



STUDENT HANDBOOK

Table of Contents

Welcome	4
Our campus	4
Student Responsibilities and Expectations	4
Qualification Pathways	4
Foundation Skills & LLN Test	5
Certification	5
<i>Qualification</i>	5
<i>Academic Transcript</i>	5
<i>Statement of Attainment</i>	5
Courses Provided by Sarry Institute	6
Entry Requirement for the VET courses	6
Covid-19 Additional requirements	6
Pre-enrolment Information	8
<i>Timetable</i>	8
Policies and Procedures	8
Campus Services	8
<i>Learning Support</i>	8
<i>Student Welfare Counsellor</i>	9
<i>Student Services</i>	9
<i>Critical Incidents</i>	9
<i>Emergencies</i>	10
The Legal	10
<i>Privacy</i>	10
<i>Harassment</i>	10
<i>Access and Equity</i>	11
<i>Occupational Health and Safety</i>	11
<i>Plagiarism</i>	12
Living in Melbourne	12
<i>Public transport</i>	12
<i>Weather</i>	12
<i>Medical and nursing services near campus</i>	12
<i>Dental services near campus</i>	12

<i>Accommodation</i>	13
<i>Emergencies</i>	13
Other Useful Information	13
<i>ESOS</i>	13
<i>Tuition Protection Service</i>	13
<i>Unique Student Identifier</i>	13
Contact Details	13

Welcome

Welcome you to Sarry Institute.

At Sarry Institute you will meet your trainers who are academics with the current industry-relevant experience to teach and train you applied or essential skills for the labour market, which includes the balance between theory and practice.

Whenever you need support in your studying with us or in your living in Australia, all our staff at Sarry Institute will be very happy to help. You can have easy access to the Student Services Officers on campus or via email. When you feel struggling with your study, you can meet our Student Welfare Officer, Learning adviser or English Help Officer.

Good luck with your study at Sarry Institute.

Our campus

Melbourne campus

Sarry Institute campus is situated at Level 1, 20 Queen Street, Melbourne VIC 3000 (location to be approved by ASQA), within walking distance to Flinders Street Railway Station.

The campus is situated in the heart of Melbourne, in the central business district (CBD), within walking distance to the worldwide travel attraction like Parliament, Flinders Street Railway Station, Melbourne Central, etc. Flinders Street railway station is a railway station on the corner of Flinders and Swanston Streets in Melbourne, Australia. It serves the entire metropolitan rail network. Backing onto the city reach of the Yarra River in the heart of the city, the complex covers two whole city blocks and extends from Swanston Street to Lonsdale Street and Swanston Street to Queen Street. This means students will undertake their face-to-face training next to some of the Australia's best hospitality and tourism operations.

Student Responsibilities and Expectations

It is your responsibility to maintain integrity, work hard and treat others with courtesy and respect.

This includes:

- Providing fair and honest feedback on training performance and on the content and presentation of courses.
- Paying all tuition fees and charges for which you are liable, by the set deadlines.
- Providing accurate and updated contact details (phone number and email address).
- Checking your email regularly throughout the course. This is the primary means by which the College correspond with you (e.g. course progress, assessment results, outstanding fees).
- Replying in a timely manner to all Sarry Institute trainer and administrative communications to you, including emails, phone calls and text messages.
- To be eligible to issue the qualification, you must successfully complete all the assessment requirements of the course.

Qualification Pathways

Vocational Education & Training (VET) qualifications are aligned to the Australian Qualifications Framework (AQF), which is the framework for all qualifications in Australia across the school, VET and Higher Education sectors. One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET providers and providers of higher education. The AQF provides for flexible, transparent and systematic learning pathways and for the removal of boundaries between educational sectors.

Foundation Skills & LLN Test

Foundation skills are the combination of two frameworks:

- The Australian Core Skills Framework (ACSF) which includes English language, literacy and numeracy skills, learning and communication skills; and
- The Core Skills for Work Framework that includes non-technical skills, knowledge and understandings that underpin successful participation in work. These skills are often referred to as employability or generic skills. They include skills such as problem solving, collaboration, self-management, communication and information technology skills, and skills for work required for participation in work, the community and education and training.

Foundation skills are incorporated into all competency-based training programs and you need to demonstrate competency in these as well as your technical competencies.

All new students to the Sarry Institute are required to take the LLN (language, literacy and numeracy test) as part of the orientation program. Based on the LLN test results, student study gaps will be diagnosed and on-campus

Certification

Qualification

A qualification is issued when the student has completed all requirements as listed in the course information. The qualification certificate does not list the modules or units of competency completed (these are listed on the Academic Transcript).

Academic Transcript

The Academic Transcript is a full record of all of the units of competence, which comprise the training program. It provides a listing of your assessment results for each unit of competency.

The following results are used to record Unit outcomes on the Academic Transcript:

- **Competent:** The student has demonstrated competency in all learning outcomes for that unit, either through a learning or recognition pathway.
- **Not Competent:** The student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.
- **Withdrawn:** The student has withdrawn after one quarter of the way through the unit and has not completed all required learning outcomes.
- **Credit Transfer:** The student has been granted a credit transfer from studying the unit due to previous study.
- **Competent via RPL:** the student has demonstrated competency via a Recognition Process.

Statement of Attainment

A Statement of Attainment is issued when candidates have partially completed the qualification. This may be done in two ways:

- The student is not competent in all units of competence required for the full qualification, or

- A package of units has been delivered from an accredited and registered program.

The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

Note: If course fees have not been paid, then no qualification, Academic Transcript or Statement of Attainment will be issued until receipt of fees.

Courses Provided by Sarry Institute

CRICOS Code	Course Code and Course Name
097836J	BSB42015 Certificate IV in Leadership and Management
098873G	BSB51918 Diploma of Leadership and Management

Entry Requirement for the VET courses

- Have demonstrated an IELTS level of at least 5.5 or equivalent (test results must be no more than 2 years old) or the successful completion of at least General English Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 at the time of course commencement.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Sarry Institute is able to provide (applicable for Level 1 countries only)

Please Note: All the students commencing this course are required to complete an LLN test and a pre-training interview on the orientation day to assist Sarry Institute to identify student's needs for additional support during their study with Sarry Institute

Covid-19 Additional requirements

- Student must have access to working PC or laptop with a configuration suitable to meet study requirements. Please seek your trainer/assessor assistance in this regard.
- Student must have access to working internet.
- Student must be able to attend scheduled theory and practical classes (if schedule during Covid-19 is varied from original schedule)
- Student must have sound digital literacy.
- Where classroom visit is required to conduct the assessments (in simulated environment) in the compliant way and in accordance with Standard 1.8 of SRTO 2015, Sarry Institute would not be allowing more than 4 learners (or one group, whichever is less) in the class ensuring 4 sqm social distancing is maintained.

During COVID-19 (coronavirus) outbreak, Sarry Institute will use a flexible delivery mode for training and assessment, providing training package requirements allow for this. We would ensure that all

regulatory requirements are met with as little disruptions possible. As circumstances change and restrictions are eased, these temporary arrangements will be reviewed, and enrolled students will be notified accordingly. Sarry Institute aims to review any changes in circumstances before commencement of each term so that it has least possible impact on students and course delivery.

Sarry Institute will seek student's consent of online delivery and assessment (where possible) prior to their enrolment during this Covid-19 outbreak.

We are fully committed to remain transparent on the mode of delivery, resources available to students, methods of assessment and how any practical components will be managed. We ensure that:

- Students are treated fairly and reasonably.
- Any adjustments to courses are transparent and communicated clearly to students.
- All adjustments to course delivery, the process for informing and seeking students' consent, and information relevant to individual students is documented and retained.

Classes

During Covid-19, Sarry Institute will transition to an online learning environment, this means there will be no face to classes running, unless required to be in simulated environment specifically in class or covid-19 restrictions are eased and/or state government allow to return to full onsite learning. If any student require assistance with their online learning environment, student will notify their trainer and assessor where trainer/assessor will provide them with further guidance.

Current Situation

In line with latest update (dated 2nd January 2021), access to Sarry Institute Campus is still restricted to those activity only which cannot be done at home. So, for most student, they should continue to study remotely, unless it is required to visit the campus.

Guided by the government advice and our own assessment, we will begin permitting more essential learning, support sessions, delivery and assessment and other related activities back on campus in the coming weeks. Students will be advised from time to time. To ensure we are carefully managing the number of students, staff and trainers/assessors on campus, Sarry Institute will initially provide specific approval (on a case by case basis) for anyone to attend campus. For further details, please refer to:

<https://www.coronavirus.vic.gov.au/education-information-about-coronavirus-covid-19>

<https://www.coronavirus.vic.gov.au/work-and-study-victoria-last-step#can-i-still-go-to-my-classes-at-tafe-college-or-university>

Online options

The online learning environment will be supported by a range of resources that will vary between units but may consist of learning summaries, video recordings or YouTube videos, and extra documents to aid student's learning. All training staff will be available online at scheduled class times to guide and support the student through their studies. The online learning environment will be available through using Zoom.

Assessment

Assessment tasks will vary for each unit of competency, but some of these may be moved online. Some assessment tasks may also be delayed or deferred to a later date pending the situation with COVID-19. The trainers are required to communicate with students for unit specific information. The best way to do this is through Zoom or through email.

Support

All staff at Sarry Institute will continue to work and will continue to provide the students with the support any individual may need. The student will be remained connected with each trainer/assessor through regular class participation to assist them continuing their studies. Sarry Institute will also provide online academic and language support and student support staff are always here to help.

OFFSHORE: Current and New Students

Please note that the Australian Government has closed entry into Australia. This excludes permanent resident, Australian citizens and their immediate family members.

In summary:

- Some students currently offshore will be allowed to commence their studies online.
- The admissions process will be the same.
- Students will need to have meet all language, literacy and numeracy requirements

Pre-enrolment Information

It is compulsory for students to finalise their enrolment by registering at Sarry Institute before commencing their course. Students **MUST** bring with them their passport and Confirmation of Enrolment (CoE) letter to the orientation program. For students who wish to have credits transferred from previous studies, they will need to bring their original documents to be sighted and photocopied for our records.

Also, please note that, if you have not enrolled in your course within 14 days of the commencement date indicated on your CoE, your CoE will be cancelled as non-commencement. New application for the course will be required.

Timetable

You will receive your course timetable on the orientation. The timetable details the commencement and completion dates for each unit, and this forms the basis of your commitment to study. If completion dates are not met, your study plan will need to be reviewed and enrolment will need to be varied.

Policies and Procedures

You are encouraged to make yourself familiar with the following College policies and procedures for your rights and obligations as an Australian student visa holder. These policies and procedures are located on the College website.

- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course Progress Policy and Procedure
- Deferring, Suspending and Cancelling Overseas Student Enrolment Policy and Procedure
- Fees, Charges and Refund Policy and Procedure
- RPL and Credit Transfer Policy and Procedure
- Student Support Policy and Procedure
- Transfer Between Registered Providers Policy and Procedure

Campus Services

Learning Support

Sarry Institute provides academic support for all students. The learning support and academic consultation with the trainers are available on appointment and/or scheduled in the timetable. The Student Support Officers will help you develop your understanding with assessments through individual

help sessions and academic workshops. Please email your academic enquiries and academic support session booking to info@sarryinstitute.com.au.

Student Welfare Counsellor

If you are experiencing any of the following, we suggest you contact our Student Welfare Counsellor (available only on call) on info@sarryinstitute.com.au. This is an on-campus free and confidential service.

- Stress / Anxiety / depression
- Feeling sad and unable to function properly
- Lack of concentration in study or completing normal day-to-day activities
- Victim of harassment – either at the college, workplace or in your home
- Grief and loss
- Victim of abuse – psychological, physical, sexual
- Cultural issues – difficulty in ‘fitting in’ to the Australian way of life

Student Services

All Sarry Institute staff have the responsibility to support you and understand the process of referring you to the designated staff for different aspects of the services. Student Services Officers are the first point of contact for students. Student services officers will guide you through the whole process of your study with the College from the orientation to graduation. The Student Services Officers will be responsible for:

- Providing students with up-to-date details of Sarry Institute’s support services.
- Handling student enquiries about course timetables, classroom arrangements, facilities and hospitality of Sarry Institute.
- Organising student orientation.
- Receiving student complaints and referring complaints to the RTO Manager.
- Providing students with information about Sarry Institute attendance and course progress requirements.
- Assisting students regarding WHS matters (advising the availability of sick bay and first aid kit).
- Providing information to students related to requests for leave, changes to courses and cancellations, and forwarding the request to the Admissions Manager for processing where relevant.

Critical Incidents

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Any student that experiences a critical incident should immediately inform their trainer, Student Services Officer or any staff member of the College.

Critical Incidents include but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Emergencies

For all emergencies that are life threatening, phone 000 to be attended to by the emergency services departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Dialing 000 is a free call. Please follow the instructions below for calling the emergency services:

- Dial 000.
- Ask the operator for the service needed (fire, ambulance or police).
- Wait to be connected.
- Describe the problem (be prepared to give the location/address).

If an emergency occurs at the College, notify a staff member and follow their instructions.

The Legal

Privacy

Information concerning students, including information submitted at enrolment, will be used by Sarry Institute, or other authorised organisations for the purposes of general participant administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

Sarry Institute is committed to upholding the Australian Privacy Principles:

- We will only collect information that is necessary to providing you the service we offer
- We will collect information in a fair and lawful way
- You will be told of why we are collecting it and who will have access to it
- We will take reasonable steps to ensure that the information we keep regarding you is accurate
- We will take reasonable steps to ensure that your personal information is protected from misuse, loss or unauthorised access or disclosure
- You can make a request in writing to access any information we hold about you and we shall provide access, unless access will impact unreasonably on someone else's privacy
- If there are mistakes in the information, we hold about you, we will correct them
- We will not request sensitive information about you. Sensitive information includes information about your health, political beliefs, religious beliefs and sexual preference
- Some Government Funded Courses require a Medicare or passport number for eligibility purposes. In this case you will be asked to provide this information prior to course commencement
- Where an employer has paid the course fee on behalf of the participant and all parties have signed the training plan, then we will report the participant progress to the employer on a regular basis.

The Privacy Act 1988 – Applies to all states can be found at: <http://www.comlaw.gov.au/Series/C2004A03712>

Harassment

Sarry Institute is committed to providing a safe, healthy and family and community focused working environment for all employees, contractors and visitors. Sarry Institute will not tolerate any form of harassment within the organisation under any circumstance. Sarry Institute will investigate any allegation in a fair, confidential and timely manner and take necessary disciplinary action against any employee found to be breaching this policy.

Harassment is offensive, belittling or threatening behaviour directed at an individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. Harassment is often focused on sex, cultural or racial background or disability of the individual or group.

For harassment to occur there does not have to be an intention to offend or harass. Individual incidents may seem too trivial to warrant attention, or the person subjected to harassment may seem unaffected. Where the behaviour continues over a period and it is not addressed, however, such behaviour can undermine the standard of conduct.

Examples of harassing behaviour include:

- Offensive physical contact, derogatory language or intimidating actions,
- Insulting or threatening gestures or language (overt or implied) or continual or unwarranted shouting,
- Openly displaying pictures, posters, graffiti or written materials which might be offensive to some,
- Phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to students/staff, or
- Sexual harassment, which can consist of any or all the following:
 - Unwelcome comments about a person's sex life or physical appearance,
 - Suggestive behaviour such as leering or ogling,
 - Unnecessary familiarity such as deliberately brushing up against a person,
 - Sexual jokes, offensive telephone calls, photographs, reading matter or objects,
 - Sexual propositions or continual requests for dates,
 - Physical contact such as touching or fondling, or
 - Indecent assault or rape (which is a criminal offence).

It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a trainer or other appropriate person if you feel you are being harassed.

Access and Equity

Sarry Institute is committed to ensuring its training and courses are responsive to the diverse needs of all clients. Sarry Institute will comply with the principles of access and equity and aims to ensure that no course participant or potential participant should be disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

Occupational Health and Safety

Under the Victorian Occupational Health and Safety Act 2004 Sarry Institute exercises its duty of care towards students, to achieve a healthy, low risk and quality-working environment. To meet this responsibility Sarry Institute will:

- Comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.
- Promote health, safety, and environmental and quality awareness in the development of standard work practices.

Information on the Victorian Occupational Health and Safety Act 2004 can be found at <http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety> or at: www.vic.gov.au.

Plagiarism

Plagiarism is considered one of the most serious breaches of academic honesty and will result in serious penalties. Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgment or reference. Plagiarism includes:

- Submitting, as one's own, an assessment that another person has completed
- Using information, text, artwork, graphics or other material from any source including the Internet and presenting it as one's own without acknowledgment
- Quoting or paraphrasing material from a source without acknowledgment
- Contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome

Living in Melbourne

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, there are some of the costs associated with living and studying, in Australia. For more information, please see links below.

For more information, please visit:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

Public transport

Melbourne's public transport network is efficient, convenient and easy to use. You can choose from trains, trams, buses and yellow taxis.

Buy a MYKI for flexible travel between trains, trams and buses. You'll be able to use public transport in and around the city for just a few hours or all day.? Plan your trip, buy tickets online and download maps and timetables from Public Transport Victoria, the one stop shop for information about travelling on public transport (phone 1800 800 007).

Visit Public Transport Victoria for maps, timetables, tickets and route information.

Weather

Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, Melbournians enjoy the warmth of cozy cafes and bars. Spring is a time for renewal a great time to head back into our parks and revel in our beautiful gardens.

Medical and nursing services near campus

- Medical One 23 QV Terrace, 292 Swanston Street, Melbourne
- Metropolitan Medical Centre Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
- Lygon Court Medical Suite 3, Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton

Dental services near campus

- Green Apple Dental 49/300 Lonsdale Street, Melbourne 3000
- Metro Dental 393 Swanston Street, Melbourne
- Bouverie Dental 69 Bouverie Street, Melbourne
- QV Dental 23 QV Terrace, 292 Swanston Street
- Royal Dental Hospital (emergency care only) 720 Swanston St, Carlton

For free health advice from a Registered Nurse 24 hours, seven-days-a-week, phone Nurse-on-call on

1300 60 60 24.

Accommodation

Students can rent an apartment, flat or house or share a flat or house with other people (an arrangement called “share accommodation”). When making a decision about where to live, students need to balance the cost of higher rents and lower transport costs in the city areas with the lower rents and higher transport costs of living in the suburbs.

Emergencies

Any student that experiences critical incidents should immediately inform where possible to their trainer or course coordinator. If they are not available they should contact the Student Admin and if required the emergency number (03) 8742 2131 or 0406 127 099. For life-threatening or serious injury **call an ambulance on 000.**

If an ambulance has been called notify the nearest staff member of the situation.

Other Useful Information

ESOS

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, ESOS provides tuition protection for international students.

For more information, please visit:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Tuition Protection Service

The Tuition Protection Service (TPS) is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study. The TPS ensures that international students are able to complete their study in another course or with another education provider or that they get a refund of their unspent tuition fees.

For more information, please visit:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Unique Student Identifier

The Unique Student Identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, Sarry Institute needs your USI number before issuing qualification or if you are new student, you can create your USI or, Sarry Institute can apply for your USI on your behalf.

For more information, please visit:

<https://www.usi.gov.au/students>

Contact Details

Student Administration

Level 1, 20 Queen Street, Melbourne VIC 3000 (CRICOS location to be approved by ASQA)

Ph: +61 (0) 3 8742 2131