

Guide for Parents and Families 2024



This guide is specifically tailored for parents and families of higher education students at RMIT Vietnam. It serves as a vital resource throughout your student's academic journey. Within these pages, you will discover a wealth of information on academic support, student services, insights into the engaging campus life that RMIT offers and how you can partner with RMIT to support student wellbeing and success.

The information in this guide is correct at the time of update and should be used for reference purposes only.

Updated August 2024



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Welcome and greetings

Dear RMIT Vietnam Parents and Families,

We are delighted to welcome you and your students to the RMIT community.

Navigating university life can be both exciting and challenging for students. RMIT provides a wide range of resources and services to create a safe and supportive learning environment.

We recognise the pivotal role you play and are committed to partnering with you in helping students achieve their goals while staying healthy and happy. Students are at the centre of this partnership. As we empower students to take charge of their own success, their voices matter, and their actions are key. Your support is invaluable in encouraging them to recognise their potential, take ownership, embrace challenges and proactively seek support from the University when needed.

We invite you to stay informed and engage with us through various resources, events and activities specially designed for you.

We look forward to building a strong partnership with you and celebrating the remarkable achievements of your students.

Once again, welcome to the RMIT community.

Warm regards,

Assoc. Prof. Seng Kiat Kok
Dean of Students

Ms. Dung Duong
Senior Manager
Student and Family Connect

About RMIT

RMIT is an international 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.

 Established in **1887**

 **5 campuses**

Australia: Melbourne City, Brunswick, Bundoora.
Vietnam: Ho Chi Minh City, Hanoi.
Research and innovation hub in Spain.
Partners in Singapore, Hong Kong, Sri Lanka, Indonesia, India and China.

 **500,000**
RMIT alumni work in more than 150 countries.



Rankings

 **123rd**
universities worldwide*

 **10th**
highest ranked in Australia*

 **5th**
globally in Art and Design and 1st in Australia**

 **5th**
Sustainability Impact
RMIT ranked fifth globally for sustainability impact***

* 2024 QS World University Rankings
** 2024 QS World University Rankings by Subject
*** 2024 Times Higher Education Impact Rankings

RMIT University Vietnam

RMIT University Vietnam offers a world-class education and a globalised study environment. Our dedication to excellence shines through outstanding faculty, comprehensive support services, innovative teaching methods, and hands-on project-based learning opportunities. In addition, our students could explore the world through various study abroad and exchange programs with our esteemed partners.

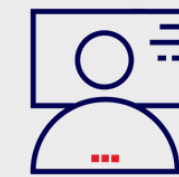


Alumni Network



83,6%

alumni got full-time jobs 3 months after graduation



3796+

alumni holding managerial positions in 4000+ companies



500,000+

Alumni

Certification



Certificate of Merit from Prime Minister of Vietnam



Certificate of Merit from Vietnam Minister of Education and Training



Certificate of Merit from People's Committee of Ho Chi Minh City



RMIT learning and teaching

Our teaching models are based on international best practice to ensure students enter the workplace with the skills they need to succeed.

We are committed to providing students with an industry-led and student-centered learning experience. Traditional exams have been replaced by industry-relevant projects, and single-sourced textbooks by contemporary, multimedia resources.

Student experience includes classroom learning, facilitated online and self-directed learning, peer learning, industry field trips and guest speakers. Students also learn critical life and work skills through our Personal Edge program.

Upon successful completion of their academic journey, students will receive a global RMIT degree. All learning outcomes and assessments at RMIT Vietnam are equivalent to those delivered at RMIT Australia. Furthermore, we are constantly monitoring, updating, and improving our courses to meet the high standards for RMIT University, as well as the Vietnamese and Australian governments.



Blended learning

Blended learning is a well-established method with many proven benefits for students in terms of learning and future career readiness. RMIT provides world-class blended learning with both face-to-face and online experiences in a global network, a supportive community, and real-world skills.

Our blended learning experience is accessible, inclusive and connected. Supported by our specialist spaces, equipment and technologies, it combines the high quality of your education and learning outcomes with an enhanced digital experience that equips learners for working life in the 21st century.

Explore RMIT blended learning through this video



RMIT nurtures a 21st century skillset



Face-to-face classes



Online experience



Global virtual presentations



Computer skills

Student development roadmap



First year

In this phase, through assignments focusing on industry exposure and simulation, students have an overview of their chosen industry and explore suitable career paths.

Besides academic activities, students may manage time to engage in club activities. This involvement helps them cultivate a sense of belonging in a new environment and enhance soft skills. Being part of a community in university also helps extend students' personal and professional network.

Final year

As students approach the last stage of university, this is when students put their learning into practice and deliver their own hands-on projects or take part in internship programs, which is a great way to get them ready for the actual work settings.

Stepping closer to employment opportunities, students should connect with the RMIT alumni from various industries. They are mentors who can coach and prepare students for their professional careers.

Middle year(s)

During middle semesters, industry engagement plays a key role in most courses. Students might engage with Work Integrated Learning projects to address current business challenges in a "real life" situation with real industry partners.

Later, students are ready to take higher level roles in clubs or be a project leader of programs. Students are motivated to fulfill potentials and foster leadership skills.

Complete and Graduate

Students are ready to embark on their professional life or prepare for further study.

Students should maintain the network with RMIT alumni to expand the connection, which further supports them in the career path ahead.

Information about postgraduate programs



Key dates



At RMIT Vietnam, there are three semesters per academic year for undergraduate and postgraduate students. Below are some key milestones in a semester: *

	Semester 2-2024	Semester 3-2024
Tuition Fee Invoices issued	28 June 2024	25 October 2024
Semester begins	01 July 2024	28 October 2024
Last date to drop classes (courses)	26 July 2024	22 November 2024
Payment deadline	19 July 2024	15 November 2024
Results released	14 October 2024	17 February 2025

*These dates apply for 12-week courses and may be subject to change.

View the academic calendar via [Important dates and academic calendar - RMIT University](#)



Fees and payments

Students can view tuition fees and charges for each semester via the Financial Account tile on myRMIT. Also, they can check overdue fees, and any credit balance remaining in their account (if applicable).

Payment options



Bank transfer



Online payment via Vietcombank



Direct deposit in RMIT Vietnam's Vietcombank account



Bank cards payment on campuses and at Vietcombank headquarters

*For further details, please access [this link](#).

Resources, services, and support for students

Student Connect

Your students may have questions about their university experience and may not be sure whom to ask. Student Connect is here to assist.

Student Connect offers easy access to a wide range of student services and support, including courses and programs advisement, timetabling, and student administration processes. Your students can reach Student Connect on campus, via phone, through online chat, or by submitting enquiries on the portal to receive responses within the next business day.



Library

Our library houses over 700,000 offline and online resources and hosts several archives and digital exhibitions. It is one of the largest English language libraries in Vietnam. Students and alumni also have online access to RMIT's extensive library in Australia.

Student Academic Success (SAS)

SAS provides students with academic support that helps students study with efficiency, understand their course materials in-depth, or plan their assignments. SAS offers skills and strategies for students to achieve their academic goals.

SAS Services

Peer Assisted Learning Services

Support from fellow students who performed well academically and are trained by SAS.

Learning and Language Advising

Students can get professional support from a Learning Advisor in studying or doing their assignments.

Academic Success Advisors

Students facing academic challenges can get their studies back on the right track with the help of this team of experts.

Health and Wellbeing support

Encourage your students to come and speak to our friendly Wellbeing team if they have any concerns about themselves or their friends. Wellbeing has a range of personal development, mental health and wellbeing workshops, and helpful online resources. Wellbeing also offers the following free, private and confidential services:



RMIT Counselling and Psychological Services

Counsellors are available to talk about any issues students may have – whether they are personal issues, mental health and wellbeing or study-related issues.



Safer Community

If students are feeling unsafe and having concerns about threatening or unwanted behaviors (including bullying, sexual harassment, assault, and relationship violence), they can speak to Safer Community.



Equitable Learning and Accessibility

Equitable Learning and Accessibility provides support and equal opportunities for students who are neurodiverse, living with a long-term medical condition, mental health condition or disability, or a student who is a primary caregiver.



RMIT Health Centres

RMIT Health Centres are located on campus and run by a dedicated team of nurses and doctors trained in Vietnam and overseas. The centres offer routine medical consultations for acute conditions, general health education and advice, emergency services and referrals to specialist services as necessary. Students can make an appointment with the doctor of their choice or be seen on the same day without an appointment. All visits are private and confidential. There is no additional charge for all consultations and immediate treatment provided on site.

Career services

Career development

There is a range of activities and services available to help students get an appropriate job at the end of their degrees:

- Career plans and decisions
- Career resources
- Career programs and events including career mentoring programs, career week, internships and networking events

RMIT Mentoring Program

is to connect RMIT current students and first-year graduates with industry professionals to provide mentorship and help shape the future workforce.

Job Shop

- Free Resume and Cover Letter reviews
- Job search advice
- Jobs on campus
- Skill workshops (CV writing, LinkedIn profile setup, industry placements, networking events)

Skills and development

Personal Edge learning experiences: led by industry experts, RMIT Vietnam academics, and alumni, focusing on six key skill sets:

- Creative thinker
- Confident communicator
- Cross-cultural team player
- Ethical leader
- Digital Citizen
- Career strategist



Get ready for work and life



At RMIT, all students can enjoy regular professional development events designed to support their personal and career growth



300+

corporate partners serve as career advisors for RMIT students.

2133

students participating in the Personal Edge.

425

businesses partners engage in learning sessions, inviting students to actively join in company projects and gain practical experience.

2082

internship programs have been organised between RMIT and partners.

2250

partner organisations feature recruitment page for RMIT students.

21720

students take part in the work-integrated-learning (WIL) project.

**Updated December 2023*

Student Life

Student clubs and events

RMIT Vietnam has over 50 student-run clubs and societies, spanning sports, culture, business, community, recreation, and social interests. These clubs, run by students, provide opportunities to build networks and develop skills in teamwork, communication, and leadership.

Additionally, students can build networks and get the most out of RMIT by taking part in hundreds of events and activities, from large scale concerts and festivals to art exhibitions, talk shows and community trips.



Volunteer programs

offer opportunities for students to gain real-life experience, develop hands-on skills, expand social networks, and most importantly, begin the journey of self-discovery.



Sports and fitness

A healthy and study-life balanced lifestyle is an essential part of the academic journey and personal development of students at RMIT Vietnam. We provide world-class sports facilities and numerous fitness and recreational programs which help promote physical wellness, social connectivity, teamwork, leadership, skill development, multi-cultural immersion and fun!



Campus facilities and ambiance

The heart of RMIT Vietnam lies in its campus ambiance. Picture vibrant green spaces, cozy study corners, dynamic meeting rooms, and bustling cafeterias, as well as canteens and state-of-the-art student spaces.

Tran Viet Hung Digital Marketing senior student

My student life at RMIT has been a vibrant blend of academic growth and extra-curricular activities, especially through my roles in the RMIT Student Ambassador Team and the RMIT FinTech Club. The interactive classroom environment and team projects have prepared me for a diverse work environment in the future. Outside of academics, I have enjoyed participating in sports clubs and external competitions. My RMIT journey has been fulfilling, providing me with a well-rounded education and a wealth of personal and professional growth opportunities.



University highlights

As your student dives into a new life experience, let's see how the vibrant student life at RMIT Vietnam would be through these highlighted events.



X-Run



Club Day



RMIT Global Leader Experience

Carnival Day



TEDxRMIT



RMIT Vietnam celebrates the largest-ever group of graduates in 2024



Future Founders Competition



Pride Week



RMIT Wellbeing Fair



2024 Accessibility Design Competition
"A world that works for all"



Global study opportunities



Cross-campus to RMIT Australia

Study overseas for one or two semesters at RMIT in Melbourne, Australia.



RMIT Interlocation in Asia

RMIT delivers a range of programs in Singapore, China and Hong Kong with our university interlocation partners. This makes Interlocation studies an easy option for RMIT students.



The Australian Technology Network of Universities

Spend a semester abroad with our network of the most innovative and enterprising university partners in Australia.



Exchange to partners worldwide

Global Exchange Program is a short-term study commitment of one or two semesters at a partner university overseas.



Global Leadership Program

Develop student leadership style and enhance their cultural intelligence skills with a range of programs in Vietnam and online.

- Global Leader Experience
- Big Industry Challenge
- Online Learning



Short courses outside Vietnam

Study tours, summer and winter programs, and other short courses are a great way for students to get a global experience and fast-track their degree.

RMIT Vietnam students can broaden their study experience and immerse in a new and unique culture in RMIT Australia or a partner university in another country with various global study opportunities available.



Partnering with RMIT

Research shows that strong student-parent relationships can have positive impacts on students' transition to university, identity development and career exploration. As your student transitions to university, an adult learning environment, your role in their life is changing but remains as important as ever.

Roles of RMIT

Quality of learning & teaching

We are committed to providing a transformative student experience through inclusive teaching and interactive, student-centered learning.

A safe and respectful community

We're proud of RMIT's diverse and inclusive community, and we believe that everyone deserves to feel safe, respected and valued. We are committed to providing a safe, supportive and sustainable environment.

Hands-on experience

We equip students with real-world experiences and the skills to succeed in a rapidly evolving world.

Maintain effective communication

We provide students with timely and accurate information about their progress, programs and services. Additionally, we include student voices in decision making and support the students' organisation.

Student responsibilities

- Provide up to date, accurate and timely student information when required.
- Work with honesty and integrity.
- Be fully committed to their own learning, the decision they take in relation to it, and the challenges involved.
- Take lead in solving their problems and be responsible for their actions related to academic and social decisions. Students are suggested to contact lecturers and course coordinators if they have questions or concerns about course content or academic performance.
- Utilise university facilities and resources, follow relevant policies while exploring the opportunities out of classroom to enhance social skills and widen the network.

Student records and privacy

RMIT values the privacy of every individual and is committed to the responsible handling of personal information in accordance with Australian and Vietnam data protection laws. Students from 18 years old are considered adults and have the right to consent for the University to discuss select administrative matters with third parties. Without such consent, RMIT cannot disclose student personal information, including their enrolment, grades and financial records.

Roles of parents and families

As parents and families, your support is invaluable in helping your students navigate their university journey. While RMIT upholds strict privacy guidelines, you can still play a crucial role by maintaining open communication with your students, encouraging their independence, and guiding them on accessing RMIT relevant resources, services and support.

Foster student autonomy

The empowerment from parents to nurture student's autonomy is crucial to students' independence and resilience. By fostering students' sense of responsibility, decision-making abilities, and problem-solving skills, you are helping to prepare your students ready for their future work and life.

Stay connected and supportive

Be attentive listeners and maintain open communication without judgment so that your student feels trusted and connected to share their experiences with you.



Be a source of trust, encouragement and motivation

Be trusted mentors/ coaches when needed. Your experiences and knowledge can be a great resource for students. Be open, and thoughtful when sharing your guidance and encouragement. Your students will learn to make informed decisions.

Be knowledgeable about university resources

Know university resources: RMIT offers a wide range of free resources, services and support for your student. Familiarise yourself with these resources and encourage your student to actively use them.

RMIT parents & families program

This program is designed specifically for parents to share in our University mission of providing an exceptional student experience.



Subscribe to parent newsletters to stay updated on information, events, and to gain more insights into student life and happenings around campus.



Family Welcome Day is designed to introduce parents of RMIT freshmen to university resources, tools and facilities that will help students successfully transition to university life at RMIT.



Visit our website to learn more and become part of our network.

Scan this QR code to visit the Family Connect webpage





What other RMIT parents have to say

Parent of Vo Tran Lan Anh, Professional Communication alumna

Mr. Vo Tuy Linh

Over Lan Anh's 4-year journey at RMIT, we've seen her grow with an open mindset and a strong network of friends. Initially, when Lan Anh first got into RMIT, we were concerned about language barriers preventing us from supporting our daughter. However, the environment at RMIT has helped her mature and become independent. As a result, we have come to trust RMIT's teaching approach.

We are also glad to learn about the Family Connect team. The RMIT parents & families program keeps us informed and allows us to support Lan Anh both emotionally and physically, as she moves toward a bright future.



Parent of Luu Kim Toan, Information Technology alumnus

Mrs. Tran Kim Thuong

Before getting into RMIT, my boy was a quiet and shy boy. But, 4 years later, he has changed so much that even we, his parents, are surprised. Choosing RMIT for Toan's study was indeed among the best choices in my life. I see my child mature every day since stepping into RMIT environment.

Toan often shares with the family about the opportunities to meet and interact with talented friends, both domestically and internationally, and the chance to learn from very dedicated teachers. The learning environment that encourages open communications, being connected with a network of talented friends, makes him strive and always thrive. I feel that I have chosen the right educational setting for him.



Parent of Mai T. Tuyet Ngan, Digital Marketing alumna

Mrs. Le Hoang Phung

Thank you RMIT Vietnam for making my daughter who she is now! Ngan gained knowledge in her field of study, accumulated experience, and improved her soft skills to meet the needs of businesses. My husband and I observed significant changes since Ngan began her journey at RMIT. She is more confident and passionate than before.





Tips and tools for parents and families

As parents and families of RMIT higher education students, you play an important role in supporting your child's academic journey. This section is designed to empower you with practical advice and best practices.

Be patient and encourage your students to be their own advocate

At RMIT, students are encouraged to act for themselves and take charge of their responsibilities. Rest assured your students are not alone. RMIT provides a wide range of resources and services to create a safe and supportive learning environment.

If your students need support or have questions but are not sure whom to ask, encourage them to speak to Student Connect. Student Connect is a friendly service and is available on campus, online or via phone. They can help with a wide range of questions and requests, such as courses and programs, timetabling, payment and other administrative matters.



Offer emotional support for your students

Your students would appreciate your understanding and having you as their trusted person. Below are some tips for parents to offer emotional support for university students:

- Maintain open communication: keep lines of communication open for your child to share stories.
- Create a plan: together do planning on how to manage difficulties or challenges.
- Acknowledge differences: understand that university is different from high school.
- Learn about student support services: Familiarise yourself with available student services, which you can learn more [here](#).
- Encourage differences: Allow space for your student to grow as this impacts positively on their mental health.

Checklist for first-semester students and families

After accepting Offer letter, new students should:

- Follow RMIT instructions to set up their RMIT account.
- Plan enrolment and timetable.
- Join Student Orientation as students will get to know all student services, meet new friends and lecturers, discover clubs and societies on campus and get ready to make the most of student life at RMIT.
- Pay tuition fees. Tuition fees invoices are available for student to check via their student email and myRMIT.

How families can help:

- Arrange safe transportation and accommodation.
- Know key dates, and discuss mutual expectations for staying in touch, time management, and study skills.
- Discuss financial and payment plan with your students if possible.
- Encourage your students to participate in Orientation activities and check their student email frequently.

Key information for parents and families of international students

Buddy program

The Buddy Program pairs RMIT student volunteers with international students, providing support both on and off-campus. Buddies, who are local students, offer valuable insights into Vietnamese culture and help international students maximise their time in Vietnam.

Buddies also help to organise activities for international students including international student orientation, city trips and cultural tours, cooking classes, a welcome dinner, and Vietnamese language classes.

Managing homesickness

Join in

We encourage students to get involved and be a part of our community along with local Vietnamese students, and staff to make the most of their time in Vietnam. If students have a hobby or any interests, there are a variety of clubs and communities to join. Parents can read more about club activities [here](#).

Talk to people

If students need assistance or wish to talk to someone, they can speak to our Wellbeing staff, who are available to provide confidential counselling services and support.

Furthermore, international students can seek support through:

Student Connect Portal: Log an enquiry 24/7.

RMIT Vietnam has been recognised internationally for its excellent support services for international students. To ensure your students have the best experience, RMIT Vietnam offers a wide range of proactive support services and activities.

- International Health Insurance is compulsory for all international students. Suitable medical insurance is arranged by RMIT Vietnam on students' behalf.
- Study visa support: International students are expected to have a valid student visa sponsored by RMIT Vietnam and comply with Vietnam immigration rules and regulations.
- RMIT Vietnam provides a free airport pick-up service for new higher education international students.



Eline Kristoffersen Paulsen – our international student shared

“As an exchange student from Norway studying innovation and business development, I have had a truly enriching experience at RMIT. From the moment I arrived, I was warmly welcomed by the buddies, both at the start and throughout the semester.

The courses have been engaging and the support services, such as Student Connect, have been invaluable. I have found myself spending time on campus even outside of class hours as I like to immerse myself in the welcoming atmosphere and dynamic activities at RMIT. RMIT now holds a special place in my heart. I wholeheartedly recommend RMIT to others, as it has been a fulfilling and rewarding experience.”

How to Speak RMIT

Familiarise yourself with some of the RMIT Glossary words that your students may use and mention when sharing stories.



Words	Meaning
Assignment	Assignments are tasks or projects given by professors that students need to complete as part of their coursework. These can include writing essays, conducting research, solving problems, or creating presentations. Assignments help students apply what they've learned, demonstrate their understanding, and contribute to their final grades.
Deadline	Assignments have due dates, commonly known as "deadlines". Missing a deadline can result in a lower grade, so students need to manage their time effectively to ensure they submit their work on time.
Academic calendar	An academic calendar outlines key dates for the academic year, including semester start and end dates, public holidays, and payment due dates. This helps students manage their time effectively, including a personal development week in week 6 or week 7 for activities and workshops supporting personal and professional growth.
myRMIT	myRMIT gives students access to everything they need to manage their studies, from enrolment through to graduation, including: enrol into classes, update personal details, check timetable, view results, apply for scholarships, apply to graduate, and much more.
Semester break/Sem break	"Sem break" is short for "semester break". This is when students are not attending classes because they are between semesters. The length of RMIT semester break is usually 4 weeks.
GPA	The Grade Point Average (GPA) at RMIT is a measure of a student's academic performance. It is calculated on a 4.0 scale and provides an average of the grades a student has achieved in their courses.
Credits	Students can choose to study from 1 to 3 courses (equivalent from 12 to 36 credits) in a semester.



Frequently Asked Questions (FAQs)

How is medical insurance arranged?

Medical Insurance fee is included in the tuition fee invoice and is compulsory for all students. Students with valid insurance arrangements can apply for an insurance waiver via myRMIT.

Where can I find information about breaks and holidays?

Students and parents can find the detailed academic calendar via this [link](#).

We encourage parents and families to talk to your students to understand breaks and plan them together.

As RMIT parents and families, who should I contact for questions and support?

RMIT Vietnam Family Connect provides support and services specially designed for parents and families of current Higher Education students. The team can help with familial questions and offer useful resources so that parents can partner with the University for student wellbeing and success.

How can parents and families access and explore RMIT campuses?

RMIT invites parents and families to experience our campuses through dynamic virtual tours. Explore our modern architecture, cutting-edge labs, and vibrant student spaces with immersive video and photo galleries.

Guided campus tours for parents and families of current students can be arranged by contacting the Family Connect team at fc@rmit.edu.vn. Tour availability is limited to ensure the best experience for on-campus student activities.

Virtual tour

Saigon South Campus



In special/emergency circumstances that students need to be absent from class, what should students do and how can parents/ families support them?

In circumstances that students might be absent from class or need special arrangements for their studies, students may consider taking below steps as soon as they can:

Step 1: Notify lecturers: students should promptly inform their professors about the situation.

Step 2: Contact Student Connect for further advice.

As for parents and families, you can provide emotional support and encourage students to access university resources and available student support services during their absence. Students always have the direct access to their account on RMIT systems where they can make updates and requests 24/7 without the need to be on campus. Otherwise, if you need to talk to someone about your student studies, you may consider contacting Family Connect for general advice regarding available student resources at RMIT.

Hanoi Campus



For parents and families of current HE students, contact Family Connect:



fc@rmit.edu.vn



www.rmit.edu.vn/about/rmitparentsandfamilies/familyconnect



(+84) 28 3776 1306 (ext: 2)



08:30 AM - 05:30 PM (Monday - Friday)