

Refund Policy

Purpose

This document summarises the terms and conditions ELC applies to any refunds of course fees (tuition, enrolment, materials & exam fees). For refunds of any services including but not limited to accommodation, please refer to ELC's terms and conditions.

Scope

This policy applies to all students who are enrolled in an ELICOS course at ELC.

Refund conditions

For cancellation of an English language program the following terms and conditions apply:

- For program cancellations with more than 28 days' notice, ELC will retain a \$250 cancellation fee
- For program cancellations with less than 28 days' notice, ELC will retain 25% of the tuition fee in addition to a \$250 cancellation fee
- For program cancellations due to a refusal of a student visa with ELC will retain a \$250 cancellation fee only unless the visa was rejected due to fraudulent documents in which case no refund will apply
- For program cancellations on or after the day of commencement, there will be no refund.
- The term 'program' refers to a student's entire enrolment at ELC and can encompass a combination of several courses
- Additional refund policies apply for any extra services. Please refer to ELC's terms and conditions
- If you defer your program and later cancel it prior to your new start date, the cancellation policy will apply from the original course start date, not your new start date.

Refund procedure

- A refund request form is completed and signed by the student and submitted to enrolments. Supporting documentation may be requested – see below.
- In cases of illness or compelling or compassionate circumstances, the student may be offered a postponement of their course if it appears likely that the student will be in a position to return to his/her studies within 12 months.
- Refunds may take up to 4 weeks to be processed. If a student booked through an agent then the refund will be made to that agent. If payment was made by credit card, refunds will be made to the same account.
- Program fees are not transferable to another person or institution.
- Refunds are considered on a case-by-case basis

Reason for refund request	Documents required
1. Student visa is refused	<ul style="list-style-type: none"> • Visa refusal letter
2. Student wants to cancel before their course start date	<ul style="list-style-type: none"> • Written request from the student stating the reason for cancellation
3. Student has had an accident OR is sick and needs to return home	<ul style="list-style-type: none"> • Original medical certificates from an Australian doctor indicating the severity of the condition – See 'Compelling and compassionate circumstances document) • A return flight ticket with a return date indicated within 10 days from the time of request
4. Other compassionate or compelling circumstances (such as an immediate family* relation is sick and the student needs to return home)	<ul style="list-style-type: none"> • See 'Compelling and compassionate circumstances document) • Documents might include medical or death certificate; evidence of relationship to student; police report • A return flight ticket with return dates indicated within 10 days from the time of request
5. Student changes their mind about studying once their course has started	<ul style="list-style-type: none"> • Refund requests will <u>not</u> be considered after the student has started their course at ELC (unless it is due to a reason stated above). NOTE: Transferring to another provider does <u>not</u> constitute grounds for a refund.
6. Student is not happy with one or more aspects of their course at ELC.	<ul style="list-style-type: none"> • Student should follow ELC's complaints procedure. NOTE: We cannot consider a refund based on complaints made once the student has left the school.

This document should be read in conjunction with:

- Compassionate and compelling circumstances policy
- Deferral, suspension and cancellation policy
- Transfer policy
- Complaints and appeals policy
- ELC Terms and Conditions of Enrolment