

Tuition Refund Policy & Chart

ILSC Australia

A. Before Your Program Starts

Your Refund	When You Must Cancel	Cancellation Fee To Pacific Gateway
75% (min.)	No authorization from Immigration Australia	25% of total fees (\$200 max.)
75% (min.)	0 – 7 day(s) after making the contract	25% of total fees (\$400 max.)
75%	30 days or more before the program starts	25% of total fees
60%	1 – 29 day(s) before the program starts	40% of total fees

B. After Your Program Starts: ELICOS

Your Refund	When You Must Cancel	Cancellation Fee To Pacific Gateway
50%	0 – 10 % of the program completed	50% of total fees
30%	11% - 29% of the program completed	70% of total fees
No Refund	30% - 100% of the program completed	100% of total fees

C. After Your Program Starts: VET

Your Refund	When You Must Cancel	Cancellation Fee To Pacific Gateway
0%		100%

Special Notes:

- You are not allowed to transfer your tuition fees.
- Starting the program on time is your responsibility. If you arrive late for the start of your course, no refund is given for the missed days.
- If you choose to withdraw from Pacific Gateway, it must be from your *entire* program of study at ILSC Australia – you cannot withdraw from selected parts of your program (i.e. the last month).
- You must leave ILSC Australia on the date you have agreed to withdraw.
- Your program is indicated by the start and end dates on your signed ILSC Australia application form.
- $Percentage\ of\ Program\ Completed = \frac{[Total\ Number\ of\ Days\ Completed]}{[Total\ Number\ of\ Days\ In\ Program]} \times 100\%$. Weekends are not included in this calculation.
- This agreement does not remove the right to take action under Australia's consumer protection laws.
- Pacific Gateway's dispute resolution process does not circumscribe your rights to pursue other avenues and other legal remedies.
- Refunds will be paid to the person who enters the contract with ILSC Australia or to the person they nominate in writing.
- Any refunded fees will be paid in the currency they were received
- ILSC Australia will make sure that you can sit down and talk with an appropriate person within 2 days of your withdrawal request.
- All refunds will be paid within 4 weeks of a withdrawal form is filled out and received by the college
- Students may also pursue legal remedies.
- Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001

PROVIDER DEFAULT

In the unlikely event that ILSC Australia is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If ILSC Australia is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) English Australia for ELICOS and Cert IV TESOL and ACPET for the Vocational Programs, will place you in a suitable alternative course at no extra cost to you.

Finally, if English Australia or ACPET can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Tuition Refund Dispute Resolution Procedure

If you are dissatisfied with your program you should consult with ILSC Australia Principal Administrator in person, after submitting a written grievance. If the grievance cannot be resolved, the terms above will apply to your withdrawal request.

