

Sarina Russo Schools | Australia Conditions of Enrolment

Fees

- All fees are payable as determined by Sarina Russo Schools | Australia (SRSA) upon interview. All International student fees are payable in advance as determined by SRSA at time of application.
- Fees are correct at time of printing, and may vary at any time without prior notice.
- Students total course fees include textbooks and course materials as listed in the fee schedule on the Student Written Agreement and is agreed to upon acceptance of offer.
- For international students who are applying for a student visa, fees are deposited into a trust account in accordance with the Tuition Assurance Scheme (TAS).
- Overseas Student Health Cover (OSHC) is withdrawn from the Trust Account and paid to the Health Insurance Fund on the student's arrival.
- All fees are required to be paid by the due date as notified in writing by SRSA or as per the issued invoice. A penalty of \$50 per week applies for late payment.
- Failure to pay fees may result in the student's course being cancelled.

Deferral, Suspension or Cancellation

- If the student wishes to defer his/her admission or take leave of absence until a later semester, SRSA will hold the fees paid for 6 months as at the date advised in writing without levying a penalty. If the student subsequently withdraws or exceeds this agreed holding period, all fees paid will be automatically surrendered to and become the absolute property of SRSA.
- Relevant school manager must give approval to proceeding with either deferral, suspension or transferral (internal). This must take place through formal agreement in certain, limited circumstances.
- A student may transfer (internal) to another course at SRSA and pay any cost difference if the new course is more expensive.
- SRSA will not transfer (internal) fees to another Institute or to a currently enrolled student, unless arranged at time of enrolment.
- Students who hold a student visa will not be allowed to suspend their studies except on the grounds of *compassionate or compelling circumstances, such as serious illness or bereavement, supported by documented evidence. If a student defers or suspends or cancels their enrolment, SRSA must report the variation of enrolment to the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Students Management System (PRISMS).

*Compassionate or Compelling Circumstances are defined as circumstances that are beyond the control of a student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, or

- a traumatic experience, which has impacted the student (these cases should be supported by police or psychologists' reports), which could include an involvement in, or witnessing of an accident, or witnessing or being the victim of crime
 - where the registered provider was unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student visa
- Please note that the above are only some examples of what may be considered compassionate or compelling circumstances. Each application for a leave of absence will be assessed individually based on the information provided and documentary evidence. Therefore students will need to provide appropriate evidence supporting their applications for leave.
- SRSA reserves the right to suspend or cancel a student's enrolment at any time due to misbehaviour or non-payment of fees. In the event where the suspension or cancellation is initiated by SRSA, we will issue an Intention to Suspend or Cancel, and the student has 20 working days to access our Grievance policy, unless extenuating circumstances relating to the welfare of the student apply.
 - A \$200 fee applies for deferring, suspending or transferring (internal).
 - A \$250 fee applies when a student cancels a course (See Refund Fee Table).

Other Conditions

- All courses offered by SRSA are subject to student enrolment numbers.
- International students must meet the minimum English Language requirements for admission into their relevant program.
- It is a condition of student's enrolment that they achieve satisfactory academic progress throughout their course to ensure they are able to complete their course in the nominated duration.
- With regard to Publicity Consent, students and their parents or guardians agree that the student's photo, details, achievements, video footage etc., may be used for promotional purposes without written consent or notification. If you do not agree, please contact the college in writing for exclusion.

Refund Policy

When an applicant accepts a place offered by Sarina Russo Schools Australia Pty Ltd ABN 390 101 29325 [CRICOS Provider Code - 00607B] (SRSA) by virtue of paying fees, a binding Student Written Agreement between the person who entered the agreement and SRSA comes into existence subject to the conditions below.

- This agreement is subject to the laws of the Commonwealth of Australia and the State of Queensland.
- All refund requests, notifications of cancellations, deferrals or suspensions of enrolment must be made in writing addressed to the Chief Executive Officer, SRSA by the person who has entered into a Student Written Agreement with SRSA.
- A full refund is given, minus a Refund Fee, if a student visa application is rejected. Documented evidence of visa rejection must be provided. (See Refund Fee Table)
- All English courses undertaken by an SRSA student will be deemed to be one course, regardless of the start and finish dates, in the unlikely event that SRSA defaults on an individual course, students will be offered a refund of all of the course money paid for that particular course.

- A course commencement date will be taken as the original course commencement date as shown on the student's first Student Written Agreement.
- Any approved refund provision will be paid by SRSA in the same currency in which the fees were paid, to the person who has entered into a Student Written Agreement with SRSA.
- Where a person who has entered into a contract with SRSA and does not start the course or cancels their course at any time, SRSA will (in addition to those fees specified in clause 4 above) retain the cancellation amounts indicated in the table below. All other funds held by SRSA will be refunded within 28 working days of receipt of a written refund request from the person who has entered into a Student Written Agreement with SRSA unless a written request is made by the person, nominating that the refund be paid to another person.
- No refund is given if a person who has entered into a Student Written Agreement with SRSA is expelled by SRSA, and/or has their visa cancelled by the Department of Immigration and Department of Immigration and Citizenship (DIAC) whilst they are student at SRSA.
- Provider default is covered by the provisions of the The Education Services for Overseas Students (ESOS) Act 2000 and the ESOS Regulations 2001. In the unlikely event that Sarina Russo Schools | Australia is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 10 working days of the day on which the course ceased being provided. For providers covered by a Tuition Assurance Scheme, you may be offered enrolment in an alternative course by Sarina Russo Schools | Australia at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Sarina Russo Schools | Australia is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS), Australian Council for Private Education and Training (ACPET) and English Australia (EA) will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET and EA cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
- No Grievance Policy of SRSA removes the right of a person who has entered into a Student Written Agreement with SRSA to pursue other legal remedies. This agreement and the availability of complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.
- Australia has a reputation as a safe, progressive and dynamic place to study, and we maintain this reputation by providing quality education and consumer protection specifically developed for overseas students. The ESOS Act 2000 and associated legislation is the legal framework governing the responsibility of education institutions towards overseas students. <http://www.aei.gov.au/Regulatory-Information>

*Approved refunds will be paid within 28 working days of written request made by student with the exception of point 9 as listed above.

Refund Fee Table

NOTIFICATION PERIOD	ELICOS	INTERNATIONAL	DOMESTIC
At anytime if visa is refused (Proof required)	Full refund minus a Refund Fee the sum of which shall not exceed \$250*	Full refund minus a Refund Fee the sum of which shall not exceed \$250*	N/A

STUDENT CANCELLATION BEFORE COMMENCEMENT DATE

More than 10 weeks	Full refund minus \$450 fee**	Full refund minus \$450 fee**	\$400 fee applies*
More than 4 weeks & up to 10 weeks	30% tuition withheld plus \$450 fee**	30% tuition withheld plus \$450 fee**	\$400 fee applies**
4 weeks or less	50% tuition withheld (or not greater than 12 wks of full tuition fees) plus \$450 fee**	50% tuition withheld plus \$450 fee**	\$450 fee applies**

STUDENT CANCELLATION AFTER COMMENCEMENT DATE

Week 1 & 2	NO REFUND	70% tuition withheld plus \$450 fee**	NO REFUND
From Week 3	NO REFUND	NO REFUND	NO REFUND

OTHER

Student Transferral (Internally) / Deferral / Suspends	\$200 fee applies***	\$200 fee applies***	\$200 fee applies***
Student Approved Refund / Cancellation	\$450 fee applies**	\$450 fee applies**	\$450 fee applies**
If Sarina Russo Schools Australia cancels a course	Full Refund	Full Refund	Full Refund

*Refund Fee in accordance with the Applicable Acts shall total no more than the lesser of:

- \$250; or
- 5% of the total amount of course money that SRSA has received from the student for the course.

**Non-refundable Acceptance of Enrolment Fee (\$200) PLUS a \$250 Cancellation Fee (Total \$450 applies).

***\$200 Fee is applicable per approved Transfer/Deferral/Suspension (Internal)

Sarina Russo Schools | Australia Policies and Procedures

Complaints

Sarina Russo Schools | Australia Pty Ltd ABN 390 101 29325 (SRSA) has a process in place to assist students in providing a resolution for a grievance in the following areas: Academic Standards, Behaviour and Discipline, Contract and Finance.

Students are expected to abide by the standards as set out in the Student Learning Contract. Students are required to sign this contract at Induction and adhere to its content. Students are expected to abide by the Code of Conduct as published in the Student Induction Manual. Any breach of these guidelines may result in disciplinary action. All staff are expected to follow and enforce these guidelines. If any student feels they have been treated unfairly, they should follow the procedure stated below.

SRSA treats all student complaints and appeals as urgent. A resolution dispute process will occur in a timely manner provided that SRSA is informed of the complaint or appeal. To assist SRSA in helping to resolve a complaint or appeal, we request that the following Grievance Policy and Procedure be followed:

Note: (International Students Only) if your grievance is regarding an Intention to Report Breach of Student Visa letter go directly to step 3. You have 20 working days in which to do this before you are reported to the Secretary of DEEWR.

SRSA Student Grievance Policy & Procedures

- Write down your problem.
- Report the grievance to a staff member. Should the issue not be resolved to your satisfaction, go to step 3.
- Hand or post a written grievance to SRSA Head of Schools; SRI Training Centre Manager or Director of Studies – ELICOS. Should the issue not be resolved to your satisfaction, go to step 4.
- Lodge grievance to the Chief Executive Officer (CEO) by making an appointment through Ground Floor Reception.
- If it is not possible to resolve the dispute internally, independent mediation can be arranged through the following bodies:

DOMESTIC STUDENTS:

Australian Council for Private Education and Training (ACPET)

www.acpet.edu.au
Lennons Commercial Tower
Level 26, 76 Queen Street – Brisbane QLD 4000
Phone: 07 3210 1628 Fax: 07 3210 6347

INTERNATIONAL STUDENTS:

Overseas Students Ombudsman (OSO)

www.oso.gov.au
ombudsman@ombudsman.gov.au
Phone: 1300 362 072 (within Australia)
+61 2 6276 0111 (outside Australia)
Postal: GPO Box 442 – Canberra ACT 2601

If you are concerned about the conduct of SRSA, you may wish to approach the State Authority for CRICOS Registration in Queensland. This is the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel SRSA's registration or a course if there is a proven breach of registration provision. All concerns should be addressed to The Senior Education Officer PO Box 15033 City East, Queensland, 4002.

You have the right to be accompanied by a support person of your choice at any stage.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Any issues relating to the Student Written Agreement, payment of fees or refund of monies is stated clearly on the "Enrolment" page of the "Student Career Plan". Students must sign this form prior to commencement of their course.

For international students, an Acceptance of Offer represents an understanding of this procedure.

Any student who feels that they have not been treated in accordance with these conditions should follow the complaints and appeals procedure listed here.

Sarina Russo Schools | Australia Policies and Procedures (Continued)

Welfare and Guidance Services

We welcome the opportunity to assist any student with issues relating to their progress. We have academic support staff available by appointment. For issues relating to personal and welfare we will assist students to source an appropriate service and a suitable time for counselling when required. A large range of government and private welfare services can be sourced by our staff to assist students in a variety of matters.

Students agree for SRSA to obtain medical treatment for them if such actions are deemed necessary by SRSA or a staff member acting on behalf of SRSA. SRSA and its staff are to be indemnified for any loss, damage, expense or liability whatsoever as a result of arrangements or emergency medical treatment that may arise from these actions.

Language, Literacy and Numeracy

At the time of interview, prospective students may be asked to complete a literacy & numeracy test to determine their suitability for a course. At any time during the course, if recommended by a teacher, head of school or counsellor, a student may be asked to complete a literacy & numeracy test.

Access and Equity

It is the policy of SRSA to ensure that all groups in society have equal opportunity to participate successfully in its programs. SRSA embraces diversity in the student population in respect of age, gender, cultural and linguistic background, and socio-economic status. We will ensure that equity principles for all groups are implemented through fair allocation of resources and increased opportunity to participate in decision-making processes that affect their lives.

Training and Assessment Overview

Training Method - Competency Based Training (CBT). What is CBT? CBT is providing "hands-on" training in workplace skills at a standard set by industry. When students can perform these skills, they are assessed as "competent".

CBT provides students with a qualification that states they have been assessed under training conditions where they are able to demonstrate skills to a certain level. CBT provides multi-skilling and student results will attest to nationally recognised training to a standard set by the relevant industry.

Upon completion, students will receive a qualification recognised throughout Australia. This means approved training to industry standards which are constantly under review to keep up to date with what industry wants.

CBT gives students competency at a certain standard or level. Pathways then exist through to higher levels. In gaining skills at one level, students can then proceed to train at the next level. The standards are set by industry and are regularly reviewed to reflect rapid and continuous changes in the workplace. The trainer will explain assessments for each new Unit of Competency at the commencement of the unit.

Assessment

Assessment is a process of collecting evidence and making judgements about whether or not competency has been achieved. It is important to remember that assessment measures a person's achievement against identified competency standards and not against another person's achievement. Assessment is a process not an event, which can occur formally or informally. Assessments for the qualification students are enrolled in must be carried out in accordance with the benchmarks for assessment, principles of assessment and the rules of evidence.

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

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

To gain competency in each unit all assessment activities must be successfully completed. Students will be given periodic feedback during the competency and at each stage of assessment. Assessment tools are designed to meet the qualification assessment guidelines. Assessment guidelines will be explained in detail at the beginning of each unit of competency. Students will receive a Unit of Competency Outcome Check Sheet at the start of each new competency. At this time the trainer/assessor will also let the student know the types of assessment methods and tools that will be used to achieve competency. This check sheet will be used to record the student's result for that competency and to record feedback.

Students are to be made aware that any unauthorised copying of SRSA materials and lessons may constitute a breach of the Copyright Act 1968 (as amended).

Anti-Discrimination Act

SRSA ensures that it provides its services without unlawful discrimination and in accordance with the provisions of any relevant legislative requirements of the Commonwealth or States.

Privacy

SRSA takes great care to ensure that information collected is accurate and used correctly. SRSA staff treat your information with the utmost level of confidentiality. You may be assured that the information will be kept securely and used only for authorised purposes, which may include provision of information to Education Services for Overseas Students, the Secretary of DEEWR, Centrelink, parents or Sarina Russo Job Access (Australia) Pty Ltd.

You are entitled to ask what information about you is being collected, why it is being collected and how it will be used. SRSA is guided by the National Privacy Principles and protects your privacy in accordance with these principles. SRSA's Privacy Policy is available on request.

Recognition of Prior Learning and Course Credit

Recognition of Prior Learning (RPL) and Course Credit are available to all students. RPL means that students may be able to receive recognition for any previous learning, work or life experience they may have acquired (if it is relevant to the course they are entering), regardless of where or how they acquired this learning. For example, they may have completed a formal course at another College or University, or they may have acquired specific skills through on-the-job training or even through some hobbies or community work in which the student has been engaged.

Course Credit recognises formal learning. Credit may be given for a completed course or unit which is equivalent to the learning outcomes, competency outcomes, or standards in the qualification they are enrolling.

SRSA will recognise the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations. If a student is granted Course Credit the associated fees for the particular unit/s of competency will be deducted from the students overall tuition fees. When RPL has been granted for a part of their course, students pay an administration fee for those units they are not required to study, instead of the full tuition and resource fees.

Students are required to apply for RPL at least 28 working days in advance of the unit of competency being offered.

Students may apply for RPL/Course Credit up to a maximum of 50% deduction in course fees and in order for SRSA to be able to issue the student with a full qualification. Statements of Attainment for individual units will be granted when greater than 50% of a course is undertaken at SRSA.

For international students, if granting of RPL/Course Credit effects their course length and course hours the Secretary of DEEWR will be notified.

Attendance and Punctuality

Attendance is recorded on a daily basis and students are expected to attend all classes on time as scheduled on their timetable. An international student who holds a student visa must maintain at least 80% attendance at all times throughout their study. If an international student falls below 80% attendance (with or without medical certificates) and is unable to reach 80% by the completion of their study, they must be reported to the Secretary of DEEWR as they will be in breach of their student visa. Sarina Russo Schools | Australia has in place an attendance monitoring system to ensure students are attending all scheduled classes.

Attendance Warning Letter System

An Attendance Warning Letter is issued to all students who are in danger of falling below 80% attendance.

1. Attendance Percentage Advice – issued to students whose projected attendance is below 90%
2. Risk of unsatisfactory Attendance Warning Letter – issued to students whose projected attendance is <85%
3. Intension to Report Breach of Student Visa Letter – issued to students whose projected attendance is at or under 80%

Class & Session Times

At SRSA, learning days are structured into sessions 1 to 8; each session is of 1 hour duration, students have access to a tea break and a lunch break. Different classes have different start and finish times. Students are required to check their timetable on the Student Portal each week for class times. Classes may be scheduled between Monday and Friday.

Vocational Program Schedule

Session 1	8:15am – 9:15am
Session 2	9:15am – 10:15am
BREAK	10:15am – 10:30am
Session 3	10:30am – 11:30am
Session 4	11:30am – 12:30pm
LUNCH	12:30pm – 1:15pm
Session 5	1:15pm – 2:15pm
Session 6	2:15pm – 3:15pm
BREAK	3:15pm – 3:30pm
Session 7	3:30pm – 4:30pm
Session 8	4:30pm – 5:30pm

* For the English schedule, please see the Student Handbook or visit www.sarinarusso.com.au

Change of Address and/or Telephone Numbers

Records are kept to enable us to contact students regarding important program information. If you change your address or telephone number at any time either during or after your program, please notify Student Services.

If you are an international student, it is a requirement of your student visa to update your contact details with your education provider.

Course Progress

In order to maintain satisfactory course progress at Sarina Russo Schools | Australia, an international student who is enrolled must achieve competency in 50% or more of the units attempted in a study period. If a student is considered to be at risk of not successfully completing their course an Intervention Strategy will be put in place to ensure that they are able to complete their course. If after the Intervention Strategy has been put in place and the student fails to achieve satisfactory progress in a second consecutive compulsory study period, the student will be issued with an Intension to Report for Unsatisfactory Progress letter.

At this point the student will also be informed within the letter of the student's right to access SRSA's Complaints & Appeals process and the fact the student has 20 working days in which to do so. If a student has chosen not to access SRSA's Complaints and Appeal process within the 20 working day period, withdraws from the Complaints and Appeals process or has been unsuccessful in their appeal then the Secretary of DEEWR will be notified via PRISMS.

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 results. 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.

Applying Reasonable Adjustments

In assessing competency, assessors must provide for reasonable adjustments to ensure the assessment principles of fairness and flexibility. Great care must be taken when using reasonable adjustment so that it does not compromise the outcomes of the unit/qualification.

In accordance with the principles of assessment the following are a guide to reasonable adjustments that are associated within qualifications:

- Provision of software
- Changes to the physical environment
- Changes to learning materials – with no compromise to content
- Provision of support persons for physical disability

Assessment / Assignment Conditions

Plagiarism will result in being deemed Not Competent (NC). A repeat of the unit will be required with payment of the full unit fee. Plagiarism occurs when you "take somebody else's ideas or words and use them as if they were one's own" (Oxford Advanced Learner's Dictionary, 1995, p. 880). Therefore, students must reference any material which is taken from another source.

Students must not bring any unauthorised material into the examination room.

Keyboard-type calculators/translators/dictionaries/personal organisers may not be used in examinations. If calculators are required, they will be provided for accounting units.

Where an assessor gives permission for the use of paper dictionaries in an examination, these must be completely free of any written notes. Dictionaries must be inspected prior to the supervised assessment.

Students must not communicate in any way with any person other than the trainer whilst an exam is in progress. Cheating in supervised assessments is not acceptable and may result in cancellation of enrolment. Cheating will result in being deemed Not Competent (NC).

Assignment Extension Requests

Students must request extensions at least 48 hours prior to the due date. Requests must be made in writing on a standard form that is available from the trainer.

Students who do not request an extension and do not hand the assignment on time may have to repeat the unit, depending on the circumstance this may be a paid repeat.

Assessment Resits

If a piece of assessment is missed or an assignment is not submitted on time and students meet SRSA resit and resubmit conditions, students are allowed to resit provided they meet the required condition, or resubmit that assessment. Students are allowed one free resit or resubmit but may be required to pay a fee if they did not resit or resubmit on the required due date.

Note: If a student fails to achieve competency in a Unit of Competency twice, they will not be allowed to repeat that Unit at Sarina Russo Schools | Australia.

Recording and Storage of Assessment Results

A student file will be opened at the beginning of each course and results will be recorded on a regular basis until the completion of the student's course. The file will be archived in accordance with Training Package and AQTF2007 guidelines. All storage and dissemination of information is compliant with the Privacy Act (www.privacy.gov.au).

Statement of Results and Statement of Attainment

Upon successful completion of a student's course they will be issued with a Statement of Results detailing all competencies of their course. Statements of Results will be issued as soon as results are available and data collated. A Statement of Attainment will be issued for partial completion of an accredited course or individual Units of Competency from a nationally accredited course.

Qualifications

Upon successful completion of an accredited course, an Advanced Diploma, Diploma or Certificate will be issued. It is a requirement of the accreditation process that competency must be achieved in all required units of the course for a qualification to be issued.

Student Responsibility

Students are responsible for their own property including books, course materials, and any personal items and recognise that SRSA will not be held responsible for any liability and claims for any loss or damage to such items.

Students may be required to attend SRSA excursions and activities as part of their course. Any associated transportation relating to such activities will be at the students additional cost.