



Orientation

VET DOMESTIC STUDENTS

sri.edu.au

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Introduction & Welcome

A message from the Managing Director, Sarina Russo

“Congratulations on your commitment to continuing life-long learning. In today’s competitive environment you need to have a competitive edge. Having a commitment to your own personal development through continuing education will give you that edge.

The educational programs that we offer at Sarina Russo Institute have been carefully developed to provide you with excellent preparation for employment or to further your career and create a clear pathway to an undergraduate degree at University.

The course you are commencing today will offer you business and professional opportunities throughout your life.

I wish you all the best in your studies.”

A stylized, handwritten signature in blue ink that reads "Sarina Russo". The signature is fluid and cursive, with the first and last names being the most prominent.

Mission Statement

“To treat every student and client as an individual, to recognise your potential and ensure that you receive the best preparation and training to help you meet your career ambitions and life goals.”

A message from Sarina Russo Institute

Welcome to Sarina Russo Institute (SRI). SRI has been delivering quality vocational education since 1979. We hope you enjoy your study with us and gain the qualification to launch you towards your next career move.

This booklet has been compiled to prepare you for your studies. It contains an introduction to SRI and information about your rights and responsibilities as a student. Information in this booklet is used as part of the induction process prior to commencement of your course and an information resource during your enrolment and for future reference.

Our objective at SRI is to provide you with the best training opportunities to help meet your requirements and goals. We care about you as an individual and aim to always be there to assist you with your studies. We value your opinions and encourage you to actively participate in and contribute to our Institute.

There are key points throughout the booklet that you will be asked to acknowledge on the 'Orientation Acknowledgement Form'

All policies and procedures are available via our website www.sri.edu.au

As an RTO, the Institute is required to adhere to the National VET Regulator Act, which includes a comprehensive set of standards that guide nationally consistent, high quality training and assessment services in the vocational education and training system.

Good luck and enjoy your time with us.



Types of Delivery

SRI offers various delivery models, these can be:

- online delivery
- on site training
- workplace delivery
- school based delivery
- a blend of the above

Online Delivery

Students undertake training in their own environment accessing our 24/7 online Learning Management System.

On Site Training

At Sarina Russo Institute, classes may be scheduled from Monday to Friday, between the hours of 8:30am and 6:30pm. Timetables vary dependent on the program delivery mode or course being offered and the venue at which it is being held. Breaks are also factored into the timetables.

Workplace Delivery

Students undertake training supported by their current place of employment.

School Based Delivery

Some students undertake study whilst in Year 10 through to Year 12 .

Blended

Some students choose to undertake training in a combination of the above delivery methods.



Institute Information

Classrooms/Housekeeping

If you are studying in a classroom environment after class has finished the following protocols need to be observed:

- All equipment is to be turned off (computers to be shut down at the end of the last class)
- Computers to be recharged and/or placed in the storage units provided
- Chairs pushed into their correct place
- Tables/desks left neat and tidy
- Scraps of paper and rubbish are to be picked up and placed in rubbish bins provided
- No items of furniture are to be rearranged unless specifically approved by a trainer/teacher.

NOTE: Students wishing to use Sarina Russo Institute facilities outside class hours are welcome to do so with prior approval from your Trainer and/or Centre Manager. You are required to work quietly, so as not to disturb other students and staff. We ask for your cooperation in leaving the room in a neat and tidy condition.

It is the policy of Sarina Russo Institute that students do not consume alcohol during lunch and break times or turn up to classes under the influence of drugs and alcohol. Such action could lead to immediate expulsion or suspension of your course.

Personal Possessions

Sarina Russo Institute cannot be responsible for your personal possessions.

- All personal possessions including money, handbags, phones and electronic dictionaries should be kept with you at all times.
- Possessions cannot be left in the building overnight.



Vocational Education & Training (VET)

Competency Based Training (CBT)

CBT is training at a standard set by industry, which means you gain up-to-date skills to ensure you are 'job ready'.

Competency based assessment is a process of collecting evidence to demonstrate your knowledge and skill and the application of that knowledge and skill at an industry level, to the standard of performance required in employment. From the evidence of assessment gathered, an assessor can make a judgement about whether or not competency has been achieved.

Assessment tools are designed to meet your qualification assessment guidelines and must be carried out within the benchmarks for assessment, principles of assessment and the rules of assessment. To gain competency in each unit all required assessment activities must be successfully completed. You will receive feedback during the training and at each stage of assessment.

Assessment takes place within each unit of competency and may be in the form of:

- Observation
- Case studies
- Practical work
- Written work
- Oral questions
- Portfolio of work
- Vocational placement

When students can demonstrate the requirements of the unit, they are assessed as: **C** = Competent. If you cannot perform these skills you are assessed as: **NC** = Not Competent.

Assessment

Our assessments are developed so they are valid, reliable, fair and flexible.

Valid assessment relates to:

- Elements and Performance Criteria are addressed
- Foundation skills are addressed
- Assesses the Performance Evidence
- Assesses the Knowledge Evidence
- Addresses the Assessment Conditions
- Assessment methods are appropriate for the AQF level
- Evidence is gathered over time where required by the unit of competency
- The assessment tasks are based on realistic workplace activities

Reliable assessment is:

- Supported by consistent marking solutions for acceptable performance
- Is supported by clear information for assessors about assessment requirements
- Consistent instructions and guidelines are available for students including information about ensuring authenticity and currency of the evidence they provide

Flexible assessment relates to:

- Allows for reasonable adjustment to meet student needs
- Adjustments can be made to meet the needs of the workplace (where required)
- Timing of the assessment can be negotiated (where required)
- Allows for recognition of existing competencies
- Draws from a range of assessment methods

Fair assessment is:

- Students are provided with clear information about what is expected of them

- Reasonable adjustments, including Language, Literacy and Numeracy, can be made while ensuring the integrity of the assessment
- Ensures students are provided with objective assessment feedback
- Allows for appeals against assessment decisions

When an assessor considers your assessment evidence, they will ensure the rules of evidence are met. **These include:**

Valid evidence:

- Assessment evidence relates directly to the unit of competency
- Assessment evidence is based on realistic workplace activities
- Assessment evidence is appropriate to the AQF level

Authentic evidence:

- Assessment evidence submitted by the student is their own work
-

Current evidence:

- Assessment evidence demonstrates current knowledge and skills of the learner (from the present or recent past)
- Assessment evidence reflects current industry practice

Sufficient evidence:

- Sufficient assessment evidence is gathered before competency is determined (quantity)
- Sufficient assessment evidence is gathered on the consistency of performance (quality)
- Sufficient relevant evidence is gathered

Course Credit

Credit Transfer and Recognition of Prior Learning (RPL)

Under the VET Quality Framework (VQF), SRI accepts qualifications and statements of attainment from any other registered training organisation as per the National Recognition guidelines.

Recognition of previously completed qualifications or relevant life experience of students can be recognised by completing a Recognition of Prior Learning (RPL) and Credit Transfer (CT) application.

RPL is the recognition of skills, knowledge and experience gained through working, learning and life experiences that are relevant to your course. Prior learning may include formal, informal and non-formal learning. Credit Transfer is the recognition of completed units of a qualification or the equivalent. This is based on identified equivalence in content and learning outcomes between matched qualifications or units of competency.

If you believe you have previous experience or hold qualifications that can be recognised please discuss this with us to obtain further information. It is strongly recommended that you make application for RPL/CT within the first few days of the commencement of your course. On application you will be required to provide the necessary evidence for RPL/CT approval.

Vocational Placement

A requirement of some courses is the participation in Vocational Placement. This is a mandatory requirement of some units of competency in certain courses and may form part of your assessment.

Vocational Placement is:

- Hands on experience in a real work environment that directly relates to your course
- The skills and knowledge you gain in a real work environment
- Unpaid training
- Is accessible by your trainer / assessor

Additional forms need to be completed prior to your placement

SRI will work with you to assist you with your placement. You may find a workplace you would like to attend or our staff may recommend businesses to suit your placement. The qualification you undertake will determine the length of time you will be required to spend in this placement. This will be explained to you prior to enrolment and will be discussed again during orientation. You may contact us at anytime for more information.

Recording and Storage of Student Information & Results

In compliance with SRI Policies and Procedures a student file will be opened at enrolment to your studies and results will be recorded on a regular basis until the completion of your course. The file will be archived in accordance with the Vet Quality Framework (VQF). All storage and dissemination of information is compliant with the current privacy laws. Students can request access to their records at any time.

(Ref VQF General Direction: Retention requirements for completed student assessment items)

Unique Student Identifier (USI)

All students studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters.

SRI requires all student to apply for their USI number prior to enrolment.

The USI will allow students online access to their training records and results (transcript) through their online USI account. A USI account will contain all of the student's nationally recognised training records and results from 1 January 2015 onwards. Results will be available in your USI account.

When applying for a job or enrolling in further study, a student will often need to provide training records and results. One of the main benefits of the USI is that a student will have easy access to personal training records and results throughout their life.

Without a USI number, SRI is unable to issue students with their statement of attainment or qualification.

Please visit www.usi.gov.au to create a student USI account.



Student Support Services

You are required to participate in an orientation session upon commencement of study. The orientation will provide you with information critical to achieving a successful outcome from your study.

SRI staff are committed to your success and will help you with a range of enquiries, including:

- confirmation of enrolment
- general advice and assistance
- assistance with computers
- timetables
- computer logon
- assessment information
- certificates (including re-issues)
- vocational placement
- job search assistance
- extending your course
- further study
- course progress and results

SRI staff want you to achieve your academic goals, as well as ensuring that you receive excellent customer service during your time with us. If you are experiencing challenges with studying, time management, attendance, course progression or assessments, please make an appointment to speak with your trainer or the Training Coordinator.

SRI have the below support staff to help you through your learning

Trainers and Assessors

Our trainers and assessors are the industry experts that will support you in your training and assessment.

Student Placement Career Coaches

SRI provides job placement assistance for all students and graduates. Please contact us if you would like assistance searching for a job.

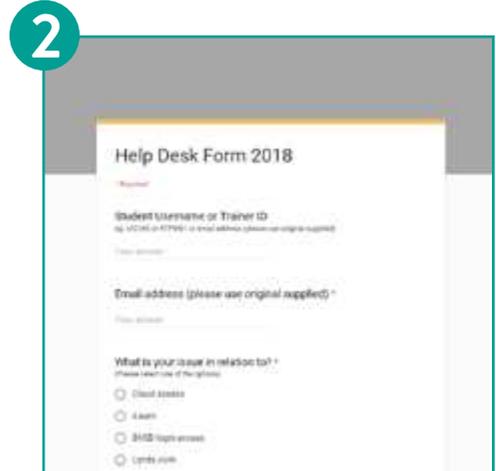
Administration Team

Our administration staff are available to assist you with all general enquiries in regards to your enrolment with SRI. They can be found on the Ground Floor, 349 Queen St.

iLearn Online Help

For online learners, the SRI eHub team are available to assist you with any eLearning issues. You can access this help through your iLearn course.

The Institute provides all students with access to trainer consultation to assist in gaining maximum results academically, personally and professionally. It is your responsibility to seek academic assistance.



Contact Us

www.sri.edu.au
vet@sri.edu.au
1800 076 776

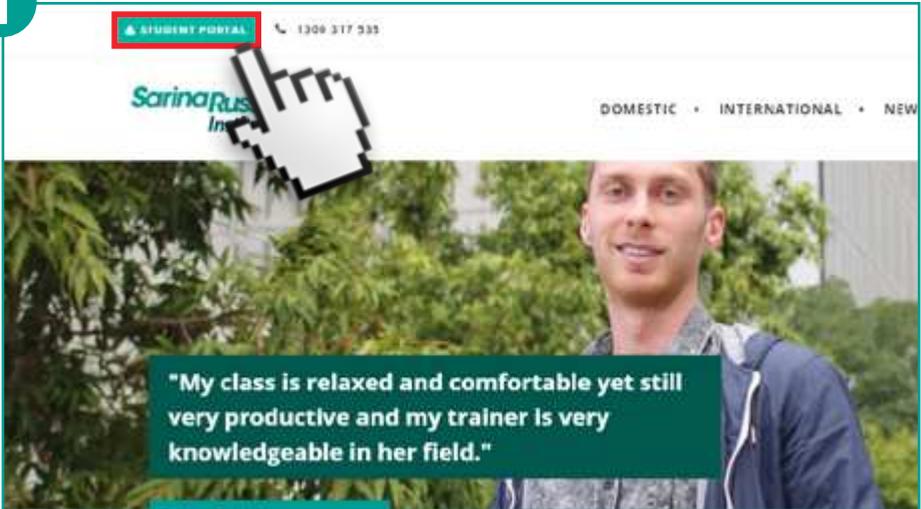
Student Portal

If your course uses iLearn, our 24/7 Learner Management System, you can access this via the Student Portal at www.sri.edu.au

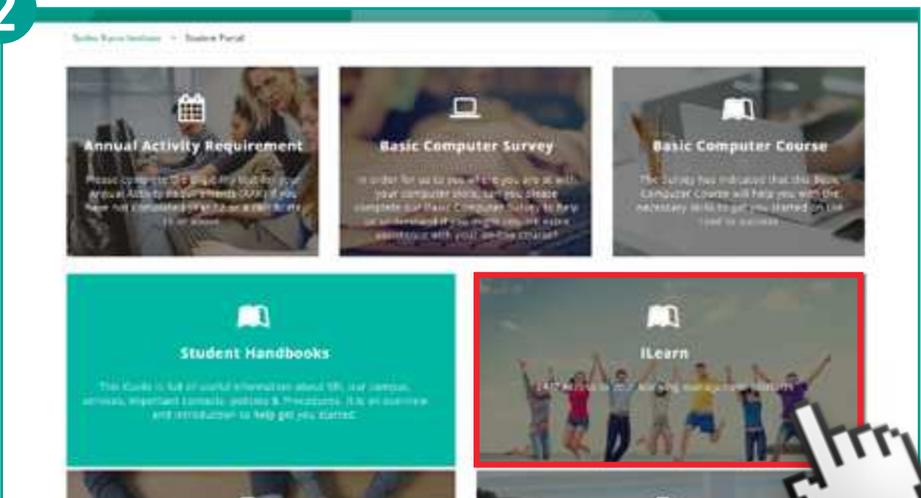
You will need your Login ID (S+ your student number) and a password to access.

To access the student portal go to www.sri.edu.au and click “Portal”

1



2



Student Fees

Student fees should be paid as outlined in SRI's [terms and conditions](#) as stated on our website.

Please consult with Sarina Russo Institute staff to make a payment or to enquire about your Institute fees. If all fees have not been received you **MAY NOT** be allowed to commence your studies and /or remain actively enrolled and/or be issued your completion certification.

Your qualification **WILL NOT** be issued until all fees are paid. Exemptions may apply for students enrolled in State Government funded programs.

Changes to your course

Requests for course variation such as deferring, suspending, extending or cancelling your course must be made in writing to SRI by emailing qualityunit@sri.edu.au

Approval of these changes is at the discretion of Sarina Russo Institute.

Refund Policy

Please read our conditions of enrolment on the website for full details of SRI's refund policy

Change of Address

It is your responsibility to ensure you keep SRI up to date with your contact details. If you change address, phone number or email address you must advise the administration staff by completing the online 'update contact details' form via the student portal.

Your Feedback

At SRI we value your feedback and will ask you to complete a "Learner Questionnaire" towards the end of your studies. We may from time to time ask you to complete other surveys to assist us with our continuous improvement or if required as part of a Government contract. You are welcome at any time to speak to staff to provide feedback.



Your Rights and Responsibilities as a Student

Changes to policies and procedures may occur so please refer to the Institute's website for the most up-to-date information.

Code of Conduct

Students are in a professional environment and need to always act in a courteous manner with staff and fellow students.

The trainer has the right to remove any student from a class if that student's behaviour is detrimental to the learning of other students. SRI has the right to **suspend or expel** any student whose conduct is unacceptable. A behaviour warning letter may be issued prior to this action.

Conduct which is considered unacceptable and likely to cause suspension or expulsion may be any of the below circumstances or any other circumstances considered to be unacceptable:

- Harassment of other students or staff
- Violent or threatening behaviour
- Bullying
- Sexual harassment
- Non-adherence to computer protocols
- Breach of security procedures
- Failure to adhere to letter of warning
- Failure to adhere to protocols of our training partners
- Cheating
- Stealing
- Wilful damage to the Institute, staff or other students' property
- Being under the influence of drugs or alcohol or dealing illegal substances
- Possession of concealed weapons

(The student forfeits the right to request a refund of any fees paid in these instances)

Cheating/plagiarism

SRI does not tolerate students cheating or plagiarising the work of others. If a student is suspected of plagiarism or cheating all or part of an assessment piece, then the trainer will discuss the case with SRI Management and an interview with the student/students may be required. Once it is confirmed that a student has cheated or plagiarised work, this is noted on the student file including the action that was taken.

The action to be taken can be any one of the following:

- A warning to the student which is recorded in the student management system;
- A result of unsatisfactory for the relevant piece of assessment and a resubmission or resit;
- A result of Not Competent (NC) for the unit and the student will be required to repeat the unit at a fee;
- Expulsion from the Institute;
- Any other academic penalty as decided by SRI Management.

A student who plagiarises or cheats a second time will normally be excluded from SRI.

Appeals for Reassessment

If a student feels that during the assessment process they have been dealt with in a manner which they consider not to be fair and equitable, the student has the right to appeal. If this situation should occur, students should discuss it with their trainer.

Requests for appeals must be submitted to the trainer within 5 working days of receiving the assessment result. Responses to a student appeal must be acknowledged in writing and a decision given to them within 10 working days. If students are not happy with the outcome, they should refer to the Complaints and Appeals Process (See section in this handbook “Complaints and Appeals”).

Note: Students are required to keep attending classes or progressing with their online course until the assessment appeal is finalised.

Monitoring of Progression

Your trainer will be in regular contact with you to support you in your training and progress.

At anytime you can discuss your progress with your Trainer, who will be able to provide you with a progression report. If you are not passing at least 50% of your competencies in a semester or training plan outline, we will discuss with you a strategy to help you complete your course. This may include resits or repeats, extra study support, change to your study load or an extension of time.

Completing your course

Competency must be achieved in all units of the qualification/accredited course for a full qualification to be issued. Students are expected to complete within the course duration as defined upon enrolment. The granting of extensions for completion of studies is at the discretion of the Institute.

The issuing of qualifications is subject to quality checking processes and therefore is subject to an issuing period after the completion of studies. Vocational qualifications and statements of attainments will be issued within a 30 day period from the achievement of competence for the relevant unit/s.

Records of your competency are kept for a minimum of 30 years as per regulatory requirements. If you request a re-issue of your qualification or statement of attainment fees do apply.

VET Tuition Assurance

Sarina Russo Institute (SRI) abides by the Australian Government Standards for RTOs 2015 by holding membership of the ASQA approved Australian Council for Private Education and Training (ACPET) Tuition Assurance Scheme (ASTAS). Please refer to our website for further details.

Dress Code

The dress code at SRI is that of a business. We are a training Institute and it is our goal to guide you towards achieving the best skills that you can possibly acquire. This includes grooming you to meet industry standards in your personal appearance, attitude and appropriate image for the area of your intended employment. If dressed inappropriately, you may be asked to leave the Institute and return when appropriately dressed.

Throughout the course, your Trainer and Student Placement Careers Coach may refer students to positions as vacancies arise. It is extremely important that you display good work ethics during training showing punctuality and professional dress standards. You may be asked to attend an interview without notice so always be prepared.

Consent Notice

In the course of providing education and training services to you, SRI collects personal information and sensitive information provided by you.

In collecting and disclosing your personal details, SRI is committed to complying with current **Privacy laws**.

Storage and Data Management

In compliance with SRI Policies and Procedures a student file will be opened at enrolment to your studies and results will be recorded on a regular basis until the completion of your course. The file will be archived in accordance with the VET Quality Framework. Your Information may be housed in an off-shore data management system.

Consent to Sharing

Your Information may be shared with:

1. Queensland Government, Federal Departments, employers, and other training providers whereby the disclosure is relevant to the process of providing educational services to you.
2. Employment service providers (if you have been referred or supported by a job active provider). This includes attendance and enrolment details.
3. Our contractors and suppliers – e.g. our I.T. contractors and database designers.
4. Any person, entity or authority with a lawful entitlement to obtain the information.

Publicity Consent

We may contact you to ask your permission to participate in photos, videos, testimonials or other promotional material SRI may use. Please advise us if you do not wish for this to occur.

Further Information

Further information regarding your personal details and your ability to correct or raise concerns regarding the handling of this information is located in our Privacy Policy, which is located on our website. Students must notify SRI in writing in relation to changes in personal details by emailing vet@sri.edu.au.

Computer Use

If utilising SRI computers, virus scanning software is installed which will check all storage devices (USB's) prior to their use. Eating or drinking is not permitted while you are in class or using a computer.

Smoking

It is a serious breach of SRI's policies and procedures to act in a way that may affect the health and safety of other students, staff, guests and members of the public. We therefore urge you to comply with this policy and not smoke in the designated non-smoking areas.

PLEASE NOTE

- NO SMOKING in any part of the building including toilets and stairs.
- NO SMOKING within 5 metres of building entrances.

*Look for ashtrays or designated smoking area signs.



IF YOU SMOKE IN A SMOKE-FREE AREA OR DON'T DISPOSE OF CIGARETTE BUTTS CORRECTLY YOU CAN BE FINED OVER \$200 BY THE BRISBANE CITY COUNCIL.



Complaints and Appeals

Sarina Russo Institute (SRI) treats all student complaints and appeals as a priority. A resolution dispute process will occur in a timely manner provided that SRI is informed of the complaint or appeal. To assist SRI in helping to resolve a complaint or appeal, we request that the following procedure be followed.

Complaint or Appeal Procedure	
	1. Talk to a staff member
If dissatisfied	2. Write down your problem and submit your formal complaint to the Director - SRI Careers
If dissatisfied	3. Lodge complaint or appeal to the Education Group Chief Executive Officer (CEO)
If dissatisfied	4. Contact an external body for mediation

- ***You have the right to be accompanied by a support person of your choice at any stage. Your student enrolment will be maintained while the complaints or appeals process is ongoing.***

1. Complainants may raise an **informal complaint** by speaking with any staff member.
2. Should the issue not be resolved then write a letter explaining your complaint including any supporting evidence, in the form of a letter or an email, clearly marked “to the attention of” Director - SRI Careers. Your complaint is now considered a **formal complaint**. The process will commence within 10 working days of the receipt of the formal complaint and all reasonable measures will be taken to finalise the process as soon as practicable.
3. If a complainant is dissatisfied with the outcome of their formal complaint they may lodge an internal appeal with the Education Group CEO within 20 working days of receiving notification. The Education Group CEO will appoint an appropriate person or committee (who is independent from the complaint or appeal) to consult with the complainant and other relevant parties within 10 working days.
5. If it is not possible to resolve the dispute internally, independent mediation can be arranged through the following bodies:

Domestic Students

LEADR

www.leadr.com.au



Health & Safety

The Work Health and Safety Act sets out the obligations for employees and employers. Everyone must take reasonable precautions and exercise proper diligence to make sure that the workplace and the work itself is safe.

Students must take reasonable care of themselves and others and cooperate with action taken by SRI and its staff to protect health and safety. All employees, students, contractors and other visitors to SRI workplace have an obligation to comply with workplace health and safety instructions. Each student at SRI has a legal obligation to comply with all workplace health and safety instructions.

These obligations include:

- Observing safe procedures and standards
- Reporting all accidents, incidents and hazards
- Using safety and personal protective equipment properly
- Being familiar with emergency or evacuation procedures
- Incidents may be reported to any staff member

Emergencies and evacuations at SRI training venues

When the alarm sounds all persons **MUST** evacuate the area in which they are located. Under instruction from your trainer, move to the designated assembly area. Descend stairways no more than two abreast. Keep to the outside on stairways to allow access for emergency personnel. **Do NOT** use lifts.

Once at the assembly point your trainer will call the roll to check that all students are accounted for.

Do not leave this area until the all clear has been given. If you are not in class when the alarm sounds, proceed directly to the designated assembly point.

Do **NOT** re-enter the building or take refuge in toilets, storerooms, rest rooms or student common rooms.

Safety in our buildings

Please ask your trainer where your evacuation assembly point is. Do not use lifts to evacuate buildings, unless a Fire Brigade Officer is in control and advises you to go with them in the lift. Disabled persons are to be assisted by a person nominated by the Floor Warden and are to remain in the stairwell to be evacuated by Emergency Service Officers. During any evacuation it is important not to panic but to approach the task in a calm and orderly manner.

***Safety is everyone's responsibility.
If you see something unsafe, speak to a staff member.***

Control of Smoke

SMOKE IS FATAL

- Never interfere with the self-closing function of a fire/smoke stop door
- Never prop or wedge open fire/smoke stop doors
- Report any malfunction of such doors
- When evacuating a fire area, close all doors from offices, stores, passages etc.
- If confronted by dense smoke, crawl to safety

In a situation where an emergency arises or a drill is organised, all occupants will evacuate through the nearest safe available exit under the direction of a staff member and will congregate at the evacuation assembly point

EMERGENCY NUMBERS

FIRE BRIGADE 000

POLICE 000

AMBULANCE 000



REMAIN CALM - PANIC IS YOUR WORST ENEMY

Appendix 1 – VET Student loan scheme for Diploma courses

If you have chosen to finance your Diploma studies through a government VET Student loan, this Appendix provides you with additional information regarding this program.

VET Student Loans is available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay part or all of your tuition fees.

You have to start repaying your HELP debt through the taxation system once your repayment income is above the compulsory repayment threshold. The compulsory repayment threshold is adjusted each year.

Please refer to www.studyassist.gov.au for more information on VET Student Loans and the parameters around this loan program.

You can also find on our website www.sri.edu.au information about our fees, dates, policies and procedures that support this VET Student Loan program.

You will be provided with a Commonwealth Assistance Notice (CAN) to advise important information about your enrolment, any HELP debt you have incurred or student contribution amounts you have paid, and any loan fee you may have incurred.

Reminder: census dates are published on the SRI website

Appendix 2 – Certificate 3 Guarantee Program

This program is a Queensland State Government initiative that supports eligible participants to complete **one** Certificate III level qualification post school.

As a participant undertaking this program, you will exhaust your entitlement to further government funded training when you complete your Certificate III qualification. Care has been taken by our staff to ensure of the course choice you have made meets your intended personal and career goals, we look forwarding to supporting you to attain these goals. Please refer to the following fact sheet for any additional information or clarification:

<http://www.training.qld.gov.au/resources/training-organisations/pdf/c3g-factsheet-student.pdf>

It is our goal to support you in completing your qualification. If however you withdraw from the program you are entitled to complete your training with Sarina Russo Institute or another Training Provider registered to deliver the Certificate 3 Guarantee training.

Applications for credit transfer that have been approved will be adjusted accordingly in your course fees.

It is a requirement of the Certificate 3 Guarantee Program that you complete a Training and Employment Survey within three months of completing your studies with us. Our staff will be in contact with you post studies to complete this survey.

We value your feedback and encourage you to speak with any of our staff about your training, career or employment pathways.

Appendix 3 - Traineeships

As a Trainee you have responsibilities which you can reference by viewing the fact sheet available by accessing <http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/is3.html>

Under a traineeship you are required to pay a nominal amount as a contribution toward the training you are undertaking. The amount is set down by the State Government and is based on nominal hours of training per unit of competence. There are a range of payment options available and this will be explained to you and your employer at Sign Up.

**Sarina Russo
Institute**

Contact Us

www.sri.edu.au

vet@sri.edu.au

1800 078 776

sri.edu.au

CRICOS PROVIDER CODE: 00607B
RTO 0427