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# Welcome

At Sarina Russo Institute English (SRI) we understand the importance of delivering quality education in a supportive environment.

We want you to make the most of your time here, so we encourage you to actively participate and contribute to both class and social activities. Take every opportunity to meet people and practice your English.

This booklet contains important information to prepare you for your studies at Sarina Russo Institute. Please ensure you note information related to the requirements of your visa, code of conduct (behaviour), emergency procedures, change of class or course and holidays.



## A message from our managing director...



**Sarina Russo**  
Managing Director

### Congratulations on your commitment to continuing life-long learning!

“In today’s 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 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.”

## 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.*

### Connect with us



# Student Support Services

## STUDENT SERVICES

Student Services is here to support you throughout your course.

We can help you with:

- Study options and opportunities
- Course progression
- Completion of forms
- Visa enquiries
- General study related enquiries
- Fee payment

## CONTACT US

Email: [english@sri.edu.au](mailto:english@sri.edu.au)



## STUDENT LOUNGE

The Student Lounge is the best place to hang out on campus. Drop by between classes, during lunch breaks or after hours to enjoy the snooker table, foosball table, air hockey, multiple televisions, couches and Xbox 360 consoles!

The lounge also has a separate kitchen equipped with fridge and microwave facilities as well as a large dining area where you can enjoy your meal with friends.



## COURSE ENQUIRIES

- For Enrolment Advice - questions you have with your enrolment such as the length of your study, or to enrol in another course at Sarina Russo Institute.
- Extending your course after your current course is finished.
- General Career Advice - more information about your future studies in Australia, including University and other options.

Email: [english@sri.edu.au](mailto:english@sri.edu.au)

## STUDENT FEES

Student fees should be paid as outlined in your payment details on your letter of offer. Payments can be made on the ground floor. If all fees have not been received you may not be allowed to remain in class and your English certificate will not be issued.



# Student Support Services

## STUDENT COUNSELLOR

At Sarina Russo Institute we offer FREE confidential counselling to students.

This includes:

- Learning strategies
- Conflict resolution
- Stress management
- Relationship and family issues
- Finding friends, social skills, homesickness
- Anxiety and depression
- Self-esteem

What to expect from counselling:

- We will be professional, responsive and respectful
- We are committed to supporting your independence
- We will help you clarify your problem, explore alternatives and find solutions
- Where appropriate, we will provide referrals to other services

For a confidential appointment please contact [studentcounsellor@jcub.edu.au](mailto:studentcounsellor@jcub.edu.au)



## THE RESOURCE CENTRE

The Resource Centre is a quiet place to study and allows access to printers and photocopiers.

The Resource Centre can issue or replace your student ID card.

Furthermore, we have a great team of staff who are here to help you.

***We are here to help!***





# Multi-Faith Prayer Room

## MULTI-FAITH PRAYER ROOM

We understand that some faiths require religious observance such as prayer and other ceremonial activities during study hours.

To support this we have a dedicated multi-faith prayer room located on level 5. This room is an accessible space for people of all faiths and traditions.

## GENERAL INFORMATION

The multi-faith prayer room is divided by a curtain to enable men and women to pray separately, for Muslims and others where this is a part of their tradition. When the room is not in use the “male users” side can be also used by mixed gender groups of other traditions. Please maintain the “female users” side as a women only space.

Cleaning/washing facilities are available in the level 5 bathrooms. Please take care to ensure that water is not splashed on the floor.

## GUIDELINES

- Please maintain an atmosphere of respect at all times.
- Shoes are to be removed before entering the prayer room and placed on the shelf provided.
- Lighting candles or burning incense is prohibited.
- Please take care to leave the Prayer Room clean and tidy at all times.

# Student Accommodation

Finding the right place to live is one of the most important considerations when settling down in a new country. To give you an idea of the options available, we have put together a brief list of websites you might find helpful.

## STUDENT ONE

By focusing solely on the needs of the students, our flexible and holistic approach delivers a premium student living experience.

Community, convenience, connectivity, fun, friendship, safety; when you sum up everything you're looking for in your student life, it all adds up to One – Student One.

[www.studentone.com](http://www.studentone.com)

## AHN HOMESTAY

Students can choose to live with a family, couple or single individuals who are registered with the Australian Homestay Network (AHN).

[www.homestaynetwork.org](http://www.homestaynetwork.org)

## SCAPE

Scape has 6 properties across Brisbane dedicated to quality student accommodation. [www.scape.com.au/brisbane/](http://www.scape.com.au/brisbane/)

## RESIDENTIAL TENANCIES AUTHORITY

For tenancy information and support please visit: <https://www.rta.qld.gov.au/>

## RENTAL ACCOMMODATION

This is the preferred option for many students. Students can arrange for their own rental accommodation by using online resources such as:

[www.realestate.com.au](http://www.realestate.com.au)

[www.realestateview.com.au](http://www.realestateview.com.au)

[www.gumtree.com.au](http://www.gumtree.com.au)



## STUDENT ONE



## HOSTELS

For those students who are unsure which is the best option for them, we recommend staying a few nights in a hostel. We can talk with you on arrival about what accommodation is on offer around Brisbane city.

[www.stayatbase.com](http://www.stayatbase.com)

[www.chillbackpackers.com](http://www.chillbackpackers.com)

[www.bunkbristbane.com.au](http://www.bunkbristbane.com.au)

[www.citybackpackers.com](http://www.citybackpackers.com)

For more detailed information about these options, visit our accommodation page:

[www.srienglish.edu.au/students/new-students/student-information/](http://www.srienglish.edu.au/students/new-students/student-information/)

# Institute Information

## **MOBILE TELEPHONES**

Mobiles should be switched to silent while you are in class.

Please do not use electronic music devices during class.

## **PUNCTUALITY, ATTENDANCE AND ABSENCES**

Please be on time to ALL classes. If you are very late, your teacher MAY NOT allow you to enter the classroom until the next break time. You may be marked absent for that hour.

## **SECURITY/IDENTIFICATION**

All students are issued with an Identification (ID) Card as proof of their enrolment.

Please carry your ID card every day. Students are not permitted to bring any unauthorised visitors into the campus at any time.

## **COMPUTERS**

Computers are available in the computer labs and throughout the building.

Wi-fi is also available throughout the building: "SRInstitute".

Printers and photocopiers are available in the computer labs and in the resource centre.

It is the policy of Sarina Russo Institute that students do not consume alcohol during lunch and break times and such action could lead to immediate expulsion or suspension from 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.

Books cannot be left in the building overnight. Do not leave your ID Card in classrooms.

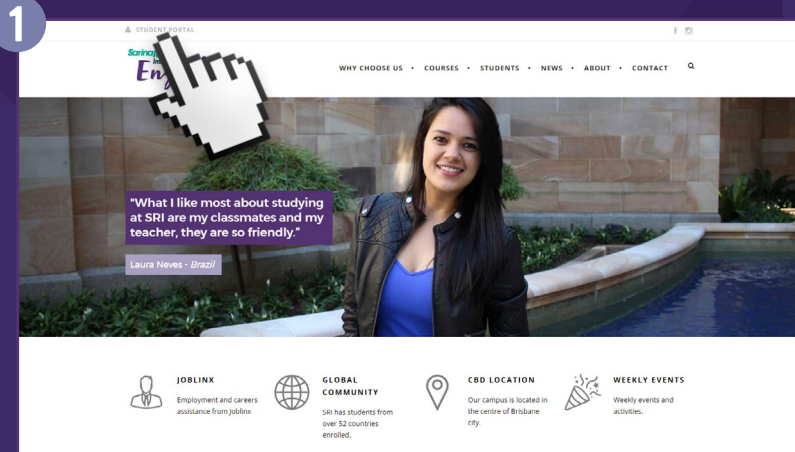
## **EATING AND DRINKING**

Food and drink should not be consumed in classrooms or computer labs. There are kitchen and dining facilities in the building.



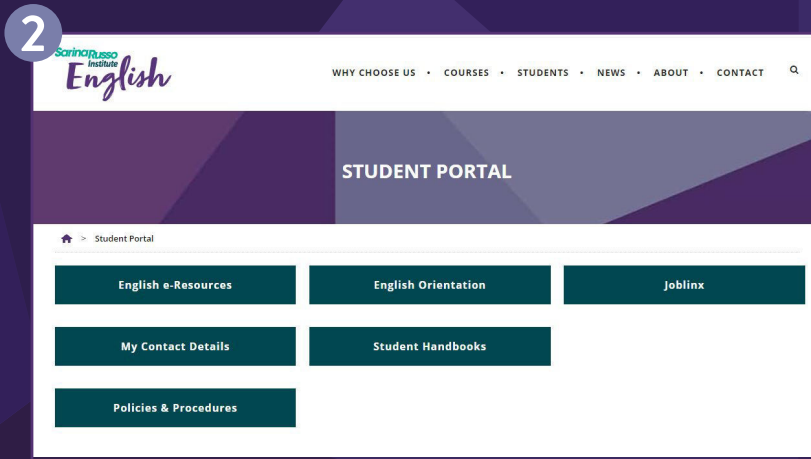
# Student Portal

To access the student portal go to [www.srienglish.edu.au](http://www.srienglish.edu.au) and click “Student Portal”



From here you can access a variety of learning support portals, your webmail, useful information, important forms and timetables.

Depending on your specific course you will also be given additional Logins to access your e-Learning resources online which can be done through the SRI website.



## UPDATING YOUR CONTACT DETAILS

Complete the relevant sections of the online form and send.

### My Contact Details

For all other questions or requests, email us on [english@sri.edu.au](mailto:english@sri.edu.au)

Include:

- Student ID
- Name
- Your request or question

Check your personal email or phone (SMS) for reply.

## CHANGING COURSES

If you wish to change your course, please email [english@sri.edu.au](mailto:english@sri.edu.au) at least one week BEFORE you wish to change courses. Please include your **name, ID** and the course you wish to change to.

Course changes may be subject to the following:

- An interview with the Director or an Academic Co-ordinator
- Meeting the academic requirements to enter the course
- Satisfactory attendance (over 80%)
- Completing a trial class in the new course to determine your suitability

You may also be required by SRI to change courses or extend your course based on an implemented **Intervention Strategy** (for example, you have not passed your course).

If your course change is approved, the following will apply:

- You will be required to sign an Enrolment Variation



- Your timetable and courses will be changed
- New CoE's may be issued
- Changes may involve payment of additional fees
- You will receive a Certificate of Attainment for each course, subject to attendance and academic achievement for each the course/s
- You WILL NOT receive a Certificate of Completion if your attendance is **below 80%**, you will receive a **Certificate of Partial Completion**. If all fees have not been received by Sarina Russo

Institute, you will not receive any certification and may be reported for non-payment.

- The highest level you have achieved and a grade will be recorded on your certificate
- If you lose your English certificate/s, a replacement fee will be charged
- Medical evidence may be considered with regards to certificate issue.
- The 80% attendance rule applies to **all visas**.

## COMPLETING YOUR COURSE / CERTIFICATE ISSUE

Upon completion of your course/s, you will be issued with Certificate for each course. This will be available the week after completion of your final course. ALL students, regardless of visa type, must have 80% or over attendance to receive a full Certificate of Completion. Medical evidence may be considered when issuing certificates. Students with under 80% will receive a Certificate of Partial Completion.

A grade is awarded based on your academic achievement at the end of your course. Requirements to receive a pass (C) grade.

### Intensive General English programs:

60% average in each of the skills: Speaking, Writing and Language. If one score is 55-59% we may award a grade of C if the total average of the 3 scores is over 60%.

### Unipath English and Bridging Entry English Programs:

60% average in each of the skills Reading, Writing, Listening and Speaking. Satisfactory completion of formative/self-study tasks.

### IELTS Advanced:

60% average in each of the skills Reading, Writing, Listening and Speaking. To receive a grade above C, a student must have all grades within the Grade Scale below (eg: all grades above 70% to receive a grade B).

### Assessment grade scale

<b>A</b>	Very High Level <b>(80%-100%)</b>
<b>B</b>	High Level <b>(70%-79%)</b>
<b>C</b>	At Level <b>(60%-69%)</b>
<b>D</b>	Below level <b>(Below 60%)</b>
<b>DNS</b>	Did Not Sit Assessment



# Working in Australia

## GETTING A JOB

Student visa holders can work up to 48 hours a fortnight while their course is in session and they can work unlimited hours during scheduled course breaks. Students on a working holiday visa may work unlimited hours. For other visa types, please check your visa conditions.

## YOU WILL NEED TO:

Apply for Tax File Number (TFN), open an Australian bank account, have an appropriate length of stay in Brisbane and attend the Joblinx Workshops.

## PROTECTING YOU AT WORK:

International students have the same rights in the workplace as Australian citizens.

The Fair Work Ombudsman can help with:

Salary disputes

Work hours

Workplace bullying

Click the following link for information about the Fair Work Ombudsman:

<https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>



## Your career progression specialist

Since 2008, Joblinx has provided Sarina Russo Institute (SRI) students with employment support, work experience and internship opportunities as well as workshops and training to enhance their career development and employment prospects.

These services are provided free of charge by highly qualified career counsellors to ensure our students are successful in finding employment after completion of their degree, diploma, training, workshop or individualised career coaching.

## CONTACT US

[info@joblinx.com.au](mailto:info@joblinx.com.au)

[www.joblinx.com.au](http://www.joblinx.com.au)



# Code of Conduct

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

The teacher has the right to remove any student from a class if that student's behaviour is detrimental to the learning of other students.

Sarina Russo Institute 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 include:

- Harassment of other students or staff
- Violent or threatening behaviour or Bullying
- Sexual harassment
- Non-adherence to computer protocols
- Breach of security procedures
- Failure to adhere to letter written warnings
- Failure to adhere to protocols of our training partners
- Cheating or 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

Sarina Russo Institute will notify the Secretary of the Department of Education that a student's course has been cancelled or suspended.



# Younger Students



## STUDENTS UNDER THE AGE OF 18

Under Australian government regulations, where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, registered providers ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate. Students not residing with parents or a close relative will be placed in a suitable accommodation which will be closely monitored by SRI.

At Sarina Russo Institute , students under 18 will meet regularly with the Academic Counsellor who will monitor their attendance, course progress and general well-being, and also explain the legal and visa restrictions for younger students.



# VISA Requirements

## ATTENDANCE AND COURSE PROGRESS

The Australian Department of Home Affairs requires that all overseas students holding a student visa have a minimum attendance record of 80% of the total course scheduled time and maintain satisfactory course progress. If your attendance or progress is unsatisfactory we may report you to the Secretary of the Department of Education.

Sarina Russo Institute has in place a system to monitor the attendance and course progress of all students, and warning letters will be issued to students who fall below satisfactory requirements.

An Intervention Strategy will be implemented regarding your course progress. If you are absent due to illness, you should provide a medical certificate. This will then be placed on your file.

Please be aware that absences with medical certificates are still absences. Medical evidence will be considered for certificate issue; however, for STUDENT VISA PURPOSES you can still be reported even with medical evidence, if your attendance is too low.

If you become very ill or have special circumstances which require an extended absence from class (more than 1 week) you will need to apply for a suspension. Email us as soon as possible with the details and any evidence, such as medical certificates. All suspensions must be approved and immigration may be informed.

Email: [english@sri.edu.au](mailto:english@sri.edu.au)

## WORK AND THE LAW

See page 11 for more information regarding work allowances.

While in Australia you must follow the laws, which may be different from those in your country. Please be aware of the road rules and licensing laws if you plan to drive a car while you are here. Breaking the law, especially for serious offences, may put your visa at risk.

## YOUNGER STUDENTS

Students under the age of 18 must maintain the arrangements agreed by Sarina Russo Institute; refusal will result in us alerting Immigration. Please be aware there are laws relating to the consumption of alcohol, purchase of cigarettes, gambling and film classification for citizens under 18.

## PERSONAL DETAILS

We recommend all students advise us of any change in their personal details - including Emergency Contact info, address, phone number etc. If you are on a student visa, it is a requirement of your visa to **advise us of a change in your address within 7 days**. Please use the student portal online form or contact Student Services - ground floor.

## DEPARTMENT OF HOME AFFAIRS

Brisbane Office: 299 Adelaide Street, Brisbane QLD 4000

Phone: 131 881

[www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)



# Holidays

**General English and IELTS** students are eligible for up to 4 weeks of holidays. The number of weeks allowed depends on the length of your enrolment.

**Unipath English and Bridging Entry English** students will NOT generally be allowed to have holidays during their course, unless there are special circumstances which warrant a suspension.

You will need to discuss your request with an Academic Co-ordinator.

## LENGTH OF HOLIDAY PERMITTED

12	week enrolment = 1 week
24	week enrolment = 2 weeks
36	week enrolment = 3 weeks
48+	week enrolment = 4 weeks

Please note the school is closed for 2 weeks every year in late December/early January.

All students have a holiday at that time and your enrolment is not affected.

To be **eligible** for a holiday you must:

- Have at least **80% attendance**
- Apply for your holiday by **2pm Wednesday** of the week **before** you want your holiday



- Email [english@sri.edu.au](mailto:english@sri.edu.au)
- Include your name, ID and the dates of your intended holiday.



- Wait for a reply in your email or SMS. **DO NOT** arrange holidays until you have a reply
- If your holiday is **approved**, your **course end date** will also be extended



- If your holiday is **NOT approved** you can make an appointment to see an **Academic Coordinator** if you have special circumstances
- Remember if you don't come to school your **attendance** and certificate eligibility will be affected
- If you are on a **student visa** your visa may also be at risk



# Complaints and Appeals

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

- **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.**
- **Please Note:** If your complaint or appeal is regarding an Intention to Report Breach of Student Visa notice, go directly to Step 2. You have **20 Working Days** in which to do this before you are reported to Department of Home Affairs.

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





Complainants may raise an informal complaint by speaking with any staff member.

Should the issue not be resolved then, write a letter explaining your complaint. Include any supporting evidence, in the form of a letter or an email, clearly marked to the attention of Director - SRI English. 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.

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.

If it is not possible to resolve the dispute internally, independent mediation can be arranged through the following bodies:

## **COMMONWEALTH OMBUDSMAN**

PH 1300 362 072 within Australia  
+61 2 6276 011 outside Australia

GPO Box 442 Canberra ACT 2601

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

# Brisbane Information



## BRISBANE – THE RIVER CITY

Shops, restaurants, banks and public transport are within only a few minutes walking distance. Here are some great websites with plenty of information about Brisbane!

[www.studyqueensland.qld.gov.au](http://www.studyqueensland.qld.gov.au)

[www.visitbrisbane.com.au](http://www.visitbrisbane.com.au)



## BANKS

Banks are open from **9:30am to 4:00pm Monday to Thursday and 5:00pm on Friday**. Automatic teller machines (ATM) are open 24 hours a day. In order to use an ATM you must have a cash card which enables you to access your bank accounts by typing in a personal identification number (PIN).

## FOOD/SHOPPING

There are supermarkets and various food outlets within short walking distance from SRI. Most inner city supermarkets are open 7am – 9pm

## OBTAINING IDENTIFICATION

To purchase alcohol in licensed venues in Australia, you must have identification proving you are over 18 years of age. It is illegal to serve alcoholic beverages to anyone under 18.

Appropriate identification includes:

- Your passport
- A driver's license in English
- A Queensland 18+ Card

We recommend this card as it's safer than carrying a passport. You can obtain an 18+ card at the Department of Transport.

## LIBRARIES

There are two main public libraries in Central Brisbane. There is the large Queensland State Library at Southbank near the Museum and Art Gallery and the Brisbane Central Library on the corner of George and Adelaide Streets (opposite the Casino). Brisbane City Council library membership is free.

## PUBLIC TRANSPORT

Sarina Russo Institute is conveniently situated near:

- Central Station (trains) on Ann Street
- The Brisbane Transit Centre (buses and trains) on Roma Street
- King George Square Bus Station
- Eagle Street Pier Ferry terminal

Trains generally operate from 4:30am to 1:30am daily and buses from 5:30am to 11:00pm, depending on their route. The number of services is reduced on weekends and public holidays. Nightlink services run on Friday and Saturday nights from midnight to 5am.

Timetables are available at most train stations and bus centres and at all Information Offices. All bus, train and ferry information is also available by calling Translink on 13 12 30 or at

[www.translink.com.au](http://www.translink.com.au)



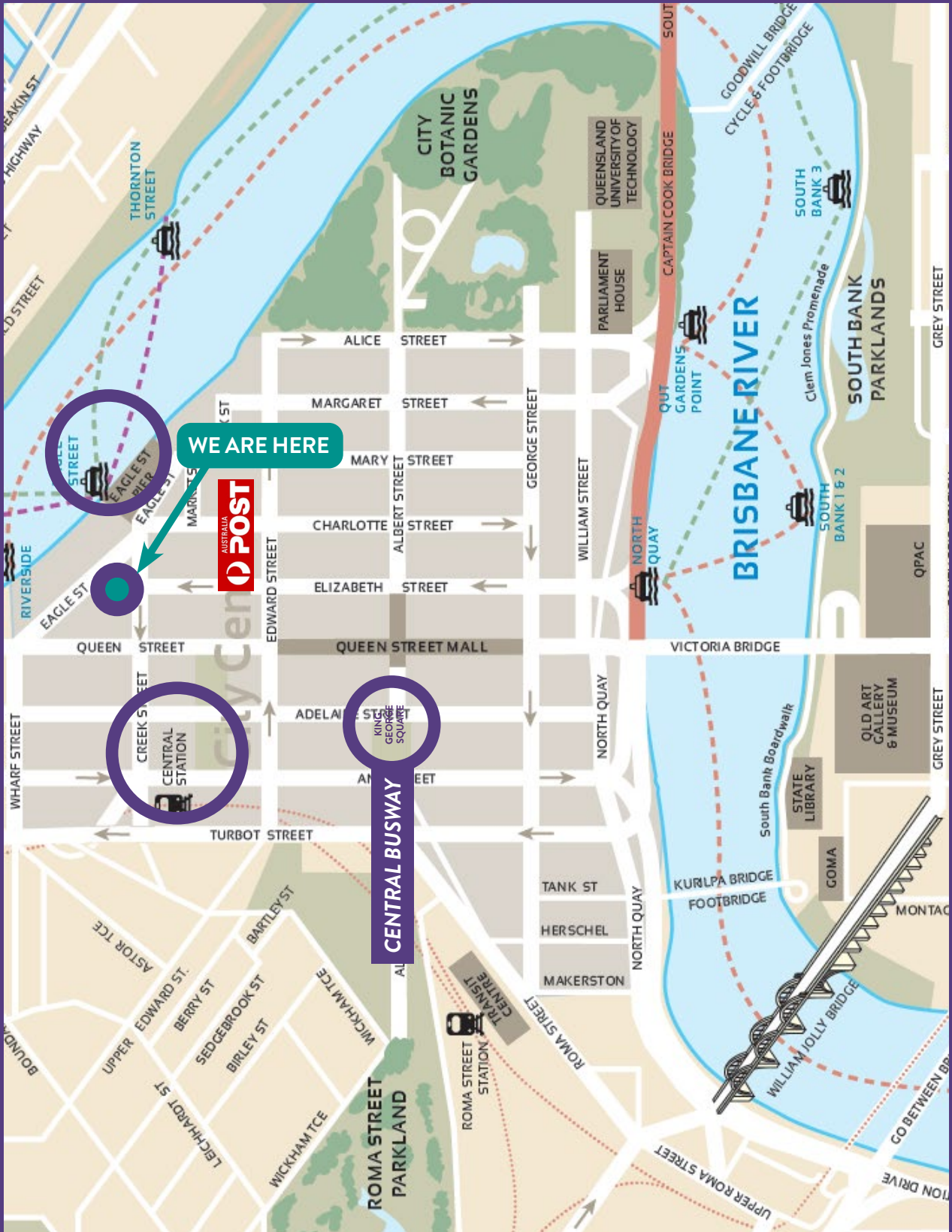
## IMPORTANT NOTE

Students studying an English course are NOT eligible to receive a bus, train or ferry concession ticket. Only students studying a Certificate, Diploma or University course are eligible to receive a concession ticket.

DO NOT purchase a concession ticket or you are liable to receive a fine. A go card provides the cheapest and most convenient way to travel.



# Campus Location



# HEALTH

In an **EMERGENCY** call **000** and ask for an **AMBULANCE**

## Doctors (General Practitioners)

Travellers Medical Service (245 Albert St) 3211 3611

Myer Centre 7 Day Doctors (Level E) 3210 2111

## Hospitals

Royal Brisbane (near Fortitude Valley) 3636 8111

Prince Charles (Chermside, North Brisbane) 3139 4000

Mater Private (Southbank) 3163 8111

Princess Alexandra (Dutton Park, South Brisbane) 3176 2111

QE II (South Brisbane, Near Griffith University) 3182 6111

Queensland Children's Hospital 3068 1111

## Dental

First Dental Studio (1/245 Albert St, Brisbane City, QLD, 4000) 3229 4121

## Counselling

Lifeline (free telephone crisis counselling) 13 11 14

Drug Arm (24 Hour info and counselling service) 1300 656 800

Gay and Lesbian Counselling and Information Service (qlife.org.au) 1800 184 527

Contraception Advice, Sexual Health, Pregnancy Testing &  
Counselling Children by Choice (237 Lutwyche Rd, Windsor) 3357 5377  
Unplanned pregnancy counselling

## Insurance

Allianz (Overseas Student Health Cover) 13 67 42

Medical Insurance (Medibank) 134 148

## General

Family Planning Queensland 3250 0240

Free Health Advice Line (Queensland Health Department) 13 43 25 84

Sexual Health ( PA Hospital) 3176 5881

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## HELPLINES

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Sexual Assault Helpline	1800 010 120
Domestic and Family Violence	1800 811 811
Legal Aid Queensland (legalaid.qld.gov.au)	1300 651 188
Poisons Information	13 11 26
Gambling Help Line	1800 858 858
Fair Work Ombudsman	13 13 94
Fair Work Ombudsman - Translating & Interpreting Service	13 14 50

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## ACCOMMODATION

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Rental advice (Residential Tenancies Authority)	1300 366 311
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## MONEY

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Credit Cards (lost or stolen) MasterCard or Visa	1800 450 346
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## POLICE

*In an EMERGENCY call **000** and ask for POLICE*

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Police Brisbane City (67 Adelaide Street)	3258 2582
Police Link (NON EMERGENCY ASSISTANCE)	131 444

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## TRANSPORT

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Black and White Cabs	133 222
Yellow Cabs	13 19 24
TransInfo (Routines/Timetables for Trains, Buses and Ferries)	13 12 20 <a href="http://www.translink.com.au">www.translink.com.au</a>

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## SARINA RUSSO INSTITUTE

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General Number	3221 5100
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# Health & Safety

## EMERGENCIES AND EVACUATIONS AT SCHOOL

Chief Warden (Student Services - ground floor)

The following procedures are extremely important. It is essential that they are carefully read and understood.

## EMERGENCY EVACUATION ROUTES AND ASSEMBLY AREA

The following procedure has been designed to provide each person working/studying with guidance and information in the event of an emergency which assists in producing a safe and orderly evacuation of the building should the need arise. It should be noted that it is mandatory that all occupants of the building actively support this procedure.

When a fire alarm sounds, prepare yourself for evacuation. Follow staff instructions and leave in an orderly manner down the nearest stairs. When leaving the fire stairs at the exit level you are to proceed directly to the designated assembly area for your campus.

## WHEN YOU SHOULD CALL TRIPLE ZERO (000)?

- If a crime is happening now
- When a life is threatened
- When the event is time critical, for example a fire

You will be asked if you need Police, Ambulance or Fire services.

If you cannot speak English, say what service you need (Police, Ambulance or Fire) and the language you speak. You will then be connected to an interpreter who will translate for you, and relay information to the emergency services.

LEARN your ADDRESS so you can communicate your location clearly to emergency services.





## SAFETY IN OUR BUILDING

Do not use lifts to evacuate the building, unless a Fire Brigade Officer is in control and advises you to go with them in the lift. Handicapped 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.

## 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

## REMAIN CALM

In case of emergency or danger, international students can contact the Institute at any time by calling the number below.

**PH 3221 5100 (Office Hours)**  
**PH 1800 994 989 (Any Other Time)**

If you have a mobile phone put this number into your contacts under the name 'ICE' (this means In Case of Emergency). This will help people to assist you if you are too ill to use the telephone.

Safety is everyone's responsibility. If you see something unsafe, speak to your teacher or report it to reception

## PERSONAL SAFETY AND SECURITY

For **NON-URGENT** Police assistance contact **POLICE LINK (131444)**

If you need to speak to the Police or report a crime you can also visit:

**Police Beat**  
67 Adelaide Street, Brisbane  
PH (07) 3256 2666



**It is important to remain safe while here in Australia, and there are a few things that you can do to make sure your stay is happy and trouble free!**

- Whenever possible travel in groups, not alone
- Keep valuables out of sight and stay aware when travelling
- Travel in the front of the train or bus
- Check Public Transport timetables in advance
- Walk in well-lit areas even if it means your trip is longer
- Avoid short cuts through dark isolated areas
- If you feel unsafe go to a shop with its lights on

## **HEALTH - ILLNESS AND INJURY**

If you are absent due to illness, you should provide a medical certificate. This will then be placed in your file. Please be aware that absences with medical certificates do not alter your attendance. Medical evidence will be considered for certificate issue.

However, for STUDENT VISA PURPOSES you can still be reported even with medical evidence, if your attendance is too low. If you require absence for more than a week we may need to SUSPEND your course. You will need to provide evidence of serious illness or injury

Students under the age of 18 must contact Sarina Russo Institute if they are not attending due to illness. In addition, any student absent for 5 consecutive days should contact Sarina Russo Institute at [english@sri.edu.au](mailto:english@sri.edu.au).

In Australia, it's customary to see a GP (General Practitioner) for most illnesses. You may need to pay for this service, and may receive some of the money back from your health insurance provider.



You should only go to a hospital emergency department for accidents or serious illness. You can call an Ambulance on 000 for serious illness or injury. If you require any special medication, carry your prescription with you in English. Some medicines brought from your own country may not be permitted in Australia. Please check with a local doctor if you are unsure.

## **FIRST AID**

Emergency First Aid assistance is available for minor injuries or illness at school. Speak to your teacher or report it to student services.

For free health advice from Queensland Health,

**Call 13 HEALTH**

**PH 13 43 25 84**

**We wish to ensure the health, safety and wellbeing for everyone.**

**Good hygiene is essential to stop the spread of viruses like the flu and coronavirus.**



**WASH YOUR HANDS ✓**

- After coughing or sneezing
- When caring for the sick
- Before, during and after you prepare food
- Before eating
- After toilet use
- When hands are visibly dirty
- After handling animals or animal waste

**PROTECT YOURSELF AND OTHERS FROM GETTING SICK ✓**

- When coughing and sneezing cover mouth and nose with flexed elbow or tissue
- Throw tissue into rubbish bin immediately after use
- Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing
- If you have fever, cough and difficulty breathing, seek medical care early and share previous travel history with your health care provider
- Stay at home if you are unwell

**STAY AWARE ✓** - Please refer to your:

- Student Email Address
- Student Portal
- Staff email address
- Visit [www.srienglish.com.au](http://www.srienglish.com.au)



## OVERSEAS STUDENT HEALTH COVER

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). Student visa holders must have health cover for the duration of your visa as a condition of your visa requirements.

OSHC will help you pay for medical or hospital care you may need while you're studying in Australia, and will contribute towards the cost of prescription medicines and an ambulance in an emergency. Dental, optical and physiotherapy are generally not covered. Sarina Russo Institute can arrange OSHC for you on enrolment.

If you are not on a student visa, please check the details of your travel insurance or other medical insurance policy for coverage details.

# Beach Safety

## WEATHER AND YOUR HEALTH

### Summer – December to February

Temperatures range from 22°C to 35°C or hotter.

During this time of the year it is advised that you drink plenty of water, wear a 30+ sunscreen and wear a hat while outdoors. There are often very humid conditions and afternoon storms are common.

The beach is very popular in summer but BEACH SAFETY is very important.

### Autumn – March to May

Temperatures range from 16°C to 28°C.

The weather is beginning to cool down and the wind begins to pick up. Days are still relatively warm with the evenings producing a little more chill.

### Winter – June to August

Temperatures range from 10°C to 24°C.

It is often quite cool and dry throughout the winter months however it does not snow in Brisbane.

Frost cover and fog are common within the area.

Colds and flu are common in winter so take care of your health.

### Spring – September to November

Temperatures range from 14°C to 30°C.

The days warm up very quickly through spring and the spring time rains arrive.



Protect yourself from colds and flu in the winter.

Wash your hands often

Use tissues when you cough or sneeze, and dispose of them properly

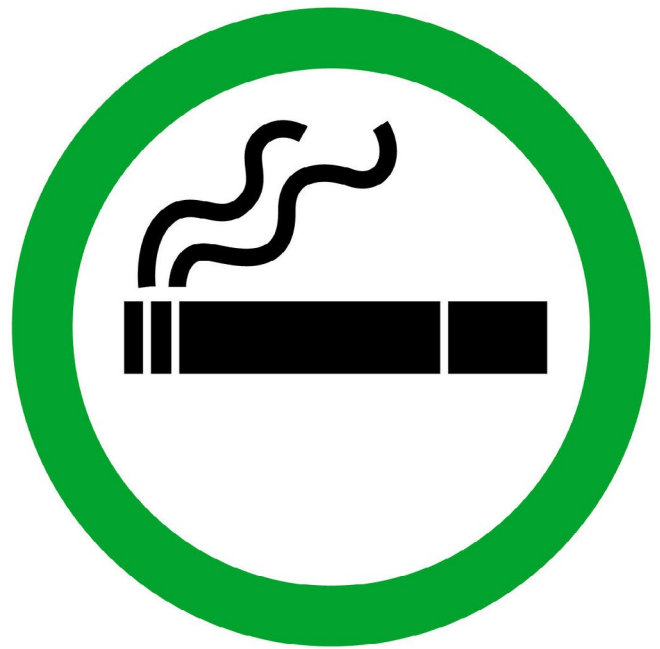
See a doctor and rest if you still feel unwell. A pharmacist (chemist) can also help you with advice and medication



**PROTECT YOURSELF IN FIVE WAYS FROM SKIN CANCER**



**NO SMOKING**



**SMOKING AREA**

# Smoking Information

It is a serious breach of Sarina Russo Institute'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 meters of building entrances.

The Queen Street mall is a NO SMOKING area

\* Look for ashtrays or designated smoking area signs.

**IF YOU SMOKE IN A SMOKE-FREE AREA OR DON'T DISPOSE OF CIGARETTE BUTTS YOU CAN BE FINED UP TO \$200.**

# Code of Practice

## 1. EDUCATIONAL STANDARDS

- Adopt policies and management practices which maintain high professional standards in the marketing and delivery of ELICOS and vocational education and training services in accordance with the Standards of the VQF, NEAS, EA and National Code of Practice and which safeguard the interests and welfare of our clients.
- Maintain a learning environment that is conducive to the success of our clients.
- Sustain the capacity to deliver the nominated course(s).
- Provide adequate facilities and use appropriate methods and materials.

## 2. MARKETING

- Market our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other provider or course.

## 3. CLIENT INFORMATION

Provide accurate, relevant and up-to-date information to clients prior to commencement, including but not limited to:

- Copy of the Code of Practice
- Admissions procedures and criteria
- Copy of the refund policy
- Total costs/fees to clients
- Assessment procedures
- Complaints and appeals
- Facilities and equipment
- Client support services.
- Competencies to be achieved by clients
- Arrangements for the recognition of prior learning

Certification to be issued to the trainee on completion or partial completion of the course.

## 4. RECRUITMENT AND PLACEMENT OF STUDENTS

- Conduct student recruitment at all times in an ethical and responsible manner consistent with the requirements of the curriculum, National Code and Legislative Framework for Educational Institutions.
- Employ appropriately qualified staff to assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies.

## 5. RECRUITMENT OF STAFF

- Ensure that selection decisions comply with equal employment opportunity legislation and consistent with Sarina Russo Group policies and procedures.

## 6. REFUNDS

- Safeguard fees paid by clients.
- Have a refund policy that is fair, equitable and consistent with Australian government legislation for the provision of education services.

## 7. COMPLAINTS AND APPEALS

- Have a fair and equitable process for dealing with client complaints/appeals.
- Advise client of the appropriate legal body where they can seek further assistance in the event that complaints cannot be resolved internally.

## 8. GUARANTEE

- Honour all guarantees outlined in our Code of Practice.

## 9. INTERNATIONAL STUDENTS

- Be bound by the Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 2000 and the National Code of Practice for overseas students in offering courses to international students.

## 10. SANCTIONS

- Acknowledge that if we fail to meet the obligations of the Code or supporting regulatory requirements, where applicable, registration as a training provider may be withdrawn.

## 11. EXTERNAL REVIEW

- Agree to participate in external monitoring and auditing, including random quality audits, audits following complaint, and re-registration audits.

## 12. MANAGEMENT AND ADMINISTRATION

- We follow sound financial and administration practices through the application of our policies and strategies. We safeguard students' fees, maintain secure and confidential records, and have adequate insurance and a fair and equitable refund policy.
- We have a commitment to continuous improvement and quality service, and we welcome feedback from stakeholders on how to improve our services and products.

## 13. LEGISLATIVE REQUIREMENTS

- We meet all the legislative requirements of the State and Federal government, including, but not limited to, ESOS Act 2000, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, the Further Education and Training Act 2014, Workplace Health and Safety, and Workplace Relations.

## 14. ACCESS AND EQUITY

- We recruit clients in an ethical and responsible manner that is underpinned by our Access and Equity Policy. We comply with the requirements of the Curriculum or National Training Package and Equal Employment Opportunity legislation.

### Education Services for Overseas Students (ESOS)

The Commonwealth Education Services for Overseas Students Act 2000 (ESOS Act) and associated legislation regulate all aspects of promoting Australian education and providing educational and training services to overseas students onshore in Australia. The ESOS Act establishes a legally enforceable National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) that provides for nationally consistent standards for the registration and conduct of education and training providers.

### What does ESOS apply to?

The ESOS act applies to all aspects of promoting Australian education and training and the provision of educational and training services to overseas students onshore in Australia (including through any third party arrangements). The ESOS regulatory act applies to Sarina Russo Institute, its staff, associates and agents, prospective and enrolled students, and the relevant Commonwealth, State and Territory government departments and organisations.

### Why was the ESOS regulatory framework introduced?

The ESOS regulatory regime was introduced to:

- protect Australia's reputation as a provider of educational services to overseas students through the establishment of a nationally consistent approach to the registration of providers;
- protect students as consumers who usually purchase without seeing; and
- ensure students meet the requirements of their student visa (a migration control measure).

### What does the ESOS regulatory act mean for Sarina Russo Institute?

As a registered provider of educational services and training to overseas students on-shore, Sarina Russo Institute must comply with the ESOS regulatory regime and will be audited for compliance at least once during the five-year registration period. The key requirements of the ESOS regulatory regime that directly impact on Sarina Russo Institute staff and students relate to:

- registration of courses on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS);
- ethical marketing and the provision of accurate information to prospective students;
- ensuring full-time study requirements are met for all course delivery and student enrolments;
- monitoring and maintaining accurate records of each student's academic performance and attendance; and
- reporting enrolment variations and student visa breaches to the Department of Industry, Innovation and Science and the Department of Home Affairs (DHA)

For more information on your student rights in Australia, visit: <https://internationaleducation.gov.au/> or [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)



## Contact Us

[www.srienglish.edu.au](http://www.srienglish.edu.au)  
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## Sarina Russo Institute

349 Queen Street Brisbane  
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**Sarina Russo**  
Institute  
*English*

CRICOS Provider Code: 00607B