English Language Company

www.elc.edu.au

ELC Career College

www.elccareercollege.edu.au

Enrolment Form 2026-2027

To complete this enrolment form, please first download it onto your computer.
Fill in the relevant fields and select the relevant options.

When you have finished completing it, please return it to your local ELC representative or email it to **enrolments@elc.edu.au**

1. Personal Details

Title: ◯ Mr ◯ Miss ◯ Mrs ◯ Ms ◯ Other

Family name

Given name

Second given name (middle name)

Nationality

Country of residence

Country of birth

Mother tongue

Date of birth

DD / MM / YYYY

Gender

◯ Male ◯ Female ◯ Indeterminate

Passport number

Email

Mobile phone

( )

Home phone

( )

Work phone

( )

2. Residential address

Building/property name (if applicable)

Flat/unit details

Street number

Street name

City

State

Post code

Country

3. Emergency Contact Details

Emergency contact name

Relationship

Mobile phone

( )

Email address

Other method of contact

I give permission for ELC to communicate with my emergency contact in the case of an emergency or if ELC has serious concerns regarding my health or wellbeing.

◯ Yes ◯ No

4. Medical Conditions

Do you have any medical conditions? ◯ No ◯ Yes. Please specify below.

Do you have any special learning or physical needs? (e.g. vision or hearing impairment) ◯ No ◯ Yes. Please specify below.

Do you require any extra support? ◯ No ◯ Yes. Please specify below:

please specify

I give my consent for ELC to disclose my health condition to a medical professional in the case of emergency. ◯ Yes ◯ No

5. Agent Information

Where did you hear about ELC?

◯ Agent ◯ Friend or relative ◯ Web Search ◯ Facebook ◯ Instagram ◯ Other

Did an agent assist you with this enrolment: ◯ Yes ◯ No

Agency name

Counsellor first name

Counsellor last name

Counsellor email

6. Visa and OSHC

Are you currently in Australia?

◯ Yes → What visa do you currently hold? ◯ Student ◯ Visitor (Tourist) ◯ Working Holiday ◯ Other: please specify

What is your current visa expiry date? DD / MM / YYYY

Do you intend to study with ELC on this visa? ◯ Yes → If you are on a student visa, do you require a new CoE? ◯ Yes ◯ No

◯ No → Please answer the following questions regarding your new visa application.

◯ No → Which type of visa do you intend to study on?

◯ Student ◯ Visitor (Tourist) ◯ Working Holiday ◯ Other: please specify

Where will you be applying for your visa? ◯ Australia (onshore) ◯ My home country (or another country outside Australia - offshore)

If you are planning to apply for a **student visa**, please answer the folllowing questions:

Have you ever had a visa cancelled or a previous visa application rejected?

◯ No, I have never had a visa application rejected or a visa cancelled.

◯ Yes. Please specify the country, visa types and circumstances →

Are you traveling with any family members?

◯ No

◯ Yes. Please specify their visa situation or plans →

please specify

If you are applying for a student visa, the Australian Government requires you to have Overseas Student Health Cover (OSHC).
Would you like ELC to arrange your OSHC?

◯ Yes, please arrange my OSHC → What type of cover do you require? ◯ Single (student only) ◯ Dual family ◯ Multi-family

◯ No → ◯ I will arrange my own OSHC ◯ My agent will arrange my OSHC

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7. English Language Courses

Select your course(s) and choose your start date(s) and course length(s).

General English (CRICOS Course Code: 050701A) START DATE

- ◯ Intensive General English (Daytime) DD / MM / YYYY
- ◯ Intensive General English (Evening) DD / MM / YYYY
- ◯ Premium English (Daytime) DD / MM / YYYY

Part-time General English (non CRICOS registered)

- ◯ Semi Intensive General English (Daytime) DD / MM / YYYY

Business English (CRICOS Course Code: 0102025)

- ◯ General + Business English (Daytime) DD / MM / YYYY
- ◯ Premium English for Business (Daytime) DD / MM / YYYY

English for Academic Purposes

(CRICOS Course Code: 054401C)

- ◯ English for Academic Purposes (Daytime) DD / MM / YYYY
- ◯ Premium English for Academic Purposes DD / MM / YYYY
- ◯ English for Academic Purposes (Evening) DD / MM / YYYY

IELTS Exam Preparation

(CRICOS Course Code: 0102026)

- ◯ IELTS Exam Preparation (Evening) DD / MM / YYYY

Cambridge Exam Preparation

◯ B2 First (CRICOS Course Code: 0102022)

Daytime: ◯ 14 Sept 2026 ◯ 04 Jan 2027 ◯ 22 Mar 2027 ◯ 13 Sept 2027

Evening: ◯ 14 Sept 2026 ◯ 04 Jan 2027 ◯ 22 Mar 2027 ◯ 13 Sept 2027

◯ C1 Advanced (CRICOS Course Code: 0102023)

Daytime: ◯ 14 Sept 2026 ◯ 04 Jan 2027 ◯ 22 Mar 2027 ◯ 13 Sept 2027

Evening: ◯ 14 Sept 2026 ◯ 04 Jan 2027 ◯ 22 Mar 2027 ◯ 13 Sept 2027

◯ C2 Proficiency (CRICOS Course Code: 0102024)

Daytime: ◯ 14 Sept 2026 ◯ 04 Jan 2027 ◯ 22 Mar 2027 ◯ 13 Sept 2027

Structured break: If you enrol for more than 24 weeks, ELC recommends that you include a break in your enrolment:

Break 1: From DD / MM / YYYY for week(s) **Break 2:** From DD / MM / YYYY for week(s) **Break 3:** From DD / MM / YYYY for week(s)

Pre-course test Have you taken an ELC pre-course English test? ◯ No ◯ Yes Date DD / MM / YYYY

8. ELC English Plus Programs

Would you like to book one of our English Plus programs?

◯ English Plus Discovery ◯ English Plus Surfing - Bondi ◯ English Plus Surfing - Maroubra ◯ English Plus Yoga

9. ELC Work Programs

Would you like to book one of our Work programs?

◯ **Work and Travel Membership** (WH visa only) → The membership is valid for 1 year from your arrival date

◯ **Professional Internship**

Industry preference City preference

Internship start preference DD / MM / YYYY Duration preference (6-26 weeks) weeks

Is this internship required for academic credits? ◯ No ◯ Yes

Does this internship have any academic requirement (e.g. reports, supervision, agreement, other)?

◯ No ◯ Yes → please specify

Please describe your internship expectations

◯ **Au pair or demi pair program** Program type: ◯ 1 (au pair) ◯ 2 (demi pair upon course start) ◯ 3 (demi pair after course start)

◯ **Volunteering program** Program chosen:

10. Further Studies in Australia

Are you applying for further academic studies in Australia?

◯ No ◯ Yes, vocational course at ELC Career College → Please complete section 10.

◯ Yes, at another college or university → Institution

Course IELTS score or EAP level required Start Date

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11. Vocational Courses

COURSE AND TIMETABLE OPTIONS:

Select your course(s):

Select your timetable preference(s)*:

☐	BSB40520 **Certificate IV in Leadership and Management**	(CRICOS Course Code: 103938D)	3 terms (9 months)	○ Daytime ○ Evening
☐	BSB50420 **Diploma of Leadership and Management**	(CRICOS Course Code: 104121D)	4 terms (12 months)	○ Daytime ○ Evening
☐	BSB60420 **Advanced Diploma of Leadership and Management**	(CRICOS Course Code: 105980H)	4 terms (12 months)	○ Daytime ○ Evening
☐	BSB80120 **Graduate Diploma of Management (Learning)**	(CRICOS Course Code: 112708K)	8 terms (24 months)	○ Daytime ○ Evening
☐	BSB40920 **Certificate IV in Project Management Practice**	(CRICOS Course Code: 103913B)	3 terms (9 months)	○ Daytime ○ Evening
☐	BSB50820 **Diploma of Project Management**	(CRICOS Course Code: 104098J)	4 terms (12 months)	○ Daytime ○ Evening
☐	BSB60720 **Advanced Diploma of Program Management**	(CRICOS Course Code: 104466A)	4 terms (12 months)	○ Daytime ○ Evening

*subject to availability

Select your intake date:

2026:	○ 27 Jan	○ 23 Feb^	○ 20 Apr	○ 18 May^	○ 13 July	○ 10 Aug^	○ 6 Oct	○ 2 Nov^
2027:	○ 25 Jan	○ 22 Feb^	○ 19 Apr	○ 17 May^	○ 12 July	○ 9 Aug^	○ 5 Oct	○ 1 Nov^
2028:	○ 24 Jan	○ 21 Feb^	○ 18 Apr	○ 15 May^	○ 10 July	○ 7 Aug^	○ 3 Oct	○ 30 Oct^

^: The February, May, August and November intakes are mid-term intakes.
All courses are available for a start mid term except for BSB80120 Graduate Diploma of Management (learning)
NB: If you are enrolling for more than one course, select only the intake date for the first course.

ACADEMIC ENTRY REQUIREMENTS:

Have you completed Year 12 or equivalent? ○ Yes ○ No

What is the highest level of education you have achieved?

For Advanced Diploma of Program Management applicants: Have you completed a Diploma of Project Management? ○ Yes ○ No

For Advanced Diploma of Leadership and Management applicants: Have you completed a Diploma or Advanced Diploma from the BSB training package? ○ Yes ○ No

For Graduate Diploma of Management (learning) applicants: Have you completed a Diploma, Advanced Diploma or higher qualification from any training package? ○ Yes ○ No

ENGLISH LANGUAGE ENTRY REQUIREMENTS:

Have you taken an ELC English placement test?

○ Yes → Date of test: DD / MM / YYYY

○ No → Have you taken an internationally-recognised English exam?

○ Yes → Date: DD / MM / YYYY Score: Name of Exam:

○ No → Are you currently undertaking an English course at another school in Australia?

○ Yes → Name of institution:

Expected completion date: DD / MM / YYYY

○ No

UNIQUE STUDENT IDENTIFIER (USI):

All students applying for a vocational course must supply their USI.

Do you have a USI? ○ Yes: Please enter your USI here: ☐☐☐☐☐☐☐☐☐☐

○ No: I will apply for my USI online at https://usi.gov.au and send it to ELC.

EDUCATION AND EXPERIENCE:

Do you intend to claim Recognition of Prior Learning (RPL) or Credit Transfer towards this course?

○ No

○ Yes → Please provide certified copies of transcripts and details of the course/s

LEARNING SUPPORT:

Do you need any Language, Literacy and Numeracy (LLN) support?

○ No ○ Yes

If ELC identifies that you need additional LLN assistance during your course, will you be happy to undertake the recommended additional supporting program?

○ No ○ Yes

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12. Accommodation

Do you want ELC to arrange accommodation for you? ◯ Yes ◯ No

Have you pre-booked a room or been in contact with anyone at ELC regarding your accommodation?

◯ No ◯ Yes → Staff name:

Choose your accommodation option:

Please, enter the number **1** for your preferred option.

In the event that your chosen accommodation option is not available, would you like ELC to:

◯ Process your enrolment and automatically arrange an alternative accommodation option for the entire period.
If so, please indicate your second and third preferred options **2** **3**

◯ Contact you with a list of alternative options available for you to consider

◯ **Homestay** - Single room

◯ **Homestay** - Twinshare
(only for 2 friends travelling together)

Please answer the questions to the right for homestay placements →

◯ **Scape Quay Street Residence - ELC Apartments** - Ensuite single room

◯ **Iglu Chatswood Residence - ELC Apartments** - Ensuite single room

◯ **A4S - city centre & nearby suburbs** - Twin room

◯ **A4S - city centre & nearby suburbs** - Twin room in girls only apartment

◯ **A4S - suburbs** - Twin room

◯ **Link2** - Single room (limited offer)

◯ **Link2** - Twin room

◯ **CozzyStay** - Twin room

Homestay requirements

Do you smoke?	◯ Yes	◯ No
Are you allergic to pets?	◯ Yes	◯ No
Do you have any:		
special dietary requirements?	◯ Yes	◯ No
allergies or medical problems?	◯ Yes	◯ No
special requirements?	◯ Yes	◯ No

please specify

Homestay preferences

Do you like animals?	◯ Yes	◯ No
Homestay with other international students?	◯ Yes	◯ No
Homestay with children under 10 years old?	◯ Yes	◯ No
Do you have any special requests?	◯ Yes	◯ No

please specify

Arrival date to accommodation DD / MM / YYYY

Departure date from accommodation DD / MM / YYYY

How many weeks of accommodation? weeks + extra nights

13. Flight Details and Airport Transfer

Flight details: If you are booking an ELC accommodation option, please provide your flight details.

Flight number	Arrival date	Arrival time
	DD / MM / YYYY	

If you do not have your flight details yet, please email them to **enrolments@elc.edu.au** as soon as you have them confirmed.

Airport transfer: Would you like us to meet you at the airport and take you to your accommodation? ◯ Yes ◯ No

14. Agreement and Permissions

☐ I have read, understood and agree to all terms and conditions applicable to my enrolment at English Language Company and/or ELC Career College, as per pages 7 to 14 of this form.
I give permission for my personal information to be available to ELC staff in order to conduct the daily operations of the school/s.
I agree for my personal information to be sent to ELC partners as necessary for the delivery of the services I have requested (including but not limited to airport transfer, accommodation, English exam, health cover, work program, excursions and/or academic pathway programs).
I hereby agree to release ELC from any liability in accordance with their indemnity and release policies.

I agree that ELC may share information on my progress and attendance with my nominated agent upon request: ◯ Yes ◯ No

Student Signature

Student Name

Date DD / MM / YYYY

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Methods of Payment

Direct deposit - English course only

If you are enrolling into an English course at English Language Company only, please forward your payment for your English course and any extra services requested to the following account:

Account name:	English Language Company Australia
Swift Code:	NATAAU3303M
BSB:	082 057
Account number:	786 911 235
Bank Name:	National Australia Bank
Bank Address:	333 George Street Sydney NSW 2000 Australia

Please forward your proof of payment to **enrolments@elc.edu.au**.

Direct deposit - Vocational course only

If you are enrolling into a vocational course at ELC Career College only, please forward your payment for your vocational course and any extra services requested to the following account:

Account name:	ELC Career College Pty Ltd
Swift Code:	WPACAU2S
BSB:	032 051
Account number:	636 654
Bank Name:	Westpac Banking Corporation
Bank Address:	Westfield Shopping Centre Bondi Junction NSW 2022 Australia

Please forward your proof of payment to **enrolments@elc.edu.au**.

Direct deposit - English + Vocational package

If you are enrolling into a package of an English course at English Language Company and a vocational course at ELC Career College, please forward your payment for your courses and any extra services requested to the following account:

Account name:	ELC Career College Pty Ltd
Swift Code:	WPACAU2S
BSB:	032 051
Account number:	636 654
Bank Name:	Westpac Banking Corporation
Bank Address:	Westfield Shopping Centre Bondi Junction NSW 2022 Australia

Please forward your proof of payment to **enrolments@elc.edu.au**.

Credit card

Name of student

Name of cardholder

Credit Card type

☐ Visa ☐ Mastercard ☐ American Express

Credit card number

Expiry date MM / YY

CCV

Amount to be charged AU$

I authorise English Language Company or ELC Career College to debit my credit card with the amount shown above. I certify that I am over 18 years of age.

Please note that a 1% surcharge applies for credit card payments on Visa or Mastercard; 1.5% on AMEX.

Signature of cardholder

International Student Payment - Online Options

ELC holds an account with two international student payment online platforms: Nexpay and Flywire. These platforms offer excellent terms and might save you currency conversion and transfer fees. You have the option to pay in your local currency using a secure platform. Visit their websites and follow the prompts.

Flywire for English Language Company payments: elc-australia.flywire.com
Flywire for ELC Career College payments: elccc.flywire.com

Nexpay: portal.nexpay.com.au/elc/paynow

Please forward your proof of payment to **enrolments@elc.edu.au**.

Bank cheque

International bank cheque payable to:

English Language Company Pty Ltd *or* **ELC Career College Pty Ltd**

Public Holidays and Christmas Holidays

Public holidays

ELC will be closed on all NSW public holidays, including:

2026: Thursday 1 January, Monday 26 January, Friday 3 April, Monday 6 April, Monday 27 April, Monday 8 June, Monday 5 October

2027: Friday 1 January, Tuesday 26 January, Friday 26 March, Monday 29 March, Monday 26 April, Monday 14 June, Monday 4 October

Christmas holidays

2026-2027:

ELC will be closed from 4pm on Thursday 24 Dec 2026 until Friday 1 Jan 2027.

› For day classes, the last day of class will be Thursday 24 Dec 2026 (i.e. that week will be a 4-day week)

› For evening classes, the last day of class will be Wednesday 23 Dec 2026 (i.e. that week will be a 3-day week)

The first day back will be Monday 4 Jan 2027 for all students.

2027-2028:

ELC will be closed from 4pm on Friday 24 Dec 2027 until Monday 03 Jan 2028.

› For day classes, the last day of class will be Friday 24 Dec 2027.

› For evening classes, the last day of class will be Thursday 23 Dec 2027 (i.e. that week will be a 4-day week).

The first day back will be Tuesday 04 Jan 2028 for a 4-day week for all students.

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English Language Company

ELC Career College

Conditions of Enrolment

1. General conditions of enrolment applicable to all ELC students

1.1 **'ELC' refers both to 'English Language Company, Australia, Pty Ltd' trading as 'English Language Company' in regard to the delivery of English courses and 'ELC Career College Pty Ltd' trading as 'ELC Career College' in regard to the delivery of vocational courses. When the term 'ELC' is used it means that the information relates identically to both colleges. When the name 'English Language Company' or 'ELC Career College' is used it means that the information relates only to that specific college.**

1.2 **Compliance:** English Language Company and ELC Career College are compliant with the Education Services for Overseas Students (ESOS) Legislative Framework. Please refer to https://www.education.gov.au/esos-framework to learn how the Australian Government ensures quality in education providers and protects international students. ELC Career College is compliant with the 2025 Standards for Registered Training Organisations (RTOs) https://www.asqa.gov.au/rtos/2025-standards-rtos as set out by the Australian Government to ensure the delivery of quality training and assessment to international students. Students will receive an AQF certification upon successful completion of their vocational course(s) at ELC career College

1.3 **Payment & confirmed enrolments:** When enrolling to study at English Language Company and/or ELC Career College, you will receive a Letter of Acceptance listing the fees owed, stating payment due dates and Terms and Conditions. A confirmed place at English Language Company and/or ELC Career College will be secured after you have signed your Letter of Acceptance and all relevant fees have been received as outlined in it.

1.4 **Education agent:** If you have nominated an authorised agent, ELC will honour the agreement with that agent until the completion of your enrolment unless you request a change of agent for a reason that falls within ELC's change of agent policy.

1.5 **Public holidays:** ELC observes NSW public holidays and compensation will not be offered on these days. Refer to ELC's enrolment form for details.

1.6 **Missed classes:** If you miss classes for personal reasons, including illness, no financial compensation or make up classes will be offered.

1.7 **Code of conduct:** You must behave appropriately at all times within ELC premises, in class, at ELC-organised events and at ELC-arranged accommodation. This includes not wilfully damaging ELC property or that of accommodation providers, showing respect for all students and staff and not using discriminatory behaviour or language in regard to nationality, race, sexual orientation, gender identity or religion. When using social media, you hereby agree not to post inaccurate information, information that infringes on the privacy of ELC staff or students, or use inappropriate language in relation to ELC. Failure to do so may lead to expulsion and cancellation of your program without refund. Refer to ELC's code of conduct.

1.8 **Communication:** You agree that ELC communicate with you via phone, e-mail, SMS and social media platforms.

1.9 **Use of images and videos:** Photographs, videos and testimonials provided by you and/or taken by ELC may be used for marketing and promotion purposes.

1.10 **Personal information:** Information is collected at the time of application and during your enrolment in order to: meet our obligations under the ESOS Act and the National Code 2018; 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 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

1.11 **Copyright and intellectual property**: You agree not to use ELC's copyrighted material, trademarks, trade names, or other designations in any promotion or publication without ELC's prior written consent.

1.12 **Possible changes:** ELC retains the right to alter course timetables, course content, delivery method and class locations or Terms and Conditions at any time without notice. ELC reserves the right to change its fees and conditions reasonably in accordance with changes in the current economic and/or legal regulatory environment. In the event that a training product (Australian Qualifications Framework (AQF) qualification, skill set, unit of competency, accredited short course or module) on the scope of registration is superseded, ELC Career College reserves the right to amend or remove a training product as required by the National Register on Vocational Education and Training (VET). Where a training product is superseded students will transition to the latest training product within the allowable timeframes. Where a skill set, unit, course or module (not attached to a qualification) is removed or deleted, ELC Career College will ensure that all training, assessment and issuance of certification is completed within one year of the date the skill set, unit or module was removed or deleted.

1.13 **Your rights:** This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws. Please review our complaints and appeals processes in your student handbook: English Language Company student handbooks: bit.ly/ELCHandbook_Daytime; bit.ly/ELCHandbook_Evening; ELC Career College student handbook: bit.ly/ELC_CC_Handbook

2. Conditions applicable to students enrolling at English Language Company

2.1 Weekly hours delivered face-to-face:

Intensive General English (Day)

15hrs GENERAL ENGLISH + 5hrs SPECIAL FOCUS MODULE + 5hrs ENGLISH EXTRAS

Intensive General English (Evening)

18hrs GENERAL ENGLISH + 2hrs EVENING FOCUS

Semi-Intensive General English (Day)

15hrs GENERAL ENGLISH

Premium English (Day)

15hrs GENERAL ENGLISH + 5hrs ONE-TO-ONE LESSONS + 5hrs ENGLISH EXTRAS

General + Business English (Day)

15hrs GENERAL ENGLISH + 5hrs SPECIAL FOCUS MODULE + 5hrs BUSINESS ENGLISH

Premium English for Business (Day)

15hrs GENERAL ENGLISH + 5hrs ONE-TO-ONE LESSONS + 5hrs BUSINESS ENGLISH

Cambridge Exam Preparation (Day)

15hrs CAMBRIDGE EXAM PREP. + 5hrs SPECIAL FOCUS MODULE + 5hrs ENGLISH EXTRAS

Cambridge Exam Preparation (Evening)

18hrs CAMBRIDGE EXAM PREP. + 2hrs EVENING FOCUS

IELTS Exam Preparation (Evening)

18hrs IELTS EXAM PREP. + 2hrs EVENING FOCUS

Intensive English for Academic Purposes (Day)

15hrs ACADEMIC ENGLISH + 5hrs SPECIAL FOCUS MODULE + 5hrs ENGLISH EXTRAS

Intensive English for Academic Purposes (Evening)

18hrs ACADEMIC ENGLISH + 2hrs EVENING FOCUS

Premium English for Academic Purposes (Day)

15hrs ACADEMIC ENGLISH + 5hrs SPECIAL FOCUS MODULE + 5hrs ONE-TO-ONE LESSONS

Note that, in addition to the above, all students have access to 2 hours of optional conversation class per week.

2.2 **Minimum level:** Our General English program can cater to all levels, from beginner to proficient, but it cannot cater to zero beginners. For more information on identifying zero beginners who cannot enrol at English Language Company, please refer to: bit.ly/ELCBeginner_Student. All other courses, including General + Business English, English for Academic Purposes, Cambridge Exam Preparation and IELTS Exam Preparation courses require a higher minimum level of English. You should show evidence of your level upon enrolment or complete the ELC pre-course test. English Language Company retains the right to transfer your enrolment to a different course if your level of English is unsuitable for the course in which you have enrolled.

2.3 **Premium courses:** A minimum of 4 weeks' notice is required for ELC to organise a Premium course and the maximum enrolment length into these courses is 8 weeks.

2.4 **Private lessons:** Stand-alone private lessons are not part of English Language Company's regular offer. Where ELC is able to accommodate a particular student's request for private lessons, these will be offered at the rate of $160 per hour. Note that fees paid towards an enrolment into any of our programs cannot be transferred onto stand-alone private lessons.

2.5 **Course transfers:** After the start of your program at English Language Company, you may choose to transfer onto a different course. You may do so provided that you meet the minimum level required and as soon as there is availability in that course at your level. No transfer fees apply but you will need to pay an upgrade fee if you choose to transfer onto a more expensive course. This upgrade fee cannot be paid by shortening your enrolment. If you choose to transfer onto a cheaper course, there will be no refund or course extension to make up for the weekly price difference.

2.6 **IELTS Exam:** The IELTS Exam fee is not included in any program fees. It is payable directly to your chosen test centre after your arrival in Sydney. The IELTS exam fee in Sydney is $490 as at August 2026. Please refer to www.ielts.org for more details or to book your test.

2.7 **Materials Fees:** The materials fee is $15 per week (with a minimum of $90 and a maximum of $360). In case of re-enrolment, additional materials fees will apply, regardless of the initial enrolment length. Refer to English Language Company's Materials Policy: bit.ly/ELCMaterials_Policy

2.8 **Christmas holidays:** ELC will be closed for one week during the Christmas/New Year period and classes will not be offered during this time. Note that for enrolments going over the Christmas period, no fees will be due for that week. Refer to ELC's enrolment form or dates & fees document for details.

2.9 **Instalments:** Payment by instalments is subject to approval by ELC. Contact ELC to enquire about an instalment plan. If an instalment plan is agreed upon, you must complete payments on the due dates stated on your invoice. Students who fail to pay by their due dates will have their CoE and course cancelled due to non-payment.

2.10 **Student Handbook:** You may access our student handbook from the following links for more information on English Language Company's procedures and policies. bit.ly/ELCHandbook_Daytime; bit.ly/ELCHandbook_Evening

English Language Company cancellation, transfer and refund policy

The following terms only apply to English Language Company's course fees, i.e. Enrolment fee, Tuition fee, Materials fee and Exam fee. Additional cancellation policies apply for cancellation of a vocational program at ELC Career College or services such as accommodation. Refer to sections 3 and 5 for details.

The term "program" used in this document refers to a student's entire enrolment at English Language Company and can encompass a combination of several English language courses. However this does not include a student's enrolment into vocational courses at ELC Career College or services (including but not limited to airport transfer, accommodation and work programs). Please refer to the relevant sections of our Terms and Conditions.

For cancellation of your English language program, the following terms and conditions apply to your English language course fees:

2.11 For program cancellations more than 28 days prior to the start of your program, English Language Company will retain $250. The remainder of the pre-paid course fees will be refunded.

2.12 For program cancellations less than 28 days prior to the start of your program, English Language Company will retain $250 in addition to 25% of the tuition fee. The remainder of the pre-paid course fees will be refunded.

2.13 For program cancellations due to a visa refusal prior to course commencement, English Language Company will retain $250 only. The remainder of your pre-paid course fees will be refunded. ELC requires a copy of your visa refusal letter issued by DHA. If the visa is refused due to fraudulent documents being provided to support the application, there will be no refund.

2.14 For program cancellations on or after the date of commencement, there will be no refund.

2.15 You may defer your start date if you provide ELC with at least 4 weeks' notice; you are unable to commence your course because your student visa has not yet been issued; or compelling or compassionate circumstances apply.

2.16 Course suspension requests will only be considered if compelling or compassionate circumstances apply. For deferral or suspension, you may incur additional fees as applicable to your new course dates.

2.17 Your course may be cancelled by ELC if you do not pay your fees or if you are in breach of your student visa. Refer to ELC's deferral, suspension and cancellation policy. bit.ly/ELCCancellationPolicy

2.18 For requests to shorten a course prior to program start date, the above cancellation policy will apply to the portion of the course cancelled. For requests to shorten a course on or after the date of commencement, there will be no refund.

2.19 If your course is cancelled because of a breach of your student visa, there will be no refund.

2.20 You may transfer to another provider within the first six months of your principal course only if English Language Company is unable to deliver the course in which you enrolled (and a suitable alternative course cannot be offered); English Language Company is unable to deliver a course at a suitable level; a Government sponsor considers that the transfer is in your best interests; or, you have been granted a release letter from English Language Company.

2.21 A release may be granted by English Language Company only in limited specific circumstances, such as failure to meet academic progress requirements for a pathway program (conditions apply), or under compelling or compassionate circumstances (for which evidence can be provided). Refer to English Language Company's policy on transferring between education providers: bit.ly/ELCTransferPolicy

2.22 Where a student is granted approval for release to study at another provider prior to completing six months' study of the principal course, no refund will be given.

Please, note that:

2.23 If you defer your program and later cancel it prior to your new start date, the cancellation policy will apply from your original course start date, not your deferred start date. This is relevant as it determines whether points 2.11, 2.12 or 2.14 applies to your potential refund.

2.24 Refunds must be requested by completion of a refund request form. Refunds will be processed within four weeks of receipt of completed refund request form. If you enrolled through an education agent, the fees will be refunded to that agent. If you paid with credit card, refunds will be made to the same account.

2.25 Program fees are not transferable to another person or institution.

2.26 In the unlikely event that English Language Company cancels a course before its commencement and is unable to offer you a suitable alternative course, you will receive a full refund within 2 weeks of the agreed course start date.

3. Conditions applicable to students enrolling at ELC Career College

3.1 **Weekly hours:** All ELC Career College vocational courses are scheduled 20 hours per week and comply with the requirements for student visa applicants.

3.2 **Minimum age:** You must be 18 years of age or older at the start of your vocational course. (NB: for package enrolments, students may start their English course before the age of 18).

3.3 **Academic entry requirements:** You must have completed Year 12 or equivalent and provide evidence of this (translated to English) with your application.

3.4 **English language entry requirements:** You must provide evidence that you meet ELC Career College's English language entry requirements prior to course commencement. English level evidence may take the form of an IELTS test result at 5.5 or above, an English course completion certificate at upper intermediate level or above (from an approved ELC Career College direct entry partner school) or completion of the ELC English test with a test result at upper intermediate level or above. If you cannot demonstrate the required English level, ELC Career College reserves the right to defer your start date until a later course intake once you have demonstrated you have achieved the required English level. You may enrol into one of English Language Company's English programs (at additional cost) or enrol with another ELICOS provider. It is your responsibility to check with the Department of Home Affairs (DHA) for possible implications to your visa.

3.5 **Additional entry requirements for Advanced Diploma of Program Management applicants:** To be eligible for this course you must either have completed the Diploma of Project Management or provide evidence of 2 years' work experience in the field of project/program management to be eligible for the course.

3.6 **Additional entry requirements for Advanced Diploma of Leadership and Management applicants:** To be eligible for this course you must either have completed a Diploma or Advanced Diploma from the BSB training package or provide evidence of 2 years' full-time work experience in an operational or leadership role in an enterprise.

3.7 **Additional entry requirements for Graduate Diploma of Management (learning) applicants:** To be eligible for this course you must either have completed a Diploma, Advanced Diploma or higher qualification from any training package in Australia or have completed a bachelor's degree in related fields of study, or have at least 2 years equivalent full-time relevant workplace experience in leadership or management role in an organisation where learning is used to build organisational capability, this includes RTO Manager or RTO Director.

3.8 **Student Handbook:** You are expected to read the latest version of the student handbook and comply with the most up to date procedures and policies: bit.ly/ELC_CC_Handbook If you have any questions, please contact ELC Career College for further information, before proceeding with your enrolment.

3.9 **Personal information:** Under the Data Provision Requirements 2012, ELC Career College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). For more information about NCVER's Privacy Policy please refer to https://www.ncver.edu.au/privacy

3.10 **Unique Student Identifier:** Students are required to apply for a Unique Student Identifier (USI) and share this number with the ELC administration team. Students without a verified USI are not permitted to receive a certificate or statement of attainment for their qualification.

3.11 **Orientation:** Orientation is mandatory and the date is normally one week prior to course commencement.

ELC Career College Payment Conditions

3.12 **Initial payment:** The enrolment fee, materials fee and first tuition instalment are payable in full a minimum of 2 weeks prior to course commencement in order to obtain a CoE. Students with outstanding tuition fees will not be permitted to attend class, unless a payment plan has been arranged with ELC Career College.

3.13 **Term fees:** The tuition fee for each subsequent term is payable 2 weeks prior to term commencement. Students with outstanding tuition fees will not be permitted to attend class, unless a payment plan has been arranged with ELC Career College.

3.14 **Instalments:** Payment by instalments is subject to approval by ELC Career College. If an instalment plan is agreed upon, you must complete payments on the due dates stated in your plan. Failure to pay on the agreed due date may incur a late fee. Non-payment will result in course cancellation and ELC Career College will report you to DHA for non-payment of fees.

ELC Career College Cancellation, transfer, deferral and refund policy

The following terms only apply to ELC Career College's vocational courses' fees, i.e. Enrolment fee, Tuition fee and Materials fee. Additional cancellation policies apply for cancellation of an English language program at English Language Company or services such as accommodation. Refer to sections 2 and 5 for details.

For cancellation of your vocational program before course commencement, the following terms and conditions apply:

3.15 For program cancellations more than 28 days prior to your start date, ELC Career College will retain $250. The remainder of your pre-paid course fees will be refunded.

3.16 For program cancellations less than 28 days prior to your start date, ELC Career College will retain $500. The remainder of your pre-paid course fees will be refunded.

3.17 For program cancellations due to visa refusal prior to course commencement, ELC Career College will retain $250 only. The remainder of your pre-paid course fees will be refunded. ELC requires a copy of your visa refusal letter issued by DHA. If the visa is refused due to fraudulent documents being provided to support the application, there will be no refund.

3.18 For program cancellations on or after your start date, pre-paid course fees are not refundable.

3.19 If you change the start date of your enrolment, the cancellation policy will apply from your original start date, not the new start date.

3.20 For cancellation of a packaged enrolment between English Language Company and ELC Career College, the applicable English Language Company cancellation fee will apply. All pre-paid course fees for ELC Career College will be refunded.

For cancellation of your vocational program after course commencement, the following terms and conditions apply:

3.21 For program cancellations after the term has started there will be no refund of pre-paid fees and you will remain liable for any outstanding tuition fees for the term.

3.22 If your visa application is refused after commencement of your course, any remaining unspent tuition fees are refundable from the official visa rejection date minus $250. ELC Career College requires a copy of your visa refusal letter issued by DHA. If the visa is refused due to fraudulent documents being provided to support the application, there will be no refund.

For deferral/suspension of your vocational program, the following terms and conditions apply:

3.23 ELC Career College will only allow students to defer (delay the commencement of their studies) or suspend (take a break during the course), if there are compassionate or compelling circumstances. If your deferral or suspension of studies request is granted you will need to check with DHA the implications that deferring, suspending or cancelling your studies may have on your visa. Refer to ELC Career College's fees list for details of our course amendment fee. Deferral/suspension requests must be submitted at least 2 weeks prior to the term start date.

3.24 If you request to defer your course less than 2 weeks prior to your course start date or after the term has started you will remain liable for the full term's tuition fees.

For transfer between ELC Career College courses and/or timetables, the following terms and conditions apply:

3.25 After the start of your program at ELC Career College, you may choose to transfer onto a different course and/or timetable. Transfer requests will not be considered mid-term but may be considered between terms provided that you meet the entry requirements and that there is availability in the requested course and/or timetable. A course amendment fee may apply. If the course and/or timetable you are transferring to is more expensive, you will need to pay the difference in tuition rate. If the course and/or timetable you are transferring to is cheaper, there will be no refund of pre-paid fees. For remaining instalments, your payment plans will be adjusted accordingly.

For transfer between education providers, the following terms and conditions apply:

3.26 Students must complete a minimum of 6 months of their principal course (highest level qualification in enrolment) as stated in their Letter of Acceptance before they can apply to transfer to another provider.

3.27 Students may transfer to another provider earlier (i.e. before completing 6 months of their principal course) only if: ELC Career College is unable to deliver the course in which they enrolled; ELC Career College has had a sanction placed on it; a Government sponsor believes the transfer is in the student's best interests or the student has been granted a release letter from ELC Career College.

3.28 A release letter will be granted by ELC Career College only in limited specific situations with compelling and compassionate circumstances. Refer to ELC Career College's policy on transferring between education providers for details: bit.ly/ELC_CC_Student_Release_Transfer_Policy

3.29 No transfer request will be considered if you have outstanding tuition fees.

3.30 If you have been granted approval for release to study at another provider prior to completing 6 months' study of your principal course, there will be no refund.

Please, note that:

3.31 Refunds will be processed within four weeks of receipt of the completed refund request form. If you enrolled through an education agent, the fees will be refunded to that agent. If you paid with credit card, refunds will be made to the same account.

3.32 Program fees are not transferable to another person or institution.

3.33 No refunds will be made for classes missed due to exams, excursions, internships or other obligations, that fall outside the normal schedule of classes.

3.34 In the unlikely event that ELC Career College is unable to offer the course you enrolled in, and is unable to offer you a suitable alternative course, you will receive a full refund within 2 weeks of the agreed course start date.

3.35 In the unlikely event that ELC Career College fails to enter into a written agreement with a student, or the agreement is not compliant with the requirements of the ESOS Act and the ESOS National Code, the same refund policy will be applied as provider default. Refer to term 3.32.

4. Conditions applicable to student visa applicants

4.1 **Contact details & residential address:** You must notify ELC of your contact details (email and mobile number), residential address and details of your emergency contact on arrival and throughout your time at the college. You must notify ELC of any changes to contact details or residential address within 7 days.

4.2 **Dependents:** If you are bringing school-aged children to Australia with you as dependents, you should know that your children will be obliged to attend school whilst in Australia and that school fees may be incurred for this.

4.3 **Tuition Protection Service:** Provision has been made to protect payments received in advance by student visa applicants as stated under the conditions of the Tuition Protection Service (TPS). All course fees will be deposited into the English Language Company or ELC Career College Student Fees Account. When the student commences their course, ELC will withdraw these funds from the Student Fees Account. In the unlikely event that English Language Company or ELC Career College is unable to deliver a course that you have paid for and is unable to offer you an alternative suitable course or to pay you a refund on the unspent portion of your pre-paid tuition fees, the Australia Tuition Protection Service (TPS) will assist you in finding an alternative course or receiving a refund if an alternative is not found. For details, please refer to https://education.gov.au/tps.

4.4 **Attendance & course progress:** You are required to maintain satisfactory attendance and academic progress. English Language Company students must attend at least 80% of their course and maintain satisfactory academic progress. ELC Career College students must meet the requirements of the Course Progress Policy for each term. ELC is obliged to notify DHA if you do not meet the requirements for the course you are enrolled in. Students will be provided with intervention and the opportunity to appeal. Refer to English Language Company or ELC Career College policies on attendance and course progress for details from your student handbook: English Language Company Student handbooks: bit.ly/ELCHandbook_Daytime; bit.ly/ELCHandbook_Evening; ELC Career College Student handbook: bit.ly/ELC_CC_Handbook

4.5 **Overseas Student Health Cover (OSHC):** You must have OSHC for the whole duration of your student visa. ELC can organise your OSHC. ELC will automatically arrange for your OSHC cover to start one week prior to your course commencement. If you require your cover to start earlier than this, please advise ELC. It is your responsibility to read and check conditions of this health cover. It is strongly advised that all students arrange travel insurance against loss, damage, theft, etc., prior to travelling to Australia since this is not included in your OSHC.

4.6 **Privacy Information for OSHC members:** You consent to any information gathered by ELC about you, being made available to Allianz, your health insurer, for the purposes of Allianz communicating with you, managing Overseas Students Health Cover membership and for related purposes outlined in your insurer's Privacy Policy. Allianz will collect, use and disclose your personal information in line with Allianz's Privacy Policy which is available online at https://www.allianzcare.com.au.

5. Conditions applicable to applicants requesting additional services

5.1 **Personal information:** Students requesting and/or joining additional services including but not limited to social activities, English Plus packages, work programs, airport transfers and accommodation understand and agree that ELC will need to share some of their personal information such as their full names, date of birth, email address, medical conditions and dietary requirements in order to make the booking on their behalf.

Social Activities

5.2 Many of ELC's social activities take place outside of ELC premises. In choosing to join, students take responsibility for their own actions and possible loss, accident, delay or expense, bodily injury or death which they may cause or suffer in connection with or resulting from attendance or participation in any of ELC's sporting, recreational and cultural activities.

5.3 **Third party:** ELC has an agreement with Colourful Trips Pty Ltd who promotes and organizes tours to students. In choosing to join these tours, students agree to Colourful Trip's booking terms and conditions. ELC takes no responsibility for loss, accident, delay or expense, bodily injury or death which a student may cause or suffer in connection with or resulting from participation in any activity organised and/or promoted by Colourful Trips.

English Plus packages

5.4 **Third parties:** The experiences included in the English Plus Discovery, English Plus Surfing and English Plus Yoga packages are delivered by third parties, as follows:

- **English Plus Discovery:** this program includes program delivery by Wildlife Sydney Zoo (Sydney Wildlife World Pty Ltd), Sea Life Sydney Aquarium (The Sydney Aquarium Company Pty Ltd), Sydney Tower Eye (Sydney Tower Observatory Pty Ltd), The Sydney Opera house (The Sydney Opera House Trust) as well as Colourful Trips (Colourful Trips Pty Ltd).
- **English Plus Yoga:** this program includes program delivery by InYoga (InYoga Pty Ltd) and Heart and Soul Wellness Retreat (Govinda Valley Pty Ltd).
- **English Plus Surfing:** this program includes program delivery by Surf Camp Australia (Surf Camp Australia Pty Ltd), Let's Go Surfing (Lets Go Surfing Pty Ltd) and Waves Surf School (Waves Surf School Sydney Australia).

Students enrolling into one of these packages understand and agree that they may be required to sign waivers and/or agree to the relevant providers' term and conditions upon applying for and/or participating in the activity. For details on any provider's current waivers, term and conditions and/or privacy policy for a program you are interested in or enrolling into, please contact ELC.

5.5 **Indemnity release:** The activities included in our English Plus packages take place outside of ELC premises. In choosing to join, students take responsibility for their own actions and possible loss, accident, delay or expense, bodily injury or death which they may cause or suffer in connection with or resulting from attendance or participation in these activities.

5.6 **Cancellations and program dates changes:** Minimum 4 weeks' notice is required for any changes to your booking. For cancellations received with less than 4 weeks' notice, there will be no refund of the English Plus packages. For program dates change requests received with less than 4 weeks' notice, additional charges might apply.

Work programs policies (all work programs)

5.7 **Minimum English language course enrolment length:** In order to qualify for an English language course + work program package, you need to enrol into one of ELC's full time English language courses for minimum 4 weeks, as well as reach the respective program's minimum English language requirement by the time the work program starts.

5.8 **Minimum English level requirement:** Each of English Language Company's work programs requires a minimum level of English, as detailed in the following sections. You should show evidence of your level upon enrolment or complete the ELC pre-course test so that ELC can recommend a minimum study length for you to qualify for the program you are applying for. ELC retains the right to cancel or postpone your work program if your level of English is unsuitable for the program you have booked.

Additional work program policies for the Work and Travel program

5.9 **Third party:** ELC has an agreement with Work and Travel Company Australia (Work and Travel Company Pty Ltd) for the delivery of the Work and Travel program.

5.10 **Visa requirements:** This program is only available to applicants travelling on a Working Holiday visa (subclass 417 or 462).

5.11 **Minimum English level requirement:** Applicants need to reach an upper-intermediate level of English by the end of their course.

5.12 **Cancellations:** Membership cancellations must be received 28 days prior to your start date. For cancellations received with less than 28 days' notice, there will be no refund.

Additional work program policies for Professional Internships

5.13 **Third party:** ELC has agreements with Internships Down Under (Sydney Internships Pty Ltd) and Australian Internships (Australian Internships Pty Ltd) for the delivery of the professional internship programs. ELC may check your eligibility with and seek a quote from both providers before offering you a tailored internship program offer. Before confirming your enrolment, ELC will confirm which provider your internship application will go through and this will determine which of the following set of terms and conditions apply.

Professional Internships organised by Internships Down Under

5.14 **Third party agreement:** Upon confirming your application into this program, you will be required to sign Internships Down Under's Internship Placement Agreement. Contact ELC to receive a copy.

5.15 **Visa requirements:** This program is only available to applicants travelling on a Working Holiday visa (subclass 417 or 462).

5.16 **Program requirements:** Placement options will depend on the applicant's profile, which could include current studies, educational background, requested internship field, previous work experience and age.

5.17 **Minimum level of English:** Applicants need to reach an upper-intermediate level of English by the end of their course.

5.18 **Cancellations:** For cancellations at enquiry stage (before an interview has been arranged) a $200 cancellation fee applies. For cancellations after an interview has been arranged, a $790 cancellation fee applies. For cancellations received after a placement has been arranged but more than 28 days prior to internship start date, a $1,250 cancellation fee will apply. For cancellations received after a placement has been arranged and less than 28 days prior to internship start date, there will be no refund.

Professional Internships organised by Australian Internships

5.19 **Third party agreement:** Upon confirming your application into this program, you will be required to sign a Training Agreement with Australian Internships. Contact ELC to receive a copy.

5.20 **Visa requirements:** This program is only available to applicants travelling on a Working Holiday visa (subclass 417 or 462), or to applicants who qualify for a 407 special program visa through Australian Internships. Visa eligibility will be checked at the same time as program eligibility.

5.21 **Program requirements:** Placement options will depend on the applicant's profile, which could include current studies, educational background, requested internship field, previous work experience and age.

5.22 **Minimum level of English:** Applicants need to reach an advanced level of English by the end of their course.

5.23 **Cancellations:** A $700 deposit is non-refundable. For cancellations before an interview has been arranged, the rest of the program fees will be refunded. For cancellations after commencement of the placement process (i.e. after an interview has been arranged) 75% of the program fees will be refunded, minus the $700 deposit. For cancellations after signing the Training Agreement or after the internship start date, there will be no refund.

Additional work program policies for the au pair program

5.24 **Third party:** ELC has an agreement with Smart Aupairs (Travel Active Au Pair Pty Ltd) for the delivery of the Au Pair program. Upon confirming your application into this program, you will be required to sign Smart Aupairs' Program Agreement. Contact ELC to receive a copy.

5.25 **Visa requirements:** This program is only available to applicants travelling on a Working Holiday visa (subclass 417 or 462).

5.26 **Minimum English level requirement:** Applicants need to have an intermediate level of English upon starting their au pair experience.

5.27 **Cancellations:** For program cancellations received with more than 28 days' notice, you will receive a full refund of the program fees. For cancellations received with less than 28 days' notice or after program start, there will be no refund.

Additional work program policies for the demi pair program

5.28 **Third party:** ELC has an agreement with Priceless Exchange (The Trustee for Pelikan Family Trust) for the delivery of the Demi Pair program. Upon confirming your application into this program, you will be required to sign Priceless Exchange's Demi Pair Program Agreement. Contact ELC to receive a copy.

5.29 **Visa requirements:** This program is suitable for applicants travelling on a student visa (subclass 500) travelling on a Working Holiday visa (subclass 417 or 462).

5.30 **Minimum English level requirement:** Applicants need to have a pre-intermediate level of English upon starting their demi pair experience.

5.31 **Cancellations:** For cancellations received more than 28 days prior to arrival but after the placement is made and agreement is signed, a $200 cancellation fee applies and the remaining program fees will be refunded. For cancellations received less than 28 days prior to arrival or after program commencement, there will be no refund. In case of visa refusal, a $200 cancellation fee applies and the remaining program fees will be refunded.

Additional work program policies for the volunteering program

5.32 **Third party:** ELC has an agreement with Ocean2earth (Ocean2earth Pty Ltd) for the delivery of the volunteering program. At the time of lodging your booking with Ocean2earth, ELC will advise you of the applicable terms and conditions for your chosen project

5.33 **Visa requirements:** This program can be carried out on any valid Australian visa (no work rights required)

5.34 **Minimum English level requirement:** Applicants need to have a pre-intermediate level of English upon completion of their English language course.

5.35 **Age & fitness level:** This is an active program. It is suitable for adult participants aged 18-70 with a reasonable level of fitness.

5.36 **Cancellations:** From the time your volunteering application is confirmed, an $800 deposit is non-refundable. For program cancellations received with more than 90 days' notice, all program fees will be refunded minus the $800 deposit. For program cancellations received with less than 90 days' notice or after program commencement, there will be no refund.

Airport pick up

5.37 **Third party:** ELC has an agreement with Castle Tour (Castle Tour Pty Ltd) for the provision of airport transfer services. Students booking accommodation with A4S (Accommodation 4 Students) receive a complimentary Airport pick up by an A4S representative as part of their accommodation booking.

5.38 **Airport of arrival and flight arrival time for airport pick up services:** Unless stated otherwise, all ELC airport transfer prices and Terms and Conditions are only valid for arrivals at Sydney International Airport (Kingsford Smith - SYD) and for flight arrival times between 4:30am and 9pm. Restrictions and surcharges apply for arrivals at Western Sydney International Airport (Nancy-Bird Walton - WSI). A nighttime airport pick up surcharge applies in case of flight arrival between 9pm and 04:30am. Also note that a late nighttime arrival at Western Sydney International Airport (Nancy-Bird Walton) (WSI) airport may impact your accommodation booking. Please refer to the following set of terms for details

5.39 **Western Sydney International Airport pick up surcharge:** In case of arrival at Western Sydney International Airport (WSI - Nancy-Bird Walton airport), the applicable airport pick up fee will be $430, which is equivalent to a $150 surcharge compared to our regular Airport Pick up fee of $280 for arrivals at Sydney International Airport (Kingsford Smith - SYD). A nighttime transfer surcharge will also apply in case of flight arrival between 9pm and 4:30am.

5.40 **Airport pick up nighttime surcharges:** In case of flight arrival between 9pm and 4:30am, an airport pick up nighttime surcharge will apply as follows: a $40 surcharge applies for flight arrival between 21:00-21:59 ; a $55 surcharge applies for flight arrival between 22:00-22:59 ; a $95 surcharge applies for flight arrival between 23:00-02:29 ; a $55 surcharge applies for flight arrival between 02:30-3:29 ; a $40 surcharge applies for flight arrival between 03:30-4:30.

5.41 **Airport pick up on public holidays:** The airport transfer service will incur a $140 surcharge on the following public holidays every year: 25 December, 26 December, 01 January.

5.42 **Airport pick-up for 2:** In case of 2 students (friends or couple) who arrive via the same flight and who have booked to stay together at the same accommodation option, one full airport pick up fee applies and a discounted airport pick up fee applies for the second passenger, as follows: for airport pick up from Sydney International Airport (Kingsford Smith - SYD), the second airport pick up fee is $140 in 2027 ; for airport pick up from Western Sydney International Airport (Nancy-Bird Walton WSI), the second airport pick up fee is $215 in 2027

5.43 **Airport pick up cancellation:** In case of cancellation advised earlier than 1 week prior to flight arrival, you will receive a full refund. In case of cancellation advised 1 week to 72 hours prior to flight arrival, 70% of the airport transfer fee will be refunded. In case of no-show or cancellation less than 72 hours before your scheduled flight arrival time, there will be no refund.

5.44 **Airport pick up by A4S**: In case you book your accommodation with A4S (Accommodation 4 Students) a staff member from A4S or one of their partner companies will look after your free airport pick up as part of their accommodation arrival procedure. Please refer to the A4S accommodation terms and conditions.

5.45 **Airport drop off service fee and surcharges:** the applicable fee for ELC's airport drop off service is $260 per person. This fee applies for airport drop off at Sydney International Airport (Kingsford Smith - SYD) for flight take off time between 9am and 1:30am the next day. Surcharges apply for flights departing from Western Sydney International Airport (WSI - Nancy-Bird Walton airport) as well as for flights departure time between 1:30am and 9am, as follows: A $150 surcharge applies for flights departing from WSI airport (equivalent to a total Airport Drop off fee of $410) ; in addition, a $40 surcharge applies for flight departure time between 1:30-2:29 ; a $55 surcharge applies for flight departure time between 2:30-3:29 ; a $95 surcharge applies for flight departure time between 3:30-6:59 ; a $55 surcharge applies for flight departure time between 7:00-7:59 ; a $40 surcharge applies for flight departure time between 8:00-9:00. A $140 surcharge also applies for transfers on the following public holidays every year: 25th December, 26th December and 1st January. For airport drop off cancellations advised earlier than 72 hours prior to flight departure time, students will receive a full refund. For cancellations advised less than 72 hours prior to flight departure time, there will be no refund.

Accommodation policies (all accommodation options)

5.46 **Third party:** ELC works with the following third party accommodation providers: Global Experience (Ortega Enterprise Pty Ltd) ; AHN (Australian Homestay Network Pty Ltd) ; Sydney Quality Homestay (A.W Pengelly & A Pengelly) ; Scape (Scape Australia Management Pty Ltd) ; Iglu (Iglu Pty Ltd) ; Link2 (Link2 Plus Pty Ltd) ; A4S - Accommodation 4 Students (A4S Investing Pty Ltd), as well as their sister company Come2au (The Trustee for Come2au Trust) to which they may outsource bookings ; CozzyStay (The Trustee for Australia Accommodation Network Unit Trust).

5.47 **Accommodation placement fee:** An accommodation placement fee applies to all accommodation bookings and is non-refundable. Please refer to ELC's current dates and fees document for exact amounts.

5.48 **Placement fee for multiple accommodation bookings:** If you book 2 accommodation options, the 2 respective accommodation placement fees will apply.

5.49 **Minimum placement notice:** Please allow minimum 8 weeks for accommodation placement requests. For booking requests received less than 8 weeks prior to arrival, ELC may not be able to organise a placement. In addition, for booking requests received less than 1 week prior to arrival where the provider can accept the request, a $100 accommodation administration fee applies.

5.50 **Accommodation changes or cancellations:** All ELC accommodation options are organised through distinct accommodation providers. Set cancellation policies apply for each. If you decide to cancel one accommodation option in order to book an alternative one prior to your arrival or after your arrival, the respective cancellation policies will apply. For change requests made with less than 1 week notice, an additional $100 accommodation administration fee applies.

5.51 **Payment:** Payment for accommodation bookings must be received minimum 8 weeks prior to your arrival, or as per your invoice due date.

5.52 **Flight details:** Flight arrival details are required for bookings into any ELC accommodation option.

5.53 **Flight arrival times:** Flight arrival details are required for bookings into any ELC accommodation option. Some accommodation bookings are conditional on flight arrival times between 6am and 8pm. A nighttime arrival may affect your accommodation booking (requiring you to organise to stay in a hotel/hostel for your first night). In cases where the flight details are advised early enough, ELC will be able to adjust your booking dates accordingly. In cases where the flight details are advised without sufficient notice, this may mean forfeiting the first night of accommodation. Please refer to your chosen accommodation option's "Cancellation or changes before arrival" policy in the relevant sections below.

5.54 **Arrival and departure dates:** A weekend arrival and a weekend departure are essential for Homestay bookings and preferable for all other accommodation bookings.

5.55 **Arrivals on public holidays:** Most accommodation options do not accept arrivals on a public holiday, in particular on the 25th December and 31st December. Please contact ELC.

5.56 **Extra nights:** All prices are weekly prices (for 7 nights). Extra nights can be arranged at all ELC accommodation options. An extra night in Homestay in 2026 is $80. For all other accommodation options, the extra nights are invoiced at a pro rata of the weekly price.

5.57 **Twin rooms:** With the exception of Homestay, twin rooms can be booked by two friends or individually. Please specify at the time of booking. Individual bookings will be allocated together with another client of the same gender.

5.58 **Breaks in accommodation booking:** No accommodation provider can accommodate breaks in their accommodation booking (or "split bookings"). If a student is planning to travel and return to the same accommodation, the rent for the period is owed.

5.59 **Smoking:** Smoking is not permitted in any of the ELC accommodation options.

5.60 **Under 18s:** Students have to be 18 years of age or over to stay at the Scape Quay St ELC Apartments, Iglu Chatswood ELC Apartments, A4S student apartments, Link2 student apartments or CozzyStay student houses. Students under 18 years may stay on their own with a Homestay family. Special arrangements apply.

5.61 **Validity dates:** Unless specified otherwise, the 2026 rates are only valid for nights until 31/12/2026 inclusive for all accommodation options. Note that some accommodation providers have low vs high season prices and that accommodation providers may decide to amend their fees mid-year.

5.62 **Damage:** Damage & costs incurred: In case you cause damage to your accommodation, you will be liable for the cost of repair or replacement. Note that the amount owed could exceed the amount of your bond/security deposit. Note that in the event that the fire alarm is triggered resulting in NSW fire services dispatch, you will be liable for the applicable service fee ($1,656 as at August 2026).

5.63 **Unforeseeable circumstances:** In the event of an accommodation option becoming unavailable due to circumstances beyond ELC's control, ELC will assist with booking a comparable alternative.

Additional accommodation policies for Homestay

5.64 **Minimum stay:** There is a minimum stay of 4 weeks. In cases where your enrolment at school is shorter than 4 weeks, you may book homestay for the length of your course (i.e. 1-3-week homestay bookings are okay for 1-week, 2-week or 3-week enrolments at school).

5.65 **Cancellation or early departure:** 2 weeks' notice is required for any changes to your booking both before or after your arrival. If you give less notice than required, the equivalent amount will be deducted from any refund owing.

5.66 **Homestay requirements:** Answers to the Homestay requirements questions are essential before we can arrange your homestay placement. ELC will fulfill the homestay requirements.

5.67 **Homestay preferences:** Answers to the homestay preferences questions will be taken into account as much as possible when finalising your Homestay placement. ELC do not commit to fulfilling all requests.

5.68 **Homestay arrangements:** The homestay profile will only be sent to you 2-4 weeks prior to your arrival and only after receipt of your flight details. Minimum 2 weeks' notice is required to arrange Homestay accommodation.

5.69 **Twinshare:** Twinshare at homestay may only be booked by a couple or two friends travelling together.

5.70 **Internet:** Internet can be requested. It is $10 per week payable directly to the family.

5.71 **Age range:** Note that homestay is usually only available to students aged 18-39 years old. Please contact ELC to check availability for students aged 40 years old and above.

5.72 **Special requests:** For special requests such as homestay with private bathroom, VIP Homestay, or special dietary requirements, please contact ELC for availability and applicable rates.

5.73 **Public Holiday and Christmas surcharge:** A surcharge applies for arrivals on Good Friday, Easter Monday, Christmas Day and New Year's Day. The surcharge is $110 for arrivals in 2026 (01/01/2026, 03/04/2026, 06/04/2026 and 25/12/2026) and $120 for arrivals in 2027 (01/01/2027, 26/03/2027, 29/03/2027 and 25/12/2027)..

5.74 **Homestay guidelines:** Failure to follow the homestay rules outlined by your host family or provided in the general homestay student guidelines may result in eviction. In cases of eviction, there is no refund.

5.75 **Check-in & check-out:** Your homestay family will have your flight details and you should move in with them within 3hrs of your flight arrival time, including if in the early morning or late evening. Please, leave your Homestay by 10am on your departure day. Check-outs later than 10am will incur an extra homestay daily fee of $80 in 2026.

Additional accommodation policies for Scape Quay St. Student Residence ELC Apartments

5.76 **Minimum stay:** There is a minimum stay of 10 weeks. Contact us with exact dates to enquire about the possibility of a shorter stay.

5.77 **Cancellation or changes before arrival:** The following policy applies for cancellation or changes before arrival:

- In case of cancellation advised earlier than 8 weeks (56 nights) prior to arrival, you will receive a full refund of the weekly fee as well as $200 off the placement fee.
- In case of cancellation advised 4 to 8 weeks (28 to 55 nights) prior to arrival, the first 4 weeks are non refundable. The rest of the weekly fee as well as $200 off the placement fee will be refunded.
- In case of cancellation advised less than 4 weeks (27 nights) prior to arrival, the first 8 weeks are non refundable. The rest of the weekly fee as well as $200 off the placement fee will be refunded.

5.78 **Early departure:** In case of early departure, 8 weeks' notice (56 nights) applies. If you give less notice than required, the equivalent amount will be deducted from any refund owing.

5.79 **Security deposit:** A $500 security deposit will be required to cover possible damage or unexpected costs incurred. It should be paid via Flywire prior to your arrival. You can make the payment using this link. Alternatively, you may pay the deposit at the school on your first day. A refund of your security deposit will be processed via Flywire within 2 weeks of check out minus any fees for damages to the property, costs incurred or for any extra cleaning required (note that regular room cleaning upon check out is included in your placement fee, but in case the room is left in a state that requires additional, extensive cleaning, fees will be deducted from your security deposit accordingly). In case of damage valued at more than $500, you will be liable for covering the full cost of repair or replacement.

5.80 **Resident's agreement:** Upon arrival, you will be expected to sign an agreement that states the residence rules. Non-compliance with the rules may result in eviction. In cases of eviction, there is no refund.

5.81 **Check-in & check-out:** You can move into your room from 4pm onwards on your arrival day. Please vacate your room by 8am on your departure day.

Additional accommodation policies for Iglu Chatswood Student Residence ELC Apartments

5.82 **Minimum stay:** There is a minimum stay of 4 weeks.

5.83 **Cancellation or changes before arrival:** The following policy applies for cancellation or changes before arrival:

- In case of cancellation advised earlier than 8 weeks (56 nights) prior to arrival, you will receive a full refund of the weekly fee as well as $200 off the placement fee.
- In case of cancellation advised 4 to 8 weeks (28 to 55 nights) prior to arrival, the first 4 weeks are non-refundable. The rest of the weekly fee as well as $200 off the placement fee will be refunded.
- In case of cancellation advised less than 4 weeks (27 nights) prior to arrival, the first 8 weeks are non-refundable. The rest of the weekly fee as well as $200 off the placement fee will be refunded.

5.84 **Early departure:** In case of early departure, 8 weeks' notice (56 nights) applies. If you give less notice than required, the equivalent amount will be deducted from any refund owing.

5.85 **Security deposit:** A $500 security deposit will be required to cover possible damage or unexpected costs incurred. It should be paid via Flywire prior to your arrival. You can make the payment using this link. Alternatively, you may pay the deposit at the school on your first day. A refund of your security deposit will be processed via Flywire within 2 weeks of check out minus any fees for damages to the property or for any extra cleaning required (note that regular room cleaning upon check out is included in your placement fee, but in case the room is left in a state that requires additional, extensive cleaning, fees will be deducted from your security deposit accordingly). In case of damage valued at more than $500, you will be liable for covering the full cost of repair or replacement.

5.86 **Resident's agreement:** Upon arrival, you will need to sign an agreement that states the residence rules. Non-compliance with the rules may result in eviction. In cases of eviction, there is no refund.

5.87 **Check-in & check-out:** You can move into your room from 2pm onwards on your arrival day. Please vacate your room by 10am on your departure day.

Additional accommodation policies for A4S - Accommodation 4 Students

5.88 **Minimum stay:** There is a minimum stay of 4 weeks. Contact us with exact dates to enquire about the possibility of a shorter stay.

5.89 **Block out period over Christmas and New Year's Eve:** A4S have a block out period of 2 weeks each year over Christmas and New Years (e.g. 16/12/2026-04/01/2027 this year). During this period, they do not allow new arrivals. As regards check outs, we recommend that students plan to either leave before or on their last operating day (15/12/2026 for this year) or on/from their first day back onwards (05/01/2027 this year). If a student needs to check out during A4S' block out period, rent will be due for the remainder of the block out period (until 04/01/2027 this year). Special check-out procedures would apply.

5.90 **Documents required:** As part of their booking process, A4S require a copy of the biodata page of your passport, your mobile number and your flight details. This information should be sent to ELC minimum 4 weeks prior to your arrival.

5.91 **A4S apartment profile:** The apartment profile and address will only be sent to you 2-4 weeks prior to your arrival and only after receipt of your flight details, copy of your passport biodata page and mobile number.

5.92 **Day to day cleaning duties:** During your stay, you will be required to share the cleaning duties with your flatmates. Failure to do so may lead to warning letters, cleaning bills or eventually eviction.

5.93 **Check-out cleaning duties:** Upon check-out, you will need to wash and dry your sheets and put them back on the bed, as well as clean your room. Rooms will be inspected by A4S staff. In cases where the room requires additional cleaning, fees will be deducted from your security deposit.

5.94 **Security deposit:** A $500 security deposit will be required to cover possible damage or unexpected costs incurred. It should be paid via Flywire prior to your arrival. You can make the payment using this link. Alternatively, you may pay the deposit at the school on your first day. A refund of your security deposit will be processed via Flywire within 2 weeks of check out minus any fees for damages to the property, costs incurred or for any cleaning required (note that, as part of any A4S booking, students are expected to clean their room and bed sheets, and to prepare the room for the next student. In case the room requires additional cleaning, fees will be deducted from your security deposit accordingly). In case of damage valued at more than $500, you will be liable for covering the full cost of repair or replacement.

5.95 **Complimentary airport pick up by A4S team:** As part of their arrival and check-in procedure, A4S offers free airport pick up from Sydney International Airport (Kingsford Smith - SYD). An A4S team member will be assigned to pick you up from the airport upon arrival, drive you to your accommodation, give you your key and get you set up at the apartment. Note that this service is not available for arrivals at Western Sydney International Airport (Nancy-Bird Walton) (WSI). The A4S airport pick up procedure requires you to install the application WhatsApp on your phone as your assigned pick-up person will contact you directly on WhatsApp a few days before your flight in order to coordinate your airport pick up. Please note that this transfer is arranged and provided directly by A4S and Come2au staff members and is not a transport service operated or provided by ELC. By requesting accommodation with A4S, you acknowledge that A4S is solely responsible for its airport transfer service, including its drivers, vehicles, insurance, safety procedures and compliance with applicable laws and regulations. ELC does not operate or control this service and is not responsible for the acts or omissions of the accommodation provider or its transport personnel.

5.96 **Resident's agreement:** Upon arrival, you will need to sign a share housing agreement with A4S (/Share My Room and Come2au). Non-compliance with the rules may result in eviction. In case of eviction, no refund is given.

5.97 **Cancellation or changes before arrival:** The following policy applies for cancellation or changes before arrival:

- In case of cancellation advised earlier than 3 weeks (21 nights) prior to arrival, you will receive a full refund of the weekly fee as well as $120 off the placement fee.
- In case of cancellation advised 2 to 3 weeks (14 to 21 nights) prior to arrival, the first week is non-refundable. The rest of the weekly fee as well as $120 off the placement fee will be refunded.
- In case of cancellation advised 48hrs to 2 weeks (48hrs to 14 nights) prior to arrival, the first 2 weeks are non-refundable. The rest of the weekly fee as well as $120 off the placement fee will be refunded.
- In case of cancellation advised less than 48hrs prior to arrival, the first 2 weeks are non-refundable. The rest of the weekly fee will be refunded.

5.98 **Early departure:** In case of early departure, a $150 break of contract fee applies and 4 weeks' notice (28 nights) should be given. If you give less notice than required, the equivalent amount will be deducted from any refund owing. A4S can show flexibility with this 4 weeks' notice in cases where their team or the student themselves can find a new student ready to move into the room.

5.99 **Check-in & check-out times:** You can move into your room from 3pm onwards on your arrival day. In case you arrive via an early morning flight, your A4S assigned pick up person will pick you up from the airport after landing and take you to your apartment, where you will be able to use the the facilities in the common areas. You may however need to wait until 3pm before you can access your bedroom. On you departure day, please vacate your room by 10am.

Additional accommodation policies for Link2

5.100 **Minimum stay:** There is a minimum stay of 2 weeks. However, an additional administration fee (short booking fee) applies for bookings of 14-27 nights (under 4 weeks).

5.101 **Booking adjustments:** Link2 will endeavour to accommodate students' requests for changes to their arrival date, departure date, or length of stay (subject to room availability and adjusting the rent owed accordingly) but several conditions apply in relation to their planned check-in date as well as their original booking date: changes requested with less than 28 days' notice to their planned check-in date will generally fall inside Link2's cancellation policy rather than their booking adjustments policy; For changes requested earlier, a $300 booking adjustment fee will apply. This fee may be waived if the request is received within 25 days of the initial booking request.

5.102 **Cancellation before arrival:** All cancellations will incur a break of contract fee. Cancellations received with less than 28 days' notice will also incur an additional late cancellation fee. Please refer to the following 2 terms.

5.103 **Break of contract fee:** All cancellations will incur a break of contract fee. The amount will depend on the original booking's arrival date, as follows:

- For bookings with arrival date between 15/01 and 15/11 each year, a 1-week break of contract fee applies.
- For bookings with arrival date between 16/11 and 14/01 each year, a 2-week break of contract fee applies.

5.104 **Late cancellation fee:** In addition to the break of contract fee, a late cancellation fee applies to bookings cancelled with less than 28 days' notice, as follows:

- In case of cancellation advised 28 to 15 days prior to arrival, an additional 2 weeks late cancellation fee will be charged.
- In case of cancellation advised less than 15 days prior to arrival, an additional 4 weeks late cancellation fee will be charged.

5.105 **Early departure:** 4 weeks' notice applies for early departure. If you give less notice than required, the equivalent amount will be deducted from any refund owing. In addition to the 4 weeks' notice, a break of contract fee will be charged for early departure. This fee is equivalent to 2 weeks rent.

5.106 **Room change fee:** In case students request a room change fee after arrival and Link2 can offer an alternative room, a $100 room change fee will apply.

5.107 **Resident's agreement & credit card details:** Within a few days of booking, you will need to sign the Link2 Resident Agreement (contact ELC to view a copy), as well as provide your credit card details on it. This last step will be required in order to fully secure your booking.

5.108 **Bond:** A credit card imprint will be required when you move in as security for a value of 4 weeks' rent (.i.e. the exact amount depends on the room type). A charge will only be made in cases of damage to the property.

5.109 **House rules:** Students are expected to comply with the house rules at all times. Non-compliance with the rules may result in eviction. In case of eviction, no refund is given.

5.110 **Check-in & check-out:** You can move into your room from 11am onwards on your arrival day. Please vacate your room by 8am on your departure day.

Additional accommodation policies for CozzyStay

5.111 **Minimum and maximum stay:** There is a minimum stay of 4 weeks and maximum of 12 weeks.

5.112 **Offshore application only:** CozzyStay can only be booked by students who are overseas and as a first accommodation option upon landing in Sydney.

5.113 **CozzyStay arrangements:** The house profile will only be sent to you 1-2 weeks prior to your arrival and only after receipt of your flight details.

5.114 **Cancellation before arrival:** Minimum 4 weeks' notice is required for any changes to your booking before arrival.

5.115 **Early departure:** The first 4 weeks are non-refundable. After this period, 2 weeks' notice applies for early departure. If you give less notice than required, the equivalent amount will be deducted from any refund owing.

5.116 **Bond:** Students are not required to pay any bond or security deposit.

5.117 **House rules:** Students are expected to comply with the house rules at all times. Non-compliance with the rules may result in eviction. In case of eviction, no refund is given.

5.118 **Linen and blanket:** Bed sheets and a pillow are provided as part of your weekly accommodation fee, but note that this does not include any doona, blanket or towel.

5.119 **Cleaning duties:** You will be required to share the cleaning duties according to a set roster. Non-compliance may lead to eviction.

5.120 **Check-in & check-out:** You can move into your room from 3pm onwards on your arrival day. Please vacate your room by 10am on your departure day.

6. Other

Indemnity and release: I agree to release, indemnify and keep indemnified, English Language Company Pty Ltd, ELC Career College Pty Ltd and their officers, employees, agents, contractors or subcontractors in respect of any and all liabilities, actions, suits, demands, claims, costs, damages, expenses and/or losses arising out of, or in connection with:

(a) any accident, delay, damage to any property, illness, injury or death caused, contributed, or suffered, by me in connection with or resulting from my enrolment, attendance or participation in any of ELC's programs, activities, and accommodation or transportation arrangements; and

(b) any breach by me of these Terms and Conditions.

Force majeure: English Language Company Pty Ltd and ELC Career College Pty Ltd do not accept responsibility or liability for changes to or cancellations of your enrolment in the event or threat of war, terrorism or threat of terrorism, fire, sickness, extreme weather, acts of government or local authority, acts of nature, or other events or circumstances which amount to a "force majeure" and which are beyond the control of English Language Company Pty Ltd and ELC Career College Pty Ltd.

I agree that the law of the State of New South Wales in the Commonwealth of Australia shall apply to this agreement.