



Refund Policy

An initial deposit (which will not exceed \$500.00), which is a non-refundable deposit, will apply to all courses, payable before the course commencement (unless prior arrangements are made). This fee will cover administration expenses incurred by Electus. Following course commencement the balance of the remaining fees need to be paid. The total amount required to be paid in advance which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student will not exceed \$1,000.00.

No refund is payable to participants who leave before finalising the course / competency unit / qualification, unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis, for example if 50% of the program has been delivered then 50% of the fee paid minus the original deposit will be refunded. However, should participants wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within 12 months of initial payment.

The maximum time within which a refund can be claimed will be at the sole discretion of Electus.

If a client chooses to withdraw from the course prior to the commencement then Electus must be notified in writing days prior commencement of the course. The following refunds will apply:

- If notified 28 days prior to commencement of the course a full refund, minus the deposit will be given.
- If notified 14 days or less to the commencement of the course a 50% refund, minus the deposit will be given.

Conditions under which fees or proportion of fees may be refunded

In the event that Electus is unable to fulfil its contract with a client, then Electus will refund the client the proportion of fees paid by the client for which services were not received.

Significant illness diagnoses and certified by a qualified medical practitioner.

Conditions under which tuition may be terminated:

- Non payment of fees
- Serious breaches of Electus policies

If a student has any complaints / disputes about refunds please refer to our appeals and grievances procedures.