Version 1.5

FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD(S):

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.1

National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – Clause 18. Prepaid fee protection measures

PURPOSE

WYSE Business College adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (RTOs) 2025. As such, WYSE Business College will provide transparency in the application and administration of fees and charges, including refunds and will put in place a fair and reasonable refund process according to Australia's consumer protection laws.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

POLICY PRINCIPLES

WYSE Business College implements fair and reasonable refund practices and transparent processes for fee application and administration. WYSE Business College will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;

2. its fee and refund policy is prominent and accessible to its staff, prospective students, and existing students;

3. it implements and maintains a process for fair and reasonable refunds and fees paid; and

4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered

Version 1.5

Fee Administration Policy Principles

Fee Information

1. WYSE Business College will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.

2. WYSE Business College will ensure that the fee and refund policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:

    a. Breakdown of the course fee (if any)

    b. Fee and Refund policy

    c. Incidental fees

    d. Compulsory fees

    e. Additional charges or co-contributions

    f. Methods of fee collection

    g. Process for recovery of outstanding student fees

3. For any incidental fees that may be applicable, WYSE Business College will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than WYSE Business College.

Fee Administration

1. WYSE Business College will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund Policy.

2. WYSE Business College will retain accurate course fee payment, waiver, exemption or refund records for each student.

3. WYSE Business College will require payment prior to commencement of training as well as pre-payment plans for students.

4. WYSE Business College will apply standard student fees for Fee-for-Service (FFS) students.

5. WYSE Business College will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable).

6. WYSE Business College will maintain arrangements for the protection of any fees paid in advance in accordance with Compliance Requirements 18 and 19.

Fee Payment Arrangements

1. WYSE Business College ensures that its financial practices promote the protection of fees (paid in advance and exceeding $1,500) made by any student. WYSE Business College will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of $1,500 as stated in Compliance Requirement 18 – Accountability (Prepaid Fee Protection Measures) Standards for RTOs 2025.

2. WYSE Business College offers payment plans to individual students. At enrolment, WYSE Business College will collect an upfront payment of $250, or another amount up to a maximum of $1,500, provided that the amount collected constitutes prepaid fees for training and assessment and remains within the applicable prepaid-fee threshold.

3. Tuition fees are broken into instalment payment plans to ensure students do not pre-pay fees over $1,500. The schedule of the payment plans is outlined in the student enrolment forms.

4. Fees must be paid in full before certification will be issued.

5. If payment instalments/arrangements are in place, and payment becomes overdue and remains unpaid for a period in excess of 7 days, WYSE Business College reserves the right to suspend the student's learning or assessments (or both) until all fee payments are up to date.

6. Flexible payment arrangements, such as instalments, credit cards, direct debit, cheques and EFT remittances are acceptable to accommodate the diverse financial situations of clients.

Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. WYSE Business College will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.

2. WYSE Business College will charge a recommencement fee for any suspended training to cover administration costs.

3. WYSE Business College will not issue SOAs or Certificates if training fees are outstanding.

4. WYSE Business College will inform students of its process for the recovery of outstanding student fees prior to enrolment through its Fee Administration and Refund Policy.

Version 1.5

Refund Policy Principles

1. Details of WYSE Business College's Refund Policy is publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).

2. WYSE Business College will make students aware of the refund policy prior to enrolment.

3. With regard to all withdrawal of training, WYSE Business College will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.

4. All refund requests must be made in writing via the **Refund Request Form**. WYSE Business College will only acknowledge and review requests based on information provided through the form. Exemptions are made for mitigating circumstances, provided there is supporting evidence.

5. Refund requests received after the **14-day Refund Period** will generally not be eligible for a refund, except where a refund is required under this policy, applicable legislation, or at the discretion of WYSE Business College based on the circumstances of the student's withdrawal.

6. For refund applications received within the 14-calendar-day Refund Period, where the student has not commenced training and has not accessed any units or learning materials in the LMS, the student must submit a completed Refund Request Form to WYSE Business College within the Refund Period. Where all eligibility criteria are met, WYSE Business College will refund the course fees paid, less the applicable Enrolment processing/ administrative fee of **$250,** where this fee has been disclosed to the student before enrolment. Any outstanding amount legally owed by the student to WYSE Business College may be deducted from the refund amount.

7. WYSE Business College requires written notification of withdrawal from training; this may be via letter, email or the completion of the **Withdrawal from Training Form**. Refund will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.

8. 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.

9. An **enrolment processing/ administration fee of $250** will be subtracted from any refund granted under the terms and conditions outlined in this policy.

10. All refunds will be paid to the person or organisation that originally paid the fees.

11. WYSE Business College does not provide a refund where the reasons are:

    a. A client has commenced their course/unit

    b. There are changes to work hours

    c. Moving interstate

d. Student leaves before full course completion and does not complete qualification after assessment

e. Recognition resources and services have been supplied to the client.

12. WYSE Business College may provide consideration for a refund for students who have commenced training with the discretion of the CEO.

13. WYSE Business College does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.

14. WYSE Business College provides a full refund to all clients, should there be a need for WYSE Business College to cancel a course. In the first instance, WYSE Business College will (where possible) provide an opportunity for the client to attend another scheduled course. If WYSE Business College cancels a course, clients do not have to apply for a refund; WYSE Business College will process the refunds automatically.

15. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

MONITORING AND IMPROVEMENT

WYSE Business College's CEO is responsible for ensuring compliance with this policy, and Student Services will process refund requests.

WYSE Business College's CEO is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.

Version 1.5

Annex

Refunds Table

1. WYSE Business College Refunds for enrolments are subject to the following refund formula.
2. "Refund Period" – **14 calendar days** from the enrolment application date.

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from training within the "refund period"	- Where NO units have been accessed in the LMS or -Learning NOT delivered	- In writing, within the refund period	$ 250 administration and processing fee	- Full refund less the administration and processing fee - Future payments may be cancelled for students under payment plans
	- Where any unit has been accessed in the LMS or -Learning has been delivered	- In writing, within the refund period	$ 250 administration and processing fee Cost of the units or learning accessed.	- Full refund less the administration and processing fee and less Cost of the units or learning accessed.
Withdrawal from Course beyond the refund period / "Withdrawal outside the refund period"	- Where a unit/s have been accessed in the LMS or not or -Where Learning is delivered or not	- In writing, any day beyond the "refund period"	- No refund or - In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee, less the cost of the units or learning accessed and any other cost incurred.	- No refund or - In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee, less the cost of the units or learning accessed and any other cost incurred.
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been **granted** after enrolment	N/A	N/A	No refund
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	$ 250 administration and processing fee	Enrolment to a different qualification or

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
				Refund for the cost of units not yet completed.
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	$ 250 administration and processing fee	Referral to a different service provider or Refund for the cost of units not yet completed.