

## 1. Purpose

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

This policy ensures transparency in fee collection, refunds and financial management for all students of OC. It aligns with the Standards for RTOs 2025, the Education Services for Overseas Students (ESOS) Act, and Australian Consumer Law, which ensures fair, transparent and ethical treatment of students.

## 2. Scope and responsibility

This policy applies to all students who are commencing, have commenced or are continuing study with OC. This is the responsibility of CEO and all other team members to follow this policy

## 3. Policy Statements

Students choosing to study at OC are required to pay all Fees and Charges agreed to in the Enrolment Agreement and can be paid by credit card, electronic fund transfer (EFT), Direct Debit or bank transfer.

OC:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees that once a student has commenced training and assessment, the student will be provided with every opportunity to complete the course.
- will provide the student with a refund of fees on hold or offer to transfer the student to another course (should a course be cancelled after commencing, as a result of circumstances beyond OC's control).
- will refund a pro rata proportion of any money paid and not yet used for the delivery and assessment of the course, should the course be cancelled or discontinued by OC.

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

## 4. Definitions

**Student:** Any student who studies, intends to study, or studied at OC

**Domestic student:** Any student, whether current or prospective, intending to study, or studying at OC, who does not need a student visa. This excludes students under the Smart and Skilled Program.

**International student:** Any student, whether current or prospective, intending to study, or studying at OC on a student visa.

**EFT:** Electronic Fund Transfer

**Agents:** Any student agent collaborating with OC

**SOA:** Statement of Attainment

**Suspension:** Temporary cessation of studies for any student at OC

**Payment Plan:** Individual plans for payment provided to any student at OC.

**Active student:** Any student that is currently studying at OC

**Reassessment fees:** Fees required to be paid in the case of reassessment of summative tasks or units

## 5. Domestic Students

### Withdrawals and refunds

Please refer to OC's [Domestic Student Refund Policy](#) available at Reception or OC's website.

### Fees in advance

Depending on each course, OC may require payment of fees prior to course commencement. Fees for courses costing over \$1,500 will be paid in a manner so that no more than \$1,500 in prepaid fees is collected from any student prior to the commencement of a course or at any other given time through the course, for services that are yet to be delivered to the learner.

For more information on OC's fee payment schedule and its structure, please refer to OC's Payment Plan.

When an employer engages OC to provide training and/or assessments to their staff through a negotiated commercial transaction, the initial payment and/or any weekly or monthly payments may exceed the amount of \$1,500.

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

If a student or employer wishes to withdraw from studies, OC's refund form must be completed and submitted, as per OC policies.

### Course Fees (tuition and non-tuition)

- All Course Fees (Tuition and Non-Tuition Fees) are quoted and payable in Australian dollars (\$AUD).
- Due dates for Course Fees are stated in the Monthly Payment Instalment section.
- Tuition Fees include fees for all of the training and assessments required to achieve the enrolled qualification. This may include lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course or are intended to assist the student to progress in their course, or are ancillary to the activities that form part of the Student's course listed previously.
- Non-Tuition Fees may include books and equipment, administration, and where applicable accommodation.
- OC, or any Agents on behalf of OC, can only request up to \$1,500 prior to the course commencement.
- After the commencement of the course, OC, or any Agents on behalf of OC, can request the remaining course Fees as per the agreed Payment Instalment Plan, which can be found on the Written Agreement or the Student Invoice.
- There is no reduction of Course Fees if a student completes their course earlier than the expected/proposed course length.
- Students should refer to the [Fees and Charges Schedule](#) for all Fees associated with their enrolment at OC. More information regarding this can be found on OC's website. This may include any Tuition Fees, Non-Tuition Fees, Enrolment Fees, as well as Fees to access Student records.

## 6. International Students

### Withdrawals and refunds

Please refer to OC's International Student Fees and Refund Policy available at Reception or OC's website.

### Fees in advance

In line with ESOS requirements, OC limits tuition fee collection to no more than 50 per cent of the total tuition fees for the whole course before the student commences, unless the student chooses to pay more upfront 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.

OC is a participant in the Tuition Protection Service (TPS), 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 suitable 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 OC website.

### Course Fees (tuition and non-tuition)

- All Course Fees (Tuition and Non-Tuition Fees) are quoted and payable in Australian dollars (\$AUD).
- Due dates for Course Fees are stated in the Monthly Payment Instalment.
- Tuition Fees include fees for all of the training and assessments required to achieve the enrolled qualification. This may include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course or are intended to assist the Student to progress in their course, or are ancillary to the activities that form part of the student's course listed previously.
- Non-Tuition Fees may include books and equipment, Overseas Student Health Insurance, administration, accommodation, as well as assistance to apply for or hold a student visa.
- OC, or any Agents on behalf of OC, can only request up to 50% of each course's Tuition Fees (or the full amount if the course is under 25 teaching weeks in duration) prior to the course commencing.
- Students can pay full fees or more than 50% if they wish to. Further information regarding this can be provided upon contacting the Accounts Department at: [accounts@orange.edu.au](mailto:accounts@orange.edu.au).
- After the commencement of the course, OC, or any Agents on behalf of OC, can request the remaining Course Fees as per the agreed Payment Instalment Plan, which can be found in the Written Agreement or the Student Invoice.
- There is no reduction of Course Fees if a student complete a course in a shorter period than the length of the issued COE for that course.
- Students should refer to the [Fees and Charges Schedule](#) for all Fees associated with their enrolment at OC. More information regarding this can be found on OC's website. This may include any Tuition Fees, Non-Tuition Fees, Enrolment Fees, as well as Fees to access Student records.

## 7. Payment of Course Fees

1. Requirement to Pay Fees Before Commencement
  - Students will not be allowed to commence studies until all applicable course fees have been paid as per the Letter of Offer, Student Agreement, and Acceptance of Offer Form.
  - Furthermore, all subsequent invoices, including the Initial Deposit, must also be paid in full.
  - OC requires all students to complete a Direct Debit Request Form along with the Letter of Offer, Student Agreement, and Acceptance of Offer Form.
2. Consequences of Outstanding Fees, Suspension & Loss of Student Privileges
  - If outstanding course fees remain unpaid:
    - The student will not be eligible to receive a Certificate, Statement of Attainment (SOA), or any other official documents from OC.
    - Student's classes will be suspended, and access to course materials will be restricted.

- The student will be removed from the timetable, and no additional communication will be sent at the time of removal. During suspension, students will not be covered under OC's public liability insurance.
  - OC is not liable for additional costs such as reassessment fees, training plan fees, or qualification transition fees due to class suspension.
  - The student will not be considered active and will be ineligible to transfer to another provider until their financial obligations to OC are met.
- 3. **Obligation to Maintain Payment Plans During Suspension**
  - Students on suspension must continue their monthly or weekly payment instalments to maintain enrolment within their course.
  - Suspension does not impact recurring direct debit payment obligations.
  - For students to arrange a monthly Payment Instalment Plan, they will need to complete the Direct Debit Request Form.
- 4. **Financial Penalties & Late Fees**
  - OC reserves the right to charge a late fee of up to \$200, accumulating over 14 working days, if a student defaults on their agreed payment plan.
- 5. **Withholding of Academic Progress Information**
  - OC will refrain from sharing student progress, academic results, or training activity with any third party, except where reporting is required under mandatory government obligations.
- 6. **Referral to Debt Collectors & Credit Reporting Agencies**
  - Where payment arrangements are not maintained, OC reserves the right to refer defaulting students to credit reporting agencies and debt collectors.
  - These reported defaults may impact a student's credit history and credit score.
- 7. **Cancellation of Enrolment & Impact on Visa Status**
  - Students who fail to pay their tuition fees on time may risk having their enrolment at OC and Confirmation of Enrolment (CoE) cancelled.
  - Once cancelled, the student:
    - Will no longer be enrolled in any units or have access to class materials.
    - Will not be covered by OC's insurance or public liability.
    - International students may face visa implications and in such situations are advised to contact the Department of Home Affairs (DOHA).
- 8. **Reinstating Enrolment After Suspension or Cancellation**
  - To reinstate enrolment, students must pay all outstanding fees in full.
  - Students should contact the Accounts Department to confirm payment and request reinstatement.
- 9. **General Fee Payment Conditions**
  - All fees must be fully paid and up to date before a student can commence another OC qualification.

- In cases where a qualification becomes superseded, OC reserves the right to apply for the transition where additional transition fees may apply based on the new course. If the transition is beyond normal course duration, it might affect the visa end date for international students.

#### 10. Additional Non-Tuition Fees

- Although a Student's Course Fees cover most services provided by OC, there may be instances where additional Non-Tuition Fees are charged. For more information, refer to the [Fees and Charges](#) Schedule on OC's website.

**Disclaimer:** This policy is for domestic fee-for-service and international students ONLY. For Smart and Skilled students please refer to the [Smart and Skilled Fees, Charges and Refunds Policy](#).