
CODE OF CONDUCT

SERO Institute is passionate about providing a safe and welcoming educational facility. We take the behaviour, actions and teachings in our institute SERIOUSLY.

The Code of Conduct is established to ensure both students and staff are provided with an environment where they are free of any behaviour which may cause a negative impact.

All students and staff are expected to follow all rules and policies.

- No smoking is permitted on campus, inside or outside the building. Smoking is banned in public and commercial buildings in Australia by law and you must not smoke within 5 metres from the entrance of any building. Also, if you choose to smoke, please make sure that you put all your cigarette butts in an ashtray/bin. Public bins and ashtrays are available in most public areas. Littering a public place is not accepted in Australia.
- Aggressive behaviour, bullying or racism is not tolerated.
- The Institute prohibits the use of illegal drugs on the premises and during other institute activities. Appropriate action will be taken against individuals who breach this policy.
- Staff or students are not permitted to possess or consume alcohol on the Institute premises except under special circumstances approved of by the PEO.
- Acts of vandalism, including graffiti will be dealt with by the police where appropriate.
- Classrooms are intended for learning and teaching purposes and must only be used in the presence of a teacher. No food or drinks are permitted in the classrooms or study areas at any time. Food and drink are permitted only in specially designated areas.
- All equipment belonging to SERO Institute should be treated with respect and you should advise a staff member of SERO Institute if anything is not working properly.
- No electronic equipment or mobile phones are to be used during class.
- All break times must be taken according to the times allocated by the teacher.
- Students must be seated in class prior to the expected start time. Class times will start at the times indicated on the course timetables unless otherwise notified.
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around, but place it into the bins provided. Make sure the doors and windows are shut and lights and relevant equipment turned off.
- Give consideration to others and keep the toilets and other public areas clean and hygienic after your use.

- A reasonable standard of dress and hygiene is to be maintained at all times. It is recommended that closed shoes be worn at all times.
- SERO Institute trainers and staff can refuse admittance to class, if you do not turn up with the prescribed textbooks, course materials, learning materials, tool kits and appropriate OH&S clothing and equipment, if applicable.
- Any serious breach of the institute Acceptable Use Policy (IT and Network) can lead to cancellation of your account/ enrolment.
- All students and staff must comply with WHS policies and procedures at all times.
- Any serious breach of any other Institute policy can also result in cancellation of your enrolment. Institute policies are available at the Institute Reception.
- Institute Fees and charges: Students MUST pay their course fees in advance by the due date as per the written agreement. If your course fees are overdue for more than one week, SERO Institute will charge a late fee of \$50. Staff will contact you to make an appointment with the PEO and you will be given the opportunity to get your fees up to date. Once fees become outstanding for 20 working days, SERO Institute will send a Notification of Intention to Report for outstanding fees, unless the PEO has determined that there are compassionate or compelling grounds.
- Continuation in the course is dependent upon satisfactory academic progress and payment of the required tuition fees before the commencement of subsequent study periods.
- If you are required to repeat any subjects, or where assessments are not submitted by the agreed due date, a payment of AUD\$200 for each unit will be charged.