

# TERMS AND CONDITIONS:

Thank you for visiting the Orange International College website. Please read the Terms and Conditions of this website carefully as any use of the website by you constitutes acceptance of the Terms and Conditions set out below.

Throughout this site, the terms “we”, “us”, “our” and “OIC” refer to Orange International College Pty Ltd.

## 1.Privacy Policy

### PURPOSE:

To ensure Orange International College maintains the privacy of personal information provided to Orange International College from Staff and Students.

### SCOPE:

This document describes Orange International College Privacy Policy. The Commonwealth Privacy Act 1988 requires companies to comply with the National Privacy Principles. Orange International College is committed to the Australian Privacy Legislation in the way it collects, uses, secures and discloses personal information.

### PROCEDURE:

1. We lawfully collect personal information that is necessary for our business to function. The information we collect and hold will depend upon the products and services requested and may include but not limited to:
  - a) Your name
  - b) Date of birth
  - c) Address
  - d) Contact details
2. Orange International College use the information collected for the purpose disclosed at the time of collection or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally Orange International College will only use and disclose your personal information:
  - a) To establish and maintain your relationship as a customer of Orange International College
  - b) To provide the products and services you have requested from Orange International College
  - c) To administer and manage those products and services
3. Orange International College will have on display the following policy statement for Students / Candidates.  
‘We will not disclose any information that we gather about our staff or Students to any third party. We use the information collected only for the services we provide. No staff or client

Information is shared with another organisation. If staff or client information is required by a third party we will obtain written consent from the relevant staff or client prior to release of any information’

Should staff or Students seek access to their information we have a documented procedure requiring authorisation before this can occur'.

4. Access to client/candidate personal information is available on application through the RTO Manager of Orange International College. Access to personal information will be controlled at all times.
5. Access to personal information must be request by submitting and having approved, an Access Authorisation Form.
6. A person requesting the information will be accompanied for the entire time they are in possession of their personal information by the RTO Manger of Orange International College.
7. Please contact [info@ornage.edu.au](mailto:info@ornage.edu.au) and our RTO Manager (Privacy Officer) will handle the enquiry.
8. More Information: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Documents/suggested%20wording.pdf>

## 2. Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduce someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

### Process

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the CEO or their delegate advising that a second breach will result in the full cancellation of enrolment and student being asked to leave to course with no refund. Student can refer to complaints and appeals policy for additional information regarding fair and equitable treatment.

### 3. Access and Equity Policy

#### Purpose:

Orange International College (OIC) is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by OIC to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

#### Scope:

This policy covers all of the RTO's policies and procedures and all training activities.

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources;
- Equality of opportunity for all people without discrimination;
- Access for all people to appropriate quality training and assessment services;
- Increased opportunity for people to participate in training;

Disadvantaged groups include:

The following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- People with a disability;
- Aboriginals and Torres Strait Islanders;
- Women;
- People from non-English speaking backgrounds (CALD background);
- People in rural and remote areas;
- Long term unemployed;

**Equity** focuses on outcomes. Equity is not concerned with treating people in the same way, it is concerned with ensuring that all groups of people participate and benefit to the same level.

#### Legislation includes:

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Disability Services Act 2006

**Sexual harassment** is defined by the Commonwealth Sexual Discrimination Act 1984 as when a person:

- Makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- Engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

## POLICY:

1. OIC will, where possible, remove barriers and open up developmental opportunities for all students by creating a training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students of OIC will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical, intellectual and/or mental disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.
4. All trainers / assessors are responsible for observing and being advocates for the policy.
5. This policy will be widely disseminated in the organisation.
6. The RTO policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.
7. The CEO, or their delegate, will be responsible for the implementation and maintenance of the policy.

## 4. Complaints and Appeals Policy

### Purpose

OIC has a complaints policy to manage and respond to allegations involving the conduct of:

- The OIC, its trainers, assessors or other staff,
- A third party providing services on the OIC's behalf, its trainers, assessors or other staff or
- A learner of the OIC.

OIC has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the OIC or a third party providing services on the OIC's behalf.

This process provides opportunity for complaints and appeals to be forwarded to Orange International College (OIC) management in a timely and confidential manner.

- <http://asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-six/clauses/clauses-6.1-6.6.html>
- <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD8.aspx>

### OIC's complaints policy and appeals policy:

- ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- are publicly available
- set out the procedure for making a complaint or requesting an appeal
- Provide for review by an appropriate party independent of the OIC and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.
- ensure the complainant has the right to a full explanation in writing for decisions and actions taken at all stages of the grievances, complaints and appeals process;
- ensuring that there is proper investigation of the facts;
- ensuring that there is appropriate evidence to support a decision;
- ensuring that parties are not victimised or discriminated against during the grievance, complaint and appeal procedure;
- ensuring on any occasion when the grievance or complaint is to be discussed, the complainant and respondent have the right to be accompanied by a third party (family member, friend, colleague, interpreter or other non-legal support person);

- ensuring the complainant has the right to access legal remedies outside of the OIC grievances, complaints and appeals processes;
- informing relevant parties of any allegations made against them, as appropriate;
- ensuring that all persons involved are informed under the procedures under which the grievance or complaint is being handled and have access to the relevant policy and procedure;
- ensuring that all parties have a fair hearing and those who have had complaints made against them understand the case to be met and given the opportunity to reply in a way that is appropriate for the circumstances before a decision is made
- ensuring that all relevant submissions and any mitigating factors are given due and proper consideration before any conclusions are reached or any action is taken; and
- Advising all parties that if the grievance or complaint is of such a serious nature that disciplinary action may result, then the facts revealed during an investigation into the grievance or complaint may be used in any subsequent disciplinary proceedings.
- Ensuring impartiality on the part of the investigator and/or decision maker, which means the investigator/decision maker must exclude themselves if there is any bias or conflict of interest. Being the supervisor or work associate of the respondent does not in itself give rise to a conflict of interest. The test is whether a fair-minded observer might reasonably apprehend that the decision-maker might not bring an impartial mind to the resolution of the question;
- Have a process in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept.
- Each complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself
- ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and a written statement of the outcome including details of the reasons for the outcome are provided
- The process must commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable
- OIC have arrangements in place to refer students to an external arbitrator or person independent of and external to OIC, to hear complaints or appeals arising from the OIC's internal complaints and appeals process or refer students to an existing arbitrator where that arbitrator is appropriate for the complaint or appeal

### Scope

The CEO of Orange International College is the Complaints Resolution Officer. The CEO may delegate responsibility for the resolution of the complaint if necessary.

The object of this policy is to ensure that Orange International College staff act in a professional manner at all times. This policy provides learner/students with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

### Procedure

#### Complaints and Appeals

##### Informal Process

If a learner/student has a complaint they are encouraged to speak immediately with the OIC staff to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints and Appeal Form available from OIC staff or website. Orange

International College will then investigate the complaint and advise the complainant of the outcome. All formal complaints are submitted in writing to the admin staff.

#### Complaints Process

All complaints shall follow the below procedure:

- a) Made in writing within 5 days of the incident using the Complaints and Appeals Form
- b) A student may be assisted or accompanied by a support person regardless of the nature of the Complaint/Appeal.
- c) A submitted Complaints and Appeals form will constitute a formal complaint from the participant
- d) Admin staff shall enter details of complaint into Student Management System (SMS) and Complaints and Appeals Register. The CEO must be informed of receipt of all complaints by admin staff and shall also be provided with all the documentation for action.
- e) In the case of a complaint, the CEO will initiate a transparent, participative investigation to identify the issues. Actions which may be taken include, but are not limited to:
  1. Discussing the facts of the complaint with the complainant.
  2. Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness.
  3. Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level.
  4. Interview all parties individually, including any witnesses.
  5. Conduct interviews privately and confidentially
  6. Where applicable, report the outcome of the meeting with the respondent to the complainant.
  7. Seek preferred outcome from each of the parties.
- f) The CEO may delegate responsibility for the resolution of the complaint
- g) Assessment complaints will be processed in accordance with the Appeals Procedure (Annex - A)
- h) Complaints where possible are to be resolved within 10 working days of the initial application
- i) In all cases the final conclusion will be assessed by the CEO
- j) The Participant will be advised in writing of the outcome of their complaint
- k) Upon finalising of the complaint, copies of all the documentation and further action required will be entered into Student Management System, Complaints and Appeals Register and placed in student file by the admin staff.
- l) CEO will ensure that the issue, policy and procedures relating to any substantiated complaint is reviewed and progressed through continuous improvement processes, as appropriate
- m) If the outcome is not to the satisfaction of the participant, they may seek an appointment with the CEO.
- n) If the participant is not satisfied with the decision they will be advised of their right To appeal or access OIC's external arbitrator. The complainant can access an external complaints process at their own cost (See Appendix 1). Complainants must ensure they have accessed the internal processes first.
- o) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training. The student enrolment must be maintained whilst the complaint is in progress.

#### Appeals

Orange International College strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

All students have the right to appeal decisions made by OIC. The areas in which a student may



Appeal a decision made by the OIC may include but are not limited to:

- Assessments conducted
- Reported breaches of academic performance.
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment

#### Appeals Procedure

All appeals shall follow the below procedure:

- a) Be made in writing within 5 days of notification of the assessment decision using the Complaints and Appeals form.
- b) A student may be assisted or accompanied by a support person regardless of the nature of the Complaint/Appeal.
- c) A submitted Complaints and Appeal form will constitute a formal appeal from the participant
- d) Admin staff shall enter details of Appeal into Student Management System (SMS) and Complaints and Appeals Register. The CEO must be informed of receipt of all appeals by admin staff and shall also be provided with all the documentation for action.
- e) The CEO may delegate responsibility for the resolution of the appeal
- f) Appeals will be processed in accordance with the Appeals procedure – Annex B
- g) Appeals where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be endorsed by the CEO
- i) The participant will be advised in writing of the outcome of their appeal
- j) Upon finalising of the appeal, copies of all the documentation and further action required will be entered into Student Management System, Complaints and Appeals Register and placed in student file by the admin staff.
- k) CEO will ensure that the issue, policy and procedures relating to any substantiated appeal is reviewed and progressed through continuous improvement processes, as appropriate.
- l) If the outcome is not to the satisfaction of the participant, they may seek an appointment with the CEO.  
If the participant is not satisfied with the decision they will be advised of their right to appeal or access OIC's external arbitrator. The complainant can access an external appeals process at their own cost (See Appendix 1). Complainants must ensure they have accessed the internal processes first.
- m) All Appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training. The student enrolment must be maintained whilst an appeal is in progress.
- n) The Student has the right to formally present their case at no cost.

#### Assessment Appeals

Assessment appeals shall follow the below procedure:

- a) If the client is unhappy with the assessment decision they should first seek to discuss the decision and options with the Assessor, to determine and fully understand the reasons for the decision.

- b) With a view to resolving the matter, discuss with the client: give specific feedback on their performance, identify areas of improvement, and provide options to the client such as further training and/or assessment. Where appropriate the Trainer/Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer/Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- c) If the matter is not resolved, advise client of their right to appeal the decision referring them to the Complaints and Appeals policy and provide client with access to the Complaints and Appeals Form
- d) CEO shall be notified and shall seek details from the Trainer/Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. CEO will nominate, within five working days, an independent assessor or panel to review the appeal and make a determination.

### Appealing against decision to report breach of academic performance.

Academic Performance appeals shall follow the below procedure:

- a) Where a student wishes to appeal the decision of OIC to notify Department of Immigration and Border Protection (DIBP) of a breach of academic requirements the student shall fill up Complaints and Appeals Form outlining the details of their appeal. The student should have justifying circumstances as to why they have breached their requirements and must be able to provide evidence of these circumstances.
- b) The CEO shall be notified and shall seek details regarding the initial documentation of the breach and shall make a decision based on the grounds of the appeal. After meetings and/or interviews are held with all relevant parties the appeal outcome shall be determined.
- c) Where a student has decided to access the appeals process in relation to a reportable breach, OIC will not report the breach until the appeals process has been undertaken. OIC is required to maintain all relevant responsibilities until the breach has been reported to DIBP via PRISMS.

### Appealing against deferments, suspension or cancellation of enrolment decisions

Deferments, Suspension or Cancellation appeals shall follow the below procedure:

- a) Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment, the student shall lodge an appeal by completing a Complaints and Appeals Form outlining their reasons, together with supporting evidence for the appeal.
- b) The CEO shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.
- c) Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, OIC will not update the student's status via PRISMS until the appeals process is completed. OIC is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DIBP via PRISMS.

**Where OIC considers more than 60 calendar days are required to process and finalise the complaint or appeal, the OIC:**



- Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

## Appendix 1

Complainants have a number of external complaint or appeal options including:

### Consumer Affairs Victoria

P: 1300 558 181

[consumers@justice.vic.gov.au](mailto:consumers@justice.vic.gov.au)

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

### Administrative Appeals Tribunal

P: 1300 366 700

<http://www.aat.gov.au>

### Dispute Settlement Centre of Victoria

P: 03 9603 8370 or 1800 658 528

[dscv@justice.vic.gov.au](mailto:dscv@justice.vic.gov.au)

[www.justice.vic.gov.au/disputeinfo](http://www.justice.vic.gov.au/disputeinfo)

### Victorian Equal Opportunity and Human Rights Commission

P: 1300 891 848 F: 1300 891 858

[information@veohrc.vic.gov.au](mailto:information@veohrc.vic.gov.au)

[www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

### Training Complaints Hotline

If a participant is not comfortable with disclosing a complaint then they can call the National Training Complaints Hotline on 1800 000 674 and lodge the complaint with them. They will advise the participant of what actions may be required to deal with the complaint.

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

### OIC's RTO registering body – Australian Skills Quality Authority (ASQA)

**Please note:** ASQA do not investigate complaints about refunds, apprenticeships or traineeships or personal disputes between students and trainers/assessors. ASQA is not able to act as the independent third party for reviewing complaints.

#### Domestic Students:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

#### International Students/Overseas Students:

<http://www.asqa.gov.au/complaints/make-a-complaint---overseas-students/before-you-submit-a-complaint1.html>

### External Appeals (International/Overseas Students)

Should you be dissatisfied with the outcome of the Complaints and Appeals, you may access an external body like Overseas Student's Ombudsman (Free service for the students). The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively. It also publishes reports on problems and broader issues in international education that we identify through investigations.

a. **Overseas Students Ombudsman**

Tel: 1300 362 072

b. **Website:** [www.oso.gov.au](http://www.oso.gov.au)

Further, Orange International College will maintain your enrolment during the appeal process, unless the Orange International College fears for the safety and wellbeing of the student and/or people the student may encounter any extenuating circumstances\* in which case the Orange International College may cancel the student's enrolment. The student, however, can still appeal from his or her Australian residence or home country.

*If International Student wishes to lodge an external appeal or complain, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au> or phone 1300 362 072 for more information.*

If international student decide to appeal externally, you have 10 days from the date that appears at the head of the Internal Appeal's Statement of Outcome within which to lodge an appeal with the external arbitrator. At the same time, you MUST notify Orange International College that you intend to appeal externally. If, within the 10 day period, you have not notified Orange International College that you have appealed to the external body, Orange International College will consider that you do not intend to appeal externally and the complaint will be deemed closed. If you want to appeal against a cancellation or suspension or Intent to Report relating to attendance (*ELICOS courses only*) and course progress you have 20 working days to place a request.

Finally, students may find out more about their rights and laws governing their stay in Australia from: <https://internationaleducation.gov.au/> or ESOS HELPLINE Tel: (02) 6240 5069.

**More Information for International Students Only:**  
<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD8.aspx#1>

*This following question has been copied from above website.*

**Q4:** If a student is dissatisfied with the provider's complaints and appeals processes, what can the Student do?

**A:** The student can contact the Department of Education through the [ESOS online enquiry form](#) or through

The ESOS helpline 02 6240 5069. The student may send through a complaint at any point, including after

He or she has exhausted the provider's internal appeals process and the external appeals process. The

Department of Education will only intervene where the provider's appeals process was not conducted

Correctly or if the provider did not make the appeals process available to the student.

Good practice would be for the provider to let the student know that help is available from the Department of Education. The student should also be made aware that the Department of Education will only look at whether the appeals process met the requirements of the National Code. The Department of Education will not be looking at whether the outcome of a properly conducted appeal process was right or wrong.

### Actioning the Outcomes

Where the complaint or appeal is upheld, Orange International College will implement the required corrective action within 28 days and advise the student of the outcome.

### Administration

All complaints and appeals will be discussed at Management Review Meetings for continuous improvement of the processes. All Complaints and Appeals are to be held on student file as per Records Management Policy and Procedure. Details concerning the scope of the Complaints and Appeals Policy are to be clearly displayed throughout the organization and on the OIC website.

## 5. Refund Policy and Procedure

### SCOPE

1. This policy covers the refunds process for all fees payable for training services provided within OIC scope of registration, in accordance with National Code.

### PURPOSE

2. To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.
3. Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

### Overseas / International Students

Orange International College Pty Ltd (ABN 15 167 063 596) has a fair and equitable refund policy and procedure that is compliant with NVR and ESOS requirements. This policy is provided to students prior to signing the International Enrolment & Acceptance Form being completed, OR prior to any payment of the course (whichever happens first).

Orange International College acknowledges that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start of the agreed starting date which is notified in the Offer Letter.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the institute has a sanction imposed by a government regulator.

- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Refunds under the above conditions will be paid in full to the student within 14 working days.

Orange International College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the Institute will not be liable to refund the money owed for the original enrolment.

In signing the International Enrolment & Acceptance Form to enrol in a course(s) at the Institute the Applicant acknowledges:

1. That the information provided by the Applicant in their application is complete and correct.
2. Agrees to be bound by the Institute rules and regulations and any amendments made to the rules and regulations.
3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by the Institute.
4. Agrees to update the Institute on any change of contact details as soon as practicable.
5. Agrees to obey DIBP student visa requirements.
6. Agrees to pay all fees required on or by the due date as notified in writing by Institute or as per the invoice. The Institute reserves the right to charge a late fee up to \$200 accumulating over 14 working days if the student defaults on the agreed payment plan.
7. The Institute will access these fees in accordance with the procedures established by the State Government and Department of Education.
8. The Institute reserves the right to accept or reject any application for enrolment at its discretion.
9. The Institute reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
10. Refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 20 days.

#### Deposit

A min. deposit of \$990 of the cost of the course is payable to secure a place in a course at Orange International College. Tuition fees are refunded in full if you are originally NOT a holder of a student visa (which includes student bridging visa) and your application for a student visa is rejected or Orange International College is unable to offer the course.

The term "Overseas Student" includes an intending overseas/international student

#### Refund Conditions

Enrolment Fees of AUD \$200	No refund of Enrolment fee of AUD \$200 will be done
Visa refused prior to commencement (off-shore students)	Amount of refund is the amount of the course fees, minus the lesser of the following amounts: a) 5% of the amount of course fees received in respect of the student before the default day; b) \$500

Visa extension refused/ Visa cancelled due to actions of the student (before course commences – on-shore students)	Full refund of course fees less AUD \$200 (Administrative Fee)
Visa extension refused/ Visa cancelled due to actions of the student (after course commences – on-shore students)	Refund will be calculated as per refund amount calculator <sup>#</sup> and there will be no refund on any non-tuition fees paid
Withdrawal at least 8 weeks prior to course commencement date	Full refund of course fees less AUD \$200 (Administrative Fee)
Institute is unable to provide the course for which the original offer was made before commencement (Provider default)	Full refund of course fees

Course withdrawn by the Institute after commencement (Provider default)	Calculation as per Refund amount calculator <sup>#</sup> (Default period of Provider taken in count)
Residency status change from International to Permanent resident ( <i>Provide application along with proof of visa status changes with copies from passport</i> )	Fee status will change from next study period (If status is changed after the start of any study period)
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund

OSHC Refund Policy (Calculation of refund will be done as per the policy provider)	<p>If Orange International College has organised the OSHC, we will refund the OSHC directly to the student under following conditions:</p> <ul style="list-style-type: none"> <li>• Student request to cancel OSHC</li> <li>• Student Visa Rejected</li> <li>• Change of OSHC provider</li> </ul>
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<b>Refund Calculator (ESOS Calculation of refund specifications 2014)<sup>#</sup></b> Source: <a href="https://internationaleducation.gov.au/RegulatoryInformation/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf">https://internationaleducation.gov.au/RegulatoryInformation/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf</a>	
Weekly Tuition Fees	Total tuition fees for the course/ <u>number of calendar days in the course</u> 7
Weeks in default period	Number of calendar days from the default day to the <u>end of the period to which the payment relates</u> 7
Refund amount <sup>#</sup>	Weekly tuition fees X Weeks in default period
Course Fees	Sum of Tuition and Non Tuition fees

**Orange International College reserves the right to withhold granting the Qualification or Statement of Attainment completed by the student, if student tuition fees remain outstanding.**

### Application for refund form

- If a student wishes to withdraw their enrolment, they are required to complete an **Orange International College Application for Withdrawal and Refund form** and forward it to the Student Services/Administration Officer. Your application will be processed within 14 days of the application being received.
- The application should arrive at **Orange International College** prior to course commencement (see *Refund Conditions* for details of expected refund amounts).
- If the organisation is unable to offer the course, the refund will be processed within 14 days.
- **If Orange International College defaults the student is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. Please note this before making payment to Orange International College.**

### Provider default

#### The Tuition Protection Service (TPS):

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

In the unlikely event that Orange International College is unable to deliver your course in full, you will be offered a refund of all course money you have paid to date or alternately, Orange International College will offer you the opportunity of studying in an alternative course at no extra cost to you. **Students may choose preferred option.**

Students will be required to sign an agreement outlining preferred options co-signed by the CEO.

Should students choose the refund option; the refund will be paid **no later than 20 working days of the day** on which the course ceased being provided.

If Orange International College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you.

Finally, if you cannot be placed in a suitable alternative course, the Secretary of the Tuition Protection Services will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Secretary of the Tuition Protection Services.

### Student rights

**"This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."**

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. **Please see Orange International College's Complaints /Appeals Policy available on the website [www.orangeinternationalcollege.com.au](http://www.orangeinternationalcollege.com.au)**

The processes in the Orange International College's Complaints/ Appeals policy do not circumscribe the student's right to pursue other legal remedies.



#### Recipient of refund

Orange International College will **pay the refund to the person who enters into the International Enrolment & Acceptance Form** with the Institute, unless the person gives a written direction to Orange International College to pay the refund to someone else – (The legislation does not allow the refund to be paid to an agent.)

The refund will be paid in the **same currency in which the fees were paid** unless this is impractical. **The refund will be paid no later than 20 working days after it is lodged with Orange International College.**

#### Provision of refund information to students

The refund policy will be given to students in their handbook prior to enrolment (signing of International Enrolment & Offer Acceptance Form) and made accessible on the Orange International College website [www.orange.edu.au](http://www.orange.edu.au) . It will also be explained at induction and orientation so that it is clearly understood by overseas students.

Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available in the student handbook) and on the website [www.orange.edu.au](http://www.orange.edu.au).

#### Grounds for deferment / suspension / cancellation of enrolment

Orange International College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*. These include but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b) Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- d) A traumatic experience which could include:
  - o involvement in, or witnessing of a serious accident; or
  - o witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- e) Where Orange International College was unable to offer a pre-requisite unit; or
- f) Inability to begin studying on the course commencement date due to delay in receiving a student visa;
- g) Student failure to meet unit prerequisites;
- h) Unavailability of units/subjects;
- i) Non-payment of fees;
- j) Student behaviour;
- k) Marriage and marriage of a sibling.

#### Additional Fees and Charges

Re-Issue of Testamur/ Statements of attainment - \$50 each copy

Reassessment Fee \$250.00 (after second attempt)

RPL Fee \$250.00 per unit

Re-Issue of Student Card \$20.00

Late payment of semester fees - \$250.00 per instalment

Unit re-enrolment fee \$500.00 (for students who exceed the maximum duration period)

**Duration of Courses:** All enrolments have a maximum duration and students need to complete the course within the specified enrolment duration as mentioned in the Agreement. Students who do not complete all units within the maximum timeframe will receive a Statement of attainment listing the units they have completed at no additional cost. Students wishing to undertake units not completed in the course duration period will be required to pay the unit re-enrolment fee. Enrolment begins from the course commencement.

#### Payment Details

Orange International College Bank Details (please see reception or email [info@orange.edu.au](mailto:info@orange.edu.au)). Please note that there is a 2% surcharge on a Credit Card Transactions. Please email a copy of your receipt to Orange International College

#### Refund Procedure

The student is required to complete a Deferral, Suspension and Cancellation form and Refund Form:

1. The completed forms are then handed over to the Student Services/Administration Officer
2. The Student Services/Administration Officer advises the applicant that the turnaround time is a maximum of 14 days.
3. The Administration Officer then takes the completed application to the CEO / RTO Manager (Director) for his review.
4. The CEO / RTO Manager (Director) then reviews the application and checks it against the eligibility of the refund.
5. If the applicant is eligible for a refund then a cheque is provided for the amount to be refunded.
6. The applicant then signs an acknowledgment for the amount that is received and is kept in their file.
7. If the applicant is not onshore then the amount would be refunded to either the student / nominated person (on consent of the applicant) and a record of the same is kept.

#### ORANGE INTERNATIONAL COLLEGE

Level 6, 416-420 Collins Street, Melbourne, VIC- 3000, Australia

OR

#### Orange International College

PO Box 619, Collins Street West, VIC-8007, Australia

Phone: +61 3 9670 2985, +61 488 267 496 Email: [info@orange.edu.au](mailto:info@orange.edu.au)

Website: [www.orange.edu.au](http://www.orange.edu.au)

## 6. Student Disciplinary Policy

### Purpose

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

### Procedure

Orange International College (OIC) seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work/learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
  - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
  - b. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the CEO, or their delegate.
6. Students have the right to access complaints and appeals policy.

**NOTE:** The RTO reserves the right to expel students immediately depending upon the seriousness of the misconduct.

## 7. Students Code of Conduct

### Rights and Responsibility

The adult learning environment within Orange International College (OIC) encourages and supports the participation of people from diverse backgrounds. The RTO's aim is for each student to have an equal opportunity to learn in a supportive environment.

### Students' Rights

OIC recognise that students have the right to:

- Expect OIC to provide training of a high quality that recognises and appreciates their individual
- learning styles and needs;
- Have access to all the RTO's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect OIC to be ethical and open in their dealings, their communications and their advertising;
- Expect OIC observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc.;
- Privacy and confidentiality, and secure storage of student records in accordance with the RTO's policies, to the extent permitted by law.

### Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions as per their visa conditions and ESOS Act requirements for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise the RTO of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course;
- Signing in and out when attending training;
- Abiding by any dress code stipulated by the RTO;
- Not cheating or plagiarising in course work/ assessments submitted for assessment;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the relevant staff member;
- Respecting OIC's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;

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Asking for assistance and / or support when needed.