

Refund Policy

At Hammond Institute, we strive to provide our students with the best possible education and training to help them achieve their academic and career goals. We understand that circumstances can sometimes arise that may prevent a student from continuing with their program, and we want to make sure that our students are aware of our refund policies in case they need to withdraw from a program.

All Hammond Institute applications for refunds will be assessed and processed in accordance to the requirements of this policy.

Government Funded Courses

Where the course is subsidised by State or Federal Government funding programs.

A full refund of the co-contribution fees is permitted if the funding application is withdrawn, or it is determined that the applicant is not eligible for funding.

No refund will be permitted if the application has been processed and it is determined that the student is eligible for funding.

Self-Funded Courses

The refund amount in the table below is based on fees collected from the student.

No.	Situation	RTO Refund fee
1	RTO does not deliver the program for which the student has paid for the following reasons: <ul style="list-style-type: none">● The course does not begin on the agreed commencement date● The Hammond Institute withdraws the offer● 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 4 weeks prior to the course commencement date.	Tuition Fees less \$250 administration fee.
3	The student withdraws from a course less than 4 weeks prior to the course commencement date.	80% of Tuition Fees less \$250 administration fee.
4	The student withdraws from a course after course commencement date.	No Refund

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Notes:

- a. Incidental fees are all other fees apart from Tuition Fees and Enrolment Fees E.g. Material Fees. ONLY the “unspent” amount will be refunded. If the cost of the service or material has already been incurred, this will NOT be refunded.
- b. For RPL, the minimum fee is \$350.00/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
- c. Refer to the course handbook for course-specific charges.
- d. All date calculations are based on the date the student completed the enrolment form.
- e. An LLN assessment will be conducted prior to the enrolment at no charges to prospective student.

Refund Procedure

To claim a refund, the student must submit the fee Refund Form available on <https://hammond.edu.au/forms-and-policies/> or Hammond Institute office.

Students who have not completed a Refund Form are not eligible for consideration of a refund.

Further refund options

This policy does not remove the right of the student to take further action under Australia’s consumer protection laws. Hammond Institute makes every effort to ensure that all information pertaining to enrolment and tuition fees and refunds is correct at the time of publication.

However, the Institute reserves the right to amend any information without notice in response to changing circumstances or for any other reasons.