

University of Canberra College Refund Policy

Relating to students of the University of Canberra English Language Institute (UCELI)

The University of Canberra English Language Institute (UCELI) will make a decision on the refund of your fees based on the University of Canberra College Refund Policy.

Before your arrival and course start date

1. If your application for a student visa is unsuccessful, you should inform UCELI 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 UCELI before getting your visa, you should advise UCELI 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 UC 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, UCELI will refund your tuition fees, less 20% for administration costs.
2. If UCELI is unable to provide the course for which you have been accepted or the course does not commence on the agreed date, UCELI will refund 100% 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 term. For consideration of a refund for later terms, please contact UCELI administrative staff.

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 UCELI may not be refunded but will be transferred to your new course.

Late arrivals:

1. If you arrive late, you will be permitted to commence class up to two weeks after the start date depending on the duration of your course. You are not eligible for a refund for the weeks that you missed. Teaching staff will assist you to catch up.
2. If UCELI or its articulation partners are deemed at fault for your late arrival, you will be eligible for a refund for the weeks that you missed.

Request for a refund should be in writing, addressed to the Administrative Officer, UCELI. The letter should be delivered by mail or in person, or faxed to +61 2 6201 5089. The refund will be processed within four weeks.

Refunds will be reimbursed in AUD only and the payment will be made by bank draft or direct bank account deposit to the same name as the original payment.