

## Refund Policy

### Refunds

Refunds will be paid direct to the learner. To claim a refund, the learner must complete a refund application form available from RTO administration.

The refund amount in the table below is based on fees collected from a learner

No.	Situation	RTO Refund fee
1	RTO does not deliver the program for which the student has paid for the following reasons: The course does not begin on the agreed commencement date The offer is withdrawn by the Institute and incomplete information is provided by the student The course ceases to be provided, at any time, after it commences but before it is completed The course is not provided in full to the student because a sanction has been imposed on the registered provider	Full Refund
2	The student withdraws from a course 5 weeks prior to the course commencement.	Full Refund
3	The student withdraws from a course less than 5 weeks prior to the course.	Enrolment less administrative fee
4	The student withdraws from a course after course commencement.	No Refund

#### Notes:

- a. Refunds identified above are for the Tuition Fees ONLY (Tuition Fees are those identified in the SOF brochure or on the agreement as course fees).
- b. Incidental fees are all other fees apart from Tuition Fees and Enrolment Fees E.g. Material Fees. ONLY the “unspent” amount will be returned. If the cost of the service or material has already been incurred this will NOT be refunded.
- c. Fee refunds for special circumstances (illness, family circumstances) may be agreed upon, on an individual basis, at the discretion of the accounts department of Hammond Institute.
- d. Where the student has paid for other fees, including material fees, then only the “unspent” portion will be returned.
- e. For RPL, the minimum fee is \$150.00/unit will cover most situations, however, where extra work is required by Hammond Institute to validate your prior learning, Hammond Institute reserves the right to apply additional charges (see policy), these will be agreed with the applicant and are non-refundable
- f. Refer to the course handbook for course specific charges
- g. All date calculations are based on the date the form is received by Hammond Institute, not the date the student completed the form (if different).
- h. An LLN assessment will be conducted prior to the enrolment at no charges to the prospective student.