

Student General Enquiry Form

Instructions to applicants

Please type or use BLOCK LETTERS when completing this form. Return the completed form to reception at:
Orange English College Pty Ltd – Level 6, 416–420 Collins Street Melbourne Victoria 3000, or send an email to:
info@orangeenglishcollege.com.au

1. Please attach evidence (if required) based on the category chosen.
2. Any enquiry may take up to 10 working days for processing.
3. Please provide the completed form to reception (see address above) or via email.

What do you need help with? Select a category below.

Tick	Department	Tick this if you need help with:
☐	Marketing/ Admissions Department	Need help with enrollment
☐	Administration / Operations	Need a letter or document from the college
		Help with the LMS
		Change in Timetables
		Need to apply for or collect student ID
		Want to make a complaint or appeal
		Want to transfer to another provider or cancel course
		Need to reset your Orange English email password
☐	Accounts and accounting	Need to ask a question about fees
		Need a payment plan
		Need a copy of an invoice or payment
☐	Academic	Want to apply for extension of assessments
		Want to request credentials (certificate or completion letter)
		Need a course progress report/letter
		Want to ask a question about learning or assessments
☐	Other	I have a question that is not listed here

Enquiry Detail

Please provide details in relation to your request:

Signature

Student name and ID: _____ Signature: _____

Office Use Only

Request Processed:	☐ Yes ☐ No	Staff Member:	_____
Signature:	_____	Date Processed:	_____