

REFUND POLICY

Applications for refunds must be in writing addressed to General Manager & Principal, ELS Universal English College or email applysdney@els.edu. Any refunds payable under this policy (with the exception of those payable under 'PROVIDER DEFAULT') will be made within 4 weeks of receiving the written refund application. A course is defined as the total period of study for which the student has enrolled in. Students receiving a Registration fee waiver or discount will have the full amount deducted from the final amount payable.

More than 28 days before course commencement	100% of tuition fees, textbook/materials fee and OSHC/OVHC will be refunded
Less than 28 days before course commencement	50% of tuition fees. 100% of textbook/materials fee and OSHC/OVHC will be refunded
Cancellation on or after course commencement	No refund of tuition fees or textbook/materials fee*

* Students would need to contact their OSHC/OVHC provider in regards to OSHC refunds.

- Course commencement refers to the initial single course or a combination/package of courses, revised offer letters included.
- Registration fee is non-refundable in all cases.
- Cancellations are not effective until notified in writing.
- Course fees are not transferable to another person.
- A student unable to commence their course because of visa refusal, and provided the visa application was made before the course commencement date, the College will refund all prepaid course fees, minus 5% of the fees or \$500, whichever is less. The refund will be made within 28 days of the College receiving a copy of the official visa rejection letter.
- A student who requests a transfer from a more expensive course to a less expensive course after the original course commencement date will not be eligible for a refund of the difference in the course fees, other than as required by the ESOS Act or the National Code.
- Students who take the ELS Academic English pre-course test to assess their English level will be required to take a placement test on arrival and those who the College determines has a lower level of English than their pre-course test result will be placed in a lower level course. No refund applies in this situation. Students who enter a higher level course will be eligible for a refund of tuition fee only, less a \$250 administrative charge.
- In all cases of suspension and/or expulsion of students due to non-compliance with the Student Code of Conduct, no refund of monies paid to the College will be made unless required by law.
- A student enrolment cancelled due to unsatisfactory attendance or academic progress and will not be entitled to a refund of fees.
- Student holiday breaks are included as part of the study period for the purpose of refunds, with the exception of a pre-arranged study break between and within courses.
- Refunds for enrolments made through an authorized agent of the College may be paid to the agent.

PROVIDER DEFAULT

If the College does not offer an advertised course in which a student has enrolled in, or withdraw the delivery of the course prior to its completion, the College will offer to place the student in an alternative course at no extra cost to the student. The student must advise us in writing to accept the offer or choose to be refunded the unused portion of prepaid fees. The refund will be paid within 2 weeks from the date the College ceases to provide the course.

HOMESTAY/AIRPORT TRANSFER

Global Experience is our preferred Homestay and Airport Transfer provider. Please visit their website for their refund policy on homestay accommodation and airport transfers: www.globalexperience.com.au/snippet-studentbooking/. Where a student breaches the Student Code of Conduct at the College which results in expulsion, or student behaviour in homestay is deemed as unsatisfactory, homestay accommodation may be cancelled. No refund of paid homestay fees is refundable in this case. Unacceptable behaviour might include, but is not limited to the following: violence, use or distribution of illegal drugs, anti-social behaviour, sexual abuse or harassment, or criminal activity.

THIRD PARTY RESIDENTIAL ACCOMMODATION

The notice period for cancellation is determined by the accommodation commencement date and includes students cancelling due to visa rejection.

14 days or more cancellation period	Full refund of accommodation fees.
Less than 14 days cancellation period	A refund of 50% of accommodation fees.
Cancellation on or after course commencement	No refund of accommodation fees.
Accommodation Placement fee	No refund in all situations

OVERSEAS STUDENT HEALTH COVER (OSHC) & OVERSEAS VISITOR HEALTH COVER (OVHC)

For a student who has not yet arrived in Australia, the College will refund OSHC/OVHC. All other cases the OSHC/OVHC provider will arrange the refund subject to the student completing an application for refund.

INDEMNITY DECLARATION

By signing the Declaration in the Offer Acceptance the student (over 18) or the parent(s) and/or legal guardian(s) of a student under the age of 18, agrees that the College, its officers, teachers, employees, representatives and agents shall not be held responsible and/or be under liability as far as permitted by the law of the Country of Australia and/or will not make any claim against them for the student's death, harm, bodily injury, disability, loss, damages and/or property damage which may be sustained by the student and/or which may be caused by the student in connection with or during the period of the student's attendance at any premises owned/leased, operated or controlled by the College, the student attending and/or participating in activities and/or excursions and/or in any accommodation arranged for the student. Further, the student (over 18) or the parent(s) and/or legal guardian(s) (for students under 18), agrees to pay any direct and/or indirect costs incurred by the College in relation to these activities where a student attends and participates in activities and/or excursions (whether sporting, cultural, social, educational, recreational or otherwise) organized by or on behalf of or with the assistance of the College or of which we have knowledge.

Under 18's only: The parent(s) and/or legal guardian(s) further consent and agree that the College at its absolute discretion may when it considers it desirable and/or essential seek and provide medical and/or optical and/or dental treatment for the student. In such cases, such costs whether direct and/or indirect will be met by the parent(s) and/or legal guardian(s). If the College has been obliged to incur costs on behalf of the student in such circumstances the costs will be repaid to the College by the parent(s) and/or legal guardian(s) on demand. The aforementioned shall also extend to executors, administrators and assigns of the signatory.

2018 FEES

All prices are listed in Australian dollars and include a 10% Goods and Services Tax where applicable. Prices are subject to change without notice.

REGISTRATION FEES	
Registration Fee	\$250
Enrolment Change Fee	\$100
BOOKS AND MATERIALS FEE	
1-3 weeks	\$60
4+ weeks	\$15 per week (maximum \$360)

GENERAL ENGLISH		
	1-3weeks	4+ weeks
Day	\$420 per week	\$380 per week
Evening	\$300 per week	\$250 per week

ACADEMIC ENGLISH PREPARATION			
	8 weeks	16 weeks	24 weeks
Day	\$3,160	\$6,320	\$9,480

HIGH SCHOOL PREPARATION	
1-3 weeks	\$420per week
4+ weeks	\$380 per week

JUNIOR HOLIDAY ENGLISH		
Course Length	Program fee*	+ Homestay package**
1 week	\$570	\$1,675
2 weeks	\$1,080	\$2,570
3 weeks	\$1,590	\$3,465
4 weeks	\$2,100	\$4,360
5 weeks	\$2,610	\$5,255
6 weeks	\$3,120	\$6,150

Additional charge: Registration fee (\$250)

*Program fee includes tuition, books/ materials and activity fees.

**Homestay package include program fee plus homestay & return airport transfers with check-in assistance.

OVERSEAS STUDENT HEALTH COVER (OSHC) - STUDENT VISA HOLDERS			
	Single rate	Dual Family	Multi Family
1 month	\$52	\$293	\$506
3 months	\$155	\$880	\$1,518
6 months	\$310	\$1,761	\$3,035
9 months	\$423	\$2,405	\$4,158
12 months	\$536	\$3,050	\$5,280

OVERSEAS VISITORS HEALTH COVER (OVHC) - NON STUDENT VISA HOLDERS BUDGET VISITOR COVER			
	Single rate	Dual Family	Multi Family
1 month	\$77.42	\$187.42	\$249.75
3 months	\$232.26	\$562.26	\$749.26

For more information on insurance packages visit <https://allianzassistancehealth.com.au>

ACCOMMODATION & AIRPORT TRANSFER FEES	
Accommodation Placement Fee	\$300
Accommodation Change Fee	\$300
Airport Transfer (one way)	\$160
Airport Transfer with Check-in assistance (under 18 yrs)	\$260

HOMESTAY - HALF BOARD*		
Room type	18 years and over	12-17 years
Single room	\$320 per week	\$385 per week**
Single-no meals	\$270 per week	n/a

* Breakfast and dinner included Monday to Friday and 3 meals on weekends and public holidays.
** Includes carer fee

STUDENT RESIDENCE		
Room Type	Falcon Lodge*	Link2
Single	\$322 per week	\$340 per week
Single en-suite	Not available	\$430 per week
Twin	\$385 per week per room	\$270 per week per person
Twin en-suite	Not available	\$295 per week
Double	\$357 per week	Not available

*Prices accurate at time of printing however please contact us to confirm the current prices

2018 DATES

GENERAL ENGLISH / HIGH SCHOOL PREPARATION	
Main intake dates:*	
January 2, January 29, February 26, March 26, April 23, May 21, June 18, July 16, August 13, September 10, October 8, November 5, December 3	
*Can start other Mondays.	
ACADEMIC ENGLISH PREPARATION	
January 29, March 26, April 23, May 21, July 16, September 10, November 5, December 3 (AE 4 only)	
JUNIOR HOLIDAY ENGLISH	
January 2*, January 8, January 15, January 22, March 19, March 26, April 3*, April 9, April 16, April 23, July 16, July 23, July 30, August 6, August 13, August 20	
*Holiday surcharge applies to homestay booked for these start dates.	
PUBLIC HOLIDAYS	
January 1, January 26, March 30, April 2, April 25, June 11, August 6*, October 1, December 24**, December 25, December 26	
*Open for new student testing however there are no classes on this day.	
**College holiday - no classes on this day.	

HOW TO APPLY

Complete your enrolment details either by:

Enrolling online - www.sydney.els.edu

OR

Complete and scan this form and email to: appliesydney@els.edu

Please also email copies of the following documents with your completed enrolment form to appliesydney@els.edu

- Passport details page
- English language evidence (IELTS /TOEFL/PTE)
- Current visa (if in Australia only)
- OSHC details (if on a student visa and currently in Australia)

PAYMENT OPTIONS

The preferred payment method is via a secure online platform 'NexPay' where fees can be paid in a range of currencies. Payments using bank transfer, credit card, debit card or third party payments are also available through 'NexPay'. Visit <https://portal.nexpay.com.au/elsydney/signup> to make payment online.

PAYMENT VIA DIRECT DEPOSIT

Account Name: Universal Education Centre Pty Ltd Trust Account
BSB No. 082-067
Account No. 69-531-8719
Bank Name: National Australia Bank
Address: Corner Pitt and Hunter Streets, Sydney NSW 2000
Swift Code: NATAAU3303M

CONDITIONS OF ENROLMENT

Students are required to have read, understand and accept the following conditions of enrolment before signing the Acceptance Declaration provided with the Letter of Offer. Fees, conditions, course times, timetables, class sizes and course commencement dates may change without notice.

ATTENDANCE

All students must attend at least 80% of classes. Student visa holders who fail to do so might be reported to the Department of Immigration and Border Protection (DIBP).

CHANGE OF ADDRESS

On arrival at the College Student Visa holders must provide their current contact details (including address, email and telephone number). Any changes to these details must be notified in writing within 7 days.

CHANGE OF ENROLMENT

The College reserves the right to charge a non-refundable Change of Enrolment fee of \$100 where a student requires a revised Offer Letter or CoE.

COST OF LIVING

Living costs in Australia vary greatly. Students should budget a minimum of AU\$20,000 per year for food, transport, accommodation, clothing and entertainment. Further information on living costs is available from www.studyinaustralia.gov.au

DEFERMENT, SUSPENSION OR CANCELLATION OF STUDY

Students may apply for a deferment of commencement of study due to compassionate or compelling circumstances. The College may initiate a deferment of commencement of study on the grounds that it is not able to offer a suitable class for a student at the time of the student's initial commencement date. Students may apply for a suspension of studies due to compassionate or compelling circumstances.

Students who are the subject of College initiated Suspensions or Cancellations will have access to the College's Complaints and Appeals process. Full details of the policies and procedures for deferment, suspension and cancellation of studies are available in the Student Handbook given to students on course commencement.

STUDENT SUSPENSION DUE TO FAILURE TO MAKE PAYMENT

It is a condition of enrolment that students pay tuition fees in advance. A student who fails to pay course fees as and when directed may be suspended from the College. No Certificate of completion/attainment will be issued until all course fees have been paid in full.

DISPUTE RESOLUTION

In the event of a dispute the student may enter the College's Complaints and Appeals process. The student may subsequently lodge an external appeal or make an external complaint about a decision by contacting the Overseas Students Ombudsman through www.oso.gov.au

ORIENTATION

All students are required to attend Orientation which is held on the first day of class. Full details are available in the Letter of Offer.

PRIVACY

In accordance with the laws of Australia, the personal information you provide or provided to us before or during your period of enrolment at the College is regarded as confidential and will be used for the purpose of processing your enrolment and providing you with the services you request. However, in this process, it may be disclosed to relevant third parties including but not limited to your family, homestay families, agents, external service providers, further studies institutions, and various employees of the College as required. Information is also collected in order to meet our obligations under the ESOS Act and the National Code 2007, to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances information can be disclosed without your consent where authorised or required by law.

PUBLICITY

The student (and where applicable, the parent or guardian) agrees to grant ELS Educational Services, Inc. and all subsidiaries, affiliated companies, franchisees and licensees, (collectively "ELS") permission to use my name and/or likeness; and/or quotation ("the quotation") and/or any writings I may create about my ELS experience ("writings") as written below:

1. ELS will own the quotations and the writings, the still photographs, audio and/or video footage in which I appear, and the words spoken in the video footage, and have the unrestricted right to publish said photographs and use such video and the quotations and the writings in any ELS marketing and promotional materials, on all ELS websites, and in any other ELS material, including ELS-sponsored and authorized social media locations and feeds, and shall have the right to license agents and other third parties to do the same - including, without limitation, Berlitz Corporation and its subsidiaries, affiliated companies, franchisees and licensees, branded or identified sites and pages within Facebook, YouTube, Twitter and other social media and internet destinations.
2. This grant is intended to be worldwide in scope and to apply to all media now existing or hereafter developed.
3. ELS may display the quotation and the writings on any ELS website or blog, and in printed promotional materials for the purpose of promoting ELS programs, products and services, and may license to agents and third parties the right to make such uses on behalf of ELS.
4. ELS shall not alter the quotation (other than editing for space considerations in a manner that does not alter the meaning or context) or the form of attribution. ELS may edit the writings for clarity and to ensure conformity with any applicable guidelines or standards in a manner that does not alter their meaning or context.

SCHOOL AGED DEPENDENTS

School-aged dependents who accompany a student to Australia may be required to pay full fees for their schooling, whether they enrol in a government or a non-government school.

STUDENT CODE OF CONDUCT

Students are expected to follow the reasonable instructions of College staff and adhere to the College's rules as detailed in the Student Handbook, made available to students at Orientation. Students will be subject to possible suspension and/or expulsion at the absolute discretion of the College (subject to natural justice, and except as otherwise implied by law) for persistent and/or serious infringement of the Student Code of Conduct.

STUDENTS UNDER 18

Student under 18 years of age NOT accompanied by their parents or living with close family members while in Australia and intending to apply for a student visa must have their proposed accommodation and welfare arrangements approved by the College prior to their enrolment being accepted.

STUDY BREAKS

Student visa holders over the age of 18 enrolling in General English and/or Academic English may apply for a maximum of 5 weeks study break within or between courses, which must be arranged on application. Further details are available from applysydney@els.edu