**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.

1. **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.

1. **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.