of the Woi wurrung and Boon wurrung language groups of the eastern Kulin Nations on whose unceded lands we conduct the business of the University. RMIT University respectfully acknowledges their Ancestors and Elders, past and present.

RMIT also acknowledges the Traditional Custodians and their Ancestors of the lands and waters across Australia where we conduct our business.

Artwork by Louisa Bloomer, Kamilaroi



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Welcome to RMIT

Welcome to the RMIT Agents Guide. This guide has been created to provide you, our agent network, with information, guidance, and resources to assist you in representing RMIT. We aim to make your job easier by providing all the information and resources you need in one easy location.

This guide goes hand in hand with our online **Agent Portal**, which we encourage you to visit often for regular updates.

Helpful links



Courses

rmit.edu.au/study-with-us



Application portal

customer.studylink.com

Get help with technical support via
support@studylink.com



Pre-departure information

rmit.edu.au/prepare-to-arrive



Important dates

rmit.edu.au/important-dates



Agent portal

rmit.edu.au/agents

Getting help

when you need it

Your quick guide to key contacts and resources at RMIT.

Your contacts at RMIT

Contract, commissions and change of agent



Agent Management team

Rachel Luci
Manager, Agent Network
✉ agentmanagement@rmit.edu.au
☎ +61 3 9925 9569

Enrolment and current student support

RMIT Connect

Log an enquiry at
✉ rmit.service-now.com/connect/
☎ +613 9925 5000

Visit us on any campus

City: Building 10, Level 4
Brunswick: Building 514,
Level 1, Room 15
Bundoora: Building 202,
Level 2, Room 5

Welfare arrangements for students under 18 years

Compliance team

✉ isunder18@rmit.edu.au
rmit.edu.au/international/under18

Higher Degrees by Research students

School of Graduate Research

✉ sgr.admissions@rmit.edu.au
☎ +61 3 9925 5570

Applications, offers and COE's

Admissions team

Send us a message via
StudyLink Connect
customer.studylink.com

Scholarship holders and sponsored students



Sponsored students team

Joseph Dao
Regional & Sponsorship
Development Manager
✉ isscholarships@rmit.edu.au
☎ +61 3 9925 5171

Exchange students

Global Mobility team

Exchange students:
✉ global.mobility@rmit.edu.au



① Events, training and marketing support

● International Recruitment team

Events, training and marketing support

International Recruitment team

Find the RMIT regional team in your part of the world. The recruitment team are here to support you with training, marketing and event support and recruitment strategy discussions. Please find the relevant Regional Manager for your region below or on the map.



1. Australia and Pacific

Alex Thomson

Recruitment Manager,
Onshore International
✉ Alexander.thomson@rmit.edu.au
☎ +61 3 9925 6858



2. Greater China Region

Kenneth Eu

Regional Manager
✉ Kenneth.eu@rmit.edu.au
☎ +61 3 9925 6849



3. Indonesia, Vietnam, Philippines, Cambodia, Myanmar & Laos

Sue Ng

Regional Manager
✉ Sue.ng@rmit.edu.au
☎ +61 3 9925 1430



4. India, Subcontinent & Africa

Reshmi Dutta

Regional Manager
✉ Reshmi.dutta@rmit.edu.au
☎ +61 3 9925 6855



5. East Asia, Mongolia, Malaysia, Singapore, Brunei, Thailand, Middle East, Americas & Europe

Joseph Dao

Regional & Sponsorship Development Manager
✉ Joseph.dao@rmit.edu.au
☎ +61 3 9925 5171

Why choose RMIT?



RMIT University is a global university of technology, design and enterprise

We are one of the top universities in Melbourne, and one of Australia's oldest tertiary institutions. Our state-of-the-art facilities, industry-based learning opportunities and international reputation with employers are just a few of the reasons why over 97,000 students, including 40,000 international students from over 190 countries and territories, choose to study with us.



Excellence in Innovation

Winner of the 2018 Victorian International Education Awards for Excellence in Innovation in Partnership and International Engagement.



Committed to sustainability

Winner of the Green Gown Award for Continuous Improvement: Institutional Change. The only university in Australasia to have received this award twice.



Champion of inclusion

Winner of three separate awards at the 2019 Australian LGBTI Inclusion Awards, which recognise organisations around the country that foster and support diverse communities.



Exemplar of good design

RMIT's Swanston Academic Building has been awarded a 5-star green rating and was shortlisted for the World Building of the Year Award in 2013. More recently, RMIT's New Academic Street won the Victorian Architecture Medal in 2018, along with five other prizes.



Top 1%

of universities globally¹

#18

in the world out of all universities under 50 years old²

#1

university in the world for its efforts to reduce inequality³

#1

art and design university in Australia⁴

#15

art and design university in the world⁴

5-star

rated for Learner Engagement, Staff Qualifications and Skills Development

2000+

scholarships awarded to our students in 2020

#4

graduate employment rate in Australia⁵

#4

in Australia for our partnerships with employers⁶

97,000

students from 230+ different countries

\$1.8M+

allocated by RMIT Activator to fund 80 student start-ups since 2015

15,829

RMIT students undertook work-integrated learning placements with 2362 unique global industry partners throughout 2020

1 of 6

dual-sector universities in Australia

¹ QS World University Rankings 2021

² QS Top 50 Under 50 2021

³ 2020 Times Higher Education (THE) University Impact Rankings

⁴ QS World University Rankings by Subject 2021

⁵ 2021 QS Graduate Employability Rankings

⁶ 2021 QS Graduate Employability Rankings

Explore our locations

Our award-winning locations are home to a thriving student population.

They are constantly evolving and expanding to meet the needs of our students and of modern university life.



Melbourne

Situated in the heart of Melbourne city, the City campus has been an iconic part of the Melbourne skyline for more than 130 years.



Brunswick

Our Brunswick campus is a creative and multicultural hub. It is home to many of RMIT's design courses, including fashion, textiles, graphic and industrial design.



Bundoora

Situated in the north of Melbourne, the leafy Bundoora campus is home to many of RMIT's education, biomedical, health and science courses.



Flight Training Centres

Our Point Cook and Bendigo sites provide easy access to airspace, terrain and urban development to maximise navigational experiences.



Vietnam

Study abroad at RMIT Vietnam and experience an unforgettable semester in Asia. Our beautiful Hanoi and Saigon South campuses offer clean, green environments and expansive study spaces.



Europe

Opportunities exist for students to engage with our European centre through study tours, internships, research as well as online opportunities including industry projects, mentoring and guest lectures.



Melbourne

campus maps





Life

in Melbourne

Melbourne is a vibrant and welcoming city full of exciting possibilities. Students from more than 190 different countries have chosen to make it their home. Connect with them as you enjoy a world-class level of education and a lifestyle that will be the envy of all your friends.

Here are a few reasons to love Melbourne.

Recreation

Melbourne is known for its beautiful parks and gardens, clean air, open spaces, world-class venues and convenient transport and infrastructure.

- Melbourne is the second most liveable city in the world.¹
- Melbourne is the third best student city in the world.²

Art, culture and entertainment

Melbourne plays host to more than 8000 festivals, exhibitions and events every year. With a calendar of events spanning art, theatre, music, fashion, food, markets, festivals and concerts, there's always something to do in our bustling city.

- Melbourne has more live music venues per capita than any other city in the world.⁵
- Melbourne is the second city in the world to be designated a UNESCO City of Literature.⁶

Working while studying

During the semester, students can work up to 40 hours each fortnight. When there are no classes during the semester break, students may work full-time hours without restrictions. Research students are able to work full-time hours throughout the whole year.

For more information about your working conditions, rights and obligations in Australia, visit:

fairwork.gov.au

World-class dining

Melbourne's culinary spirit is world-famous. Whether you're looking to visit a much-loved institution, a lively new wine bar or a dressed-down cafe, Melbourne offers an array of unforgettable dining experiences.

- Melbourne is ranked as the sixth best city in the world for food and dining.³

Sport

Melbourne is the sporting capital of Australia. Watch international sports stars live in action at some of the many sporting events in our city every year. Here are six annual sporting events held in Victoria that are not to be missed:

- The Australian Open
- Formula One Australian Grand Prix
- Rip Curl Pro Bells Beach
- Boxing Day Test
- AFL Grand Final
- The Melbourne Cup

After graduating

If you complete two years of a bachelor degree, masters degree or PhD in Australia, you could be eligible for a Temporary Graduate visa, which allows you to live in Australia for a further two years or more.

For further information, visit:

bit.ly/temporary-graduate-485

bit.ly/extend-stay

¹ Economist Intelligence Unit's global liveability index 2019

² 2019 QS Best Student Cities Rankings

³ Booking.com's list of the 25 best cities for food in the world

⁴ According to Melbourne City Council

⁵ 2017 census conducted by Music Victoria and the City of Melbourne

⁶ UNESCO.org – In 2008, it became UNESCO's second City of Literature



Our

programs



English Language Programs

Allowing students to reach the level of English required to gain direct entry into RMIT with an English for Academic Purposes course.



Foundation Studies

RMIT Foundation studies has been designed to prepare students for success at university. This program allows a direct pathway to degree programs at RMIT University.



Vocational Education

Students gain practical skills for excellent job prospects and credit towards RMIT University degrees.



High School – VCE

Students can gain their secondary school certificate at RMIT. The Victorian Certificate of Education is recognised throughout Australia as a university entry qualification.



Undergraduate Study

RMIT offers a range of bachelor, associate and honours degrees. Browse our undergraduate courses to find the right one for your students.



Postgraduate Study

Flexible study options are available at the postgraduate level. Choose from graduate certificates, graduate diplomas and masters degrees.



Study Abroad & Exchange

Students can join RMIT Melbourne for one or two semesters and be immersed in a new and exciting culture

Your agreement with

RMIT university

Your agency will have received and signed an RMIT education agent agreement. As part of this agreement as an RMIT education agent, you must comply with and assist RMIT to comply with:

- **The Education Services for Overseas Students Act 2000 (the ESOS Act)**
- **The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018)**
- **The Australian International Education and Training Agent Code of Ethics**

Agents (including all counsellors) should ensure that they are aware of their responsibilities included in the RMIT agent agreement. You can view these responsibilities on our agent portal **here**.

Your agreement also includes the following important information:

- The term of your agreement including end date (pg 1)
- Your approved recruitment territories (pg 1)
- Fees and commission rates (section 2, services schedule)
- Agent responsibilities (section 1, operational protocol)
- Information on our annual agent review (section 7, operational protocol)

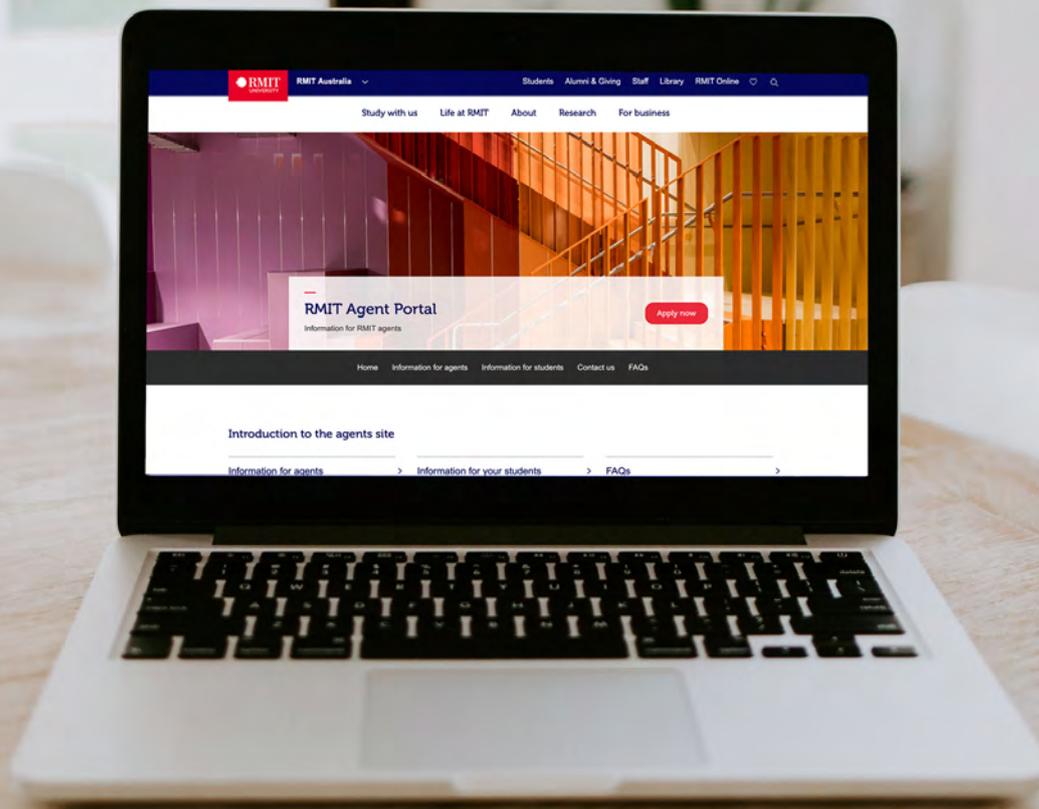
Explore your Agent Portal

Our agent portal is available to you 24/7 allowing you to access all the information you require.

rmit.edu.au/rmit-agent-portal

- Latest turnaround times
- Links to the application portal and commission portal
- Latest brochures and guides
- Staff contact details
- Online training materials
- Agent newsletter and webinar archive
- Compliance information
- Update your details





Updating your details

Under the ESOS Act we are required to keep an up to date publicly accessible list of all of our contracted education agents. This list is available to prospective students **here**. It is imperative that your agency details are accurate at all times.

Please send any updates to your office details via:

- International agents contact form: rmit.edu.au/rmit-agent-portal/contact-us
- Email to: agentmanagement@rmit.edu.au

Subscribing to our agent communications

RMIT sends monthly agent updates to keep you informed on what is happening at RMIT and regular invitations to attend our Agent Virtual Training sessions.

If you are not currently receiving our agent communications please contact agentmanagement@rmit.edu.au and provide us with the following information:

- Full Name
- Agent Office
- Email Address

Accessing Promotional Material

Digital Promotional Material

Please visit the **Promotional Material** page to find our most up to date versions of the International Course Guide, Study Abroad Guide, Accommodation Guide and Guide for Parents & Guardians.

Print Promotional Material

As an approved agent hard copies are available of some brochures. Please contact your relevant recruitment manager to request these.

Agent Digital Toolkit

Explore the **Agent Digital Toolkit** to find a range of marketing resources for your use, including images, logos, videos and animations.

RMIT

brand guidelines

Primary Logo

RMIT's logo consists of two key elements, the RMIT pixel and RMIT wordmark.

As a preference the full colour positive logo should be used. Where this is not possible the mono RMIT Blue positive logo should be used. The mono black positive logo should only be used when full colour is not an option, e.g. single colour print applications.



Full colour positive



Full colour reverse



Full colour positive



Full colour reverse

Clear space

The RMIT logo needs to be surrounded by an area of uninterrupted clear space to allow it to remain prominent in all communications. Clear space is the non-print area surrounding the logo.

No other graphic elements (such as photography or typography) should appear within this zone. Wherever possible, apply more clear space than the minimum specified.



Primary colour palette

The primary palette contains a strong RMIT Red and is supplemented with a rich RMIT Blue. In most instances the rich RMIT Blue will replace the standard black (still retained for certain typographic and print applications).

The strength of RMIT Red and Blue is a distinctly ownable asset and as such should not be diluted.

NOTE

RMIT Red should not be tinted.

| RMIT Red | |
|----------|------------------|
| — | |
| RGB | 230 / 30 / 42 |
| CMYK | 3 / 100 / 95 / 0 |
| HEX | #E61E2A |
| PMS P | 485 |

| RMIT Blue | |
|-----------|-------------------|
| — | |
| RGB | 0 / 0 / 84 |
| CMYK | 100 / 95 / 4 / 42 |
| HEX | #000054 |
| PMS P | 2757CP |

50% tint

30% tint

10% tint

| White | |
|-------|-----------------|
| — | |
| RGB | 225 / 225 / 225 |
| CMYK | 0 / 0 / 0 / 0 |
| HEX | #FFFFFF |
| PMS P | N/A |

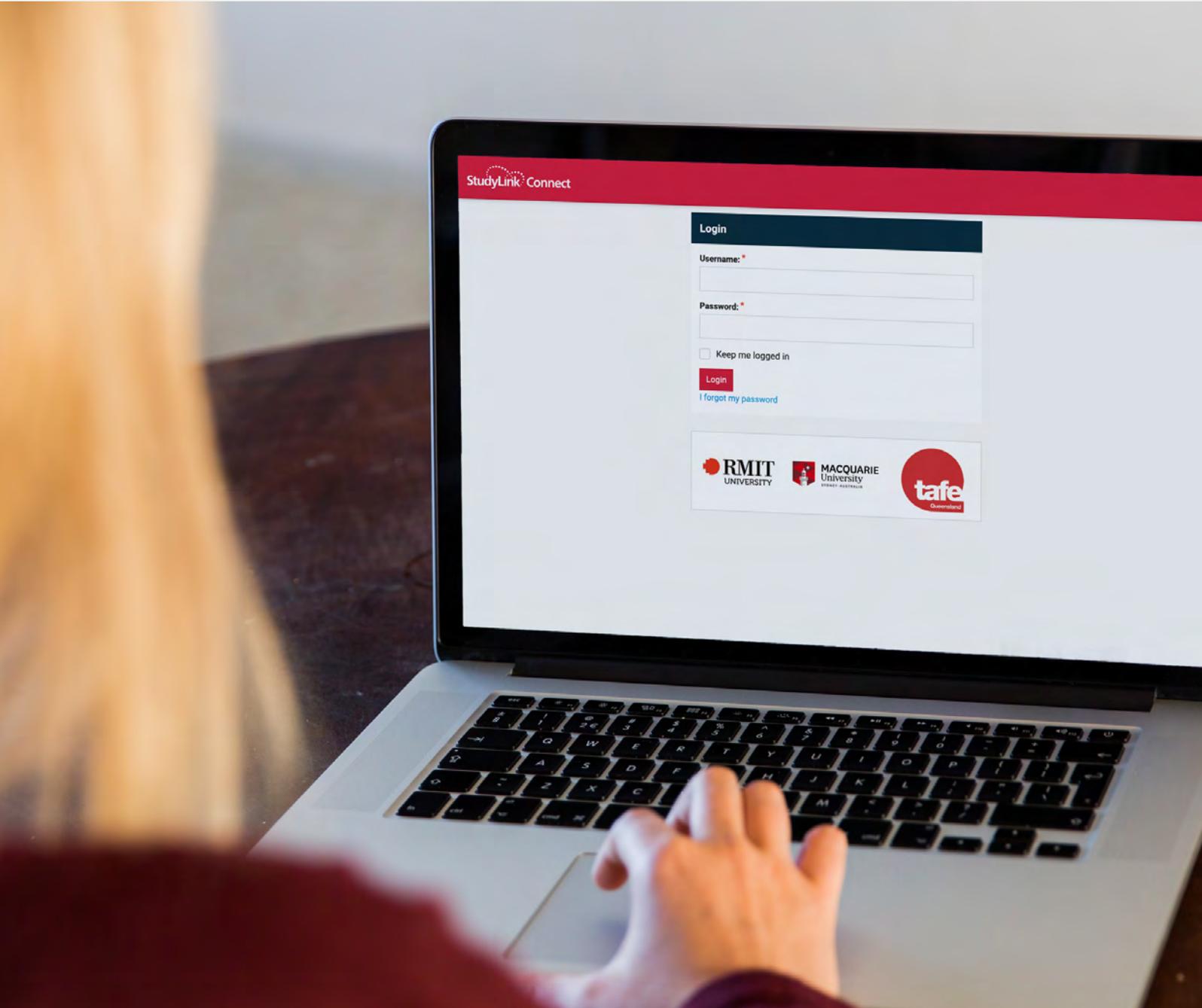
| Black | |
|-------|-----------------|
| — | |
| RGB | 0 / 0 / 0 |
| CMYK | 0 / 0 / 0 / 100 |
| HEX | #000000 |
| PMS P | Black |

How to use Studylink

Applications to study at RMIT are made via the **StudyLink agent portal**.

For assistance on how to use the StudyLink system please visit the **Training Resources** page on our **Agent Portal** and read through the StudyLink System Agent User Guide Materials. You can also view some Studylink training videos for agents to assist you with starting and completing an application.

Should you need any further assistance with studylink please contact support@studylink.com



Submitting an application to RMIT University

Follow our easy step by step guide below to assist you with submitting your student's application. Click on the links to see further information.



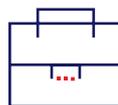
Step 1

Find a course



Step 2

Check the entry requirements



Step 3

Collect required documents



Step 4

Submit your application

Application turnaround times

To assist you to provide your students with clear expectations on assessment outcomes, please visit our **Agent Portal** to view our current admissions turnaround times.

Change of Agent form

RMIT University has a no change of agent policy.

If applicants seek the assistance of an RMIT agent in obtaining an offer letter, their acceptance must be completed through the same agent. Extraordinary circumstances may be considered if students provide compelling evidence substantiating their request.

Applicants are allowed one change of agent if they defer their acceptance to the next intake. In this case, students must complete their deferral request on StudyLink before appointing a new agent.

You can access the change of agent form **here**.





Offer Details

Date of Offer 15-Mar-19
Duration 52 Credits (1Year)
Acceptance Fee \$7020

Offer PDF  [View Offer Letter](#)

- Accept Offer
- Reject Offer
- Defer Offer

After accepting this offer, you will be take to the Western Union Payment gateway to make payment

- Transfer me to the Western Union GlobalPay for Students gateway to pay the deposit
- Give me a link that I can provide to the Applicant to make payment

Accept Offer

How to accept

Acceptances will be processed after the student makes payment of the deposit as outlined in their offer letter. The payment should include tuition deposit, and if applicable, OSHC and ELICOS tuition fees and enrolment fee.

You can accept your offer and complete the payment via your dashboard in StudyLink.

- Locate the offer from the 'Dashboard'
- Click 'View' then 'Respond to Offer' and you'll be presented with three options
- Select 'Accept Offer'
- You'll be given the option to either be directed to the WIP gateway to make payment or to receive a link you can provide to the applicant for payment
- Click 'Accept Offer'

Please note there are two ways to pay:

- Western Union
- Credit card (Mastercard and VISA card only)

How to defer

To defer commencement of your program, apply online via Studylink when you receive your students offer.

- Locate the offer and 'View'
- Select 'Defer Offer' from the options provided
- Select the intended intake from the drop down list and click 'Defer Offer'

(If you don't yet have an offer you can still request to change the intake by sending us a message via the online Studylink Agent Portal.)



Claiming your commission

Commission is paid via our **StudyLink agent portal** and is reconciled after the relevant census date. Please access our commission payment calendar located on **our agent portal** to view your relevant commission payment dates.

Please note that we do not require an invoice to pay, commission is calculated directly by the StudyLink Commission System.

You will be sent an email notification advising that the commission has been paid and your itemised invoice has been made available to you on the StudyLink Commission System.

For information on how to use the StudyLink Connect commission portal please view **the user guide here**.

Who to contact

Should you have any commission disputes please contact:
agentmanagement@rmit.edu.au

If you require a copy of your recipient created tax invoice from RMIT please send a request to our finance department:
accountspayable@rmit.edu.au

If you need technical support with login or training on using the commission portal then please contact:
support@studylink.com



Other

useful links



Pathways

RMIT's flexible pathways can help your students achieve their education goals. Click through to learn more.



Scholarships for International Students

RMIT offers a range of **scholarships** to commencing international students across all fields of study. Find out more by clicking the link.



International Student Support

Help your students to get the support they need to have the best experience possible at RMIT. Click through to learn more about our Mates at RMIT program and clubs and societies available to your students.



Offshore Learning Centres

To assist students impacted by global travel restrictions and border closures, RMIT is partnering with Institutions around the world to launch **Offshore Learning Centres**. Click through to learn more.



SafeZone

Learn more about our **SafeZone app** which instantly connects students to Campus Security, First Aid or Emergency support if they need it.



Student Accommodation

Explore the different types of housing and accommodation available for your students when studying at RMIT University.



Academic Calendar

Learn more about the key dates for RMIT's academic calendar including teaching periods, exam periods and semester breaks.



RMIT Online

Find out more about our 100% Online short courses & degrees.



RMIT Vietnam

Visit our RMIT Vietnam website to find out more about our Saigon South & Hanoi City campuses and the programs they have to offer.



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This guide provides information for RMIT's representative agents. Every effort has been made to ensure the information contained in this publication is accurate and current at the date of publication.

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rmit.edu.au/international

