

## **Procedure for dealing with withdraws and deferrals:**

### **1. Withdrawals**

- 1.1. When a student decides to withdraw from a course, they must inform the school in writing or via email as soon as possible.
- 1.2. The school will process the withdrawal and calculate the refund amount, if applicable, according to the school's refund policy.
- 1.3. The refund, if any, will be paid to the student within 30 days of receiving the withdrawal request.
- 1.4. The student's records will be updated to reflect the withdrawal.

### **2. Deferrals**

- 2.1. If a student wishes to defer their course start date, they must inform the school in writing or via email as soon as possible.
- 2.2. The school will review the request and may grant the deferral, subject to availability of course places and the school's deferral policy.
- 2.3. If the deferral is granted, the student's enrolment will be deferred to the new start date and their records will be updated accordingly.
- 2.4. If the deferral is not granted, the student may withdraw from the course and receive a refund according to the school's refund policy.

### **3. General**

- 3.1. All withdrawal and deferral requests must be made in writing or via email.
- 3.2. The school will acknowledge receipt of the request within two business days.
- 3.3. The school reserves the right to amend its refund and deferral policies at any time, subject to regulatory requirements.
- 3.4. In case of any dispute, the school's decision will be final and binding.