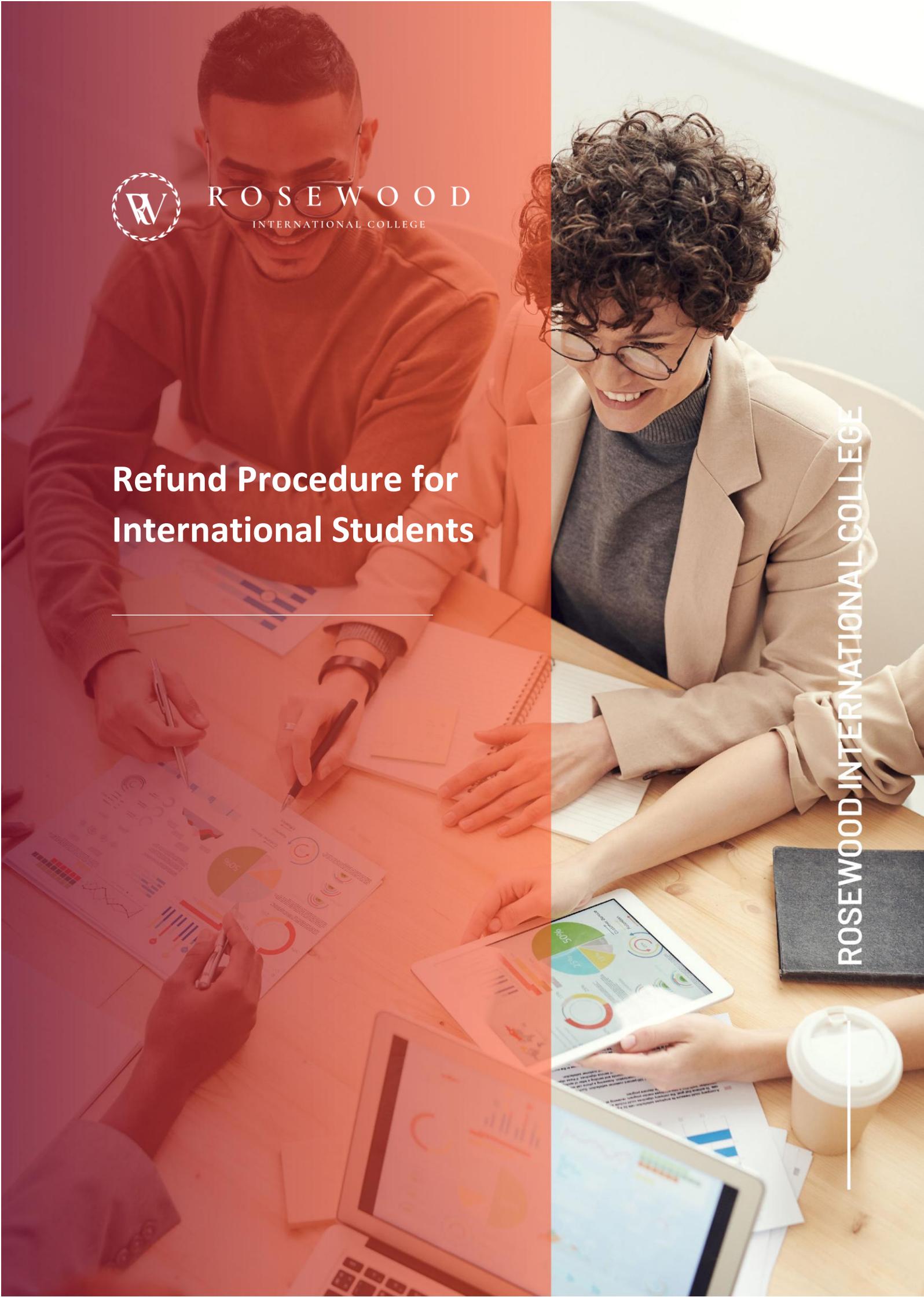




ROSEWOOD
INTERNATIONAL COLLEGE

Refund Procedure for International Students

ROSEWOOD INTERNATIONAL COLLEGE





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

1. 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.
6. 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.