

Refund Policy

Refund of your fee to be given in the following circumstances:

- You enrolled in a course/qualification that has been cancelled by the Hammond Institute.
- You have overpaid the Student fee or Concession fee.
- You have paid the Student fee or Concession fee and then granted a fee exemption – refer to Fee Exemption Application Form
- You formally advise the campus of your withdrawal, prior to the Course Start Date.
- You formally notify the college of your withdrawal after the Course Start Date, and you have pre-paid your Student fee for future-dated fee instalments as per the fee instalment schedule of your enrolled course/qualification.

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.

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: 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.	Tuition Fees less administration fee of \$80
3	The student withdraws from a course less than 4 weeks prior to the course commencement.	80 % of Tuition Fees less administration fee of \$80
4	The student withdraws from a course after course commencement.	No Refund

Notes:

- 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).
- 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.
- Tuition Fees refund for exceptional circumstances (illness, family circumstances) may be agreed upon, on an individual basis, at the discretion of the accounts department of Hammond Institute.
- Where the student has paid for other fees, including material fees, then only the "unspent" portion will be returned.

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- 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 student completed the enrolment form.
- h. An LLN assessment will be conducted prior to the enrolment at no charges to the prospective student.

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.