Version 1.1

Terms and Conditions (Enrolment and Fee Payment)

1. Introduction

These Terms and Conditions set out the rights and responsibilities of students ("you", "the student") and WYSE Business College ("we", "our", "the RTO") in relation to enrolment, payment, refunds, and participation in our training programs.

By enrolling in a course with WYSE Business College, you agree to abide by these Terms and Conditions, the RTO's Code of Conduct, and all relevant policies and procedures.

2. Fees and Payments

2.1 Fee Disclosure

All course fees, payment schedules, and any incidental costs (such as materials, licensing fees, or re-assessment fees) are disclosed prior to enrolment in the Course Information Sheet or Letter of Offer.

2.2 Payment Methods

WYSE Business College accepts payment through:

- Eway
- Ezidebit
- Credit/Debit Card
- Electronic Funds Transfer (EFT)

2.3 Payment Plans

Students may be offered a payment plan with instalment options via direct debit. Payment plans must be agreed upon in writing prior to commencement. Missed or failed payments may result in suspension of access to training until payments are up to date.

Please note that payments made via direct debit may attract additional fees charged by our third-party payment provider, including a one-off setup fee and ongoing transaction charges. These fees will be disclosed prior to commencement of the payment plan.

2.4 Invoices and Receipts

An invoice will be issued upon enrolment, and receipts will be provided for all payments received.

3. Cooling-Off and Refund Policy

A full refund applies if the student cancels their enrolment within fourteen (14) calendar days of the enrolment application completion date provided that no units have been accessed in the Learning management system (LMS) and no Training have been delivered.

Refunds outside this period will be assessed in accordance with the WYSE Business College Fee Administration Policy, which outlines specific refund conditions and administrative charges.

WYSE Business College will process refund requests within 1 week from the day of receipt. The reimbursement procedure for approved refunds may take up to 4 weeks.

5. Non-Payment and Debt Recovery
Failure to make payments as agreed may result in suspension or withdrawal from the course, withholding of qualifications or Statements of Attainment, and referral to a debt collection agency. Recovery costs may be added to the outstanding balance.

6. Course Progression and Completion
Students are responsible for maintaining satisfactory progress and completing assessments within the specified timeframe. Failure to meet timelines may result in withdrawal or additional fees for re-enrolment or extension.

7. Consumer Protection
WYSE Business College complies with the Standards for Registered Training Organisations (RTOs) 2015, the Australian Consumer Law, and the National Vocational Education and Training Regulator Act 2011. Students have the right to complain or appeal decisions related to enrolment, assessment, or refunds.

8. Privacy and Data Use
Personal information collected by the RTO is protected under the Privacy Act 1988 (Cth). We use your information only for purposes related to your training and may share data with government bodies such as ASQA or NCVER as required by law.

9. Certificates and Statements of Attainment
Certificates or Statements of Attainment will only be issued once all course requirements are met and all outstanding fees have been paid in full.

10. Limitation of Liability
WYSE Business College's liability for any claim (including negligence) is limited to the total amount of fees paid for the course. We are not liable for indirect losses such as travel costs, employment loss, or business interruption.

11. Acceptance of Terms
By enrolling and making payment, you acknowledge that you have read and understood these Terms and Conditions, agree to be bound by them, and have been provided access to all relevant RTO policies, including the Refund and Fee Administration Policies.