University of Canberra College ELICOS Refund Policy
Relating to ELICOS students at the UC College English Language Centre

The UC College will make a decision on the refund of fees based on:

Before your arrival and course start date

1. If your application for a student visa is unsuccessful, you should inform the English Language Centre (ELC) of this as soon as possible and include the original rejection letter that you received from the Australian diplomatic mission. You will receive a 100% refund of the tuition fees you paid.

2. If you change your mind about studying in ELICOS at the ELC before getting your visa, you should advise the ELC in writing of this decision and return the Confirmation of Enrolment (if it has not already been lodged with the Australian diplomatic mission). You will receive a 100% refund of the tuition fees you paid.

3. If you change your mind within 4 weeks leading up to the commencement of your course, 20% of the tuition fees will be deducted for administration costs.

4. If after you get your visa, you are unable to travel to Australia because of family illness or other compelling circumstances, you should advise the immigration office of this and arrange for your visa to be cancelled, and then provide the ELC with evidence of this cancellation. You will receive a 100% refund of the tuition fees you paid.

After your arrival and before course starts:

1. If after arriving in Australia, you are required to return to your home country because of illness or other compelling circumstances, the ELC will refund your tuition fees, less 20% for administration costs.

2. If the ELC is unable to provide the course for which you have been accepted or the course does not commence on the agreed date, the ELC will offer you an alternative place which is acceptable to you, or refund the unused portion of your tuition fees.

After your arrival and course commencement:

1. There are no refunds after the commencement of a module. If special circumstances arise or you do not wish to continue, it is not possible to receive a refund for fees after you have commenced the module. If you have paid for future modules that you did not commence you will be eligible for a refund for those modules, less 20% for administration costs.

2. If at any time during your English course you qualify according to academic requirements and under student visa regulations to move on to academic studies, any further tuition fees held by the ELC will be refunded or transferred to your new course at the UC College or the University of Canberra.

Late arrivals:
If you arrive late, you will be permitted to commence class up to 5 days after the start date. You are not eligible for a refund for the week that you missed. Staff will assist with a late arrival Orientation so you can commence in your class as quickly as possible.

Request for a refund should be in writing, addressed to the ELICOS Student Services Manager. The application should be delivered in person to the Reception Desk, Building 5, Level B or emailed to uccelc@canberra.edu.au. The refund will be processed within four weeks.

Refunds will be reimbursed in AUD only and the payment is normally made by bank draft or direct bank account deposit to the student, or to the person or sponsors named in the original payment.