

The following policy directs the University College Isle of Man`s (UCM) 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, Adult Learning courses (Upskilling & Just For Fun) and courses listed as non-discountable.
- 3.** There are no refunds for apprenticeships. If an apprentice withdraws or is withdrawn within the first 6 teaching weeks of enrolment, no charges will be raised.
- 4.** Students claiming a refund before the course commences, or within the first 8 teaching 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 during Term 1 (teaching weeks 1 – 15), for reasons of ill health will, subject to their providing documentary evidence, receive 100% refund less the administration charge.
- 6.** Students claiming a refund during Term 1 (teaching weeks 1 – 15) due to considerable changes in work commitments, personal or financial circumstances will receive 100% refund less the administration charge.
- 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 of the course 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.** All administration charges are payable in full, irrespective of fees paid. Administration charges are per individual.

## **General Notes**

- 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 UCM 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.
- In exceptional circumstances where UCM may legally be required to close, significant effort will be made to try and ensure that the UCM 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.

<b>Full &amp; Part Time course fee refund eligibility</b>		
<b>Withdrawal date</b>	<b>Refund %</b>	<b>Admin Fee</b>
Term 1: September – October Within the first 8 teaching weeks	100%	£35.00
Term 1: October – December Teaching weeks 9 - 15	75%	£35.00
Term 1 (Exemption): September – December Within first 15 teaching weeks of the course on the following grounds: <ul style="list-style-type: none"> <li>• Ill health (subject to providing relevant documentary evidence)</li> <li>• Considerable changes in work commitments, personal or financial circumstances (subject to providing relevant documentary evidence)</li> </ul>	100%	£35.00
Term 2: January – April Teaching weeks 16 - 27	50%	£35.00
Term 3: May – June Teaching weeks 28 - 36	0%	£35.00

<b>Refund Eligibility</b>	
<b>YES</b>	<b>NO</b>
Full Time Further Education (FE)	Adult Learning - Upskilling
Full Time Higher Education (HE)	Adult Learning – Just for Fun
Part Time Further Education (FE)	Work Based Integrated Studies (WBIS)
Part Time Higher Education (HE)	1 & 2 Day Courses
	Apprenticeships
	Courses listed as non-discountable

The withdrawal and refund administration charge for 2024-25 is £35.00 and applies to courses run between 1<sup>st</sup> September 2024 and 31<sup>st</sup> August 2025 inclusive.