Submitting Enquiries: A Guide for SIM Students in RMIT CoBL Programs

A guide for Singapore Institute of Management (SIM) students enrolled in RMIT College of Business and Law (CoBL) programs on submitting academic requests and accessing advice through the Student Portal

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1. Introduction

Purpose of this Guide

This guide provides instructions on how to submit enquiries through the Student Portal. It explains the process for choosing the correct service category and submitting your request accurately.

Who this is for

The guide is intended for students enrolled in RMIT College of Business and Law (CoBL) programs at SIM.

What you will find inside

It includes a list of common service categories, what each category is used for, and step-by-step instructions on how to submit your request through the portal.

Before you begin

For general or administrative enquiries — including questions about enrolment or if you're unsure which category to select in the Student Portal — please contact the **SIM Student Helpdesk** before reaching out to RMIT:

Singapore Institute of Management (SIM) – Student Helpdesk

- **Phone:** +65 6248 9393 *(Press option 1 to contact Student Support Department)*
- **Email:** students@sim.edu.sg

2. Using the Student Portal

Accessing the Student Portal

All academic-related requests must be submitted through the Student Portal. This system ensures your enquiry reaches the correct team for processing.

Click here to access the Student Portal.

How it works

You'll be asked to choose a service category that best matches your enquiry. Each category is designed for a specific type of enquiry. Choosing the incorrect one may delay processing of your request.

What you'll need

Prepare a clear description of your request and any supporting documents. You will receive confirmation once your enquiry is submitted.

3. Enquiry Service Categories Overview

Service Category	Used For
Course & Program Advice	Questions about majors, minors, and/or program planning advice.
Credit Transfer	For questions about existing Credit and Credit reviews.
Unsatisfactory Academic Progress	Support for Progress Improvement Plans or appeals.
Internships and Work Integrated Learning (WIL)	Questions about internships and WIL opportunities.
Global Experience Programs	Study tours or international mobility programs
Special Consideration	Illness or unexpected events impacting assessments
Graduation & Award Documents	Questions about graduation, graduating in absentia and award documents issued at graduation
Appeals Against Final Course Result	Request a review of a final course result
Appeals Against Credit Transfer Decision	Request a review of a credit transfer decision

4. Course & Program Advice

When to use it:

- Planning future semesters
- Confirming major/minor alignment
- Confirming study plan

How to submit your enquiry:

1. Log in to the Student Portal
2. Navigate to **Course and Program Advice → Academic Advice**
3. Complete the form with clear and detailed information

What happens next:

- You'll get an email confirmation

5. Credit Transfer

When to use it:

- Questions about existing credit
- Request a review of credit you've been granted

How to submit your enquiry:

1. Log in to the Student Portal
2. Navigate to **Course and Program Advice → Academic Advice**
3. Complete the form with clear and detailed information

What happens next:

- You'll get an email confirmation

6. Unsatisfactory Academic Progress

When to use it:

- Questions or help with Academic Progress Improvement Plans

How to submit your enquiry:

1. Log in to the Student Portal
2. Navigate to **Course and Program Advice → Unsatisfactory Academic Progress**
3. Complete the form with clear and detailed information

What happens next:

- You'll get an email confirmation

7. Internships and Work Integrated Learning (WIL)

When to use it:

- Questions about internships and WIL opportunities

How to submit your enquiry:

1. Log in to the Student Portal
2. Navigate to **Work and Study Opportunities → Student Enquiry Request – Work & Study Opportunities → Ask about WIL and Internships**
3. Complete the form with clear and detailed information

What happens next:

- You'll get an email confirmation

8. Global Experience Programs

When to use it:

- Submit a study plan
- Enquire about overseas experiences (inter-location mobility, Study Tours)

How to submit your enquiry:

1. Log in to the Student Portal
2. Navigate to the appropriate service category based on your enquiry:
    - **Submitting a Study Plan:**
      Navigate to **Global Experience Programs → Submit a Study Plan**
    - **Overseas Global Experience Enquiries:**
      Navigate to **Global Experience Programs → Ask about or apply for overseas global experience**
3. Complete the form with clear and detailed information

What happens next:

- You'll get an email confirmation

9. Special Consideration

When to use it:

- Submit a Special Consideration application

How to submit your enquiry:

1. Log in to the Student Portal
2. Navigate to **Course and Program Advice → Special Consideration**
3. Complete the form with clear and detailed information

What happens next:

- You'll get an email confirmation

10. Program Completion Status

When to use it:

- Questions about your program completion status. **Note:** before you can attend a graduation ceremony or access award documents, your program must be marked as complete.

How to submit your enquiry:

1. Log in to the Student Portal
2. Navigate to **Exams, Results & Graduation → Student Enquiry Request - Exams, Results & Graduation**
3. Select the Question '*Confirm if I am eligible to graduate*'
4. Complete the form with clear and detailed information

What happens next:

- You'll get an email confirmation

11. Graduation & Award Documents

When to use it:

- Questions about attending graduation, graduating in absentia, award documents (i.e. testamur and transcripts)

How to submit your enquiry:

Contact the SIM Student Helpdesk

Singapore Institute of Management (SIM) – Student Helpdesk

- **Phone:** +65 6248 9393 *(Press option 1 to contact Student Support Department)*
- **Email:** students@sim.edu.sg

12. Appeals Against Final Course Result

At RMIT University, there is a formal two-step process if you wish to question your final course result. This process ensures all concerns are considered fairly and according to university policy.

When to use it:

- You believe your final course result is incorrect due to a calculation error, non-compliance with assessment criteria, or a breach of RMIT policy/process that had a significant impact on your result.

Step 1: Request a Review (within 5 working days of result release)

The first step is to request feedback or a formal review of your result through your Course Coordinator. Most concerns are resolved at this stage. Please note, your course coordinator is not your local lecturer.

How to do it

- Contact your Course Coordinator to request a review of your final result.
- You must do this within 5 working days of your result being published.
- Allow at least 5 working days (Monday to Friday) for your coordinator to respond.

If you can't contact your Course Coordinator:

1. Log in to the Student Portal
2. Navigate to: Program & Course Advice → Submit Enquiry
3. State that you're unable to contact your coordinator and need help with a result review
4. Wait for a friendly response to your RMIT Student Email.

What happens next:

- If your concern is resolved, no further action is required.
- If the matter is unresolved or you are dissatisfied, you may proceed to Stage 2 appeal.

Step 2: Submit a Stage 2 Appeal (within 20 working days of result release)

Your Stage 2 appeal must be submitted within twenty (20) working days of the official release of results. If you believe you cannot submit your appeal within this timeline, you must contact **Business Connect** (see Support & Contact) or submit an enquiry via the Student Portal under the Program & Course Advice category (see Course & Program Advice for further instructions).

Valid grounds for appeal (you must meet at least one):

- There was an error in the calculation of your result
- The assessment did not comply with the published criteria in the Course Guide
- The assessment breached RMIT policy or assessment process, and this had a significant impact on your result

Please be aware that disagreement with academic judgement or a desire for a higher mark is not valid grounds for appeal. Academic judgement means the teacher's professional decision about the quality of your work, based on the published assessment criteria.

Preparing for your Stage 2 Appeal

Your application must include:

1. Evidence of Stage 1 review – email from the coordinator, or proof you attempted to contact them.
2. Fully completed and signed **Appeal Form** (Sections A to G).
3. Supporting documents (maximum 10 pages, in PDF or JPG format). Examples: emails, course guide pages, assignment feedback, relevant policies

What to do:

- Clearly explain what went wrong, how it impacted your result, and what evidence supports your claim

How to submit your appeal

1. Go to the **Appeals Submission Portal**
2. Upload all required documents
3. Click **Submit**

What happens next:

- A confirmation message will appear once you submit.
- Your appeal is not visible in the Student Portal like a regular service ticket, it is confidential and hidden from view.
- The college will email you and communicate with your RMIT Student Email.

13. Appeals Against Credit Transfer Decision

When to use it:

You may consider lodging an appeal if you believe your credit outcome was incorrect because your application was assessed in error, RMIT's credit or RPL policies were not followed, relevant evidence was not considered, or the decision was influenced by personal bias.

Step 1: Request a Review (within 5 working days of the credit decision)

Before lodging a formal appeal, you must request a review of the credit decision. Most concerns are resolved at this stage.

How to do it

- Contact the College of Business and Law to request a review of your credit outcome
- Do this within 5 working days of the credit decision being released
- Allow up to 5 working days (Monday to Friday) for a response

How to request a review

1. Log in to the Student Portal
2. Navigate to: Credit Transfer → Submit Enquiry
3. State that you would like to review your credit decision and provide an explanation why.
4. Wait for a friendly response to your RMIT Student Email.

What happens next:

- If your concern is resolved, no further action is required.
- If the matter is unresolved or you are dissatisfied, you may proceed to Stage 2 appeal.

Please be aware that disagreement with the academic judgement of a credit assessor is not valid grounds for appeal. Academic judgement refers to the assessor's professional decision about the relevance, currency or equivalence of your prior learning in relation to the RMIT course.

Step 2: Submit a Stage 2 Appeal (within 20 working days of the credit decision)

You must submit your Stage 2 appeal within 20 working days of the date your credit outcome was released. If you believe you cannot submit your appeal within this timeline, you must contact **Business Connect** (see Support & Contact) or submit an enquiry via the Student Portal under the Program & Course Advice category (see Course & Program Advice for further instructions).

Valid grounds for appeal (you must meet at least one):

- You have evidence the decision was not compliant with the Admissions and Credit Policy or credit process
- You have evidence the decision was influenced by personal bias

Preparing for your Stage 2 Appeal

Your application must include:

1. Evidence of Stage 1 review – please provide the reference number from your review request (e.g., SE123456).
2. Fully completed and signed **Appeal Form** (Sections A to G).
3. Supporting documents (maximum 10 pages, in PDF or JPG format). Examples: Credit outcome notifications, course outlines or RMIT course guides, relevant policy extracts, emails or relevant case reference numbers from the portal (e.g., SE123456).

What to do:

- Clearly explain what went wrong with the credit decision
- Support your claim with factual evidence

How to submit your appeal

1. Go to the **Appeals Submission Portal**
2. Upload all required documents
3. Click **Submit**

What happens next:

- A confirmation message will appear once you submit.
- Your appeal is not visible in the Student Portal like a regular service ticket, it is confidential and hidden from view.
- The college will email you and communicate with your RMIT Student Email.

14. Appeals FAQs

When will I be notified about the outcome of my appeal?
It is anticipated that you will be contacted regarding your eligibility to proceed to a hearing within 20 working days from the date that your complete submission was received by the ColAC.

I requested a review, but my course coordinator or program manager did not respond
Please allow 5 working days for your course coordinator to respond to your review request. If your course coordinator or program manager does not respond after 5 working days, you may wish to submit an appeal application clearly outlining your attempt(s) to request a review as evidence.

I would like to appeal the mark I received for an assessment task during the semester
It is not possible to appeal the result for an individual assessment task via the College Appeals Committee, you must have received a published final grade for the course.

The release of my course result was delayed
If your result was not released to you until after the official result release date, the College of Business and Law will consider the date of publication as the date you were informed of the final grade. You must submit your appeal within 20 working days of this date.

I missed the deadline to submit an appeal application
Appeal applications must be strictly submitted within 20 working days of the grade date or credit or RPL outcome date. The college reserves the right to refuse applications submitted after the deadline.

What format should I use for my evidence?
The College of Business and Law will only consider evidence in PDF and JPG image filetypes.

Please note that a maximum of 10 pages can be uploaded as evidence for your appeal application.

Who can assist me with my appeal application?
The RMIT University Student Union (RUSU) have some resources available on their website to assist students with the appeal process and can be contacted by phone on 9925 5004 or by email via student.rights@rmit.edu.au.

What if I disagree with the outcome of my appeal to the CoLAC?
The outcome from a ColAC application is final and can't be used as the basis for a further review. You may only appeal against the outcome of a ColAC application to the University Appeals Committee (UAC) where there's evidence of a breach of University regulation, policy or process by the college that had a significant impact on the outcome of your application. This must be submitted within 10 working days of the date that the ColAC outcome letter was sent.

15. Support & Contact

If you need help at any stage — from choosing the correct category to submitting documents or understanding processes — the following support services are available:

General and Administrative Support (SIM)

SIM Student Helpdesk

For enquiries about enrolment, administrative matters, or if you are unsure which category to use in the Student Portal.

- **Email:** students@sim.edu.sg
- **Phone: +65 6248 9393** (Press 1 for the Student Support Department)

Academic Enquiries (RMIT)

Business Connect

For RMIT academic support including appeals, program and course advice, and credit.

- **Student Portal:** Student Portal – Use this guide to choose the correct service category.
- **Phone:** +61 3 9925 5000

  Menu Options:

  - Select **'Speak to your School'**
  - Then choose **'Business or Law Studies'**
- **Webchat**

  For quick questions or help navigating RMIT services:

  Click on the **chat box** at the bottom of the RMIT Business Connect page.