



Schedule of Current Fees - 2021

Terms and Conditions Fees & Charges

All fees are quoted in Australian dollars and are subject to change without notice. See the table in Appendix 1 in this document for a list of tuition fees, payment schedules and other fees and charges. You can read the Elizabeth Institute's fees and charges and the refund policy on our website; <https://elizabeth.edu.au/>

Payment Terms

An initial deposit is required at the time of enrolment: \$400, for the enrolment fee and the course material fee. The enrolment fee of \$200 is non-refundable.

Course tuition fee is collected on a quarterly basis each term in advance (after the commencement of the course). All term payments must be paid in full, 14 days in advance of the term commencing in order to maintain a valid enrolment.

Please note that our refund policy can be read in this International Student Prospectus document. Our Letter of Offer document will also include all the important and essential information that you need to know before you make your final decision to enrol in any of our courses. We strongly advise our potential students to read carefully and understand it before they sign the Letter of Offer document. You can read the Elizabeth Institute's fees and charges policy and the refund policy on our website; <https://elizabeth.edu.au/>

Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on Elizabeth Institute's:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales



Elizabeth Institute

CRICOS Provider Code # 03695F, RTO # 41286

agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that Elizabeth Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.



Cancellation and Refund Conditions

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from the website or Elizabeth Institute Reception. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

CIRCUMSTANCE/ NOTIFICATION PERIOD	REFUND
Application/ enrolment fees (if applicable)	Non-refundable unless it meets the conditions below*
Visa application refusal (enrolment fee is non-refundable)	100% refund of paid tuition or material fees paid to date less the enrolment fee
Withdrawal notified in writing and received by the Institute 28 days or more prior to semester commencement	80% refund of paid tuition and course fees paid to date less the enrolment fee
Withdrawal notified in writing and received by the Institute less within 28 days prior to semester commencement and before the commencement date	50% refund of paid tuition or material fees paid to date less the enrolment fee
Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences	No refund of paid tuition or material fees.
Student wishing to transfer to another date or course	Transfer once at no cost. Subsequent transfers will incur an administration fee of \$200.
Student has overpaid & has documentation to support overpayment	Full refund of all overpaid monies
Student has paid monies and the course is unavailable to commence*	100% refund of paid tuition or material fees including enrolment fees.
Cancellation of a course by the RTO (including closure of RTO)*	100% refund of all course fees paid including enrolment fees
Visa cancellation where an international student, currently in Australia, has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions; or has their student visa extension application refused by the Department of Home Affairs (DHA) after the commencement of their studies, for not meeting visa requirements.	No refund of course fees paid to date



Refund Policy

Elizabeth Institute enrolment fees are non-refundable in all circumstances except in RTO provider default.

All refund requests are conditional on the following:

- The Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
- Any debts to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.

Withdrawal from the course

- Where written notice of withdrawal is received by the Institute before the start date of the course, the Institute will refund the fees as per the table below less the enrolment fee of \$200.
- Refunds will be made available within 20 working days (one month) of written notification being received by the Institute.
- In the case where a student enrolls through a registered Elizabeth Institute agent a refund will be paid to this agent.
- If the visa application is rejected, tuition fees are refunded in full. Elizabeth Institute requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa. The Enrolment fee is non-refundable.
- If a student defers their course start date, then the refund policy will apply from the student's original course start date and not the deferred start date.
- Elizabeth Institute refunds are not transferable to another person.
- No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.
- In the case of student suspension or expulsion there will be no refund of fees.
- **Special circumstances:** where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, the Institute at its discretion, may refund unspent fees paid less any administration fees.

Provider default on delivery of qualification

- Elizabeth Institute reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Elizabeth Institute is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 10 working days (2 weeks) of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by the Institute.
- In an unlikely event that the Institute is unable to start or deliver the course (known as an Institute Default), the Student can choose to accept either option.
- If the Student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student accepted the placement.
- In the unlikely event that Elizabeth Institute is unable to provide a refund or place to a student in an alternative course, (provider default) Elizabeth Institute will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.



Provider rights

- Elizabeth Institute reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.
- Changes of tuition fees will not apply to students who have paid and or have already commenced their course and have a signed written student agreement. If a student believes that these changes are unreasonable, they have the right to access the Institute' complaints and appeals processes and to also take further action under Australia's consumer protection laws.
- Elizabeth Institute reserves the right to deny a student access to the Institute' premises and to withdraw its other services if their conduct disrupts the normal operation of the Institute. Elizabeth Institute's complaint resolution processes do not circumscribe the student's right to pursue other legal remedies.

Student rights

- The 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.

Refund procedure

- All refunds agreed to by Elizabeth Institute will be made within 20 working days (one month) of receiving Elizabeth Institute Refund Application form.
- The Student must complete an Refund Application form to apply for a refund and attach all evidence and supporting documentations, such as (but is not limited to):
 - a letter from Department of Home Affairs advising of a rejection of the student visa application or a refusal to extend a student visa; or
 - proof of extenuating circumstances of a compassionate nature; or
 - an unconditional offer letter from another institution along with a Department of Home Affairs approved letter to transfer
- Refund payments will be made in Australian Dollars (AUD) by a bank draft or telegraphic or electronic transfer (or other approved payment options).
- For an Institute default on the agreement, refunds will be made within 10 working days (two weeks) of the default date.
- All other refunds will be made within 20 working days (one month) of written notification from the student being received by the Institute. Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian Dollars.

Student's Rights to Appeal

- Any student who is refused a refund by the Institute may appeal within 14 days in writing to Student Administration.
- The Institute's appeal process does not circumscribe the student's right to pursue other legal remedies.



Overseas Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: ombudsman@ombudsman.gov.au Web: www.oso.gov.au

If the Australian Government refuses Visa Application

- If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the administration fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the Institute.
- However, no refunds will be granted where:
 - An international student, currently in Australia, has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions; or
 - An international student, currently in Australia, has their student visa extension application refused by the Department of Home Affairs (DHA) after the commencement of their studies, for not meeting visa requirements.



Schedule 1: Current Fees and Charges*

*These are the fees for 2021 and are subject to change from 1st January 2022, however, students can be eligible for the 2021 fee, if payment is made before 31st December 2021, for a 2022 course.

ELICOS COURSES – English Language Intensive Course for Overseas Students: GE1 - Beginner Level (10 weeks)

GE2 - Elementary Level (10 weeks)

GE3 - Intermediate Level (10 weeks)

Tuition fee:	\$ AUD 9,000.00 maximum course fee (\$300 per week x 30 weeks)
Non-refundable enrolment fee	\$ AUD 200.00
Material Fee	\$ AUD 700.00 (Each GE level is \$700)
Total Fee: (30 weeks)	\$AUD 9,900.00

Initial deposit required at the time of enrolment: \$400 (enrolment fee + material fee)

Fees may be paid in instalments as follows or in monthly instalments:

Prior to commencement of training in week 1	\$ AUD 2400
Prior to commencement of the 2 nd term	\$ AUD 2500
Prior to commencement of the 3 rd term	\$ AUD 2500
Prior to commencement of the 4 th term	\$ AUD 2500

BSB40820-Certificate IV in Marketing and Communication

The fees for this course consist of:

Tuition fee:	\$ AUD 6,000.00
Non-refundable enrolment fee	\$ AUD 200.00
Material Fee	\$ AUD 200.00
Total Fee:	\$AUD 6,400.00

Initial deposit required at the time of enrolment: \$400 (enrolment fee + material fee)

Fees may be paid in instalments as follows or in monthly instalments:

Prior to commencement of training in week 1	\$AUD 1900 (this includes the enrolment and materials fees)
Prior to commencement of the 2 nd term	\$AUD 1500
Prior to commencement of the 3 rd term	\$AUD 1500
Prior to commencement of the 4 th term	\$AUD 1500

BSB50620-Diploma of Marketing and Communication

The fees for this course consist of:

Tuition fee:	\$ AUD 9,000.00
Non-refundable enrolment fee	\$ AUD 200.00
Material Fee	\$ AUD 200.00
Total Fee:	\$AUD 9,400.00

Initial deposit required at the time of enrolment: \$400 (enrolment fee + material fee)



Fees may be paid in instalments as follows or in monthly instalments:

Prior to commencement of training in week 1	\$AUD 1900 (this includes the enrolment and materials fees)
Prior to commencement of the 2 nd term	\$AUD 1500
Prior to commencement of the 3 rd term	\$AUD 1500
Prior to commencement of the 4 th term	\$AUD 1500
Prior to commencement of the 5 th term	\$AUD 1500
Prior to commencement of the 6 th term	\$AUD 1500

BSB60520-Advanced Diploma of Marketing and Communication

The fees for this course consist of:

Tuition fee:	\$ AUD 12,000.00
Non-refundable enrolment fee	\$ AUD 200.00
Material Fee	\$ AUD 200.00
Total Fee:	\$AUD 12,400

Initial deposit required at the time of enrolment: \$400 (enrolment fee + material fee)

Fees may be paid in instalments as follows or in monthly instalments:

Prior to commencement of training in week 1	\$AUD 1900 (this includes the enrolment and materials fees)
Prior to commencement of the 2 nd term	\$AUD 1500
Prior to commencement of the 3 rd term	\$AUD 1500
Prior to commencement of the 4 th term	\$AUD 1500
Prior to commencement of the 5 th term	\$AUD 1500
Prior to commencement of the 6 th term	\$AUD 1500
Prior to commencement of the 7 th term	\$AUD 1500
Prior to commencement of the 8 th term	\$AUD 1500

Schedule 2: Other Fees and Charges*

*These are the fees for 2021 and are subject to change from 1st January 2022, however, students can be eligible for the 2021 fee, if payment is made before 31st December 2021, for a 2022 course.



Item #	Item	Cost
1.	Re-issuance of COE	\$AUD 100
2.	Re-issuance of Certificates, Statement of Attainments	\$AUD 50 per Statement or Attainment or qualification
3.	Re-issuance of Transcript (Record of Results)	\$AUD 25 per Statement or Attainment or qualification
4.	Copies of existing record of student- e.g. COE	\$AUD 25 per page
7.	Recognition of Prior Learning (RPL) Fee	\$AUD 150 per unit of competency
8.	Student Identification Card Replacement	\$AUD 10
9.	A late payment fee applies students with delayed payments for their tuition fees	\$AUD 10 per term
10.	Credit card surcharges	2% for all credit cards
11.	Overseas Bank Transfer Fee	\$AUD 30
12.	Unit of competency assessment resubmission Fees (where a student is not deemed competent in a unit of competency, after 3 attempts)	\$AUD 25 to resubmit an assessment after three attempts
13.	Unit Re-sit Fees (for a student to re-sit a unit of competency/module.	\$AUD 250
14.	Photocopy fee	\$AUD 5 per page
15.	Change of course - post commencement	\$AUD 200
16.	Fees for accessing your student records.	\$AUD 25



Schedule 3: Cancellation and Refunds Fees and Charges

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from the website or Elizabeth Institute Reception. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

CIRCUMSTANCE/ NOTIFICATION PERIOD	REFUND
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