

SERO Institute Enrolment Form (International Students)

Must be written in BLOCK LETTERS

ENROLMENT FORM: Please complete the details and return to SERO Institute by email or by post with supporting documents

1. Personal details

Title Mr Ms Miss Mrs Dr Other

Given Name(s) _____ Family Name _____

Middle Name _____ Preferred Name _____

Gender Male Female Other Date of Birth ____/____/____
DD MM YYYY

Residential address _____

Suburb _____

State _____ Postcode _____ Country _____

Telephone _____ Mobile _____

Email _____

Citizenship (as per passport) _____ Passport number _____

Country of Birth _____

Next of Kin details: Name _____ Relationship: _____

Mobile/ Telephone: (Country Code) _____ Mobile: _____

Email (required): _____

2. Residency or Visa details

Do you hold a current Australian visa Yes, Specify: _____ No

If no, what type of visa will you be applying for: _____

Where will you lodge your visa In Australia Outside Australia

Have you ever had an Australian visa refused or cancelled? No Yes Visa type: _____

Please provide the reason below and include a copy of the decision Record Letter:

Have you ever held a student visa for Australia? Yes No

Will you be lodging your visa application in Australia? Yes No

If no, which country will you lodge the visa application? _____

3. Education

What is your highest COMPLETED school level? (Tick ONE box only)

Year 10 Year 11 Year 12 In which YEAR did you complete your highest school level? _____

Are you still attending secondary school? Yes No

Have you SUCCESSFULLY completed any of the following qualifications in Australia? Yes No

- | | | |
|--|--|---|
| <input type="checkbox"/> Certificate I | <input type="checkbox"/> Certificate II | <input type="checkbox"/> Certificate III (or Trade Certificate) |
| <input type="checkbox"/> Certificate IV (or Advanced Certificate / Technician) | <input type="checkbox"/> Diploma | <input type="checkbox"/> Advanced Diploma or Associate Degree |
| <input type="checkbox"/> Bachelor's Degree / Higher Degree | <input type="checkbox"/> Other Education (including certificate or overseas qualifications not listed above) | |

From 1 January 2015, SERO Institute is prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a **Unique Student Identifier (USI)**. In addition, we are required to include your USI in the data we submit to NCVET.

Do you currently have a valid USI number? please specify: _____

If you do not have a USI, please go to www.usi.gov.au and create your USI.

4. Language requirements

Student needs to satisfy, and provide proof of, at least one requirement as stipulated under 4.1 and 4.2

4.1. I have completed one of the following English tests within the past 2 years:

- IELTS
 Pearson Test of English (PTE)
 TOEFL IBT(Internet Based)
 Occupational English Test (A or B mark)

Date of test: _____ Score (Overall): _____ (Please provide a copy of certificate)

4.2. I am exempt from providing English language proficiency requirements, as per the Department of Home Affairs. See

<https://www.border.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>

Please provide reason(s) below and attach support documents.

5. Genuine Temporary Entrant (GTE) and Genuine Student requirements

The Genuine Temporary Entrant (GTE) requirement, set by the Department of Home Affairs (DHA) as part of the student visa application process, ensures that the student visa programme is not used as a way for international students to maintain ongoing residency, but rather to temporarily enter and stay in Australia. Furthermore, a Genuine Student is someone who intends to obtain a successful education outcome by possessing the language, educational and material background to have a reasonable chance of achieving this.

In addition to submitting a complete course enrolment form, with necessary supporting documents, SERO Institute requires applicants to submit a separate **Statement of Purpose Letter**. Before we begin assessing your eligibility for entry into SERO Institute course(s), you will undergo an initial screening process (based on your Statement of Purpose Letter) which will help us determine whether you would potentially satisfy DHA GTE and Genuine Student criteria. The screening process may include speaking with a SERO Institute representative about your Statement of Purpose Letter. Please refer to DHA website at <https://www.border.gov.au/Trav/Stud/More/Genuine-Temporary-Entrant> for detailed information about GTE and Genuine Student criteria that may be taken into account by SERO Institute, when assessing your Statement of Purpose Letter.

SERO Institute reserves the right to request a new Statement of Purpose Letter for all deferred applications, if there has been a change in your circumstances. If your student visa-grant is refused by DHA, you will not be eligible for admission to SERO Institute for a period of 2 years (at SERO Institute's discretion) from the date of the DHA refusal.

6. Program choice (You can select more than one option)

- | | |
|---|--------------------------------|
| <input type="checkbox"/> 10747NAT Advanced Diploma of Applied Blockchain (CRICOS Code 0101576) | Start date: _____ |
| <input type="checkbox"/> 10849NAT Diploma of Applied Blockchain (CRICOS Code 0101939) | Start date: _____ |
| <input type="checkbox"/> FSK10119 - Certificate I in Access to Vocational Pathways (CRICOS Code 105849M) | Start date: _____ |
| <input type="checkbox"/> FSK20119 - Certificate II in Skills for Work and Vocational Pathways (CRICOS Code 105850G) | Start date: _____ |
| <input type="checkbox"/> BSB10120 - Certificate I in Workplace Skills (CRICOS Code 105851F) | Start date: _____ |
| <input type="checkbox"/> BSB20120 - Certificate II in Workplace Skills (CRICOS Code 105852E) | Start date: _____ |
| <input type="checkbox"/> BSB30120 - Certificate III in Business (CRICOS Code 105853D) | Start date: _____ |
| <input type="checkbox"/> BSB40120 - Certificate IV in Business (CRICOS Code 105854C) | Start date: _____ |
| <input type="checkbox"/> BSB50120 - Diploma of Business (CRICOS Code 105855B) | Start date: _____ |
| <input type="checkbox"/> BSB50420 - Diploma of Leadership and Management (CRICOS Code 104299M) | Start date: _____ |
| <input type="checkbox"/> BSB60420 - Advanced Diploma of Leadership and Management (CRICOS Code 105857M) | Start date: _____ |
| <input type="checkbox"/> BSB60120 - Advanced Diploma of Business (CRICOS Code 105856A) | Start date: _____ |
| <input type="checkbox"/> CHC33015 Certificate III in Individual Support (CRICOS Code 0100057) | Start date: _____ |
| <input type="checkbox"/> SIT30616 Certificate III in Hospitality (CRICOS Code 093802G) | Start date: _____ |
| <input type="checkbox"/> SIT40416 Certificate IV in Hospitality (CRICOS Code 093803F) | Start date: _____ |
| <input type="checkbox"/> SIT30816 Certificate III in Commercial Cookery (CRICOS Code 093801G) | Start date: _____ |
| <input type="checkbox"/> SIT40516 Certificate IV in Commercial Cookery (CRICOS Code 093804E) | Start date: _____ |
| <input type="checkbox"/> SIT50416 Diploma of Hospitality Management (CRICOS Code 093800J) | Start date: _____ |
| – Specialising in Culinary | |
| <input type="checkbox"/> SIT50416 Diploma of Hospitality Management (CRICOS Code 093800J) | Start date: _____ |
| – Specialising in Leadership | |
| <input type="checkbox"/> SIT60316 Advanced Diploma of Hospitality Management (CRICOS Code 098553A) | Start date: _____ |
| ELICOS | |
| <input type="checkbox"/> General English (Elementary to Advanced) (CRICOS Code 097783F) | Weeks: _____ Start date: _____ |
| Short Course | |
| <input type="checkbox"/> SERO International Young Learner Program (SERO Code INTYLP0717) | Start date: _____ |

Campus: Brisbane Gold Coast Perth

CONDITIONS OF ENROLMENT
Fees

All fees must be paid prior to the commencement of the course or as per an agreed payment plan accepted in writing by the student. All ongoing fees must be paid as invoiced for the course. All fees are payable in Australian dollars. Students will not be permitted to commence or continue their course until all outstanding fees have been paid. SERO Institute reserves the right to cancel a student's enrolment for non-payment of fees. Any cancellation of enrolment due to non-payment of fees will be reported to the Department of Home Affairs as prescribed under Section 19 of the Education Services for Overseas Students Act 2000 (ESOS Act). SERO Institute reserves the right to change fees at any time, subject to the relevant authority's approval.

Administration Fee

Administration Fee is required for following cases. Free of charge requesting for the first time and subject to be charged from consecutive times. These fees are not refundable.

Cancellation fee	AUD \$200 per enrolment or shortening of enrolment
Refund processing fee	AUD \$200 one off per offer
2nd course/funds transfer	AUD \$60 (Free of charge for 1st request)
3rd and subsequent course/funds transfer	AUS \$80
Student leave application-notice less than a week	AUD \$50
2nd change of start date after study commencement	AUD \$60 (Free of charge for 1st request)
3rd and subsequent change of start date after study has commenced	AUD \$80
2nd and subsequent campus transfer	AUD \$200 (Free of charge for 1st request)
Re-issue Student ID	AUD \$20
Re-issue Certificate/Academic Transcript	AUD \$30
Bank charge	AUS \$30 (International money transfer only)
Repeat any missed practical classes	AU\$200
Text book fees (for VET courses only)	AU\$15 per text book plus delivery fee
Any resubmission of units after three attempts	AU\$30 (each attempt)

REFUND AND CANCELLATION POLICY
Refund policy

Refund of the fees will only be granted in accordance with the refund policy set out below. Enrolment fees (or equivalent amount taken out of paid tuition fees, if original enrolment fee was waived), are non-refundable under any circumstances, except in the unlikely circumstance where SERO Institute is unable to provide the course.

- Tuition fees and course credit are not transferable.
- One of Administration fee of \$200 to process a refund will be charged for visa rejection refunds, the calculation of the administration fee will be in accordance to section 47E of the ESOS ACT 2000.
- If the 50% refund is less than \$1,000, then late cancellation fee of \$1,000 will be charged.
- SERO Institute reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a student is unable to enrol in a similar course at SERO Institute, all fees will be refunded within 28 days.
- If written notice of withdrawal is received from a candidate at least 28 days prior to the commencement of the course (based on an original course start date), full refund, less an administration charge of AUD\$200, enrolment fee of AUD\$200 (or equivalent amount taken out of paid tuition fees) and where applicable, any agent's fees.

	If you cancel more than 28 days before original relevant start date	If you cancel less than 28 days before original relevant start date	If you cancel upon original relevant start date
Enrolment	Nil	Nil	Nil
Tuition	100%	50%	Nil
Resource	100%	50%	Nil

- The calculation applied for fees paid in advance and where a course of study is cancelled before the agreed Completion Date, SERO Institute will calculate the Cancellation Fee in accordance with the table below:

Notification Period	Refund	Cancellation Fee
More than 4 weeks before course commences	Full refund less cancellation Fee	\$200
4 weeks or less before course commencement	50% of a course fee less cancellation fee	50% of course fee
After course commencement	No Refund	100% of course fee

- If an extension to the student's visa is not granted and the course has commenced, a refund will not be issued to the student for the course duration that has already finished
- If the student seeks, and is granted approval by SERO Institute, to transfer to another provider prior to completion of six months' study of the principal course, SERO Institute will not refund any of the fees paid for the course. The student will also be required to pay any outstanding fees for the course.
- If the Student's enrolment is cancelled due to infringement of SERO Institute's disciplinary policy or breach of student visa conditions, no refund of any course money will be granted.
- No refund will be issued for monies paid to SERO Institute for Overseas Student Health Cover (OSHC), airport pick-up, or accommodation bookings. Student may have to apply directly to the Overseas Health Cover provider for a refund.

No Fee Refund

- if a student cancels their enrolment or fails to attend a program or course after the start of the program, except for visa refusal or any circumstances deemed to be compassionate and compelling by the PEO, SERO Institute will not refund any of the fees paid for the course as relevant to tuition up and until the end of the current teaching period within which the student's course cancellation is finalised. The Student will also be required to pay any outstanding balances for the course, as relevant to tuition up and until the end of the current teaching period within which course cancellation is finalised. No refund will be issued for monies paid to SERO Institute for Overseas Student Health Cover (OSHC), airport pick-up, or accommodation bookings
 - refunds for any monies received by SERO Institute on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies
 - if an extension to the student's visa is not granted and the course has commenced, a refund will not be issued to the student for the course duration that has already finished
 - if the student seeks, and is granted approval by SERO Institute, to transfer to another provider prior to completion of six months study of the principal course, SERO Institute will not refund any of the fees paid for the course as relevant to tuition up and until the end of the current teaching period within which the release is finalised. The student will also be required to pay any outstanding fees for the course, as relevant to tuition up and until the end of the current teaching period within which the release is granted, prior to release
 - if the Student's enrolment is cancelled due to infringement of SERO Institute's disciplinary policy or breach of student visa conditions, no refund of any course money will be granted.

Full Refund

- If your relevant visa application is denied, 100% of pre-paid course fees will be refunded directly to the student. All other fees are subject to the below terms. Written notification is required by the Department of Home Affairs (DHA).
- In the unlikely event that SERO Institute is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by SERO Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If SERO Institute is unable to provide a refund or place you in an alternative course, the Australian Government's Tuition Protection Service (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.
- If student has overpaid to SERO Institute fee than the overpaid fees will be fully refunded.

Partial Refund

- If a student cancels their enrolment or fails to attend a program or course after the start of the program, except for visa refusal or any circumstances deemed to be compassionate and compelling by the PEO. The refund amount shall be the multiplication of weekly tuition fee studied weeks + 2 weeks' notice.

Example refund amount = average weekly tuition fee + 2 weeks' notice x remaining course weeks.

- Refunds for any monies received by SERO Institute on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies.

Requests for Refund of Tuition Fees: A student who wishes to apply for a refund of tuition fees in accordance with this Refund Policy should do so in writing and stating reasons and relevant details by submitting it to the Principal Executive Officer (PEO).

Payment of Refund: All refunds for which a student is eligible will be forwarded, within 28 days, to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the student or his/her guardian. SERO Institute will provide the student with a statement detailing the calculation of the refund.

Approvals: All refunds must be approved by the PEO. Exemptions to any of the abovementioned cases may only occur where the student has extenuating or compassionate grounds as determined by the PEO. "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

Non-payment of fees and debt collection for all students: Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). If fees are not paid on time, staff will attempt to make contact with the student to arrange an appointment with the PEO and they will be given the opportunity to discuss any compassionate and compelling circumstances and get their fees up to date. Should staff be unable to establish contact with the student, a week after fees were due, SERO Institute will charge a late fee of \$50 and will send a Notification of Intention to Report for outstanding fees, which may lead to cancellation of the student's enrolment. Ongoing delays in payment of SERO Institute fees may result in cancellation of enrolment.

Terms and Privacy Statement

1. SERO Institute reserves the right to change its fees and conditions, cancel or defer courses, and to alter course timetables at any time.
2. Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018 and for the purpose of operating as a Registered Training Organisation under the Australian Skills Quality Authority; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws. The authority to collect this information is contained in the ESOS Act, the ESOS Regulations 2001, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the National VET Provider Collection and the Data Provision Requirements 2012. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government Departments, Agencies, and designated authorities and, if relevant, the Tuition Assurance Scheme/TPS and the TPS Director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.
3. Personal information collected as a result of your enrolment will be used by SERO Institute for general student administration and vocational education and training administration and regulation; as well as planning, reporting, communication, research, evaluation, financial administration, auditing and marketing. Only authorised SERO Institute officers and other authorised persons (e.g. service providers) have access to this information.
4. It is a requirement of AQF that students can access personal information held by SERO Institute and may request corrections to information that is incorrect or out of date. This agreement is made in accordance with the ESOS Act, ESOS Regulations 2001 and the National Code 2018. This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws
5. SERO Institute is required, under s19 of the ESOS Act, to report certain changes to the student's enrolment and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.
6. You agree that SERO Institute may use the email address supplied by the student as a point of contact for any information it deems necessary.
7. You agree that SERO Institute will access Visa Entitlement Verification Online (VEVO) services at any time to confirm their visa status, work and study rights.
8. You consent to the collection, use and disclosure of my personal information in accordance with the Privacy Policy
9. You understand SERO Institute is prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a verified Unique Student Identifier (USI).
10. You agree that SERO Institute will release information pertaining to their enrolment (excluding academic records), attendance and account details to their education agent.
11. Photographs, videos and testimonials taken by SERO Institute may be used for marketing and promotional purposes, unless the student advises SERO Institute in writing that they do not wish their images be used for the above purposes.
12. All students on student visas must maintain satisfactory course progress at all times (attending at least 80% of their course whilst on a formal Intervention Strategy). Failure to do so may result in a cancellation of enrolment and the student being reported to the Department of Home Affairs. Sick days, whilst on and Intervention Strategy, are noted as absences and students are advised to present medical certificates for any absences due to sickness.
13. Student visa holders must keep SERO Institute informed regarding their current residential address and contact phone numbers at all times.
14. All students must adhere to SERO Institute's code of conduct and SERO Institute policies, rules and regulations. Details are available in the Student Handbook that can be downloaded from the SERO Institute website: www.seroinstitute.com.au. It is a condition of enrolment that students read, understand and follow SERO Institute rules and code of conduct. Students are advised to familiarise themselves with the details in the Student Handbook. Aggressive behaviour, bullying, racism, vandalism and/or conduct that threaten others is not tolerated. Failure to follow SERO Institute Code of Conduct may result in the student being: asked to leave the campus; reported to appropriate authorities; required to pay for any damages; suspended from SERO Institute for a specific period without refund of fees; or expelled for serious breaches. It is the student's responsibility to read and understand the information provided in the Student Handbook. The Student Handbook and other relevant information is publicly available on SERO Institute's website.

WHAT YOU NEED TO DO

Step 1: Read the *Conditions of Enrolment* on Page 3 and 4

Step 2: Complete the enrolment details on Pages 1 to 3 (Applications by Students under the age of 18 must include a signature by a parent or legal guardian)

Step 3: Attach the following documents, if you are applying for **full-time** Certificate or Diploma courses:

- Certified copy of passport title page, or original sighted by SERO Institute
- Copy of your last completed academic qualification from your home country and/or Australia, if relevant (section 3.1 & 3.2)
- Evidence of English proficiency or exemption (section 4.1 & 4.2)
- Statement of Purpose (section 5)
- Financial Statement (minimum of equivalent to AU\$20,000)

Step 4: Submit your enrolment form, with the above documents to SERO Institute:

- in person at our office
- by email to intapplications@sero.edu.au
- by mail to: PO BOX 12182; 3/69 Ann Street; Brisbane QLD 4000.

Step 5: If your application is successful, you will receive a Letter of Offer detailing payment requirements. You must sign the Letter of Offer and return to us with proof of payment and Overseas Students Health Cover evidence (if not arranged by SERO Institute), within **2 weeks of the date of the Letter of Offer**.

Step 6: After we receive your payment and signed Letter of Offer, we will issue an electronic 'Confirmation of Enrolment' (eCOE). If other conditions have been noted on your letter of offer, you will be required to meet the conditions before an eCOE can be issued.

Step 7: If required, send us your Homestay Application and Airport Reception Form at least 3 weeks prior to your arrival, for the necessary arrangement to be made. Otherwise, we look forward to welcoming you at Orientation.