

# Refund Policy

*When refunds apply, how to request one, and what happens if WAYS cancels your course*

*Your future, your way.*

## Scope

This policy applies to all enrolments with WAYS Youth Training (RTO 90114) — Smart & Skilled subsidised students and fee-for-service students alike. It is referenced in our Statement of Fees and Pre-Enrolment Information Statement.

## Principles

- Refund decisions are made consistently and in good faith.
- Refund processes are transparent and free for students to access.
- We follow the Australian Consumer Law as a baseline, with additional protections for Smart & Skilled students under the NSW Government's Operating Guidelines.
- No student is disadvantaged for requesting a refund.

## Refund eligibility

### Cooling-off period — within 14 days of enrolment confirmation

If you change your mind within 14 days of confirming your enrolment and have not yet started training, you receive a full refund of any fees paid, less a \$50 administrative processing fee.

### Withdrawal before course start date

If you withdraw before the scheduled course start date and outside the cooling-off period, you receive a refund of the student fee paid, less a \$100 administrative fee.

### Withdrawal during the course

If you withdraw after the course has started, refund eligibility is pro-rata, calculated on the proportion of the course not yet delivered:

- Withdrawal in the first 25% of the course: 50% of the student fee refunded
- Withdrawal in the second quarter (25-50%): 25% refunded
- Withdrawal in the second half (after 50%): no refund

*The 'course' is measured from the scheduled start date to the scheduled end date listed on your Training Plan.*

### Withdrawal due to medical or compassionate grounds

If you need to withdraw due to serious illness, family bereavement, or similar compassionate grounds, we may offer a deferral instead of a refund — holding your enrolment for up to 12 months. If a refund is preferred and the circumstances are documented (e.g., medical certificate), the standard pro-rata schedule above is applied with the administrative fee waived.

### WAYS-initiated cancellation

If WAYS cancels a course or is unable to deliver the qualification you enrolled in, you receive a full refund of all fees paid. We will also support you to find an alternative provider — including transferring your Smart & Skilled enrolment where possible.

### Refusal of refund

Refunds are not available where:

- Your enrolment has been terminated for serious misconduct following the WAYS Code of Conduct process
- You complete the qualification (no refund applies on completion)
- More than 50% of the course period has elapsed (per pro-rata schedule above)

### Smart & Skilled subsidy — important

The Smart & Skilled subsidy is paid by the NSW Government directly to WAYS Youth Training under our funding contract. The subsidy is not paid to you and is not refundable to you. If you withdraw, we report the withdrawal to the Department; the Department's funding decisions are governed by the Smart & Skilled Operating Guidelines (clauses 14, 17 and 22). If you transfer to another Smart & Skilled provider, your Commitment ID may transfer with you — your new provider can advise.

## How to request a refund

1. Email your request to [training@ways.org.au](mailto:training@ways.org.au) or write to the RTO Manager at 178A Bondi Road, Bondi Junction NSW 2022.
2. Include: your full name, USI, qualification, enrolment date, the date you wish to withdraw effective, and the reason.
3. Attach any supporting evidence (e.g., medical certificate) if claiming a compassionate ground.
4. We acknowledge requests within 5 business days.
5. We process approved refunds within 28 days of approval, paid back to the original payment method.

## Appeals

If you disagree with a refund decision, you can lodge an appeal under our Complaints and Appeals Process. The appeal is reviewed by a senior person at WAYS not involved in the original decision. If you remain unsatisfied, external review options include NSW Fair Trading and the Australian Consumer Law (see Complaints and Appeals Process for contact details).

## Regulatory references

- Standards for Registered Training Organisations 2025 (in force from 1 July 2025)
- Smart and Skilled Contract and Operating Guidelines 2025-2026 (clauses 14, 17, 22)
- Australian Consumer Law (Schedule 2, Competition and Consumer Act 2010)
- Privacy Act 1988

*Your future, your way.*

### Document control

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