
DEFERMENT, SUSPENSION AND CANCELLATION POLICY

Purpose

The purpose of this policy is to establish the processes by which SERO Institute will assess applications from international students for deferral (delayed commencement), suspension (leave of absence) or cancellation (withdrawal) of their enrolment to ensure compliance with the National Code 2007 – Standard 13.

Definitions

- Deferment – postpone the start of study
- Suspension – temporarily put studies on hold
- Cancellation – permanently cancel an enrolment

Deferring

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country
- Serious injury
- Major upheaval in home country requiring student to return home
- Natural disaster
- Unavailability of courses
- Visa delay

If a student wishes to defer, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with SERO Institute prior to course commencement. They must also attach any documentary evidence verifying their situation (for example, a medical certificate). SERO Institute will assess the application and make a decision within seven business days. Suspension of studies is allowed for a maximum period of six months. If an international student's application for deferral or suspension is approved, SERO Institute will notify the Department of Immigration and Border Protection (DIBP) through Provider Registration and International Student Management System (PRISMS). If the application is successful, a new CoE will be issued to the student.

Suspension

If a student wishes to suspend their studies, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with SERO Institute. They must also attach any documentary evidence verifying their situation. Suspension of studies will only be granted if the application meets certain criteria:

- a. Compelling circumstances such as:
 - i. Serious illness or injury, where a medical certificate states that the student was unable to attend workshops;
 - ii. Bereavement of a close family member such as a parent or grandparent (where possible a death certificate should be provided);
 - iii. Major political upheaval or natural disaster in the home country requiring emergency travel; or
 - iv. A traumatic experience such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime. Such cases as these should be supported by reports from police or psychologists.
- b. Compassionate grounds

Suspension or cancellation of enrolment by SERO Institute

SERO Institute has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to SERO Institute
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If the student behaves in a way which could potentially bring the Institute into disrepute
- If a student does not pay the required fees
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the Institute for disobeying Institute rules. A formal warning will be issued if a student:
 - i) Disobeys any Institute rules as set out in the Student Handbook
 - ii) Knowingly engages in material plagiarism, cheating or academic misconduct
 - iii) Does not abide by the email and Internet rules as stipulated by the Institute
 - iv) Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
 - v) Misuses or wilfully damages Homestay or Institute facilities, equipment or property.

Cancelling an enrolment

Students wishing to cancel their enrolment must complete a Deferral, Suspension or Cancellation of Enrolment Form and attach all supporting documentation. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa.

Appeals

SERO Institute will notify the student in writing of its intention to cancel or suspend their enrolment. Students may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the PEO of the Institute within 20 business days from the date of the Intention to Cancel or Suspend Notice. Students should refer to the Institute's Complaints and Appeals Procedures available on the Institute website if they wish to lodge an appeal. If an international student's enrolment is suspended

or cancelled, SERO Institute will notify the Department of Immigration and Border Protection (DIBP) through Provider Registered International Student Management System (PRISMS).

NB. If the student accesses the SERO Institute internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.