

Fees Policy

Purpose:

To provide a clear documented process relating to Fees and Charges associated to all students studying at Orange International College (OIC). The following information will be provided to students about the OIC Fees. Fees are payable on all courses, details of which are contained in relevant course information pages on the website or directly from OIC.

Policy:

This policy applies to all Students who are commencing, have commenced or are continuing study with OIC. International Students choosing to study at ORANGE INTERNATIONAL COLLEGE are required to pay all Fees and Charges agreed to in the Enrolment Agreement and can be paid by cash, credit card, EFT, Direct Debit or bank transfer.

Procedure:

OIC:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- Guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- Will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- Will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the Student Support Manager / RTO Manager in the first instance.

Withdrawal and Refunds (Domestic Students)

If you withdraw from a course after your enrolment has been confirmed, and within 4 weeks of the commencement date, you will forfeit any fees paid, including any enrolment fees and any course fees.

If you withdraw from a course due to illness, (verified by a medical certificate and within 7 days of course commencement) we will refund any course fees paid less any application fee and 20% of your course cost.

Should you withdraw for any other reason other than illness and within 5 days of course commencement, you will be liable to 50% of the course cost.

Should you withdraw from the course once commenced, or if you fail to commence the course you will forfeit all monies paid and be liable for the full course cost.

For any students/employees, who are paying on behalf of other students will not be able to claim any refund after the training plan of their organisation/individual has been issued & paid.

Please ensure to contact OIC in case of any training plan/training benchmark issue within 4 weeks of issuing the plan.

There is no refund applicable after this period.

Withdrawal and Refunds (International Students)

Please refer to International Student Fees and Refund Policy available at Reception or OIC website.

Fees in Advance (Domestic Students)

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, OIC may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

OIC has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Student must fill refund form.

Fees in Advance (International Students)

Under the changed rules, OIC is not allowed to collect more than 50 per cent of the total tuition fees for the whole course before you start unless agreed by student based on the question in application form. All the course related fees are mentioned on Student Letter of Offer and Student Agreement. Additional changeable fees are also mentioned in Student Agreement.

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

For more information, please refer to International Student Fees and Refund Policy available at Reception or OIC website.

Delegated Authority

CEO or any Authorised Officer appointed by CEO on his/her behalf.