

Sarina Russo Schools | Australia is comprised of the following four Schools:

- Russo English | Australia - English Language Intensive Courses for Overseas Students (ELICOS)
- Russo College | Australia - Pathway to University Courses
- Russo School of Hotel and Tourism | Australia - Hospitality and Tourism Specialist Courses
- Russo Institute | Australia - Career Specialist Courses

## Our History

- 1979** Sarina Russo establishes "The Office" Business Academy focusing on secretarial training and introducing the business's most unrivaled point of difference - Free Student Job Placement!
- 1988** Sarina Russo establishes "The Office" International College offering English Language courses and Study Tour programs to international students.
- 1994** Sarina Russo moves operations into wholly owned inner city premises, Sarina Russo Centre - 82 Ann Street, publicly acclaimed as the first female entrepreneur to privately own a Brisbane City high-rise building.
- 1995** Sarina Russo establishes Russo Institute of Technology Australia to incorporate English, Business, Information Technology and Hotel & Tourism programs.
- 1998** Sarina Russo is awarded Australian Government tender to own and operate 31 "Job Network" offices Australia wide, under Sarina Russo Job Access Australia.
- 2001** Sarina Russo moves Sarina Russo Job Access Australia Head Office into newly purchased premises, Sarina Russo Plaza - 349 Queen Street.
- 2002** Sarina Russo purchases third Brisbane City high-rise building, Sarina Russo River Centre - 100 Eagle Street, to become the national headquarters of Sarina Russo Group.
- 2005** Sarina Russo announces the establishment of Sarina Russo Schools | Australia, incorporating Russo English | Australia; Russo College | Australia (Pathway to University programs); Russo School of Hotel and Tourism | Australia; Russo Institute | Australia, cementing its place as a leading English Language and Pathway to University provider.
- 2005** Russo English | Australia opens the Bridging English Entry Program (BEEP) as a direct entry English qualifying program to James Cook University Brisbane Bachelor and Master Degrees.

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I believe anyone can achieve success by following this simple seven-step rule:

- 1 Accept accountability and responsibility for your life.
- 2 Work harder on yourself than on your job.
- 3 NEVER STOP LEARNING.
- 4 Set yourself short-term and long-term goals.
- 5 Visualise yourself reaching your goal so clearly that you can taste your success.
- 6 Persist. Never give up.
- 7 Above all, believe in yourself with passion. Never waver in that belief and never falter in that passion.

I congratulate you for perusing this handbook, as you are now on the road to committing to POINT 3 - NEVER STOP LEARNING.

What you will experience and learn during your time with us, is that It Can Be Done. We will show you step by step how to be successful in your own right. See You at the Top!

Sarina Russo  
Managing Director and President

### SARINA RUSSO GROUP

Honorary Ambassador - City of Brisbane  
A Leading Woman Entrepreneur of the World  
Centenary Medal 2003 of Distinguished Service to Education  
Author - Meet Me at the Top  
TV Host: "How to get that Job"  
Member of Council for Multicultural Australia

# WHY SARINA RUSSO SCHOOLS | AUSTRALIA?

In Brisbane, the name Sarina Russo has become synonymous with Excellence, Achievement, Energy, Vision, Leadership, Entrepreneurialism, Success and Outcomes - all part of the pathway that becomes your Education and your Career. The Sarina Russo story is a testament to the fact that It Can Be Done!

Upon enrolling as a student, you enrol into a LIFESTYLE EDUCATION that is vastly different from other Australian providers.

### An Air of Prestige

The name Sarina Russo stands proud in the city of Brisbane. As an appointed Honorary Ambassador To the City of Brisbane, a Leading Woman Entrepreneur of the World, a published author of 'Meet Me At The Top' and a day time TV host, Sarina Russo is a household name that is respected and acknowledged through both private and government sectors.

### English Language Preparation For All Life Goals

Russo English | Australia offers English Language preparation for all types of students from General English through to Direct Entry English Programs and Bridging English Entry Programs to university.

### Flexibility

All Sarina Russo Schools have regular intakes throughout the year including three major starts in February, July and November. This allows you to fast track your entry to second year university. Russo English | Australia has starts every Monday. Furthermore, there are numerous pathway programs leading to Sarina Russo Schools | Australia including Direct Entry English Programs and Foundation Programs.

### University Designed College Pathway Programs

Russo College | Australia Diploma programs are derived from the first year of James Cook University\* (JCU) programs. JCU is responsible for the moderation of your Diploma qualification.

\*Recognised by the Swiss Centre for Research and Studies as ranked in the TOP 300 WORLDWIDE



### Industry Designed, Professionally Recognised Programs

Russo Institute | Australia and Russo School of Hotel and Tourism | Australia programs are designed for students to enter the industry a step above the competition. In choosing these programs, you will receive industry endorsed qualifications that are recognised and in demand from employers nationally and internationally.

### Lecturers With University Experience

Russo College | Australia programs are delivered and moderated by selected Queensland university lecturers.

### Teachers and Lecturers With Real World Experience

You are guaranteed that all Sarina Russo Schools | Australia teaching and lecturing staff have extensive and up to date industry experience. This means that when you are in a Sarina Russo Schools | Australia training room, you will encounter a very different teaching experience; one that can only be described as INSPIRATIONAL AND REAL!

### Automatic Pathway To Second Year University

On successful completion of Russo College | Australia Diploma programs, you are guaranteed entry into the second year of James Cook University Brisbane's relevant Degree program.

### Smaller Class Sizes With More Contact Teaching Hours

Sarina Russo Schools | Australia has always prided itself on student/teacher ratios.

The following table outlines each individual School's student and teacher ratio:

	AVE	MAX
REA	1 in 14	18
RCA	1 in 30	60
RSHTA / RIA	1 in 25	30

Sarina Russo Schools | Australia teaching sessions range from a minimum of 3 HOURS PER WEEK through to 30 HOURS PER WEEK. Increased contact hours have proven to increase the opportunity for academic success. International students on a student visa will need to undertake a minimum study load of 20 hours per week.



### Career Outcomes

Sarina Russo Schools | Australia has unrivaled job placement outcomes. Whether it be part-time work and industry placement during your course or career placement on completion of your studies, Sarina Russo Job Access | Australia will NEVER STOP in their efforts to find you work!

### Single Visa Application For Entire Study Program

For undergraduate international students, Sarina Russo Schools | Australia can provide you with a packaged offer for all of the programs you wish to study up to a max of three programs. This will enable you to apply for one visa to cover the entire duration of your course. This may include English Language program; Diploma program; and James Cook University program.



You are guaranteed that all Sarina Russo Schools | Australia teaching and lecturing staff have extensive and up to date industry experience. This means that when you are in a Sarina Russo Schools | Australia training room, you will encounter a very different teaching experience; one that can only be described as INSPIRATIONAL AND REAL!

# CAMPUS LOCATIONS

Sarina Russo Centre  
Ann Street  
Sarina Russo Schools | Australia campus

- + Brisbane is located 1 hour's car, bus or train ride from the Gold Coast
- + Brisbane is located 1 hour's car or bus ride from the Sunshine Coast
- + Brisbane is located 1 hour's car or bus ride from beautiful hinterland
- + Sarina Russo Schools | Australia is within the Brisbane city centre
- + Sarina Russo Schools | Australia is located 2 minutes walk from great nightlife
- + Sarina Russo Schools | Australia is located within an easy 5 minute walk of all public transport options: bus, ferry and train

# The Sarina Russo Schools | Australia campus is located in the centre of Brisbane city.

The campus is a modern high rise building that is wholly owned and operated by Sarina Russo Schools | Australia with all 13 floors occupied by students. This means that there is a definite campus feel within the building itself.

On-campus facilities include:

- Computer access areas with free and unlimited internet downloads
- Proquest e-library access
- Student recreation room with drinks/snacks, microwave and refrigerator access

Within 1-3 minutes walking distance of:

- ATMs
- Gymnasium
- City and state libraries
- Parklands
- Bus/train/ferry transport
- Cafes, food courts and restaurants
- Shopping outlets

Sarina Russo Plaza  
Queen Street  
James Cook University campus

Sarina Russo River Place  
Riverside  
Sarina Russo Group Head Office

## Typical weather conditions in Brisbane:

Month	min (°C)	max (°C)	rainfall (mm)
January	21	29	162
February	20	29	164
March	19	28	145
April	16	26	87
May	13	23	69
June	11	21	69
July	9	20	57
August	10	22	47
September	13	24	48
October	16	26	75
November	18	28	95
December	17	29	13

For more information on living in Brisbane, visit:

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

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

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

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

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



## RUSSO ENGLISH | AUSTRALIA

"I don't want to leave,  
I'm having too much  
fun here!"

Amelie - France



Russo English | Australia offers English Language preparation for all types of students from General English through to Direct Entry English Programs and Bridging English Entry Programs to university. It forms the foundation for students to simply learn the art of English Language or to give them the ability to further their studies within Sarina Russo Schools | Australia or other tertiary institutions throughout Australia.

## THE RUSSO DIFFERENCE

Our commitment -

### Lasting values

Russo English | Australia values **manageable class sizes** aiming for equitable student nationality ratios. For example, the Cambridge Exam Preparation Program holds a maximum of 12 students, while other programs average a total of 14 students. The average class mix is drawn from five to nine different nationalities.

**Personal goal consultation** is offered throughout every step of your studies at Russo English | Australia, ensuring you receive the maximum benefit this college can offer.

A teacher is **dedicated to your class** for the duration of the semester, offering you a highly successful program resulting from 10 years of on-going curriculum and syllabus refinement by a highly qualified long-serving teaching team. Only teachers with minimum qualifications of a university degree and English language teaching credentials are employed at Russo English | Australia.

#### Points of Difference

- Queensland's only official TOEFL testing centre
- Provides option class electives suitable for your level and expectations, e.g. Cambridge Exam Concepts from Pre-Intermediate to Intermediate
- Prepares you for Direct Entry to Certificate and Diploma studies or Bridging Entry to Undergraduate and Post-Graduate university courses
- Continually assesses and re-evaluates course book choices to ensure materials fit your perceived needs
- Updates equipment and facilities regularly to provide the best quality support services for you

# THE PEOPLE



## The Russo English | Australia Family

The Russo English | Australia teaching team is diverse enough to cater to all your needs while you are living and studying in Australia.

All who walk through the front entrance of Russo English | Australia are positively affected by the opportunity to learn English as a Second Language. Our first class English as a Second Language teachers are hardworking, well travelled, well educated and rich with experiences which we encourage you to enjoy.

The Russo English | Australia teaching team is diverse enough to cater to all your needs while you are living and studying in Australia. This team creates a fully supportive teaching

and learning environment dedicated to you because they:

- Believe in you
- Know who you are
- Have experience within your diverse cultures
- Understand the difficulties of learning other languages
- Are culturally sensitive and diverse
- Have hard won credentials
- Know you want quality education
- Achieve satisfaction from your successes



### Who guides you?

Marcel Creed  
Director of Studies  
BEEd, MEd (TESOL)

Marcel Creed knows what students want and need. He understands the qualities which teachers need to best provide for all students and how to operate a language school with vision.

The success story of Russo English | Australia is the story which Marcel himself had the vision to bring to life. With over 10 years experience serving the needs of International students, he is single-minded in facilitating the safety and success of all students who choose their language learning pathway through Russo English | Australia.

### GENERAL ENGLISH - INTERMEDIATE Sample

Session	Monday	Tuesday	Wednesday	Thursday	Friday
Session 1 8.30 - 10.30am	Speaking & Listening  Course Introduction Reading & Writing	Warm-up Language Focus Homework Check & Pronunciation Speaking	Warm-up Speaking & Reading Homework Check & Pronunciation Study Skills Development	Warm-up Speaking Homework Check & Pronunciation Listening	Warm-up Writing Homework Check & Pronunciation Reading
Session 2 10.45 - 12.00pm	Study Skills Development Working with monolingual dictionaries	Vocabulary	Vocabulary Study Skills Development	Speaking	Study Skills Development
Session 3 1.05 - 2.50pm	Speaking Task "Difficult Situations"	Speaking Task "Giving Feedback"	Speaking Task "Having A Whinge"	Speaking Task "Making Complaints"	Speaking Task "Broken Plans"
OR					
Session 3 1.05 - 2.50pm	Reading Multiple Matching	Writing Writing a report	Listening Multiple Choice	Speaking Talking about Yourself	Language in Use Cloze Language Study
Cambridge Examinations (Pre-FCE Focus)	Language Study: Uncountable Nouns	Language Study: Suggestions Formal & Informal	Everyday Expressions Word Stress	Expressing Likes and Dislikes	Present Tenses: Simple or Present Continuous Verbs of Physical Perception
Session 4		Activities & Clubs	Activities & Clubs	Activities & Clubs	Special Activity

See our website for sample timetables [www.sarinarusso.com.au](http://www.sarinarusso.com.au)

## Teacher Profiles

Jane Roberts

English as a Second Language Teacher

Teaching for two and a half years in both Japan and England before returning to Australia to complete her Master of Education (TESOL), Jane's commitment to Russo English | Australia over the past 5 years has resulted in tangible successes for many students in both General English and the Cambridge Certificate program.

Jane aims to make language useful and relevant with long-term rewards. She holds a Bachelor of Arts (Modern Asian Studies), Graduate Certificate in TESOL and Master of Education (TESOL).

Crispian Short

English as a Second Language Teacher

After a 3 year period teaching in Japan, Crispian has contributed greatly over the last 12 months to the General English, Direct Entry English and EAP with IELTS programs. His energy and enthusiasm for the learning experience

is what he endeavours to instil in his students.

Crispian encourages students to strive for greater challenges and higher goals. He holds a Bachelor of Arts (Journalism and History) and Master of Education (TESOL).

Brigette Burdo

English as a Second Language Teacher

With a love of the English language as a cornerstone to both her academic and personal life, Brigette's 4 years of teaching in the USA, South America and now Australia add considerably to the rewarding learning experience which Brigette creates for her students.

Brigette has initiated and developed a writing program which is being incorporated into all levels of the General English program. She holds a Bachelor of Arts (English Literature and Philosophy) and has completed her Master of Arts TESOL Studies.



Jane Roberts



Crispian Short



Brigette Burdo

## CURRICULUM

Our commitment -

## Making curriculum relevant

Russo English | Australia has a core obligation to continue building a dynamic curriculum which serves the needs of every student. Ten years of active re-evaluation and contribution from long-standing teaching team members has resulted in the current curriculum which favours communicative language teaching and learning through task fulfilment.

A task-based curriculum provides the framework for communicative language learning at Russo English | Australia. Our choice to offer English language learning experiences through task completion is based on:

- Student need to access language which enables them to function within a multi-faceted living and learning environment
- The macro skills of speaking, listening, reading and writing are able to be integrated into challenging learning packages by completing assignments
- Students gain immense confidence and satisfaction through meeting practical and realistic task objectives
- Learning through a variety of task mediums is fun and rewarding

# PROGRAMS

Our commitment -

## Programs to suit your goals and objectives

### General English for Communication

Program	Detail	Entry Level	Outcome
<b>General English</b> CRICOS Code: 029974G Duration: 2 - 50 weeks Intake: Every Monday		No Pre-requisite	This multi-level program can take students from beginner through to advanced language proficiency. All members of our teaching team are united in their pursuit of the complete language experience through: <ul style="list-style-type: none"> <li>• Setting comprehensive task-based classroom objectives supported by specialised texts, realia, video, newspapers, news broadcasts etc.</li> <li>• Texts designed to promote the use of International English through relevant adult themes</li> <li>• Guided journeys into diverse cultural experiences</li> <li>• Elective choices which cater to individual student needs and aspirations</li> </ul>
<b>The Elective Range</b>	Speaking Fluency	Pre-Intermediate to Advanced	The ability to function in authentic situations where spoken communication is used.
	Cambridge Examination Concepts	Pre-Intermediate and Intermediate	Improvement in all General English skills used in a wide range of situations. <ul style="list-style-type: none"> <li>• Focuses on all 5 macro skills</li> <li>• Prepares students for intensive exam preparation</li> </ul>
	TOEFL (Test of English as a Foreign Language)	Intermediate to Advanced	Successful testing results give students direct entry into many colleges and universities worldwide. <ul style="list-style-type: none"> <li>• Prepares students to take the TOEFL test</li> <li>• Focuses on skills development and test taking strategies</li> <li>• Russo English   Australia is Queensland's official TOEFL testing centre</li> </ul>
	TOEIC (Test of English for International Communication)	Intermediate to Advanced	Successful testing results can provide students with work placement in selected countries. <ul style="list-style-type: none"> <li>• Prepares students to take the TOEIC test</li> <li>• Focuses on workplace communication skills and test taking strategies</li> <li>• Russo English   Australia is a TOEIC testing centre with official examinations held every 6 weeks</li> </ul>

### English for Further Study

Program	Detail	Entry Level	Outcome
<b>English for Academic Purposes (EAP) with IELTS</b> CRICOS Code: 025351D Duration: 1 - 10 weeks Intake: Every Monday	EAP 1 with IELTS	Intermediate IELTS 4.5	Focusing on the Academic English used for success in the International English Language Testing System, these full-time IELTS examination readiness classes prepare students at the Intermediate level of study for an expectation that on completion they will achieve an overall score of 5.5 when tested. <ul style="list-style-type: none"> <li>• Expected IELTS 5.5 test result with no band below 5.0</li> <li>• Pathway to EAP 2</li> </ul>

Program	Detail	Entry Level	Outcome
<b>English for Academic Purposes (EAP) with IELTS Continued</b>	EAP 2 with IELTS All Day	Upper-Intermediate to Advanced IELTS 5.5	<ul style="list-style-type: none"> <li>Students at the Upper-Intermediate and Advanced levels prepare for the IELTS examination with an expectation that on completion of the program they will achieve an overall score of 6.5 when tested</li> <li>Expected IELTS 6.5 test result with no band below 6.0</li> <li>Pathway to University</li> </ul>
<b>Direct Entry English Program (DEEP)</b> CRICOS Code: 042411M Duration: 10 weeks Intake: Every Monday	DEEP 1 Business English (major)	Intermediate	<ul style="list-style-type: none"> <li>Pathway to DEEP 2</li> <li>Entry to Certificate IV in Further Education</li> <li>Realistic learning approach to key academic and business related subjects</li> <li>Uses authentic reading and listening materials</li> <li>Takes students into academic environments which will stimulate student enquiry</li> <li>Aims to develop spoken and written fluency in academic business</li> </ul>
	DEEP 2 Business English (major)	Upper-Intermediate to Advanced	<ul style="list-style-type: none"> <li>Entry to Sarina Russo Schools   Australia Certificate and Diploma courses</li> <li>Pathway to BEEP</li> <li>Focuses on more specific academic business topics - strategic planning, marketing, product development and resource management for example</li> <li>Uses the Harvard case study method in conjunction with communicative language teaching</li> <li>Aims to further develop the skills of spoken and written fluency for a smooth transition into tertiary education</li> </ul>
	DEEP 2 English for Tourism and Hospitality (major)	Upper-Intermediate to Advanced	<ul style="list-style-type: none"> <li>Entry to Sarina Russo Schools   Australia Certificate and Diploma courses</li> <li>Is topic-based with relevancy to service industries of Tourism and Hospitality</li> <li>Focuses on language and skills relevant to the appropriate industries</li> <li>Features field trips and interviews with Australian Hotel and Tourist Industry specialists</li> <li>10 weeks compulsory</li> </ul>
<b>Bridging English Entry Program (BEEP)</b> CRICOS Code: 054907K Duration: 10 weeks Intake: May, September, November		IELTS 5.5 Academic Module with no band score below 5.0. TOEFL score 525 (paper based) or 195 (computer based) and TWE 4.5. Successful completion DEEP 2 at Russo English   Australia. Successful completion of EAP (Upper-Intermediate level) at selected and recognised ELICOS providers.	<ul style="list-style-type: none"> <li>Direct entry to James Cook University</li> <li>Familiarisation with demands of university study</li> <li>Focus on English and study skills</li> </ul>



## The Cambridge Examination Series

Program	Detail	Entry Level	Outcome
<b>The Cambridge Examination Series</b>  CRICOS Code (FCE): 038333K CRICOS Code (CAE): 049313A CRICOS Code (CPE): 049314M Duration: 12 weeks Intake: January, March, September	First Certificate in English (FCE) Preparation Course	High Intermediate	<ul style="list-style-type: none"> <li>Successful students gain ability and confidence in day-to-day situations</li> <li>Most popular of the Cambridge series</li> </ul>
	Cambridge Certificate of Advanced English (CAE) Preparation Course	Advanced	<ul style="list-style-type: none"> <li>Successful students able to communicate and work in professional environments</li> </ul>
	Cambridge Certificate of Proficiency in English (CPE) Preparation Course	Post-Advanced	<ul style="list-style-type: none"> <li>Highest award of the Cambridge series</li> <li>Successful students can expect to develop full English proficiency in professional environments</li> </ul>

## ADDITIONAL SERVICES

Our commitment -

## Tangible value-added student support

### Orientation

An orientation day is held every Monday, providing an opportunity for students to meet International Centre, Student Services and Russo English | Australia staff in a friendly and informative atmosphere. Consultation with senior teaching staff is performed and allocation of core classes and electives following entry testing procedures is determined. Information introducing new students to facilities and procedures is provided, ensuring that every student gets maximum benefit from the college.

### Counselling

One-on-one student counselling is available to all Russo English | Australia students. There are two staff members available who are dedicated to facilitating study assistance, remedial services, student pathway planning and personal support. Confidentiality is always maintained. The overriding objective is to ensure student excellence and confidence in all learning and living environments.

### Academic Support Service

Russo English | Australia assists International students through the transition from dedicated English learning to Certificate and Diploma studies. Ongoing assistance is provided to students experiencing language difficulties with project development, assignments and transitional issues. This service is available on a weekly basis by appointment or referral from within the college.



## ACTIVITIES

Our commitment -

## Offering a unique experience

Our students arrive in Brisbane with a multitude of expectations about enjoying the **unique experience of living and studying in Australia**. Russo English | Australia is advantageously located within the central city precinct. This location favours direct access to all the services newcomers need to carry out their business, meet new friends and have fun. Students are encouraged to access a wide variety of recreational facilities in the following three ways:

### Planned excursions

- World standard art galleries and museums
- Theatres and cinemas
- City library and bookshops
- Restaurants and cafes
- Southbank multi-entertainment facility
- Botanical gardens and Roma Street parklands
- Sports
- Special exhibitions

### Free on-campus after school activities

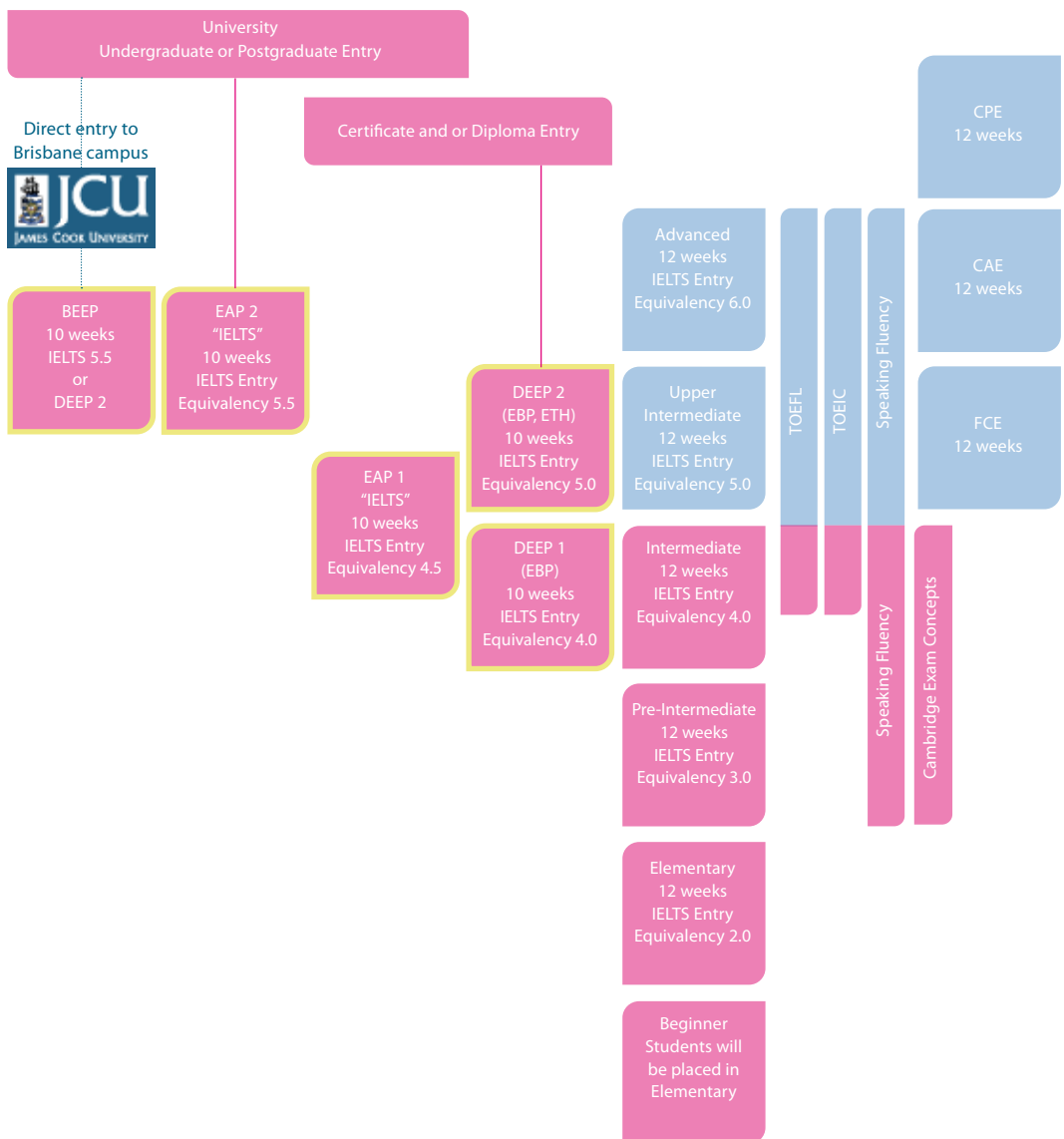
- Yoga Club - a weekly lesson with an experienced teacher
- Dance Club - offering lessons in Latin American dance
- Hollywood Club - a different contemporary movie every week
- Language Club - ideal for learning Aussie slang, idioms, different tactics for pronunciation success and common sayings

### Activities in and around Brisbane

Brisbane has many tourist attractions for students, such as:

- Whale watching
- Horse-riding
- Water sports
- Theme parks
- Clubs
- Social events
- Concerts
- Free city services
- Markets and shopping deals

# RUSSO ENGLISH PATHWAYS

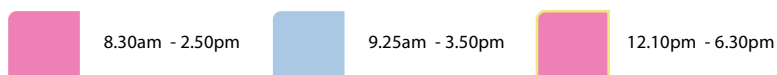


**ENGLISH FOR FURTHER STUDY**  
 Students must achieve the required scores for entry into Certificate / Diploma / University programs  
 FCE, CAE courses may run in the 12:10pm - 6:30pm session times

**GENERAL ENGLISH**

**EXAM PREPARATION + ELECTIVES**

**CAMBRIDGE EXAMS**





RUSSO COLLEGE | AUSTRALIA

“There are many pathway colleges, but I chose the original and the best!”

Michelin - Indonesia



Russo College | Australia is for students who are interested in furthering their studies at university.

## THE RUSSO DIFFERENCE

Our commitment -

### Pathway to university

For over a decade, Russo has been considered a serious and **respected university pathway provider**, assisting thousands of students in the first step towards tertiary studies.

The new Russo College | Australia programs are designed in association with **James Cook University**, and students will receive the most current teaching methods in preparation for further studies at university.

#### Services

- Graduate employment services
- Computer laboratories
- Innovative lecture formats
- Academic and industry exposure
- Small classes for an intimate and interactive learning experience
- Academic assistance and support
- Modern lecture theatres
- Industry guest speakers

#### Points of Difference

- Flexibility
- University designed college pathway programs
- Lecturers with university experience
- Smaller class sizes with more contact teaching hours
- Automatic pathway to second year university

## OUR PARTNER

# JAMES COOK UNIVERSITY



JCU has a first class reputation as a leading research university in Australia and is one of only eight Australian universities to be ranked in the top 300 Research Champions of The World\*. When you receive a JCU qualification, you receive instant global recognition.

All teaching staff at JCU have been carefully selected and shaped by JCU's cross

functional approach. Innovative teaching methodologies and leadership expertise are a focus of every JCU academic.

JCU is renowned for its friendliness and sense of family. JCU students never feel like just another number - with smaller class sizes, accessible teaching staff, friendly campuses and effective support services, our students receive the personal

attention they need to achieve their best. JCU's exciting new Brisbane campus allows students to access the JCU experience, and provides a unique opportunity to receive a world class qualification from one of Australia's leading universities.

\*As reported by the Swiss Centre for Science and Technology Studies.

## Message from the Vice-Chancellor and President of James Cook University



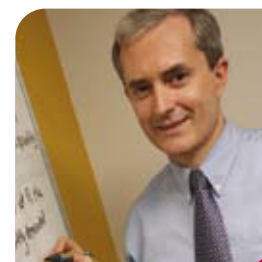
James Cook University (JCU) is a dynamic university which has firmly established itself as a world leader in environmental and ecological research. Here at JCU, we value access and equity, and with campuses in Townsville, Cairns, Singapore, and now Brisbane, we aim to provide a network of opportunities for students to be a part of the JCU experience.

For those students who are not able to access the university through its traditional English and academic entry requirements, we have a solution. Sarina Russo Schools | Australia in association with JCU, offers students a range of English Language, Foundation and Diploma programs providing access to the JCU experience.

Russo English | Australia's Bridging English Entry Program (BEEP) provides direct English entry to JCU Brisbane's Bachelor and Master Degree programs, whilst the Russo College | Australia Foundation and or Diploma programs allow students to enter 1st or advanced standing 2nd Year entry of JCU's relevant Bachelor degrees.

I look forward to welcoming you to JCU upon your successful passage from Sarina Russo Schools | Australia.

**Professor Bernard Moulden**  
Vice-Chancellor and President



### Who guides you?

**Geoff Gregory**  
BBusMGT (Econ), DipExpMGT  
Manager Higher Education

- Qualifications in Business Management, Marketing and Workplace Training.
- Responsible for training, education, sales and marketing initiatives, within the education and business sector

Geoff has worked in many different areas and levels of business, and with an academic background applies the knowledge, concepts and procedures to the academic Diploma of Business offered at Russo College | Australia. He encourages students to participate in an interactive learning environment.

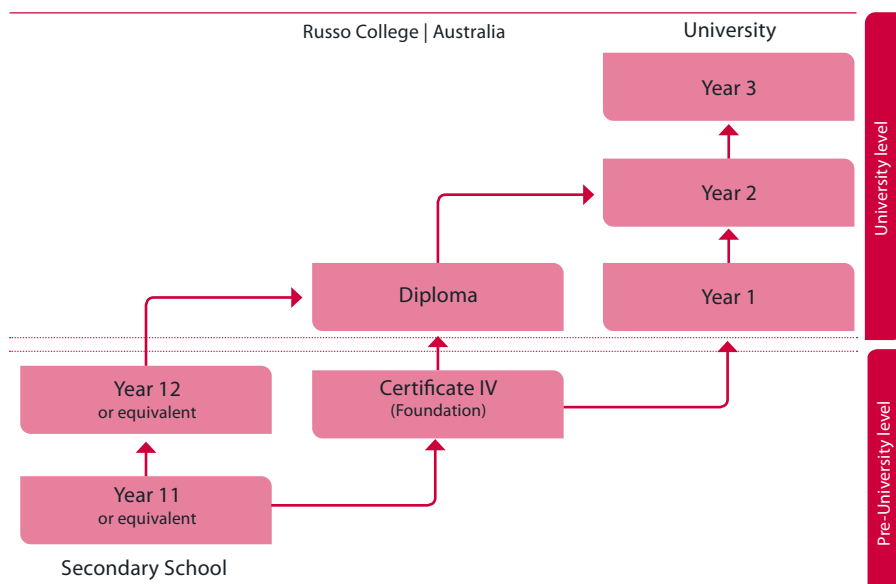
# YOUR PATHWAY TO SECOND YEAR UNIVERSITY

Russo College | Australia offers programs in association with James Cook University.

All programs are moderated by James Cook University. On successful completion of Russo College | Australia Diploma programs, you are guaranteed entry into the second year of James Cook University Brisbane's relevant Degree program\*. Up to a full year's credit is also available at many other universities around Australia, including:

- Griffith University†
- Queensland University of Technology (QUT)†

\*Entry into second year university is guaranteed for students who pass the Russo College | Australia Diploma. †For Australian citizens and permanent residents, the appropriate Grade Point Average (GPA) is required for their chosen degree, and they must apply through QTAC.



## Trimester Fast Track System

	Trimester 1 15 Weeks	Break 2 Weeks	Trimester 2 15 Weeks	Break 2 Weeks	Trimester 3 15 Weeks	Program Duration
Fast Track Program Certificate IV or Diploma	4 CIV or Diploma units		4 CIV or Diploma units		-	8 months
Transfer Program* Certificate IV and Diploma	4 CIV units		4 Diploma units		4 Diploma units	12 months

\*Students who have completed year 12 or equivalent may transfer from Certificate IV to Diploma after one semester if 80% grade average is achieved.

## Program

### Certificate IV in Further Education (A Foundation Studies Program)

Course Code: 21014VIC

CRICOS Code: 054906M

Duration: 8 months

Intake: February, July, November

Russo College | Australia now offers an exciting university foundation studies program for students wishing to further their education from upper secondary to Diploma or Undergraduate studies.

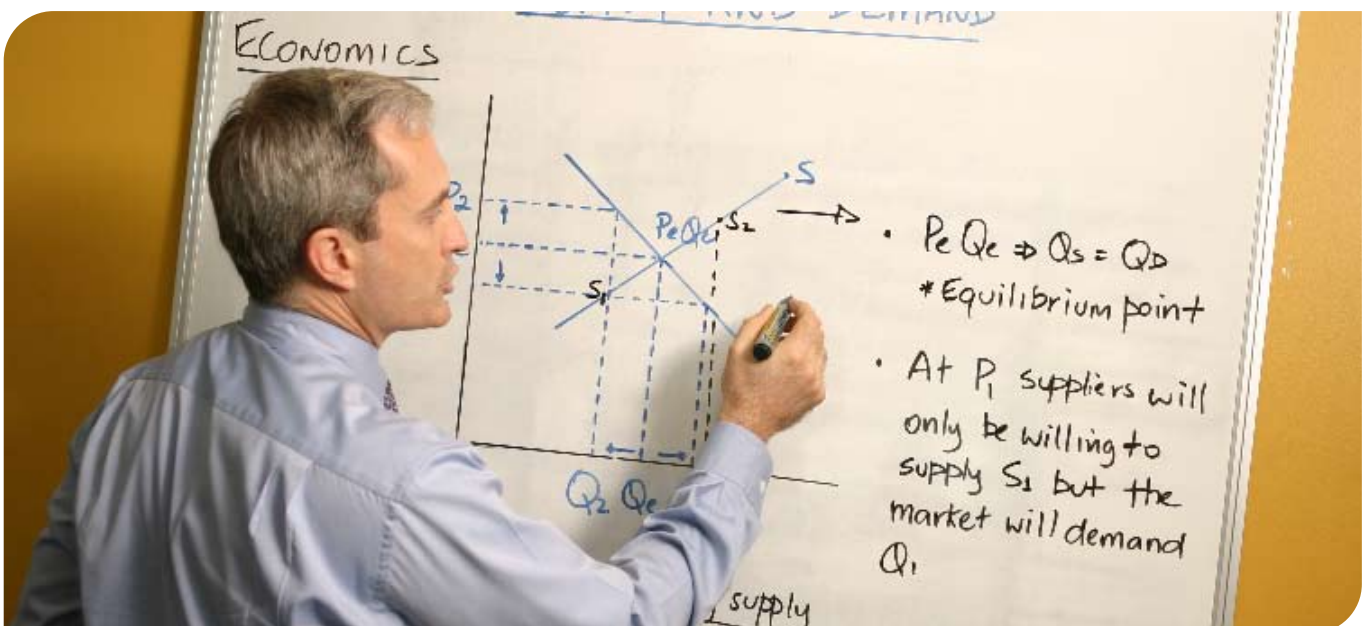
The Certificate IV in Further Education (A Foundation Studies Program) provides an alternative pathway into tertiary education programs for those students who have not qualified through successful completion of senior high school or equivalent.

Students who wish to undertake Certificate IV in Further Education followed by a James Cook University Bachelor degree program, must obtain a grade average of 80% in the CIV.

For students who do not achieve a grade average of 80% in the CIV, the opportunity to undertake a Diploma program is available, which allows students to articulate into the second year of their relevant Bachelor Degree program at James Cook University.

## Subject Description

- Communication
- Introduction to Computing
- Contemporary Marketing Management
- Mathematics
- Business Applications
- Finance
- Interpersonal Skills





Program	Subject Description	Second Year Entry to JCU
<p><b>Diploma of Business Management</b>            Course Code: BSB50401            CRICOS Code: 049316J            Duration: 8 months            Intake: February, July, November</p> <p>The Diploma of Business Management provides a sound foundation in the introductory aspects of business management with the flexibility to allow students to develop one or more specific areas of expertise within the overall area of business studies. For example, students are able to pursue specialist business management qualifications in Marketing, Human Resource Management or Economics. The broad subject selection also exposes students to a range of business disciplines and allows them to select a future course of study or career most suited to their individual skills and abilities.</p> <p>The Diploma of Business Management also prepares candidates for the self-directed application of skills and knowledge based on the fundamental principles of business. The overall outcome will be a broad understanding of contemporary business practices, which can be applied within a variety of entry level positions in both public and private sectors.</p>	<p>Marketing            Employment Relations            Business Statistics            Information Systems            Business Communication            Accounting            Management            Economics</p>	<p><a href="#">Bachelor of Business (Brisbane)</a>            Majors: Marketing; Management</p> <p><a href="#">Bachelor of Business (Townsville / Cairns)</a>            Majors: Accounting; Human Resource Management; Information Systems; International Tourism; International Business; Marketing; Management</p> <p><a href="#">Bachelor of Business (Townsville)</a>            Majors: Economics; Finance</p> <p><a href="#">Bachelor of Business (Cairns)</a>            Major: Hospitality Management</p> <p>Other Universities considering credit:            Griffith University:            Bachelor of Business or Bachelor of Commerce            Queensland University of Technology:            Bachelor of Business</p>
<p><b>Diploma of Information Technology (Multimedia Integration)</b>            Course Code: ICA50599E            CRICOS Code: 033949G            Duration: 10 months            Intake: February, July, November</p> <p>Information technology is a dynamic industry sector that is again experiencing considerable growth. Increasingly, the IT sector has witnessed a convergence of computing and communication technologies, leading to a demand for graduates who can understand and use state-of-the-art software and hardware to help people solve business challenges.</p> <p>The Diploma of Information Technology will introduce students to a wide range of IT topics including hardware applications, databases, multimedia, electronic commerce, business systems management software and programming languages. Graduates of the Diploma of Information Technology will be well placed to continue their IT studies by enrolling in the second year of an IT degree. They may also choose to take up an entry level IT position in a variety of roles including programming, help-desk support, database design and administration and network support.</p>	<p>Programming            Information Systems and Databases            E-Commerce            Multimedia            Software and Hardware            Networking            System Administration            Business Communication</p>	<p><a href="#">Bachelor of Information Technology (Brisbane)</a> Major: E-business Entrepreneurship</p> <p><a href="#">Bachelor of Information Technology (Townsville / Cairns)</a> Majors: Bioinformatics; Business Computing; Computer Technology; E-business Entrepreneurship; Geographic Information Systems; General Computing; Industry Professional; Multimedia Game Development</p> <p>Other Universities considering credit:            Griffith University:            Bachelor of Information Technology            Queensland University of Technology:            Bachelor of Information Technology</p>



RUSSO SCHOOL OF HOTEL  
& TOURISM | AUSTRALIA

“ My industry placement  
was simply invaluable!”

Jessica - Australia

Russo School of Hotel and Tourism | Australia specialises in the delivery of up to date accredited and non-accredited training designed towards industry requirements.



## THE RUSSO DIFFERENCE

Our commitment -

### International recognition for a global industry

We provide a **Swiss Style** of hospitality and tourism vocational education in that our courses strike a balanced approach to vocational education focusing on theoretical knowledge, practical skill and industry experience. Our courses concentrate on developing international quality service standards and managerial competency. Russo School of Hotel and Tourism | Australia strives to develop graduates with a global perspective on the hospitality and tourism industry.

#### Services

- Strong partnerships with hotel and travel industry employers
- Established Industry Placement Programs in both hospitality and tourism
- We focus on successful employment outcomes in these dynamic industries
- Internationally recognised certificates
- Our trainers are industry experts with current "real world" industry experience

#### Industry Memberships

- AFTA (Australian Federation of Travel Agents)
- Restaurant and Caterers QLD
- Brisbane Marketing
- Queensland Hotels Association
- Clubs Queensland
- Australian Hospitality Review Panel Course Recognition
- Australian Tourism Training Review Panel Course Recognition

## THE PEOPLE

Our commitment -

Offering a unique experience

Our courses concentrate on developing international quality service standards and managerial competency. Russo School of Hotel and Tourism | Australia strives to develop graduates with a global perspective on the hospitality and tourism industry.

Who guides you?



**Damien Mines**

Head of Schools

PGradCertHRM, AdvDipHM

### Expertise

- Business Management
- Human Resource Management
- Hospitality and Tourism Operations
- Education

Damien has a broad hospitality and tourism management experience base spanning many years in industry. Damien's experience within both large, high-profile and medium-sized businesses, has developed him into a versatile management and education professional.



**Tim Murrell**

Assistant Manager

CommCookery, Dip Teach (Secondary), BAVE

### Expertise

- Commercial Cookery
- Hospitality Operations
- Curriculum Design
- Student Welfare

Tim obtained a teaching degree and studied Interior Design before pursuing a hospitality career in various chef roles, working his way up to Head Chef. He has worked in a range of well-known businesses. He became a hospitality trainer in 2000, moving up to his current role of Assistant Manager.

## Internship & Job Placement Service

Russo School of Hotel and Tourism | Australia boasts a comprehensive Internship and Job Placement element within the various course levels of Hospitality and Tourism. In order to facilitate students' ease of placement during their course of study, the School has a team of professionals dedicated to the placement of students into their part-time work.

Students receive the following:

- Placement into Work
- Workplace Visits by Staff
- One on One Career Counselling
- FREE How to Get That Job Workshops
- Resume and Portfolio Preparation
- Jobsearch Techniques
- Interview Skills and Techniques
- Meetings with Industry Professionals
- Registration with Recruitment Agencies



# HOSPITALITY MANAGEMENT

A Russo Hospitality course offers the graduate a foundation in the core job skills required to work in the various areas of the hospitality industry.

With a Russo Diploma of Hospitality Management, you integrate the supervisory and management qualities that will successfully move you up the industry ladder.

## Industry Placement

Our current Industry Placement Program is developed as an integral part of coursework studies for students. The Program is strongly supported by major internationally recognised hotels such as the Stamford Plaza and Hilton Hotel. Our students are provided with industry experience, which enables them to practise the theoretical elements that they have learnt.

## Industry Focus

Russo School of Hotel and Tourism | Australia is strongly supported by the international hospitality industry and through these connections we gain

advice and information regarding the most current industry expectations and requirements. These factors are included in our training courses.

## Language Electives (Optional)

- Mandarin
- Japanese
- French
- Spanish

## Short Courses Available

- Bar Operations
- Fidelio
- Responsible Service of Alcohol (RSA)
- Gaming Operations
- Responsible Gaming Service (RGS)
- Coffee Skills
- Follow Workplace Hygiene Procedures (HACCP)

## Points of Difference

- Working agreements with various hotel chains
- Degree qualified trainers
- Both full time and flexible programs
- Courses designed around specific job outcomes
- Strong industry ties to assist with job placement on completion of your course

## Our Supporters

- Stamford Plaza Hotel
- Hilton Hotel Brisbane
- Marriott Hotels
- Accor Hotels
- ANA Hotel Surfers Paradise
- Merlo Coffee
- Sheraton Mirage Resorts
- Sheraton Noosa Resorts
- Couran Cove Resort

## Industry Placement Chart

Certificate II	100 hours	60
	recommended	40
Certificate III	200 hours	120
	recommended	80
Certificate IV	400 hours	150
	recommended	250
Diploma	600 hours	150
	recommended	450

- Minimum industry placement hours provided by Russo School of Hotel and Tourism | Australia
- Suggested additional paid industry placement hours

# COURSES

Our commitment -

## Courses to suit your goals and objectives

Program	Pathway to Employment <sup>1</sup>	Pathway to University <sup>2</sup>	Subject Description	Career Outcomes
<b>Certificate II in Hospitality Operations</b> Course Code: THH21802 CRICOS Code: 029967F Duration: 3 months Intake: February, March, July, September  Students undertaking this qualification are individuals requiring a variety of hospitality skills necessary to work in a range of food and beverage positions such as a Food and Beverage Attendant, Beverage Attendant, Kitchen Attendant.	Food and Beverage	Food and Beverage	Looks at the skills and knowledge required to provide food and beverage service to customers in a range of hospitality environments.	
	Bar Service	Bar Service	Bar Operations and in addition also covers Responsible Service of Alcohol, which is accredited by Liquor Licensing Queensland.	Waiter Food and Beverage Attendant
	Finance	Finance	An introduction to cash handling skills and processing financial transactions.	Bar Attendant
		Food Production	This subject covers the basic skills and knowledge required to work in a commercial kitchen. It also covers sandwiches, appetisers, salads, stocks, sauce and soups.	Kitchen Hand Apprentice Chef
<b>Certificate III in Hospitality Operations</b> Course Code: THH33002 CRICOS Code: 049321A Duration: 6 months Intake: February, March, July, September  Students undertaking this qualification are individuals requiring a variety of hospitality skills necessary to work in a range of positions such as a Food and Beverage Attendant, Kitchen Attendant, Room Attendant, Guest Service Agent, Catering and Functions Sales.	Functions	Functions	Covers the wide range of skills and knowledge utilised by those working with functions such as local knowledge, promoting products and services, general office skills and organising functions.	
	Front Office	Front Office	Rooms division operations including accommodation reception services and the use of computer reservation systems such as Fidelio.	Waiter Food and Beverage Attendant
	Housekeeping	Housekeeping	Looks at modern housekeeping practices within hotels. Preparing rooms for guests, cleaning premises and equipment.	Bar Attendant
	Business Communication	Business Communication	An introduction to the essential computer skills required to work in a modern office environment.	Guest Service Agent Function Attendant Function Sales
		Barista Service	Builds on the material covered in Certificate II relating to espresso coffee. This unit includes substantial specialist knowledge of coffee, its history, and presentation.	Cocktail Bar Attendant
		Cocktails	This unit deals with the skills and knowledge required to prepare and serve cocktails including methods of mixing, garnishing and promoting.	
<b>Certificate IV in Hospitality (Supervision)</b> Course Code: THH42602 CRICOS Code: 049319F Duration: 9 months Intake: February, March, July, September  Students undertaking this qualification are individuals requiring a variety of hospitality skills necessary to work as Team Leaders or Supervisors in the areas of Kitchen, Food and Beverage, Housekeeping and Front Office.	Stock Control	Stock Control	Building on material covered in Food and Beverage and Food Production, this unit looks at the control and order of stock as carried out by supervisors and team leaders.	Food and Beverage Supervisor
	Operations	Operations	This covers a wide range of activities carried out by Supervisors in the Hospitality industry. It includes the processes required to monitor work operations and an introduction to workplace health, safety and security.	Functions Supervisor Hotel Sales Human Resources
	Finance	Finance	Builds on the material covered in Certificate II. This subject focuses on interpreting financial information and how this information is used in the industry.	Accounts

Program	Pathway to Employment <sup>1</sup>	2 Pathway to University <sup>2</sup>	Subject Description	Career Outcomes
<b>Certificate IV in Hospitality (Supervision)</b> continued	Leadership	Leadership	Covers the skills and knowledge required to successfully lead people. Topics covered include workplace diversity, leadership and rostering.	Purchasing Officer
		Human Resources	Covers the skills and knowledge required to successfully manage the most important resource available to the Industry: Staff. Topics covered include staff performance, recruiting and selecting staff.	Human Resource Assistant
<b>Diploma of Hospitality Management</b> Course Code: THH51202 CRICOS Code: 021159C Duration: 1 year Intake: February, March, July, September  Students undertaking this qualification are individuals requiring a variety of hospitality skills necessary to work in a range of Food and Beverage functions such as a Manager or Supervisor. The area will depend on the Certificate IV major, e.g. Commercial Cookery would allow an individual to work as a manager or Head Chef in a kitchen or catering area.	Budgets	Budgets	Deals with the skills and knowledge required to develop, manage and take responsibility for budgets within the workplace. Includes analysing financial information and drafting a budget and the vital role of monitoring budget performance over time	Duty Manager
	Law	Law	Looks at the methods of sourcing, presenting and communicating information required for business compliance. It also covers specific legal issues and responsibilities affecting the modern business.	Food and Beverage Manager Outlet Manager
	Manage Projects	Manage Projects	This unit deals with the skills and knowledge required to manage major projects as well as the underlying managerial concepts and practices that are required to develop and implement a range of planning initiatives.	Restaurant Manager Catering Manager
		Marketing	Looks at the development, application and management of a range of marketing tools and activities and how these are successfully incorporated into a marketing plan.	Front Officer Manager
<b>Second Year Entry:</b> Griffith University Bachelor of Hotel Management (Gold Coast)				

<sup>1</sup> Pathway to Employment:

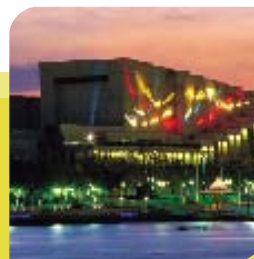
This program is designed to give participants the essential skills and knowledge to work in a wide variety of hospitality environments. The program runs 3 days per week allowing students to work while they study.

<sup>2</sup> Pathway to University:

This extensive program builds on the 3 day program and is designed to assist students to gain entry to university programs. The inclusion of additional competencies will maximise the credit students can apply for on entry to university



# TOURISM



By doing a Russo Tourism course, you can become part of the fastest growing industry in the world.

By 2010, global tourism is expected to be worth more than \$700 billion a year, with over 800 million travellers annually. The tourism industry is motivational, entertaining, dynamic, always changing and the career possibilities are endless.

## Industry Focus

- Acquire managerial qualities, incorporating staff development
- Surf the wave of tourism industry relevant computer skills and knowledge
- Discover favourite holiday destinations in Australia and the world and construct and ticket exciting and imaginative itineraries



## Australian Federation of Travel Agents (AFTA)

AFTA's aim is to be truly representative of the travel agents of Australia. They promote travel and tourism and enhance the professionalism and profitability of its members through effective representation in industry and government affairs, education and training and by identifying and satisfying the needs of the travelling public. Our partnership with AFTA provides us with increased recognition and association with industry regulatory bodies such as IATA (International Air Transportation Association), TCF (Travellers Compensation Fund) and ACCC (Australian Competition and Consumer Commission).

## Language Electives (Optional)

- Mandarin
- Japanese
- French
- Spanish



## Points Of Difference

Some of the exciting elements of a Russo AFTA Tourism Course include:

- AFTA (Australian Federation of Travel Agents) certified course
- Internationally recognised BSP (Billing and Settlement Plan)
- Galileo On-Line: Certificate for one of the world's largest computerised reservation systems
- 3 week Industry Placement
- Multiple qualifications in the one course

Russo has close links with the following industry leaders:

- STA Travel
- Flight Centre Ltd
- Harvey World Travel
- Travelscene American Express
- HIS Australia
- U&I Travel
- Inbound Tour Operators
- Brisbane Marketing



Sandra Stephens

AdvDipTour

Tourism Trainer

Sandra Stephens has traveled extensively throughout the United Kingdom, Europe, Eastern Mediterranean, Russia and the Eastern Bloc countries as part of a tour operations team. Sandra returned to New Zealand in 1993 where she worked as a tour guide for Contiki Holidays. Following her work for Contiki, Sandra went on to work as a retail travel agent with Flight Centre and then became a Key Account Manager with the Corporate Traveller where she became a million dollar consultant. Sandra then moved on to work at the International Travel College of New Zealand, training in travel & tourism where she was placed in the role of recruitment and careers advisor. Her role incorporated placing students into work experience, organising travel expos and coordinating student enrolments. Sandra then moved on to work for Qantas, selling all facets of travel, implementing marketing strategies to promote Qantas and performing check-in duties at Gove Airport.

### Industry Placement

Another impressive element of the course is our 3 week Industry Placement Program. It offers the student an exciting selection of industry sector placements, employers have the opportunity to see you as a possible future employee and it is an invaluable opportunity to start industry networking.

### Short Courses Available

- Fares and Ticketing
- Galileo

### Industry Placement Chart

Certificate III	100 hrs recommended	60	40
Certificate IV	200hrs recommended	90	110
Diploma	400hrs recommended	90	310

Minimum industry placement hours provided by Russo School of Hotel and Tourism | Australia

Suggested additional paid industry placement hours

# COURSES

## Our commitment - Courses to suit your goals and objectives

Program	Subjects	Subject Description	Career Outcomes
<b>Certificate III in Tourism (Retail Travel Sales)</b> Course Code: THT30202 CRICOS Code: 038275D Duration: 3 months Intake: February, March, July, September.  Students undertaking this qualification are individuals requiring a variety of tourism skills necessary to work in a multitude of tourism positions within the industry.  On successful completion of this course students will also be issued with:	Customer Service	This module provides an overview of the travel and tourism industry with particular emphasis on the travel related sectors. Topics include the tourism industry, resources within an agency, clerical and correspondence procedures including itinerary preparation, use of World Airways Guide (OAG), travel documents such as passports, visas, airport taxes and more.	
	Australian Destinations and Attractions	This module provides information on the tourist regions and main cities for each state and territory. It also reviews a selection of significant destinations and attractions, enabling travel consultants to make appropriate recommendations to clients. Topics include an overview of Australia and the various tourist regions within each state.	
	Customer Service & Sales Techniques	This module gives an understanding of the client's needs and will develop your skills in communication. Further detail is given on the aspects of closing sales, overcoming client difficulties, telephone techniques, handling awkward customers and handling clients with special needs.	
	Business Communication	An introduction to the essential computer skills required to work in a modern office environment. It covers the use of business technology and word processing skills.	
<b>Certificate III in Tourism (International Retail Travel Sales)</b> Course Code: THT30302 CRICOS Code: 0382670	Australian Airfares & Ticketing	This module introduces you to the skills of fare calculation and ticketing relating to domestic airlines. It covers topics such as types of aircraft, sources of information, reservations, 24-hour clock, fare calculation, ticketing procedures, holiday sales guides and special services.	Tourism Office Assistant Travel Consultant
	Ticket Accounting Procedures (BSP)	This module is a supplement to the Billing and Settlement Plan (BSP) and provides a range of exercises to assist and test your skills on the principles learnt. Topics include issuing documents, reissues and refunds, credit card sales, reporting and billing	International Corporate Consultant Reservations Sales Agent
<b>Certificate III in Tourism (Tour Wholesaling)</b> Course Code: THT30502 CRICOS Code: 038271G	International Destinations & Attractions	This module covers the location of major world tourist regions and cities of interest to Australian travellers. It reviews a selection of significant destinations and attractions in each region, enabling consultants to make appropriate recommendations to clients. Topics include the major regions of the world.	In-Bound Tour Coordinator Travel Wholesale Consultant
	International Travel Products	Covers the different forms of travel products available worldwide (excluding air products). Topics include operations of an international tour company, coach, rail, cruise, car hire, accommodation and travel insurance operations and requirements.	
	International Fares & Ticketing - Standard	This module deals with international airfare calculation and ticketing, it also provides the skills to calculate international airfares and write international tickets. Topics include IATA three-letter codes, Passenger Air Tariff use, fare basics, issuing passenger tickets, mileage calculations, indirect travel limitations, higher intermediate points, one-way backhaul rule, round and circle trips, pricing units concept, currency regulations, taxes, add-ons, mixed class fares.	
	International Promotional Fares	This module covers the use of the Qantas Fares From Australia (FFA) Guide, an essential reference guide to the calculations of international promotional fares. Topics include an introduction to the guide's format, calculation of fares, interpretation of promotional fare rules and writing of tickets for travel from Australia to the various destinations of the world.	
	Galileo	Galileo is one of the most frequently used computer reservation systems in the travel industry. The 'Galileo First Class' computer reservations system training is available through a series of self-paced units via the Internet.	

Program	Subjects	Subject Description	Career Outcomes
<p><b>Certificate IV in Tourism (Operations)</b>            Course Code: THT40202            CRICOS Code: 049320B            Duration: 9 months            Intake: February, March, July, September.</p> <p>Students undertaking this qualification are individuals requiring a variety of tourism skills necessary to work in a range of tourism positions such as Team Leader or Supervisor. This could include Retail Travel Sales, Wholesale Travel Sales.</p>	Operations	This covers a wide range of activities carried out by Supervisors in the tourism industry. It includes the processes required to monitor work operations and an introduction to workplace health, safety and security.	Retail Travel Agency Team Leader
	Finance	Builds on the material covered in Certificate II. This subject focuses on interpreting financial information and how this information is used in the industry.	Travel Consultant Team Leader
	Leadership	Covers the skills and knowledge required to successfully lead people. Topics covered include workplace diversity, leadership and rostering.	International Corporate Team Leader
	Human Resource Management	Covers the skills and knowledge required to successfully manage the most important resource available to the Industry: Staff. Topics covered include staff performance, recruiting and selecting staff.	Reservations Sales Team Leader In-Bound Tour Team Leader Travel Wholesale Team Leader
<p><b>Diploma of Tourism (Operations Management)</b>            Course Code: THT50302            CRICOS Code: 038273F            Duration: 1 year            Intake: February, March, July, September.</p> <p>Students undertaking this qualification are individuals requiring a variety of tourism skills necessary to work in a range of tourism positions such as Manager. This could include Retail Travel Sales, Wholesale Travel Sales.</p>	Budgets	This unit deals with the skills and knowledge required to develop, manage and take responsibility for budgets within the workplace. The unit focuses on the key managerial skills of analysing financial information to inform the budget development process, drafting a budget and the vital role of monitoring budget performance over time.	
	Law	Looks at the methods of sourcing, presenting and communicating information required for business compliance. It also covers specific legal issues and responsibilities affecting the modern business.	Travel Wholesale Office Manager Tourism Operations Manager
	Manage Projects	This unit deals with the skills and knowledge required to manage major projects as well as the underlying managerial concepts and practices that are required to develop and implement a range of planning initiatives.	Retail Agency Manager Corporate Travel Manager
	Marketing	Looks at the development, application and management of a range of marketing tools and activities and how these are successfully incorporated into a marketing plan suitable to the business. It covers business relationships, marketing strategies and principles.	



A portrait of a young woman with long, straight blonde hair, smiling warmly. She is wearing a dark-colored top. The background behind her is a soft, out-of-focus grey. The entire image is framed by a semi-transparent grey overlay with rounded corners. In the upper right background, there are several overlapping, semi-transparent colored rectangles in shades of yellow, blue, pink, and purple.

RUSSO INSTITUTE | AUSTRALIA

“I got the career I wanted, in  
the timeframe that I wanted!”

Louise - Australia

Russo Institute | Australia has been in continuous operation since 1979 offering courses from Certificate to Diploma level as well as a variety of short courses. Whether you want to study full or part-time we have a course to suit all your needs. Russo Institute | Australia's record in finding graduates jobs has always been the envy of the industry.



## THE RUSSO DIFFERENCE

Our commitment -

### Knowledge and confidence for success

For 26 years Russo Institute | Australia has been equipping students to enter the world of business. Our courses are designed to assist students to enter the business environment with the **knowledge and confidence to become a business leader.**

This confidence combined with the motivation that comes from being a part of our energetic and successful family will see you succeed.

#### Services

- Business-oriented Excursions
- Work Experience
- Business Guest Speakers
- Full time, Part Time & Distance Learning Options Available
- Industry Placement

#### Points of Difference

- Lecturers with real world industry experience
- Flexible learning environments
- Real-time case studies
- Workplace visits and guest lecturers
- Credits towards some of the top Australian universities
- 7 days work experience
- Workplace preparation
- Lifetime access to Sarina Russo Job Access | Australia
- Industry links

## THE PEOPLE

## Our commitment - Hands on learning

### Some people talk about growth industries, business people talk about growth!

In today's global economy, business has become more complex than ever. In a competitive employment environment, business leaders are seeking people with the qualifications to do business on the world stage. By doing a Diploma of Business at Russo Institute | Australia, you gain a recognised qualification that will help you achieve your goals sooner.

#### Industry Focus

- Transferable skills across any industry
- Develop managerial skills, including recruitment & staff development, finance & budgeting, marketing and technology
- Develop skills to run your own business
- Gain the skills to enter government employment

#### Distance Education

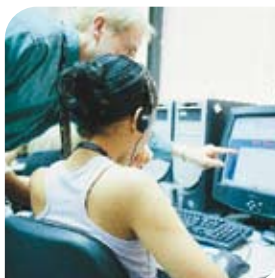
The Russo Institute | Australia distance education programs provide pathways to courses for those students who are disadvantaged by their geographical location, family situation, or other circumstances. The programs include an entry-level business course leading to a higher-level management course. Some of the benefits of completing a distance education course with Russo Institute | Australia are:

- No time wasted travelling or sitting in a classroom
- No need to get time off work

- No exam timetables
- No pressure to complete the course by a set time
- No day-time classes
- Trainers with industry experience
- Strong industry links
- Additional units for students include:
  - Study Skills
  - Work preparation
- Join in selected classes at Russo Institute | Australia - Brisbane

#### Short Courses Available

- Computer Skills Programs
- Accounting
- Shorthand
- Reception and Administration skills
- Typing Tests (Aust standards)



#### Who guides you?

Bernadette Dunnett  
DipT BEd MEd  
Assistant Manager

- Extensive background in education with experience in both government and private educational institutions at all levels – primary through to tertiary
- Degree qualified in Education and Computer Education as well as qualifications in Assessment & Workplace Training
- Responsible for educational initiatives for students and adult learners using computers and accessing the internet in Northern NSW as well as implementing Business training packages in private and government RTO's in NSW and Queensland
- Experience in owning/managing small business in the private sector
- Experience working in a variety of administrative and management roles
- Experience in managing diverse teams

Program	Subjects	Subject Description	Career Outcomes
Certificate III in Business Course Code: BSB30101 CRICOS Code: 021151M Duration: Semester 1: 4 months Intake: February, July, October	Administration Skills	Develop Keyboard Skills, Workplace Safety, Organise Workplace Information, Speed and Accuracy	Personal Assistant
	Workplace Relations	Customer Service, Effective Workplace Relations, Innovation and Change Management	Receptionist Secretary
	Communication	Business Communication, Using the Internet & Outlook, Organising Schedules	Records/Clerical Officer Administrative Assistant
	Technology	Computer Basics, Produce Simple Word Processed Documents, Create and Use Simple Spreadsheets, Create and Use Databases, Produce Business Documents, Create Electronic Presentations	Accounts Clerk Bookkeeper Word Processing Operator
	Finance	Maintain Financial Records, MYOB	Computer Operator
Diploma of Business Management Course Code: BSB50401 CRICOS Code: 049316J Duration: Semesters 1 & 2: 8 months Intake: February, July, October	Finance	Prepare Budgets and Financial Plans, Manage Budgets and Financial Plans	Executive Assistant
	Recruitment	Recruit, Select and Induct Staff, Manage People Performance	Supervisor
	Marketing and Events	Evaluate Marketing Opportunities, Plan and Manage Conferences, Administer Projects	Management Support
	Business Organisation	Manage Meetings, Plan and Review Administration Systems, Ensure a Safe Workplace, Speed and Accuracy, Business-Oriented Excursions, Work Experience (optional) – 42 hours, Business Guest Speakers	Financial Management Client Services Officer
Double Diploma Diploma of Business Management Course Code: BSB5040 CRICOS Code: 043916J Diploma of Business Administration Course Code: BSB50201 CRICOS Code: 024125M Duration: 9 months Intake: February, July, October	Technology	Produce Complex Business Documents, Manage Business Document Design and Development	Executive Assistant Supervisor Management Support
	Finance	Manage Payroll – including MYOB Payroll	Financial Management Client Services Officer Office Administrator HR Officer

## Distance Education Courses

Certificate III in Business Administration Course Code: BSB30201 Duration: 10 - 12 months * Intake: Every Monday Graduates will be able to take responsibility for their own work and apply a range of well-developed skills to a variety of situations where discretion and judgment are required.		Create and Use Databases, Text Document Design, Electronic Presentations, Organise Schedules, Workplace Safety, Recommend Products and Services, Customer Service, Workplace Relationships, Word Processed Documents, Create and Use Spreadsheets	Personal Assistant Receptionist Secretary Records/Clerical Officer Administrative Assistant
Certificate IV in Business (Frontline Management) Course Code: BSB41004 Duration: 12 - 18 months * Intake: Every Monday This course aims to provide the student with an understanding of the role of a frontline manager. It looks at the skills that are essential for effective management and leadership. The skills that the student acquire or enhance will improve their ability to lead, motivate and develop others.		Promote Team Effectiveness, Implement Effective Workplace Relationships, Co-ordinate Implementation of Customer Service Strategies, Implement Operational Plans, Implement Workplace Information Systems, Implement Continuous Improvement, Monitor a Safe Workplace, Develop Work Priorities	Frontline Manager
Diploma of Business Management Course Code: BSB50401 Duration: 12 - 18 months * Intake: Every Monday This course allows students to develop key business management processes for future career advancement in industry, commerce or government organisations		Budgets, Recruit, Select and Induct Staff, Manage Performance, Workplace Safety, Marketing, Plan and Manage Conferences, Manage Meetings	Financial Management Executive Assistant Supervisor Management Support

\* Suggested course duration

# ENTRY REQUIREMENTS

Country	Certificate IV and Diploma (Transfer Program)	Certificate IV (Fast-track Program)	Diploma (Fast-track Program)
Australia	International: Year 11 with 50% average Local: Year 12	International: Year 11 with 60% average Local: Year 12 with OP20	Year 12
Bangladesh	Higher Secondary Certificate (10+2) with 50% average of Year 11 (10+1) with 70% average	Higher Secondary Certificate (10+2 or International Certificate with 50% average	Higher Secondary Certificates (10+2) or Intermediate with 55% average in 4 majors
Brunei, Sri Lanka, Singapore	GCE 'O' Levels with passes in 3 academic subjects	GCE 'O' Levels with passes in 5 subjects	GCE 'O' Levels with passes in 2 academic subjects
China	Senior Middle 3 with 60% average or Senior Middle 2 with 70% average	Senior Middle 3 with 70% average	Senior Middle 3 with 70% average in 4 academic subjects
Czech/Slovakia	Assessed on individual basis	Assessed on individual basis	Maturita
France	Assessed on individual basis	Assessed on individual basis	Baccalaureate
Fiji	Form 6 School Leaving Certificate with overall score of 230	Form 6 School Leaving Certificate with overall score of 260	Form 7 with B in English and Maths and passes in all other subjects with an overall score of 240
Hong Kong	Form 5 (HKCEE) with E in 3 subjects	Form 5 (HKCEE) with E in 4 subjects	Form 7 (HKALE) with 1 'A' Level and 2 'AS' Level passes
India	All India Secondary School Certificate with 50% average of Year 11 with 70% average	All India Secondary School Certificate with 50% average	All India Secondary School Certificate with 55% average
Indonesia	SMU 2 with 6.0 average	SMU 2 or 3 with 6.5 average	SMU 3 with 6.5 average in 4 subjects
Japan	Kotogakko 2 with 3.0 average	Kotogakko 2 or 3 with 3.0 average	Kotogakko 3 with 3.0 average
Kenya	Kenyan Certificate of Secondary Education with D average or GCE 'O' Levels	Kenya Certificate of Secondary Education with average C+ average	Kenyan Certificate of Secondary Education with C average or 2 passes in GCE 'A' Levels
Korea	Senior High School Leaving Certificate Year 2 with D average	Senior High School Leaving Certificate Year 2 with D average	Senior High School Leaving Certificate Year 3 with C average
Macau (HKSAR/PRC)	Form 5 (HKCEE) with 3 'E' or Senior Middle 3 with 60% average or Senior Middle 2 with 70% average	Form 5 (HKCEE) with 4 'E' or Senior Middle 3 with 70% average	Form 7 (HKALE) with 1 'A' Level and 2 'AS' Levels or Senior Middle 3 with 70% average in 4 academic subjects
Malaysia	SPM with passes in 3 academic subjects	SPM with passes in 4 academic subjects	STPM with passes in 2 academic subjects
Middle East	Year 12 with 60% average or American High School Diploma and Advanced Placements with 50% average	Year 12 with 80% average	Year 12 with 80% average.
Pakistan	Year 11 or equivalent	Year 12 or equivalent with 50% average	Year 12 or equivalent with 50% average
Papua New Guinea	Senior High School Year 11 with 50% average	Senior High School Year 12 with 60% average	Higher School Certificate with 70% average
Russia/Poland	Certificate of Secondary Education Grade 11 with 3.5 average	Certificate of Secondary Education Grade 11 with 4.0 average	Certificate of Secondary Education Grade 11 with grades of 4 and 5
South Africa	Year 11 or equivalent	Senior Certificate with 50% average	Year 12 or equivalent
Spain	Assessed on individual basis	Assessed on individual basis	Bachillerato Technico
Sweden	Assessed on an individual basis	Assessed on an individual basis	Slutbetyg with a GPA of 10.0 and G in English
Taiwan	Senior High School Year 2 with B average	Senior High School Year 2 or 3 with C average	Senior High School Year 3 with B average
Tanzania, Zambia, Uganda, Zimbabwe	GCE 'O' Levels with passes in 3 academic subjects or GCSE	GCE 'O' Levels with passes in 5 academic subjects	GCE 'A' Levels with passes in 2 academic subjects
Thailand	Matayom 5 with 2.5 average	Matayom 5 or 6 with 2.5 average (academic stream) or 3.0 average (vocational stream)	Matayom 6 with 2.0 average
Turkey	Lise Diploma, Year 11 or equivalent	High School Diploma with overall Grade 5	International Baccalaureate or 1st year university in Turkey or equivalent
United Kingdom	GCSE or equivalent	GCE 'O' Levels with Grade 4 in 5 subjects	'A' Levels with D average
United States of America	Grade 11 or equivalent	High School Diploma SATV + SATM, SATI with composite score of 600 + 2.0	Grade 12 or equivalent with SAT score 10
Vietnam	Year 11 with 6.0 average	Year 12 with 7.0 average	Year 12 with 6.0 average



## General

Entry into Diploma programs generally requires the successful completion of Year 12 or equivalent. Entry into Certificate programs generally requires the successful completion of Year 11 or equivalent. Specific academic requirements are listed on the opposite page. Not all qualifications are listed and students with other qualifications should send details to Sarina Russo Schools | Australia for assessment. Students who have completed Year 12 or equivalent but whose results do not qualify them for entry into a Diploma program will be admitted into a Certificate IV program. They may then transfer to Diploma level after one semester of Certificate IV, subject to achieving a grade average of 80% in four (4) units.

## English language requirements

The language of instruction at Sarina Russo Schools | Australia is English. International students will need to show evidence of a suitable level of English language proficiency before being admitted into a program. The adjacent table indicates various results required.

International students who do not meet the English language requirements may undertake a range of pathway and qualifying English Language programs at Russo English | Australia.

## Mature age entry

Mature age students (20 years of age and over) may be admitted into a program without meeting the formal academic requirements if they have relevant work experience and/or other acceptable qualifications.

## English language requirements

Program	Certificate IV and Diploma (Transfer Program)	Certificate IV or Diploma
IELTS	5.0	5.5
TOEFL Paper / Computer	500/173	525/195
GCE 'O' Level English	D7	C6
SPM English	C4	C6
HKCEE English Syllabus 'B'	E	D
Year 12 English (Bangladesh, Nepal, Pakistan)	Div 2	Div 2

Please note: Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) regulations may impact on the above English Language requirements.



# STUDENT SERVICES & ACCOMMODATION SERVICES

## STUDENT SERVICES

### Orientation

All students will participate in a full day induction program. At this session students will be given information relative to their timetable, student services, grievance & discipline procedures, attendance and behaviour requirements and academic standards. Students will be given an Induction Handbook and Pack with all relative material at this session.

### Support Services

- Career Counselling - help with decisions on careers and related course information
- Personal Counselling - Psychologists and social work professionals can be arranged for confidential personal issues
- English Language Assistance - Students have access to qualified English language teachers if required
- "Academic Success at Russo" Workshops - Students can attend workshops on academic writing, preparing for exams and making the best use of time

- International Student Centre - Students can access dedicated support staff including advice on the following services:
  - Multilingual Conversation
  - Industry, Social, and Sport Clubs
  - Emergency and Medical
  - Personal well-being

### Airport Reception

Sarina Russo Schools | Australia offers an Airport Reception Service to greet students at the airport. A friendly driver will welcome the student to Brisbane with a sign carrying the Sarina Russo logo immediately after the student passes through customs. The student will then be escorted to his or her pre-booked destination.

### Campus Security

We value your security at Sarina Russo Schools | Australia and as a result, we have special swipe card access to enter the campus facility. The famous "Russo" straps are worn by all students and there are random security patrols 24 hours per day on campus.



## JOB PLACEMENT CENTRE

Our Job Placement Centre is dedicated to assist Students and Graduates to gain employment while studying and at the completion of their course.

### Domestic Recruitment Services

Sarina Russo Schools | Australia provides specialised job placement services to all Students and Graduates. On day one, during induction, students meet with the Job Placement Team.

During their course students are provided with:

- One on One Career Counselling
- FREE How to Get That Job Workshops
- Resume and Portfolio Preparation
- Jobsearch Techniques
- Interview Skills and Techniques
- Part Time Jobs while Studying
- Meetings with Industry Professionals
- Registration with Recruitment Agencies
- Real World Work Experience - Business, Hospitality and Tourism

Sarina Russo Schools | Australia provides its students with the opportunity to meet with Industry experts, which allows them to further educate themselves in their desired career paths. Having industry experienced trainers and staff allows the students to have the most up to date training.

Upon completion of their course, Graduates are registered with a dedicated Student Resource Consultant from their local Sarina Russo Job Access office. These specialist consultants carry out a personal graduate action plan with career discussion, job vacancy searches and the marketing of you as a Russo Graduate.

Sarina Russo Schools | Australia has one of Australia's largest teams of employment consultants working towards securing our graduates their dream career.

### International Student Job Placement Centre

The International Student Job Placement Centre is dedicated to assisting International Students in gaining employment while studying.

As a student visa holder you are entitled to work in paid or unpaid positions. Student visas are not automatically granted with work permission so you will need to apply for that after having commenced your course in Australia. A student visa allows you to work for up to 20 hours a week while the course you are studying is in session. However, you can work for longer periods during your holidays.

For specific questions please contact DIMIA (The Department of Immigration and Multicultural and Indigenous Affairs) on 131881 or refer to their website [www.immi.gov.au](http://www.immi.gov.au)

The following programs are on offer:

### International Job Placement - General Package

This package provides International students with the opportunity to work up to 20 hours per week in a variety of different fields. In addition we give support in work preparation for our students.

During their course students are provided with:

- One on One Career Counselling
- Job Registration - Membership
- International Resume Preparation
- Interview Skills Training
- Student Visa and Tax File Applications
- Access to a Large Number of Job Vacancies

### International Job Placement - Work and Study Package

- Guaranteed Job Interview
- FREE Responsible Service of Alcohol (RSA) course and Certificate
- Job Registration - Membership
- International Resume Preparation
- One on One Career Counselling
- Interview Skills Training
- Student Visa and Tax File Applications
- Access to a Large Number of Job Vacancies

Areas of employment - Restaurants, Cafés, Major Events Held in Brisbane, International Sporting Events.

FEE - \$A200

### Conditions

- You must be 18 years or over
- You must be enrolled at Russo for at least 3 months
- You must have a resume of your work experience
- You must have Intermediate Level of English



# STUDENT SERVICES

## Skills For Industry

### Competency Based Training (CBT)

We provide you with a nationally recognised training qualification to a standard set by industry. All of our courses are Nationally Recognised and the positive benefits they will bring to you are numerous:

- Your training will be recognised throughout Australia by industry, government and other educational institutions
- The relevant industry awards are being restructured to acknowledge the new levels of competency that your training has achieved
- You will exit with the confidence that your skills are current and immediately applicable to the workforce
- Austudy, Youth Allowance, Abstudy

Every Diploma and Certificate course at Sarina Russo Schools | Australia has Government approval under the Austudy, Youth Allowance and Abstudy schemes.

These schemes, in most cases, give financial help to domestic students who are 16 years of age or over. Your Career Consultant can provide further information.

## Recognising Your Hard Work

### Recognition of Prior Learning (RPL)

RPL recognises what you have already learned from other courses, from life, or work experiences. If it is relevant to the course you are entering, and your skills are current, you may be granted exemptions for some parts of the new course. If you are granted RPL for part of your course, you pay an administration fee for those units not required to be studied, instead of the full tuition and resource fees. In the case of those people with extensive prior experience, this can mean a considerable saving, and your skills will be Nationally Recognised.



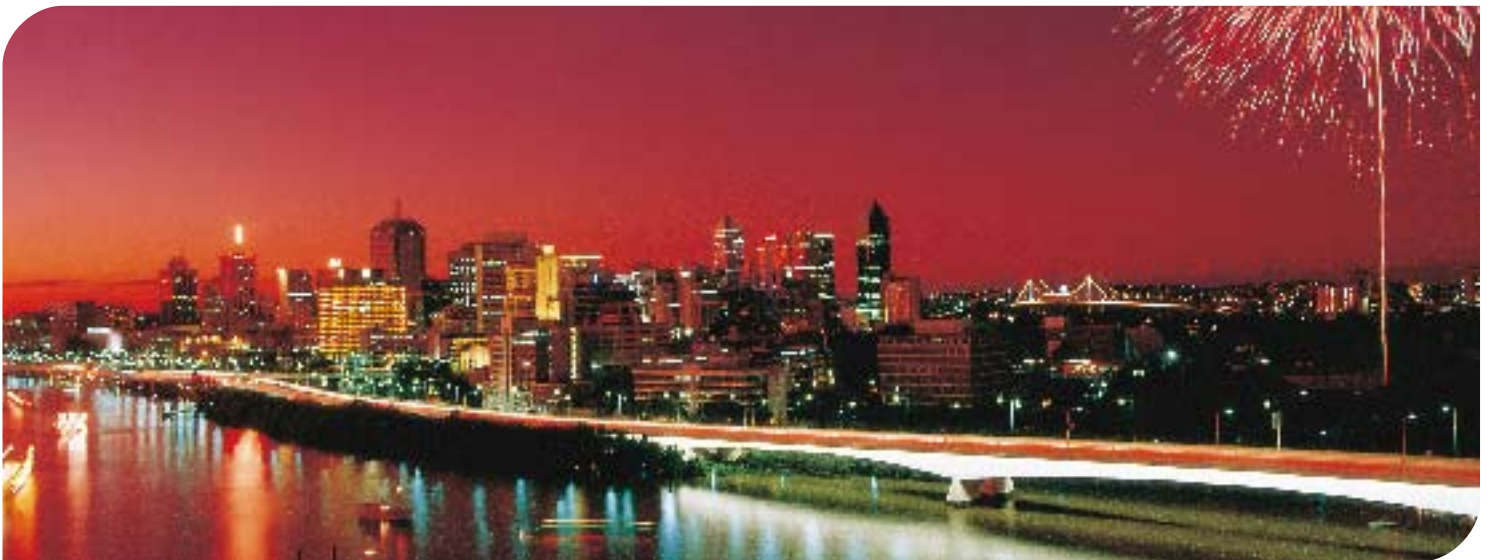
## Financing your Future

### Student Deferred Repayment Loan

Financing your education can often be difficult and very frustrating. The National Australia Bank Student Deferred Repayment Loan allows you to borrow money now, and start paying it back three months after you have finished your course. If you want, you can make small repayments any time during your course. A guarantor is required to support your application with all necessary paperwork handled at the National Australia Bank in the Queen Street Mall.



# ACCOMMODATION SERVICES



Sarina Russo Schools | Australia offers a range of accommodation services to suit the needs of students. Options include:

## Homestay

This is an excellent option for students wishing to ease their way into Australian culture. All Russo families have had "Blue Card Suitability Checks" which ensures that only the highest quality families are used. The following package is recommended:

- 4 weeks minimum stay (2 week stays available on special request)
- Fully furnished single room with up to 1 other international student in same house
- 2 meals on weekdays and 3 meals on weekends
- Placement Options:
  - a) 'up to 20 minutes from School' or
  - b) 'up to 40 minutes from School'
- Guardian option available

## Short and Medium Term Accommodation

### Russo Preferred Residence

If Homestay is not your preference, Sarina Russo Schools | Australia is able to arrange a preferred residence option, as follows:

- 1 semester minimum stay
- Fully furnished single room
- Security bond payment
- From \$200 per week (note that twin share is not available at present)

### Hostels

For the flexible student looking for something special in the short to long term, we recommend staying a few nights in a hostel whilst we talk with you in person on arrival to show you what's on offer in Brisbane city and the Russo Accommodation Notice Boards.

Fees are as follows:

- From \$100 per week
- From \$20 per night

## Share Accommodation (Upon Arrival in Brisbane)

Once you have arrived in Brisbane, we can assist you with locating a share mate through our internal notice boards and database. You need to expect to:

- Pay from \$90 per week
- Share expenses with other share mates



If you have any questions about your application, please contact the International Centre, our local representative or your career consultant.

#### How do I apply?

1. Complete the Application for Admission form.
2. Attach copies of all academic qualifications
  - School reports (or preliminary reports)
  - Examination certificates
  - English language test scores such as IELTS or TOEFL if applicable
3. Send your application to the International Centre, our local representative or your career consultant.

#### How do I enrol?

##### International Student

If your application is successful, you will be sent a Letter of Offer. This will contain your program requirements, fees payable and the date your course will start.

##### Australian Residents

There are 3 ways and it's easy. Either call 1300 73 43 53 and make an appointment to see a Career

Consultant or send the attached Student Application for Enrolment or enrol electronically via our website: [www.sarinarusso.com.au](http://www.sarinarusso.com.au)

To accept the offer of a place, it will be necessary to pay the fees and charges specified in the Letter of Offer. This will include initial program fees, the Overseas Student Health Cover charge (if applicable) and the initial accommodation and airport pick up costs (if applicable).

Payments should be made in Australian dollars to Sarina Russo Schools | Australia by bank draft, credit card or telegraphic transfer to the following account:

Sarina Russo Schools | Australia  
The National Australia Bank  
223 Queen St, BRISBANE, QLD 4000  
Account (student visas):  
Branch Number: 084-009  
Account Number: 52551-5904

Account (all other visas):  
Branch Number: 084-009  
Account Number: 52540-0103

If paying by telegraphic transfer, please provide proof of payment. On receipt of payment your place will be confirmed. If you are applying for a student visa, you will receive a Confirmation of Enrolment form which must be presented to the nearest Australian Diplomatic Mission (Embassy or Consulate) when applying for a student visa.

Residents of some countries may need to obtain a Pre-Visa Assessment from an Australian Embassy or Consulate before making payment.

#### How do I get a visa?

The International Centre or local representative will help you with your visa application.

The minimum requirements of the Australian Government are:

- A Letter of Offer and Confirmation of Enrolment from Russo
- A medical check-up
- Proof of financial support

## Policies and Procedures

### Student Discipline And Grievance Resolution Procedure

Sarina Russo Schools | Australia (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 grievances as urgent. A resolution dispute process will occur in a timely manner provided that SRSA is informed of the grievance. To assist SRSA in helping to resolve a grievance, we request that the following procedures be followed:

1. Document the grievance.
2. Report this to your current teacher and ask that the issue be resolved.
3. Should the issue not be resolved to your satisfaction, take a copy of the grievance to the Head of School for resolution.
4. If you require further action, you can address the issue with the General Manager by making an appointment through Student Services on Lower Ground Level.
5. If it is not possible to resolve the dispute internally, SRSA will organise independent mediation through the following body:

#### Dispute Resolution Branch

Department of Justice &  
Attorney General  
13th Floor Central Courts Building  
170 North Quay QLD 4000  
Toll free number: 1800 017 288

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.

The grievance policy and procedures do not prevent you from taking other legal remedies.

Any issues relating to the student Contract of Enrolment, 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 grievance procedure listed here.

#### Welfare and Guidance Services

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

#### 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.

#### Learning and Assessment Procedures

Students will be provided with a variety of learning strategies during their course. Some of these may include teacher-directed sessions; fully supervised CD Rom activities, Internet activities, and computer lessons; lecture theatre tutorials; video training and research activities.

Competency-based assessments will address the current and relevant National Training Package and will adhere to the four technical principles of assessment (reliability, validity, flexibility, fairness) and may take the form of a written test, a demonstration, an oral presentation, a role play, an assignment or a computer simulated activity.

A variety of assessments will be conducted to determine if students have reached competency in all of the required elements.

For academic programs, written exams, assignments and case studies will assess the understanding of the concepts and theories of each unit.

#### 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 Department of Immigration, 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

Recognition of Prior Learning (RPL) is available to all students. Students who hold a student visa will not be granted RPL if it leads to a reduced study load of less than 20 hours per week.

RPL means that you may be able to receive recognition for any previous learning you may have acquired (if it is relevant to the course you are entering), regardless of where or how you acquired this learning. For example, you may have completed a formal course at another College or University, or you may have acquired specific skills through on-the-job training or even through some hobbies or community work in which you have been engaged.

SRSA will recognise the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations.

If you are granted RPL for part of your course, you pay an administration fee for those units you are not required to study, instead of the full tuition and resource fees.

For international students, if granting of RPL effects their course length and course hours, this may effect the granting of their visa or, if visa is granted, may impact on their student visa conditions.

It is a condition of a student visa to be enrolled in full time study; that is, a minimum of 20 contact hours per week.

#### Student Attendance

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, then they must be reported to DIMIA as they will be in breach of their student visa.

#### 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 on Lower Ground Level.

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

#### Academic Performance Policy

SRSA sets a level of academic achievement that students must meet in each study period of their selected program. Students who do not meet that standard will be required to attend a counselling session with the relevant manager of their school and one staff member from the International Centre to explain the reasons for their academic non-performance.

Academic non-performance is defined as failing the majority of subjects during the first study period/semester or certificate level of their selected program. Therefore, a student who passes at least two subjects out of four subjects in which they are enrolled will be deemed to have made reasonable progress towards the completion of their selected program. Students who are required to sit supplementary exams/resit exams in two or more of their subjects in which they are enrolled, will also be required to attend a counselling session with the relevant manager of their school and one staff member from the International Centre.

As a requirement of their student visa an international student will only be able to repeat a subject once.

Students will be advised of their need to attend a counselling session by mail and/or email. In all instances where students are counselled for poor academic performance during the first study period/semester or certificate level of their enrolment, an Academic Warning Letter is issued to the student. The Academic Warning Letter constitutes a formal notification to the student that their academic performance must be improved in the second study period/semester or certificate or diploma level of their enrolment.

The circumstances leading to the issue of the Academic Warning Letter are explained to the student and the student is required to sign a copy of the letter. A photocopy is provided to the student for their personal records. The student is entitled to have an independent representative attend the interview. Due to privacy considerations, however, the student must provide a signed and dated letter of authorisation advising that the third party is entitled to attend the counselling session.

Prior to the issue of an Academic Warning Letter, the relevant subject lecturer/trainer/teacher should advise the relevant manager of their school as soon as possible of any student experiencing academic difficulty in the course. In the first instance, the lecturer/trainer/teacher should provide as much assistance to the student as is reasonable in the circumstances. If the student still fails to understand the material, the lecturer/trainer/teacher is to advise the relevant manager of their school.

If it is deemed that the student is experiencing difficulty because of English language comprehension problems or writing problems, then this should be discussed with the relevant manager of their school who will, in turn, arrange for the student to be referred to academic support in Russo English | Australia (REA).

Alternatively, the lecturer/trainer/teacher may determine that the student needs to attend extra tutorials/lessons/classes for particular subjects or the student requires one-on-one assistance. In both instances, the lecturer/trainer/teacher should advise their relevant manager in writing of suggested method of assistance for the student. The manager in turn, will schedule extra tutorials/lessons/classes or one-on-one sessions for the student. In all instances, student attendance at extra tutorials/lessons/classes or one-on-one sessions should be recorded on the respective student files. In certain cases, a student may be asked to enrol at another institution if SRSA does not have a program that is suitable for the student.

If the student fails to improve their academic performance to the required standard during the second study period, then SRSA will issue a Section 20 Notice under s137J of the Migration Act and that student will be required to explain to the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) as to why their student visa should not be cancelled.