

**CONDITIONS OF ENROLMENT:**

1. CELUSA reserves the right to vary the course starting dates and course fees.
2. Courses fees cover all tuition, handout materials, the use of the library and resource centre, and the reasonable use of computing printing, internet access and audio-visual equipment. The fees do not cover the cost of prescribed or recommended texts.
3. All cancellations and requests for refunds or transfers must be submitted to the Program Support Officer in writing and on the appropriate form.
4. Cancellations will take effect from the date the form is received.
5. The administration fee and accommodation service fee are non-refundable.
6. The first day of new term is devoted to assessment of new students. Continuing students will undertake self-study.
7. There is no fee reimbursement for Australian public holidays or staff development sessions.
8. When an applicant accepts a place offered by CELUSA by paying the fees, a binding contract is created between the student and CELUSA.
9. A student who is expelled by CELUSA will not be entitled to any refund of fees.
10. Written agreement to abide by the Refund Policy is done by signing the Declaration on the CELUSA Application Form. Agreeing to abide by the Conditions of Enrolment and Refund Policy does not remove the right to take further action under Australian consumer protection laws.
11. CELUSA's dispute processes do not circumscribe the student's rights to pursue other legal remedies. That is, students dissatisfied with grievance procedure outcomes may take other legal advice or action.

Situation	Refund	Notes
No visa issued	100%	<i>Administration fee not refunded</i>
Program cancelled	100%	<i>All fees refunded</i>
Withdrawal before start of program		<i>Orientation Day is regarded as program commencement date for refund purposes</i>
• More than 28 days	90%	
• 28 days or less	80%	<i>Administration fee not refunded</i>
Withdrawal after start of program	No refund of fees paid for next 10 weeks, 75% of remaining fees refunded	<i>10 week period calculated from date of receipt of Request for refund form Administration fee not refunded</i>
Transfer to SAIBT	100% of balance of fees paid can be transferred to SAIBT	
Transfer to another provider		
• ELICOS provider	No refund	
• Other provider	75%	<i>Must provide evidence of meeting English language prerequisites</i>
Transfer to another CELUSA program	100% refund of any difference in fees	
Non-use of accommodation service or guardianship fee	100%	
Deferring after program starts	Fees can be transferred to a later start date	<i>Must be within 12 months</i>
Student expelled	No refund	
Visa cancellation	No refund	
Late arrival	No refund	
Applications for refunds should be made on the <i>Request for refund</i> form supplied in the CELUSA Student Guide or from CELUSA Reception. The form should be handed to the CELUSA Program Support Officer as soon as possible after the reason for a refund arises. Refunds will be paid within 4 weeks in the case of student default, and 2 weeks in the case of CELUSA default.		

PRIVACY POLICY:

CELUSA's Privacy Policy Statement can be viewed on the CELUSA website www.unisa.edu.au/celusa.
Personal information may be made available by CELUSA to Commonwealth and State agencies and the ESOS Assurance Fund.
For further information, please write to:

CELUSA
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Australia