

HAMMOND INSTITUTE

STUDENT HANDBOOK

Pre-Enrolment and Enrolment Information for Students

Hammond Institute Pty Ltd

RTO TOID: 90720 | ABN: 46 003 307 542

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Welcome to Hammond Institute

Congratulations on undertaking an educational journey with Hammond Institute (RTO TOID 90720)!

Dear Learner,

On behalf of all the staff at Hammond Institute, we warmly welcome and thank you for choosing Hammond Institute for your career and academic development.

Your enrolment is an important step in developing and formally recognising your skills and knowledge, and in supporting your career aspirations. We are committed to providing a first-class learning experience based on current, industry-relevant practices.

Our vision is to enable learners to achieve their chosen career goals by providing flexible, accessible and high-quality training and support.

Our goals are to:

- Provide accessible training for everyone;
- Allow learners to choose their learning pathway and method of assessment to demonstrate competence;
- Make learning enjoyable and supportive and encourage a continued search for knowledge and upskilling.

This Student Handbook provides general information about Hammond Institute, the services we offer, and how to enrol. Course-specific information is provided separately on our website www.hammond.edu.au or by contacting us.

At any time, if you require additional information, please visit our website or contact us on 1800 788 399 (or 03 8764 8419 for new enquiries).

We welcome your feedback. Tell us about things we have done well, or could have done better, so we can continue to improve our services. Feedback forms are available for each course and via our website.

Once again, on behalf of the Hammond Institute team, welcome — we look forward to working with you and celebrating your achievements.

Kind regards,

Vinod Verma Chief Executive Officer

About Hammond Institute

Introduction

Hammond Institute is passionate about helping every learner achieve successful learning outcomes. We have developed robust processes to support each learner's education and career goals, and to provide a safe, fair and supported environment for training and assessment.

This Handbook provides general information only. Specific information about a particular course (including duration, entry requirements, delivery mode, work placement and fees) is provided separately via our website www.hammond.edu.au or by contacting Hammond Institute directly.

About the RTO

Hammond Institute Pty Ltd (TOID 90720, ABN 46 003 307 542) is a Registered Training Organisation (RTO) that has been delivering nationally recognised training since 2001. Hammond Institute has modern facilities and a team of qualified, industry-experienced Trainers and Assessors.

As an RTO registered with the Australian Skills Quality Authority (ASQA), Hammond Institute is responsible for the quality of the nationally recognised training and assessment we deliver and complies at all times with the regulations that govern RTOs. From 1 July 2025, these are the Standards for Registered Training Organisations 2025, which comprise:

- the Outcome Standards for NVR Registered Training Organisations Instrument 2025 — the outcomes RTOs must achieve for students, employers and industry;
- the Compliance Requirements for the Standards for NVR Registered Training Organisations 2025 — the evidence and administrative requirements RTOs must meet (including financial viability, fee protection, and record-keeping); and
- the Credential Policy for the Standards for NVR Registered Training Organisations 2025 — the qualification and currency requirements for trainers, assessors and validators.

Together with the VET Quality Framework and the National Vocational Education and Training Regulator Act 2011 (NVETR Act), these Standards form the basis of our internal policies, procedures and quality systems. We participate in audits and monitoring activities with ASQA and other regulatory bodies as required.

As an RTO, Hammond Institute is also responsible for issuing AQF certification documentation in line with the procedures outlined in this Handbook. If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint under our Complaints and Appeals Policy, outlined later in this Handbook.

Mission Statement

At Hammond Institute, our mission is to continually develop key job-ready skills.

Our Values

- Deliver what we promise
- Celebrate achievement
- Promote a culture of continuous improvement
- Be remarkable
- Share ideas
- Work hard and have fun

Our Objectives

- **Industry Engagement:** Our training and assessment strategies are developed in consultation with industry, and are reviewed regularly to ensure they continue to reflect current industry needs and expectations.
- **People:** We attract, recruit, and retain talented and committed Trainers and Assessors, and support their ongoing professional development and industry currency in line with the Credential Policy 2025.
- **Safety and Equality:** We provide an environment that is safe, equitable, and promotes a confident and productive training and assessment environment.
- **Integrity and Ethics:** We hold ethical conduct and integrity as our highest priorities.
- **Quality Committed:** We apply quality systems that support training and assessment excellence, and use evidence of practice — not just documentation — to demonstrate compliance with the Standards for RTOs 2025.
- **Learner Focused:** We provide training and assessment that supports lifelong learning and respects the needs of every student.

Educational Standards

Hammond Institute maintains policies and management practices that uphold high professional standards in the delivery of education and training, and safeguard the interests and welfare of learners and, where relevant, their employers.

Hammond Institute maintains a learning environment conducive to learning and professional development. We deliver training and assessment within our scope of registration only, and ensure that facilities, methods, equipment and materials used are appropriate to learner needs and the outcomes to be achieved.

Hammond Institute maintains compliant systems for recording and securely storing learner enrolments, attendance, completion, assessment outcomes, recognition of prior learning, complaints, and certification issued. All personal records are managed confidentially and in line with the Australian Privacy Principles.

Before You Enrol

Before you enrol, Hammond Institute will give you the information you need to make an informed decision about your training, consistent with Outcome Standard 2 of the Standards for RTOs 2025 (VET students are properly informed, supported and treated fairly) and our obligations under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010).

This pre-enrolment information includes:

- the total fees and charges, including course fees, administration fees, material fees, concession fees (where applicable) and any other charges;
- the applicable qualification(s) or course(s), by their correct national code and title, and the currency of those qualifications/courses;
- the duration of training, the modes of delivery, and the delivery location(s);
- entry requirements, including any pre-requisites;
- information on Recognition of Prior Learning (RPL) and Credit Transfer (CT), and how to apply;
- student support, facilities and resources available;
- a clear outline of student rights and responsibilities, including the cooling-off and refund arrangements;
- details of any training or assessment delivered under a third-party or subcontracting arrangement, including the name of that provider;

- the pre-enrolment assessment process (see below).

Hammond Institute will market its training products with integrity, accuracy and professionalism, will not make false, misleading or deceptive representations, and will not draw false or misleading comparisons with any other provider or training program — consistent with the Australian Consumer Law and Outcome Standard 4 (sound governance).

Pre-Enrolment Assessment

Under the Standards for RTOs 2025, Hammond Institute must complete a pre-enrolment assessment for every prospective student before they are enrolled. This is a key change from the previous Standards for RTOs 2015, under which some of this assessment could occur after enrolment.

The pre-enrolment assessment ensures that:

- you are enrolling in a training product that is suitable for you, given your goals, prior experience and circumstances;
- any support needs — including Language, Literacy and Numeracy (LLN) needs, disability-related adjustments, or digital literacy needs — are identified before training begins so that appropriate support can be put in place;
- any opportunities for Recognition of Prior Learning (RPL) or Credit Transfer (CT) are identified prior to enrolment and delivery of the relevant unit(s); and
- you have been given sufficient information to make an informed decision about enrolling.

What the Pre-Enrolment Assessment Covers

- A Pre-Training Review / Pre-Enrolment Form, covering your prior study, work experience, and reasons for enrolling;
- A Language, Literacy and Numeracy (LLN) assessment appropriate to the level of the course, conducted at no charge to you;
- A discussion of your eligibility for RPL or CT;
- Identification of any reasonable adjustments needed to support your participation; and
- Confirmation that the course and AQF level are appropriate for you.

If the pre-enrolment assessment identifies that a course is not suitable for you, or that you require a level of support Hammond Institute cannot reasonably provide, we will discuss alternative options with you, which may include a different course, additional support arrangements, or referral to another provider.

Training Plan

Once your enrolment is processed, you will be provided with a Training Plan that includes:

- the units of competency to be undertaken and the timeframe for completion;
- the training to be delivered and the delivery mode(s) to be used;
- details of any work placement or off-the-job training requirements, including hours;
- the name(s) of your Trainer(s) and Assessor(s) and how to contact them;
- assessment details and arrangements;
- any RPL or Credit Transfer granted before commencement; and
- the qualification to be issued on successful completion.

Unit dates may change over time. Your Trainer will keep you and your Training Plan updated.

Education and Training Delivery

Learner-Centric Training

Hammond Institute offers innovative, responsive and learner-centric training that reflects the learning styles and needs of our learners and industry. We consult with industry and incorporate feedback into our training and operations.

Hammond Institute provides:

- learning that is professionally and workplace relevant and improves career opportunities;
- flexible training options that recognise the needs of each learner;
- Trainers and Assessors with recent and relevant industry experience, who maintain currency in line with the Credential Policy 2025;
- practical, hands-on skills linked to theoretical knowledge, where appropriate; and
- learning that supports career advancement and lifelong learning.

Hammond Institute incorporates adult learning principles into all training and assessment strategies. Before a training program commences, we provide participants with all relevant information about the program, available learning resources, and support services.

Your Trainers and Assessors

Hammond Institute ensures that the management and coordination of training delivery and assessment (including RPL and recognition of current competencies), staff selection and professional development are undertaken by persons with relevant qualifications and experience.

In accordance with the Credential Policy for the Standards for NVR Registered Training Organisations 2025, all Trainers and Assessors:

- hold the training and assessment credential(s) required under the Credential Policy 2025 (for example, the TAE Certificate IV in Training and Assessment or an approved equivalent);
- hold vocational competencies at least to the level being delivered or assessed;
- can demonstrate current industry skills directly relevant to the training and assessment being provided; and
- continue to develop their VET knowledge and skills, industry currency, and training/assessment competence.

Industry experts may also be involved in assessment judgements, working alongside the Trainer/Assessor to conduct assessment where appropriate. Your Trainer and Assessor can assist you with any aspect of course content, resources or assessment activities.

Individual Learning and Reflection

You are encouraged to reflect on what you have learnt, contemplate your future career, and apply your knowledge to your own life and work experience. Self-study guides and recommended resources are provided to support this.

Guided Learning

Your Trainer provides learning activities and resources, and you take responsibility for completing all required tasks. Your Trainer is available for consultation and feedback. Guided learning may include Learner Handbook activities, pre-reading, research, projects, case studies, and induction activities specific to your course.

Apprenticeships and Traineeships

A traineeship is a training contract between an employer and an employee through which the trainee learns an occupation, on a full-time or part-time basis, combining structured off-the-job training with workplace-based training. Successful completion leads to a nationally recognised qualification.

To be eligible as an apprentice or trainee in Victoria, an individual must be:

- employed in Victoria full-time or part-time under an award or registered agreement;
- undertaking an Approved Training Scheme;
- a signatory to a Training Contract with their employer, registered with the relevant state authority;
- a signatory, jointly with the employer and Hammond Institute, to a Training Plan; and
- involved in paid work and structured training, either workplace-based or off-the-job.

Please note: accessing the Victorian Training Guarantee may impact your future access to government-subsidised training.

Courses We Deliver

Hammond Institute offers nationally recognised qualifications and skill sets across a range of community services and health-related industry areas. Our current scope of registration includes:

Disability Support

- CHC33021 — Certificate III in Individual Support (Disability and Ageing)
- CHC43121 — Certificate IV in Disability Support

Ageing Support

- CHC43015 — Certificate IV in Ageing Support

Education Support

- CHC40225 — Certificate IV in School Based Education Support

Education and Care

- CHC30125 — Certificate III in Early Childhood Education and Care
- CHC50125 — Diploma of Early Childhood Education and Care
- CHC50225 — Diploma of School Age Education and Care

Mental Health

- CHC43315 — Certificate IV in Mental Health
- CHC43515 — Certificate IV in Mental Health Peer Work
- CHC53315 — Diploma of Mental Health

Community Services

- CHC42021 — Certificate IV in Community Services
- CHC52025 — Diploma of Community Services (Case Management; Responding to Family Violence)
- CHC52025 — Diploma of Community Services (Child, Youth and Family Welfare; Case Management)
- CHC62015 — Advanced Diploma of Community Sector Management

Leisure and Health

- CHC43415 — Certificate IV in Leisure and Health
- CHC53415 — Diploma of Leisure and Health

Alcohol and Other Drugs

- CHC43215 — Certificate IV in Alcohol and Other Drugs

Skill Sets

- CHCSS00070 — Assist Clients with Medication Skill Set
- CHCSS00093 — Alcohol and Other Drugs Skill Set
- CHCSS00102 — Mental Health Co-existing Needs Skill Set
- CHCSS00103 — Mental Health Peer Work Skill Set
- CHCSS00129 — Individual Support Ageing
- CHCSS00130 — Individual Support Disability
- CHCSS00131 — Individual Support Home and Community (Ageing)
- CHCSS00132 — Individual Support Home and Community (Disability)
- CHCSS00137 — Palliative Approach
- CHCSS00147 — Entry to Diploma of Early Childhood Education and Care

This list reflects the courses advertised on hammond.edu.au at the time of writing. Hammond Institute's scope of registration may change from time to time — please refer to www.training.gov.au or contact us to confirm current scope, course duration, entry requirements, work placement hours and fees before enrolling.

Training Sessions and Support

- A Trainer will be available during scheduled sessions to deliver training.
- A support person will be available to assist students and Trainers with questions and live training sessions.
- Training support is available after sessions via telephone, email, or individual appointment.
- Generic learner support (study skills, employability skills, etc.) is provided on request.

Student Support, Facilities and Resources

Student Support Services

Hammond Institute complies with all laws relevant to the operation of training premises, including workplace health and safety and fire safety regulations, and ensures training facilities, equipment and resources are adequate and well maintained. We have documented procedures for managing and monitoring training operations and reviewing learner and employer satisfaction.

Proactive Identification of Student Needs

Student needs are proactively identified prior to enrolment through the pre-enrolment assessment, pre-training review form, and LLN assessment described earlier in this Handbook.

Systematic Monitoring and Response to Student Needs

Where student needs are identified, Hammond Institute develops an individual learning plan covering:

- the learning goals to be achieved and contingency plans;
- the structure, duration, frequency and nature of support;
- the method of progress monitoring;
- the equipment and/or resources needed; and
- workplace health and safety considerations.

Individual learning plans are monitored by the Student Support Officer in conjunction with Trainers/Assessors and management.

Positive Learning Outcomes

- Students facing personal difficulties that may affect their learning can approach the Compliance Manager or CEO for advice and support.
- Assistance may include deferment of study, a Special Consideration application, or referral to external support services.
- Students who require assistance with study skills can obtain practical advice on assignment writing, course-specific language and learning skills, and LLN support.
- Students are given adequate time to complete assessments and projects.
- Hammond Institute can provide information and assistance regarding disability-related matters in line with the Disability Discrimination Act 1992 (Cth) and the Disability Standards for Education 2005 (Cth).

Students with Special Needs

Staff available to support students with learning needs include the Student Support Officer, an external Registered Social Worker, Trainers and Assessors, and Hammond Institute administration and management.

Students at Risk

- Hammond Institute has intervention strategies, including student support services, to help students complete their qualification within the expected timeframe.
- Students at risk of not completing within the expected timeframe are identified as early as possible.
- Students not progressing in line with our course progression policy, or who fail provisions implemented for a unit of competency assessment, are regarded as 'students at risk' and are supported via an appropriate intervention strategy.

Student Engagement with Industry

- As part of course delivery, Hammond Institute organises presentations by industry specialists to provide insight into industry practice.
- Presentations are recorded and made available via the Learning Management System (LMS).

Learner Resources, Facilities and Equipment

- Assessment packs, PowerPoint presentations, learner handbooks, unit activity books and self-study guides;
- Staff available to address learning needs and administrative support;
- LMS platform for blended and flipped-classroom learning;
- Case studies based on real workplace scenarios and role-play activities;
- Templates and additional resources to complete assessment tasks; and

- Access to free learner tutorials, tools and videos.

Learning Management System (LMS) / Student Portal

Hammond Institute's LMS provides:

- an interactive learning environment for student engagement and success;
- eLearning content organised in one location, with progress feedback provided online and by notification email;
- monitoring of student attendance and course progress;
- the ability for trainers to identify where students are struggling and adjust content accordingly;
- online exams, quizzes, interactive scenarios, simulations and instructional videos;
- announcements, discussion forums, activities, and email/phone contact with Trainers; and
- online submission of assessments and access to results.

Additional Resources Available to Students

- training.gov.au — for current information on nationally recognised training
- Meeting Individual Student Needs reference materials
- Reasonable Adjustment Policy and Procedure
- Scope of Registration Policy and Procedure
- Learning and assessment resources and self-study guides (unit level)

External Support Services

For students requiring additional support with their studies, work or life, Hammond Institute provides the following referrals to community organisations. Some services may attract a fee payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 | Website: www.literacyline.edu.au — Provides advice and referral to courses in adult literacy and numeracy across Australia.

Centrelink

Telephone: 13 10 21 | Website: www.servicesaustralia.gov.au — If you are completing a full-time course, you may be eligible for benefits through Centrelink.

Australian Human Rights Commission

Telephone: (03) 9281 7100 | Website: www.humanrights.gov.au — Resolves individual complaints about discrimination, sexual harassment, and racial and religious vilification through a confidential, impartial and free conciliation process, and can provide information on disability rights and advocacy.

Lifeline

Telephone: 13 11 14 | Text: 0477 13 11 14 | Website: www.lifeline.org.au — A 24/7 crisis support and suicide prevention service offering confidential telephone counselling.

Kids Helpline

Telephone: 1800 55 1800 | Website: www.kidshelpline.com.au — Free, confidential telephone, web and email counselling for people aged 5 to 25.

Beyond Blue

Telephone: 1300 22 4636 | Website: www.beyondblue.org.au — Information and support for anxiety, depression and suicide prevention.

1800RESPECT

Telephone: 1800 737 732 | Website: www.1800respect.org.au — National sexual assault, domestic and family violence counselling service, available 24/7.

Fair Work Ombudsman

Telephone: 13 13 94 | Website: www.fairwork.gov.au — Information on workplace rights, minimum wages, conditions and dispute resolution.

ReachOut

Website: www.au.reachout.com — A web-based service supporting young people's mental health and wellbeing through information, tools and referrals.

Legal Aid

- Victoria: www.legalaid.vic.gov.au
- New South Wales: www.legalaid.nsw.gov.au
- Queensland: www.legalaid.qld.gov.au
- Northern Territory: www.ntlac.nt.gov.au
- Western Australia: www.legalaid.wa.gov.au

If you are experiencing a mental health crisis or thoughts of self-harm, please contact Lifeline (13 11 14) or 000 in an emergency. Hammond Institute staff can help you access these services, but they are provided independently by the organisations listed above.

Training and Assessment

Principles of Assessment

To ensure quality outcomes, assessment at Hammond Institute is Fair, Flexible, Valid and Reliable.

- **Fair:** assessment takes account of each learner's needs and characteristics, with reasonable adjustments applied where required. You will be informed of, and agree to, the assessment process, and you may challenge a result and request reassessment if necessary.
- **Flexible:** assessment reflects your needs, allows for recognition of competencies regardless of how, where or when they were acquired, and draws on a range of methods appropriate to the unit and learner.
- **Valid:** assessment covers the full range of required skills and knowledge, integrates knowledge with practical application, and is based on sufficient evidence gathered across a number of occasions and contexts.
- **Reliable:** evidence is consistently interpreted and results are consistent, requiring assessors to hold the relevant assessment and vocational competencies and to share a common interpretation of unit requirements.

Rules of Evidence

Evidence collected for assessment must be Valid, Sufficient, Authentic and Current.

- **Sufficient:** enough appropriate evidence is collected to ensure all aspects of competency are satisfied and can be demonstrated repeatedly.

- **Authentic:** the assessor must be satisfied the evidence presented is the learner's own work.
- **Current:** evidence must demonstrate current performance, from the present or recent past.

Assessment Methods

Hammond Institute may use a range of assessment methods, including written/oral tests, workplace assessment, observation, role-plays, workbooks, written tasks, demonstrations, projects, and third-party reports. Competence is determined based on evidence gathered on multiple occasions, rather than a single assessment event. Work placement requirements (where applicable) are detailed on our website and in course materials.

Assessment Submission

Your Trainer will advise the timeframe for submitting assessments unless otherwise specified in your assessment tool. You must complete all details on the Assessment Cover Sheet (name, Student ID, course code and name, signature and date), and you must keep a copy of all completed assessments.

Assessment Extensions

Where exceptional circumstances exist, you may apply for an extension by completing the Application for Assessment Extension Form (available on our website) and submitting it, with supporting documentation, to admin@hammond.edu.au at least 48 hours before the due date.

The following are not regarded as suitable grounds for an extension:

- normal/routine demands of employment and employment-related travel;
- scheduled or anticipated changes of address;
- demands of sport or extra-curricular activity (other than representing at state, national or international level);
- recreational travel (domestic or international); and
- planned personal events, such as a wedding.

If personal or academic issues are affecting your ability to study, contact your Trainer/Assessor to discuss this as soon as possible.

Reassessment

Hammond Institute will allow learners up to three opportunities to be assessed as competent in a unit. Should a learner not achieve competence after three attempts, it will be recommended that they repeat the unit of study. Where additional training and reassessment is required after the initial attempts, a re-assessment fee of \$300.00 per unit applies for government-funded and fee-for-service students. This fee, and any non-refundable component, will be disclosed to you before it is charged.

Course Monitoring

All learners are appointed a Trainer/Assessor responsible for the delivery and monitoring of their qualification. If you require additional support due to disability, language, culture, gender, age or other factors, discuss this with your Trainer/Assessor. Review and evaluation occur at regular intervals, and you are encouraged to provide feedback on training delivery and assessment to support continuous improvement.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All learners are offered the opportunity to apply for RPL and CT prior to commencement of the relevant unit(s), in accordance with Hammond Institute's Assessment Policy and Procedures. Prospective learners are made aware of the RPL process before enrolment through discussions, orientation, and pre- and post-enrolment information.

Competency can be demonstrated through:

- **Formal learning:** learning through a structured program of instruction linked to an AQF qualification or statement of attainment (e.g. a certificate, diploma or degree).
- **Non-formal learning:** learning through a structured program of instruction that does not lead to an AQF qualification (e.g. in-house professional development).
- **Informal learning:** learning gained through work, social, family, hobby or leisure experience (e.g. interpersonal skills developed in a sales role).

Hammond Institute recognises AQF qualifications and Statements of Attainment issued by any other RTO for the purposes of Credit Transfer. RPL and CT application tools and documentation are available for all units of competency.

Transitioning to New Qualifications

Where a qualification or unit of competency is superseded, Hammond Institute will inform affected students of any changes and, where necessary, transfer students to the replacement qualification or unit as soon as practicable, ensuring students are not disadvantaged.

Access, Equity and Anti-Discrimination

Hammond Institute is committed to providing a fair and equitable learning and working environment for all learners and staff, free from discrimination and harassment, including sexual harassment, in line with our obligations under the Standards for RTOs 2025 and applicable anti-discrimination law.

We promote fair and equal access for all learners, regardless of gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political conviction, or physical or intellectual disability.

Relevant Legislation

Access and equity is supported by legislation at the Commonwealth and State level, including:

- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth) and Disability Standards for Education 2005 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Workplace Gender Equality Act 2012 (Cth)
- Fair Work Act 2009 (Cth)
- Equal Opportunity Act 2010 (Vic), and corresponding anti-discrimination legislation in other States and Territories

Disability and Reasonable Adjustment

Persons with disability have the same rights and responsibilities as other members of the community, including the right to respect for their dignity, to live free from abuse, neglect or exploitation, to exercise control over their own lives, to participate in decisions affecting them, and to access services and information that support their quality of life.

In accordance with the Disability Discrimination Act 1992 (Cth), the Disability Standards for Education 2005 (Cth) and the Standards for RTOs 2025, Hammond Institute will work with students to identify and implement reasonable adjustments to training and assessment, and will document these consultations. Reasonable adjustments are made on a case-by-case basis and must not compromise the integrity of the assessment outcome (i.e. the inherent requirements of the unit of competency).

Sexual Harassment, Bullying and Racism

Hammond Institute is firmly committed to a working, teaching and learning environment free from sexual harassment, bullying and racism. We recognise that achieving equal opportunity and equal educational outcomes depends on providing a discrimination- and harassment-free environment, and that all staff and learners have the right to feel safe and respected.

Privacy

Hammond Institute collects, stores, uses and discloses personal information in accordance with the thirteen (13) Australian Privacy Principles (APPs) set out in Schedule 1 of the Privacy Act 1988 (Cth), and in accordance with the Standards for RTOs 2025.

How We Manage Your Information

- **Open and transparent management:** Hammond Institute maintains a clearly expressed, up-to-date Privacy Policy.
- **Anonymity and pseudonymity:** where practicable, you may interact with us anonymously or under a pseudonym, subject to limited exceptions.
- **Collection of information:** we apply higher standards to the collection of sensitive information, and only collect information necessary for our functions.
- **Notification:** we will notify you of the circumstances of collection where required.
- **Use and disclosure:** we only use or disclose your personal information for the purposes for which it was collected, or as otherwise permitted by law. We will not use your information for direct marketing without your consent.
- **Data quality and security:** we take reasonable steps to ensure information is accurate, up to date, and protected from misuse, interference, loss, unauthorised access, modification or disclosure.
- **Access and correction:** you may request access to, or correction of, your personal information by contacting us in writing. Access is generally provided within 30 days.

Storage and Disposal

Hammond Institute stores personal information in both paper and electronic form. Hard copy records are kept under locked security, and electronic records are password protected where practicable. Records that are no longer required are securely disposed of, unless they must be retained for accountability or other legal reasons (e.g. complaints records, which are retained for 7 years).

Updating Your Information

Hammond Institute monitors the accuracy of the personal information it holds and updates it where practicable. You can update your personal information at any time by contacting Hammond Institute on 1800 788 399 or admin@hammond.edu.au.

Consumer Rights and Consumer Protection

As a student of Hammond Institute, you are a consumer under the Australian Consumer Law (ACL), set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth) and mirrored in state and territory fair trading legislation. The ACL provides:

- national consumer protection and fair trading laws, including protections against misleading or deceptive conduct, false representations and unconscionable conduct;
- consumer guarantees that services (such as your training) will be provided with due care and skill, fit for any specified purpose, and within a reasonable time;
- a national law on unfair contract terms, which applies to standard form consumer contracts (including enrolment agreements) and allows a court to declare an unfair term void; and
- enhanced enforcement powers for the Australian Competition and Consumer Commission (ACCC) and State and Territory fair trading agencies, including the ability to seek penalties for breaches of the unfair contract terms law.

Nothing in this Handbook, or in any Hammond Institute policy (including our Fees, Charges and Refund Policy), limits or excludes any right or remedy you have under the Australian Consumer Law or any other applicable law. Where a term of our enrolment agreement is inconsistent with a guarantee, right or remedy under the ACL, the ACL prevails to the extent of the inconsistency.

If you believe Hammond Institute has engaged in conduct that breaches the Australian Consumer Law, you can contact:

- Australian Competition and Consumer Commission (ACCC) — www.accc.gov.au
- Consumer Affairs Victoria — www.consumer.vic.gov.au, or the equivalent fair trading body in your state or territory

This is in addition to, and does not replace, your right to use Hammond Institute's internal Complaints and Appeals process, or to lodge a complaint with ASQA, as described later in this Handbook.

Fees, Charges and Refunds

Hammond Institute's fees and charges, and our fee protection arrangements, are set in accordance with Outcome Standard 2 (students are properly informed and protected) and Clause 18 of the Compliance Requirements for the Standards for NVR Registered Training Organisations 2025.

Fee Information Provided to Every Learner

Before you enrol, Hammond Institute will provide you with:

- **a.** the total amount of all fees, including course fees, administration fees, material fees, concession fees (for eligible funded students) and any other charges;
- **b.** payment terms, including the timing and amount of fees payable and any non-refundable deposit or administration fee;
- **c.** the nature of Hammond Institute's guarantee to complete the training and/or assessment once you have commenced your course;
- **d.** fees for additional services, such as re-issuance of a qualification or Statement of Attainment, and the options available to learners who are not yet deemed competent on completion; and
- **e.** our refund policy (set out below).

Indicative Fees and Charges

Fee	Amount	Frequency / Notes
Course fees	See hammond.edu.au/course_fees	Once (if not on a payment plan)
Enrolment / administration fee	Refer to course fee schedule	Once, on enrolment
Material fees	Refer to course fee schedule	Once, where applicable
RPL fee	\$300 per unit of competency	Once per unit assessed
Re-assessment fee	\$300 per unit	Where additional training/reassessment is required
Re-issue of Statement of Attainment	\$100	Per request
Re-issue of qualification (Testamur)	\$100	Per request

Course fees and materials fees are subject to change. For the most current pricing for your specific course, refer to https://hammond.edu.au/course_fees/ or contact Hammond Institute directly.

Financial Hardship

If you are experiencing severe financial hardship, contact Hammond Institute to arrange an appointment to discuss your tuition fee options. We will make every effort to propose a payment plan that reflects your individual circumstances. All such discussions and arrangements remain strictly confidential.

Fee for Service and Payment by Instalments

All Hammond Institute qualifications and courses are available on a Fee for Service (FFS) basis, with details published on our website. Payment can be made by cheque, credit card or EFT. Enrolments will not be processed without payment of the required enrolment fee, or written confirmation of an agreed payment plan.

Where a learner enrolls in a Fee for Service course, an initial payment not exceeding \$1,500 is payable on enrolment, with the balance payable under an agreed payment plan. The amount and frequency of instalments will reflect the value of training delivered within a specified period, and will not exceed the limits set by Clause 18 of the Compliance Requirements for the Standards for NVR Registered Training Organisations 2025 (the \$1,500 prepaid fee threshold).

Arrangements to pay by instalments must be made with Hammond Institute within two weeks of being notified of your acceptance into the qualification.

Education and Training Guarantee

Hammond Institute guarantees that it will deliver education, training, assessment and support services to each enrolled learner so they can complete the course or qualification in which they are enrolled, provided the appropriate fee has been paid. If unforeseen circumstances prevent Hammond Institute from honouring this commitment, we will take all necessary steps to ensure training is completed in line with our contractual obligations. Should Hammond Institute cease delivering a course, students will be offered a full refund of the unused portion of fees, or a transfer to an alternative provider, in accordance with our Tuition Protection arrangements.

Refund Policy

This Refund Policy applies to course fees paid to Hammond Institute. It does not limit any right or remedy you have under the Australian Consumer Law or any other applicable law. To claim a refund, you must submit the Student Refund Request Form available at <https://hammond.edu.au/forms-and-policies/> or from the Hammond Institute office. Students who have not completed a Refund Request Form will not be considered for a refund. The most current version of this policy is published at <https://hammond.edu.au/student-refund-policy/>.

1. Cancellation Before Confirmation of Enrolment (COE) Issuance

If you cancel your enrolment before your Confirmation of Enrolment (COE) is issued, you are entitled to a full refund of all course fees paid.

2. Cancellation After COE Issuance and Before Course Commencement

If you cancel your enrolment after the COE is issued but before the course commencement date stated on the COE, you are entitled to a refund of fees paid, less a \$330 administration fee.

3. Withdrawal Within 28 Days of Course Commencement

If you withdraw within 28 days of the course commencement date stated on the COE, you are entitled to a refund of fees paid, less the following deductions:

- a \$330 administration fee; and
- \$350 per commenced unit, as per the course timetable.

Examples:

- Withdrawal with one unit commenced: refund = fees paid – (\$330 + \$350) = fees paid – \$680.
- Withdrawal with two units commenced: refund = fees paid – (\$330 + \$350 × 2) = fees paid – \$1,030.

4. Withdrawal After 28 Days of Course Commencement

If you withdraw after 28 days from the course commencement date stated on the COE, you remain liable for the full course fees, regardless of whether you complete the course, and no refund will be issued.

5. Course Cancellation by Hammond Institute

If Hammond Institute cancels your course, you are entitled to a full refund of all fees paid. Course cancellation does not include circumstances where a course is superseded on the national register (training.gov.au) and you are offered enrolment in a replacement or superseding course.

6. Failure to Honour a Payment Plan

If you fail to honour your agreed payment plan, and Hammond Institute consequently cancels your enrolment, you are not eligible for any refund.

7. Direct Debit Instalment Plans

Students who are paying their tuition fees by direct debit instalments acknowledge that, if they withdraw from their course within 28 days of the course commencement date, any outstanding balance of fees that remains payable under this Refund Policy will continue to be debited from their nominated account.

Students who withdraw from their course after 28 days of the course commencement date and remain liable for the full course fees (as set out in Section 4) acknowledge that any outstanding balance will continue to be debited from their nominated direct debit account in accordance with their instalment plan.

Students who do not wish to continue with direct debit payments must submit a written request to cancel their direct debit arrangement and agree to an alternative payment arrangement approved by Hammond

Institute. Until the direct debit is formally cancelled and a new arrangement is confirmed in writing, scheduled direct debit payments may continue to be processed.

Important Notes

- Refunds above are for Tuition Fees only (as identified in your offer or enrolment agreement).
- Incidental fees (e.g. material fees) other than Tuition and Enrolment Fees will only have the 'unspent' amount refunded; amounts already incurred for services or materials are not refundable.
- Refunds for exceptional circumstances (e.g. illness or family circumstances) may be agreed on an individual basis at the discretion of Hammond Institute's accounts department.
- For RPL, the standard fee of \$300 per unit covers most situations; where extra work is required to validate prior learning, additional charges may apply (agreed with the applicant in advance) and are non-refundable.
- All date calculations are based on the date the enrolment form was completed.
- LLN assessments are conducted prior to enrolment at no charge to prospective students.
- This policy does not remove your right to take further action under the Australian Consumer Law. Hammond Institute makes every effort to ensure that information relating to enrolment, tuition fees and refunds is correct at the time of publication, but reserves the right to amend any information without notice in response to changing circumstances.

Refund Processing

- Refunds will be processed within 10 business days of receiving a valid Refund Request Form.
- Refunds will be issued using the same method of payment as the original transaction, where possible.

Student Identifiers

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is required by all Australians undertaking nationally recognised training. It links to a secure online record of all qualifications gained, regardless of provider, from 1 January 2015 onwards.

As an RTO, Hammond Institute cannot issue Certificates or Statements of Attainment without a valid USI. All students must supply their USI at enrolment. If you do not have a USI, you can create one for free at <https://www.usi.gov.au/students/create-your-usi>.

Your USI keeps your training records and results together in an online account that you control. Each time you enrol with a new training organisation, your USI is used to link your training records and results, which you can access at any time from your computer, tablet or smartphone.

Victorian Student Number (VSN)

The Victorian Student Number (VSN) is a unique identification number assigned by the Department of Education to all learners in Victorian schools and VET institutes. It is used as a key identifier on a learner's education records and remains with the learner throughout their education. The VSN is restricted to use within the Victorian education and training sector. Further information is available on the Victorian Curriculum and Assessment Authority (VCAA) website.

Learner Rights, Responsibilities and Code of Conduct

Learner Rights

All learners have the right to:

- feel safe and welcome at Hammond Institute;
- be treated with respect and dignity;
- privacy, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles — only information necessary to Hammond Institute's core functions will be shared without your prior consent;
- be free from bullying and harassment (including sexual harassment), online or during any training activity;
- receive fair and equitable training and assessment;
- receive services without discrimination;
- make a complaint without fear of recrimination; and
- have access to Hammond Institute's policies, procedures and information about learner rights.

Learner Responsibilities

As a Hammond Institute learner, you are expected to:

- become familiar with relevant policies and this Handbook, and comply with any requirements contained in them, including legislative requirements;
- respect the working environment of others and follow related policies and procedures;
- conduct yourself in a responsible, polite and safe manner, and refrain from abuse towards staff or other learners;
- follow reasonable instructions provided by Hammond Institute staff;
- conduct yourself in a courteous and ethical manner that demonstrates tolerance and respect for others, and supports equal opportunity, anti-discrimination and WHS principles;
- undertake your studies to the best of your ability and meet deadlines for submitted work;
- submit authentic work, free from plagiarism or cheating (Hammond Institute reserves the right to investigate the authenticity of submitted evidence, including by interview, where this is in question);
- consult promptly with Hammond Institute if problems or issues arise, and accept joint responsibility for your learning;
- provide feedback to Hammond Institute on its courses and services;
- undertake study in the manner, format and timeframe required by your course;
- seek approval before using Hammond Institute IT equipment, assets or stationery; and
- cooperate with requests for further evidence, including verification of authenticity and overall verification of competency.

Unacceptable and Inappropriate Behaviour

- **Harassment:** any unwanted, unwelcome behaviour that is humiliating, intimidating or offensive, and is likely to create a hostile or uncomfortable environment.
- **Sexual harassment:** is illegal and will not be tolerated by Hammond Institute.
- **Bullying:** includes intimidation, physical or emotional harm, threats, derogatory comments regarding age, gender, race, religion or sexual orientation, deliberate isolation, undue pressure or impossible deadlines, and emotional harm via email, phone or text message.

Sanctions, such as suspension or expulsion, may apply where learners fail to conduct themselves appropriately. For more information, contact the Quality and Compliance team at admin@hammond.edu.au.

Referencing and Academic Integrity

Assessments must be your own original work. If you use another person's ideas, writing or work without acknowledging the source, you are committing plagiarism. Referencing acknowledges your sources, demonstrates the depth of your research, and allows others to locate the sources you used.

As a general guide, you should reference: books, journals, reports and online sources; case law and legislation; television, radio, video and film content (note the program name and broadcast date); illustrations, images, tables and graphs; and quotations, paraphrases and summaries of another's ideas. Common knowledge — information widely known and repeated across many sources — generally does not require referencing, but if in doubt, reference it.

Plagiarism

Plagiarism is presenting another person's words, ideas or work as your own. It may be deliberate (e.g. copying text from a book, journal or website without acknowledgement) or inadvertent (e.g. unintentionally repeating information from research without referencing it). It can also result from incorrect referencing — ensure you understand the referencing style required by your Trainer/Assessor.

All forms of plagiarism, deliberate or not, are taken seriously and may lead to failing an assessment and/or suspension from the course.

Complaints and Appeals

Hammond Institute aims to resolve complaints and appeals honestly, fairly, without bias, and in a manner that is easily accessible and inexpensive for the parties involved. This policy is consistent with Standard 6 (Complaints and Appeals) of the Standards for RTOs 2025. The most current version of this policy is published at <https://hammond.edu.au/Forms/ComplaintsandAppealsPolicy.pdf>

Definitions

- **Grievance:** a concern raised informally (spoken, not in writing) about an academic or non-academic matter, a process, a person, a facility or a support service.
- **Complaint:** a formal, written matter raised where a grievance cannot be resolved informally.
- **Appeal:** a request to review a decision made by Hammond Institute, including assessment decisions, complaint outcomes, course admission decisions, refund decisions, or notifications regarding progress, attendance, conduct or enrolment cancellation. An appeal must be lodged in writing within 20 working days of the date of the written notice of the decision being appealed.

Our Commitment

- We take all grievances, complaints and appeals seriously and action them within 20 working days of receipt.
- We act on the outcome of any substantiated grievance, complaint or appeal.
- Information about this process is provided to all prospective students before they enter an enrolment agreement, via our website, Pre-Enrolment information and this Handbook.
- All grievances, complaints and appeals are handled professionally, confidentially, fairly and at no cost to you (unless referred to an external third party, in which case use of that service is at your cost unless authorised by the CEO).

- You remain enrolled and continue your studies as normal while a complaint or appeal is in progress, unless you have been suspended or excluded for a Code of Conduct breach, in which case the suspension/exclusion continues until resolved in your favour or it expires.

Step 1 — Informal Resolution (Grievance)

Wherever possible, try to resolve the matter directly with the person concerned — for example, discuss an academic issue with your Trainer, or a fee issue with the CEO. If you are not satisfied with the outcome, or do not wish to approach that person directly, you may raise the matter with the Compliance Manager, who may suggest a course of action or mediate. You may be accompanied by a support person. Within 20 working days of receiving the grievance, the Compliance Manager will provide a written report summarising the actions taken or to be taken.

Step 2 — Formal Complaint

If the informal process does not resolve the matter, or you wish to raise a formal complaint directly, complete the Complaints and Appeals Form (available from Administration or via www.hammond.edu.au) and submit it to the CEO.

- The complaint will be acknowledged in writing and logged in the Complaints and Appeals Register.
- The CEO will refer the matter for review and aim to make a decision within 20 working days, keeping you informed of progress.
- If a decision is expected to take longer than 60 calendar days, you will be advised in writing of the reasons for the delay and provided with regular (at least weekly) updates.
- Once a decision is made, all parties are informed in writing. If the outcome does not favour you, you will be advised of your right to appeal within 10 days of the notice.
- Any decision in your favour will be implemented immediately, including any corrective or preventative action required.

Assessment Appeals

If you wish to appeal an assessment outcome, notify your Trainer in the first instance. Your Trainer may decide to reassess you and will provide a written report on the outcome. If you remain dissatisfied, you may formally lodge an appeal using the Complaints and Appeals Form. The Compliance Manager will seek details from the Trainer and any relevant parties, and a decision will be made — either confirming the original outcome or arranging reassessment by a different Trainer/Assessor appointed by Hammond Institute. You will be notified in writing of the outcome and your right to pursue external appeal if not satisfied.

External Appeals and Further Information

If you are not satisfied with the outcome of Hammond Institute's internal process, you may refer the matter to an independent external body:

- Resolution Institute (formerly LEADR and IAMA) — www.resolution.institute
- Dispute Settlement Centre of Victoria (DSCV), Level 4, 456 Lonsdale Street, Melbourne VIC 3000, Tel: 1300 372 888, www.disputes.vic.gov.au
- Overseas Students Ombudsman (for international students only) — www.ombudsman.gov.au/about/overseas-students

Costs associated with external mediation (e.g. mediator's fees, room hire, travel) are shared equally between Hammond Institute and the complainant. Hammond Institute will implement any recommendations arising from an external review within 10 working days of receiving them.

If, after completing Hammond Institute's internal complaints and appeals process, you believe Hammond Institute is breaching or has breached its legal obligations, you may lodge a complaint directly with ASQA

using the 'Complaint about a training organisation' form. While ASQA cannot act as your advocate, your complaint will inform ASQA's risk assessment of Hammond Institute and may lead to a compliance audit.

Australian Skills Quality Authority (ASQA) Telephone: 1300 701 801 Email: complaintsteam@asqa.gov.au
Website: www.asqa.gov.au

You may also pursue other legal remedies at any time, including contacting a solicitor or the Law Institute of Victoria (Tel: 03 9602 5000) for a referral. None of the above limits your rights under the Australian Consumer Law (see Consumer Rights and Consumer Protection, above).

Principles of Natural Justice and Procedural Fairness

- All parties to a complaint or appeal have the opportunity to present their case and have it properly considered.
- Any allegation against a staff member or subcontractor is made known to that person, who is given the opportunity to respond.
- Investigations and decisions are made by persons free from bias.
- Complainants will not suffer discrimination as a result of using the complaints or appeals process.
- Confidentiality is maintained to the extent consistent with resolving the matter.

Continuous Improvement

A summary of all complaints and appeals is presented to Management Meetings as part of Hammond Institute's Continuous Improvement process, to identify repeat issues, common themes, and any adverse trends requiring correction. All documentation relating to a complaint or appeal is securely retained on the student's file for 7 years.

Qualifications and Certification

Certificates and Statements of Attainment

Learners who successfully complete all requirements of their training program will receive a nationally recognised qualification (Testamur). Learners who do not complete the full requirements, but have been assessed as competent in one or more units, will receive a Statement of Attainment for those units.

Certificates and Statements of Attainment issued by Hammond Institute will:

- certify achievement of qualifications, competency standards or modules from nationally endorsed Training Packages or accredited courses;
- meet the requirements of the current AQF Qualifications Issuance Policy and the AQF Implementation Handbook, including national codes; and
- identify the units of competency attained and Hammond Institute's national provider number (RTO Code 90720).

Hammond Institute will issue all AQF certification documentation within 30 calendar days of a learner being assessed as competent, provided all agreed fees have been paid.

Qualification Timeframes and Exit Points

- Hammond Institute reserves the right to cancel an enrolment (withdraw the learner) without notice if a learner has not completed their qualification or a unit of competency within the allocated timeframe.
- Where a qualification has been partially completed, a Statement of Attainment will be issued for the units in which the learner has been assessed competent.

- Unit-by-unit delivery allows students to exit at any point with full credit for completed units. At any time before completing the program, you may request a Statement of Attainment for completed units.
- On successful completion of the program, a certificate and record of results will be issued.

Re-issue of Certification

If you request a qualification Testamur or Statement of Attainment, be re-issued, Hammond Institute may charge a re-issue fee of \$20 (Statement of Attainment) or \$100 (full qualification). This fee may be waived at the CEO's discretion and must be paid prior to re-issue.

The Australian Qualifications Framework (AQF) and Lifelong Learning

The AQF provides a comprehensive, consistent national framework for all qualifications in Australian post-compulsory education and training. It encourages lifelong learning by improving access to qualifications, defining clear pathways for achievement, and promoting national and international recognition of Australian qualifications.

The AQF supports flexible, transparent and systematic learning pathways and the removal of boundaries between education sectors. Its goals include:

- bringing together qualifications from the schools, VET and higher education sectors into a single national system of titles and standards;
- supporting flexible education and training pathways between sectors and lifelong learning;
- encouraging parity of esteem between academic and vocational qualifications; and
- underpinning national policies on quality assurance, articulation and credit transfer.

AQF Levels Relevant to Hammond Institute's Courses

AQF Level	Description	Typical Duration
Level 3 — Certificate III	Theoretical and practical knowledge and skills for work and/or further learning.	1–2 years
Level 4 — Certificate IV	Theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.	0.5–2 years
Level 5 — Diploma	Specialised knowledge and skills for skilled/paraprofessional work and/or further learning.	1–2 years
Level 6 — Advanced Diploma	Broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.	1.5–2 years

Benefits of an AQF Nationally Accredited Qualification

- A nationally recognised industry qualification, accepted by employers across Australia;
- Practical knowledge and skills to support a successful career;
- Training tailored to your personal development needs through your individual Training Plan;
- A recognised first step toward further study, including pathways to higher AQF levels and university.

Legislative and Regulatory Framework

Hammond Institute complies with all relevant Commonwealth and State legislation related to its operations and scope of registration. Key legislation includes:

VET Regulation

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations 2025 — comprising the Outcome Standards for NVR Registered Training Organisations Instrument 2025, the Compliance Requirements for the Standards for NVR Registered Training Organisations 2025, and the Credential Policy for the Standards for NVR Registered Training Organisations 2025
- Australian Qualifications Framework (AQF)
- VET Quality Framework
- Student Identifiers Act 2014 (Cth)

Consumer and Competition Law

- Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law (Schedule 2)
- Australian Competition and Consumer Commission Act 1974 (Cth)

Privacy

- Privacy Act 1988 (Cth) and the Australian Privacy Principles
- Health Records Act 2001 (Vic)

Anti-Discrimination and Human Rights

- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth) and Disability Standards for Education 2005 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Equal Opportunity Act 2010 (Vic) and corresponding State/Territory legislation
- Charter of Human Rights and Responsibilities Act 2006 (Vic)

Workplace and Employment

- Work Health and Safety Act 2011 (Cth/Vic) and associated regulations
- Fair Work Act 2009 (Cth) and Fair Work Regulations 2009
- Independent Contractors Act 2006 (Cth)

Other Relevant Legislation

- Copyright Act 1968 (Cth)
- Freedom of Information Act 1982 (Cth/Vic)
- Public Records Act 1973 (Vic)
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)
- Corporations Act 2001 (Cth)
- Working with Children Act 2005 (Vic) — where relevant to placements

All staff and learners must also meet regulatory requirements set by ASQA, the VET Quality Framework, the AQF, and any other legislation relevant to the specific courses being delivered, including requirements set out in relevant Training Packages.

Quality Indicators, Surveys and Feedback

Quality Indicators

Hammond Institute surveys learners and employers using the nationally endorsed Quality Indicators: Learner Engagement, Employer Satisfaction, and Competency Completion.

- **Learner Engagement:** all students complete a Learner Engagement Questionnaire on completion of their studies. Results are reviewed by the Compliance and Quality Assurance team and discussed at Management Meetings. Completed surveys are retained for 12 months.
- **Employer Satisfaction:** employers engaged with Hammond Institute are invited annually to complete an Employer Satisfaction Survey. Results are reviewed by management and retained for 12 months.
- **Competency Completion:** Hammond Institute reports enrolment and completion data for each qualification and unit of competency to ASQA via the required reporting systems, to help identify areas for improvement.

Quality Indicator data is reported to ASQA annually in accordance with ASQA's data provision requirements.

National Student Outcomes Survey (SOS)

If your training is government-funded, you may be invited to participate in the National Student Outcomes Survey, an annual survey of VET graduates conducted by the National Centre for Vocational Education Research (NCVER) on behalf of the Australian Government. The survey helps improve the relevance and quality of vocational training across Australia. More information is available at www.ncver.edu.au.

Continuous Improvement

Hammond Institute is committed to continuous improvement of its training, assessment and support services. Feedback from students, employers, Trainers/Assessors, and complaints and appeals data is reviewed regularly by management, and is used to drive improvements to our policies, procedures, resources and delivery.

Contact Us

If you have any questions about this Handbook, or about Hammond Institute's policies and procedures, please contact us:

Hammond Institute Pty Ltd RTO TOID: 90720 | ABN: 46 003 307 542

Address: Level 1, 243 Lonsdale Street, Dandenong VIC 3175

Phone: 1800 788 399, 03 8764 8419 | Mobile: 0435 334 552

Hours: Monday – Friday, 9:00am – 6:00pm

Email: admin@hammond.edu.au

Website: www.hammond.edu.au Student Portal: <https://my.hammond.edu.au/>

This Handbook is reviewed regularly to ensure it remains accurate and compliant with the Standards for Registered Training Organisations 2025, the Australian Consumer Law, and other applicable legislation. The most current version of this Handbook, and all related policy and procedure documents and forms, is available at <https://hammond.edu.au/forms-and-policies/>.

This document is a general guide for students and does not constitute legal advice. Hammond Institute reserves the right to amend this Handbook and its policies from time to time. Where any part of this Handbook is inconsistent with Hammond Institute's current published policies, the current published policy prevails.