



Refund Procedure for International Students

1.1 Refund Procedure

- 1. Student completes a Refund Request Form and emails the form to info@rosewood.nsw.edu.au.
- 2. The details on the Refund Request Form are reviewed by the Academic Manager
- 3. Refunds are made within 4 weeks (20 working days) from the date the Refund Request Form being submitted
- 4. The Refund payment receipt will be kept on the student file

1.2 Course Withdrawal Procedure

- If a student wishes to Withdraw from a Course they are required to complete a "Change of Enrolment – Application Form" and submit the form to the Institute via email to info@rosewood.nsw.edu.au.
- 2. The Academic Manager will send a "Change of Enrolment Acknowledgement" Letter to confirm receipt of the "Change of Enrolment Application Form" within 2 working days.
- 3. Upon the Institute receiving the "Change of Enrolment Application Form" the form will be forwarded to the Admissions Officer for processing. (maximum processing time is 10 working days)
- 4. The Admissions Officer will email the student a notification of the outcome for their application to "Change of Enrolment" that informs the student of the decision and their reasons why for each outcome.
 - a. Outcome Accepted Student application for Withdrawal is in accordance with the Terms and Conditions outlined in the students Letter of Offer
 - b. Outcome Rejected Student application for Withdrawal does not comply with the Terms and Conditions outlined in the students Letter of Offer
- 5. If the application for Withdrawal is approved, a *Refund Request Form* is sent to the student to process a refund.
- When the Refund Request Form has been received, the Student Support Officer will send the student a "Change of Enrolment – Refund Request Acknowledgement" letter within 2 working days.
- 7. Refunds that are approved will be made within four weeks after sending the "Change of Enrolment Refund Request Acknowledgement" letter.
- 8. PRISMS is to be updated to reflect the withdrawal of the course. Cancelled CoE is filed in the student file with details of cancellation and database updated.