



REASON FOR CANCELLATION	NOTIFICATION REQUIREMENTS	REFUND APPLICABLE
For any student cancellations, withdrawals or dismissals:	SERVICE FEES are NON-REFUNDABLE: Enrolment Fee, Administration Fees, Bank and Surcharge Fees, Accommodation Placement Fees, Airport Pick Up Fee, Material/Resources Fees, and Examination Fees. Note: If any discounts/scholarship prices were offered on Enrolment or Placement fees, the FULL service fee amount will be retained in the case of a refund/cancellation due to student default.	
Student's application for Student Visa is unsuccessful / Visa refusals	Before course commencement date. Written notification must be submitted to the college (Copy of visa refusal letter required) After course commencement date. Written notification must be submitted to the college (Copy of visa refusal letter required)	Total *course fees minus the lesser of: -5% of the amount of course fees received; or -\$500; whichever is less (*course fees = tuition fees + non-tuition fees received) This does not take into account payment plans or reduced deposit amounts – therefore course fee equals full course fees due. Refund amount = unspent paid weekly fee x weeks in default period.
The Provider cancels a Student's Enrolment due to a breach of Student Visa conditions or misconduct.	On or after course commencement - after written notification has been provided to the student by the Course Provider.	No refund of the current semester's fees. 50% of fees paid will be refunded for any subsequent semesters.
The Provider fails to provide program advertised or terminates an education service - Provider Default	On or after course commencement date >Please note that (any) refund in case of College default will be paid directly to the student or another person who has been authorised by the student in writing in the Refund Cancellation Form.	In the unlikely event that the College is unable to deliver the course in full, the student will be offered a place in a suitable alternative course at the College or another provider at no extra cost to the student, or will be provided with a refund of all unspent Tuition fees. - as per provider default provisions of the <i>ESOS Act 2000.</i> <i>Please see TPS Information on page 2 for further details.</i>
OTHER FEES:		
Accommodation cancellations - Student default	A minimum of 4 weeks' notice is required in writing prior to accommodation placement / arrival date. * No Placement Confirmation letter issued by Provider * If Placement Confirmation Letter is issued by Provider Notification provided less than 4 weeks prior to arrival or after arrival date, 2 weeks notice in writing is required. After arrival, to transfer/change accommodation, 2 weeks' notice in writing is required (+verbal to host) Two weeks or less remaining of placement or if Student defaults due to misconduct or a visa breach	Full refund of paid weekly accommodation fees. <i>No penalty fees</i> <i>\$100 Administrative Cancellation Fee applies.</i> 2 weeks accommodation fees will be charged as notice - 100% of remaining paid accommodation fees will be refunded - less \$100 administrative cancellation fee. (As above) Please note: One (1) transfer/change is permitted per 'Placement Fee'. Any transfers exceeding this will be charged an additional \$200 administration fee. No refund is applicable
Transfers / Changes		

REFUND NOTES/ GENERAL INFORMATION

- > If exceptional circumstances or a natural disaster occurs, refunds may be granted at the discretion of the college.
- > Cancellations, Refunds and Release Letters are processed at the college's discretion and the college reserves the right to ensure that all cases are genuine.
- > Unused pre-booked holidays will not be considered when calculating study periods of unused tuition.
- > Students should be aware that long-term enrolments (over 24 weeks) may require multiple eCOEs to be issued from Language Links (to show course/ level progression), in this case if the ELICOS course is not packaged with any further studies, the last eCOE issued by Language Links will be seen as the 'Principal Course'.
- > Students enrolling in different study streams eg. General English + Cambridge English will receive eCOEs applicable to each study stream and duration, however, the total length of the entire enrolment will be counted collectively (as per enrolment form and offer letter)
- > This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.



REASON FOR CANCELLATION	NOTIFICATION REQUIREMENTS	REFUND POLICY For students with course fees paid in full.	CANCELLATION POLICY Fees applicable for students on payment plans.
<p>Student withdraws from course (Course cancellation - student default)</p> <p>Students on Payment Plans agree to follow the full terms and conditions of the Payment Plan and Refund Policy, and will not be issued a Letter of Release or have their course cancellation approved until ALL invoiced fees due have been paid in full.</p> <p>Written notification must be submitted to the college - via completion of the Refund/Cancellation Form - Notice is calculated based on receipt of written notification.</p> <p>* In all circumstances, notice date is calculated from initial enrolment dates.</p>	* 8 weeks or more before commencement date.	Full refund of paid tuition fees	No FEE applicable
	*7 to 5 weeks before course commencement date	Administrative Cancellation fee of \$500 will be retained Full refund of remaining paid tuition fees	Administrative Cancellation fee of \$500 will be charged/retained
	* 4 weeks or less before course commencement or on course commencement.	Administrative Cancellation fee of \$500 will be charged. <u>4 weeks notice will be charged</u> <u>Remaining unspent Tuition to be refunded</u>	Administrative Cancellation fee of \$500 will be charged/retained <u>4 weeks notice will be charged</u>
	* <u>After 4 weeks of enrolled study period is completed OR if you are requested to leave Western Australia due to a breach of International Student Visa Conditions - or the institution, due to a serious breach of the institution's rules and regulations including misconduct/misbehaviour.</u> If you are at risk of breaching Student Visa conditions or institution regulations, you will receive verbal and written notification prior to dismissal.	Administrative Cancellation fee of \$500 will be charged. <u>NO REFUND APPLICABLE</u>	Administrative Cancellation fee of \$500 will be charged. <u>100% OF THE BALANCE DUE FOR PAYMENT WILL BE CHARGED ACCORDING TO INVOICE</u>

This refund policy applies to all students studying or commencing studies in 2019

TPS Information: College Default:

Situations of College Default include the following:

- > The course does not start on the agreed starting day; or
- > The course ceases to be provided at any time after it starts but before it is completed; or
- > The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; and
- > The student has not withdrawn before the default day.

In the unlikely event that the College is unable to deliver the course in full, the College will notify the Tuition Protection Service (TPS) Director and Students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.

The student will be offered a place in a suitable alternative course at the College or another provider, at no extra cost to the student, or will be provided with a refund of all unspent tuition fees will be paid to the student within two weeks of the day on which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.

The student has the right to choose whether to receive a refund of the unspent Tuition fees, or accept a place in another course at the College or at another provider.

If the College is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that the College is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.