

UCM Withdrawal and Refund Policy 2023/24

The following policy directs the University College`s approach to refunds and withdrawals from the courses.

- 1.** Only refund applications for the current academic year will be accepted.
- 2.** No refunds are available for 1 & 2 day courses, WBIS and all courses at full cost.
- 3.** There are no refunds for apprenticeships. If an apprentice withdraws or is withdrawn within the first 3 weeks of enrolment, no charges will be raised.
- 4.** Students claiming a refund before the course commences, or within the first 3 weeks of the start of a course, will receive a full refund less the administration charge. The administrative charge is also applicable to outstanding fees which are subject to invoice.
- 5.** Students claiming a refund from week 4 to week 12, for reasons of ill health will, subject to their providing documentary evidence, receive a pro-rata refund less the administration charge. Refunds will only be considered up to week 12 from the commencement of the course.
- 6.** Students claiming a refund from week 4 to week 12 due to changes in work commitments, personal or financial circumstances will receive half of the pro-rata refund less the administration charge. There will be no refunds after 12 weeks.
- 7.** Any monies spent by the UCM on behalf of the student (exam or registration fees etc.) are not refundable.
- 8.** Regulations 1 - 4 will also apply for those students who have outstanding fees in determining charges on their withdrawal from the course.
- 9.** Requests for refunds will only be considered where a student advises their withdrawal in writing to the Refunds Officer and (where applicable) returns their Student Identity Card and any other UCM/DESC property or equipment that may be in their possession.
- 10.** Refunds will be calculated from the official start date to last date of attendance (as notified by the Course Tutor).
- 11.** No refunds will be made for courses costing less than the current administration charge.
- 12.** No refunds will be made for less than £5.00.
- 13.** All administration charges are payable in full, irrespective of fees paid. Administration charges are per individual.

General Notes

- Places offered for courses at the College are subject to the acceptance of the provisions outlined in this policy and no further consideration will be given to requests for refunds which fall outside the terms of this policy.
- If an incorrect fee is levied any refund applicable will not be subject to an administration charge.

- The regulations above are not applicable if a course is cancelled by the College for any reason in which case a pro-rata refund of the course fee will be paid to enrolled students for the weeks remaining of the course.
- Refunds will only be made by Government cheque or BACS. Payments received by card will be refunded to the original card that made the payment. The College does not offer cash refunds.
- In exceptional circumstances where University College may legally be required to close, significant effort will be made to try and ensure that the College will maintain its business as far as possible. Where this is the case and students have been taught/supported remotely throughout the closure period, or up until the assessment date, (whichever is the shortest), UCM will be unable to offer a refund of course fees or exam costs.

The withdrawal and refund administration charge for 2023-24 is £30.00 and applies to courses run between 1st September 2023 and 31st August 2024 inclusive.