



HERMITAGE CAREER INSTITUTE

Withdrawal, Refund & Student Fee Protection Policy

Learner-facing policy · published for ongoing access

QMS reference

Sections 3.2.2 Fee Protection and Compliance; 3.2.3 Withdrawal Policy Framework

Status

Approved

Effective date

29 September 2026

Review date

September 2027

Aligns with

Learner Handbook 2026; International Pre-Arrival Pack; Student Fee Protection Rules 2025

3.2.2 Fee Protection and Compliance

Regulatory compliance

Regulatory compliance encompasses adherence to all relevant legislation including the *Education and Training Act 2020*, *Student Fee Protection Rules 2025*, and *Quality Assurance of Tertiary Education Providers Rules 2026*. This compliance framework protects learners while maintaining institutional viability and educational quality standards.

Publication and learner access

The Learner Handbook and the Withdrawal, Refund and Student Fee Protection Policy are published on the HCI website and student portal and kept current, so all learners have clear, ongoing access. They are also provided at enrolment and covered at orientation.

3.2.3 Withdrawal Policy Framework

Withdrawal categories and refund entitlements

Refund periods vary by learner category and programme duration. Domestic learners are entitled to a full refund, less the administration fee, when withdrawing within eight days of course commencement for programmes lasting three months or longer, or within three days for programmes under three months. International learners receive protection within eight days of commencement or the applicable statutory threshold, whichever occurs first.

Refund calculations within the designated periods provide a one hundred percent tuition fee refund minus a **\$300 administration fee**. We process refund requests **within 10 working days** and pay approved refunds within **5 working days** of approval.

For domestic learners, refunds are not payable once the designated withdrawal period has passed. For international learners, refund entitlements after the initial period follow the staged schedule set out in the *Student Fee Protection Rules 2025*, based on the proportion of the programme completed.

Special circumstances

Special-circumstances provisions include medical withdrawal, visa-decline refunds for international learners with official documentation, and compassionate-ground assessment for exceptional circumstances such as family bereavement, serious illness, or natural disasters affecting a learner's capacity to continue study. Each case is assessed individually to ensure fair and appropriate consideration based on the learner's circumstances.