

Title:	UCM Fees Policy 2025-2026
Owner:	Head of Internal Operations
Approved by:	Senior Leadership Team/UCM Board of Governors
Date Approved:	01 February 2025
Effective from:	01 September 2025
Last modified:	27 March 2025
Review date:	01 February 2026
Procedure available:	TEAMS – UCM:ALL STAFF/Administration/Policies and Procedures

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1. General Principles

1.1 The following Fees Policy directs the University College's (UCM) approach to how it charges for its courses, who is in scope for charges and who may be eligible for remission from those charges.

1.2 Fees are published annually on the UCM website, against the specific course for each academic year.

1.3 Applicants will only be permitted to complete enrolment for courses if the appropriate fees have been paid, or if the student is exempt from paying course fees.

1.4 There are two exceptions to this:

1.4.1 Where the employer has agreed to pay the fees

1.4.2 Where an instalment plan has been approved

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1.5 Once an applicant is enrolled, a learning agreement for the course will be in place between them and UCM for the services provided. Upon this being in place they become a student at UCM.

1.6 Fees will generally include the costs of tuition, exam costs, assessments and a charge for materials consumed. If required, any additional awarding body registration, equipment (e.g. Personal Protective Equipment) and consumables may be charged for some programs. These will be identified on the website against the specific course for each academic year.

1.7 The following status of applicants over the age of 18 apply for purpose of this policy:

1.7.1 **Resident student**, aged 18 or over, who has been ordinary resident on the Island for a period of at least 4 years prior to the start of the course.

1.7.2 **Non-resident student**, aged 18 or over, who **lives on Island** but has not been present for a four-year period for eligibility of resident fees (please note a Tier 4 (General) or Tier 4 (Child) study visa may be required).

1.7.3 **Non-resident student**, aged 18 or over, who does not live on the Island but **wishes to locate to study** at UCM (please note a Tier 4 (General) or Tier 4 (Child) study visa may be required).

2. Students UNDER 18 years old

2.1 Full time courses

2.1.1 Students who are under the age of 18 on 1st September preceding the start of a full-time course, will be funded by the Department of Education, Sport & Culture (DESC) and will not be charged fees.

2.1.2 DESC will also fund Maths and English repeat courses which have been taken alongside the full time course.

2.2 Part time & Short Courses

2.2.1 Full fees will be charged for all Part Time and Short Courses, where this is not already included within the main study programme. If the student is undertaking any other REPEAT or REVISION course, full fees will apply (with the exception of Maths and English as per paragraph 2.1.2 above).

2.2.2 Students who change from a full time to a part time programme, may be required to pay the balance of fees due from when they became part time. In such circumstances UCM will provide advice and confirmation.

2.2.3 If students require a Tier 4 Visa, a condition of the application will be to demonstrate they meet the course entry requirements and required levels of English for the program they are applying to. Any relevant course fees for the first year must be paid in advance. All international students who require a Tier 4 Visa, must satisfy UCM's Admissions Policy and are advised to speak to Student Services in the first instance.

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3. Students aged 18 years and over

3.1 Students who are 18 years or older on the 1st September preceding the start of a study program.

3.1.1 **Full time courses** - Course fees are charged for all students aged 18 and over for each year of their study programme, unless they qualify for a grant from DESC Student Awards Scheme, or are in receipt of specific DHSC benefits on the respective annual enrolment date/s.

3.1.2 **Part time course** - Part time course fees are priced as follows:

3.1.2.1 **Further Education (FE) courses** – pricing is based on a proportion of the equivalent full time study programme.

3.1.2.2 **Higher Education (HE) courses** – pricing is based on the number of module credits.

3.1.2.3 Where there is no equivalent full time study programme – pricing is based on the course delivery costs to UCM.

3.1.2.4 **Upskilling courses** – fees are calculated individually based on their complexity and the costs to UCM.

3.1.2.5 **Just for Fun courses** – fees are calculated individually based on their complexity and the costs to UCM.

3.1.3 **Non-resident Students - Full time course**

3.1.3.1 **Further Education courses** – a resident fee is charged for all FE courses in order to promote continuous education and up-skilling.

3.1.3.2 **Higher Education courses** - the non-resident rate for fees is charged where the student doesn't meet the qualification of being ordinarily resident on the Isle of Man for 4 years immediately prior to the beginning of the first year of the course.

3.1.3.3 A student who has been resident for less than 4 years immediately prior to the start of the course **may** qualify under some DESC awards by having a total of 10 years residency throughout their life, providing at least 2 of those years fall immediately prior to the start of the course. It is recommended that they contact the UCM Student Services team for funding advice.

3.1.3.4 If students require a Tier 4 Visa, a condition of the application will be to demonstrate they meet the course entry requirements and required levels of English for the programme they are applying to. Course fees for the first year must be paid in advance.

3.1.3.5 All international students who require a Tier 4 Visa, must satisfy UCM's Admissions Policy and are advised to speak to Student Services in the first instance.

3.1.3.6 All International students requiring a Tier 4 Visa, are required to pay a non-refundable International Student Application Fee.

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3.1.4 **Non-resident Students - Part time courses**

3.1.4.1 Part time course fees are priced as follows:

3.1.4.2 **Further Education courses** – pricing is based on a proportion of the equivalent full time study programme.

3.1.4.3 **Higher Education courses** – pricing is based on the number of module credits.

3.1.4.4 Where there is no equivalent full time study programme – pricing is based on the course delivery costs to UCM.

3.1.4.5 **Upskilling courses** – course fees are calculated individually based on their complexity and the costs to UCM.

3.1.4.6 **Just for Fun courses** – course fees are calculated individually based on their complexity and the costs to UCM.

4. Apprenticeships

4.1 An Apprentice is an Isle of Man Worker (as defined by the Control of Employment Act 2014) or a person who holds a valid and current Work Permit, under and over 18 years old on the 1st September preceding the start of an apprenticeship programme.

4.2 As a general rule, an apprentice must be employed and an apprenticeship programme is a PART TIME programme (with day or block release at UCM and the other element of the apprenticeship undertaken in the workplace). Apprenticeships are chargeable for both those under 18 and those over 18 years of age.

4.3 Apprenticeships are funded in one of three ways and an applicant is required to identify and evidence the source of funding when applying for the programme.

4.4 The funding options are:

4.4.1 DESC - where they have provided written confirmation that they will fund the apprenticeship.

4.4.2 The Employer - where they have provided written confirmation that they will fund the apprenticeship.

4.4.3 The applicant themselves - where applicant confirms they are self-funding.

4.5 If the funding for an apprentice is withheld or withdrawn by an employer or an individual, the apprentice will be withdrawn from the programme.

4.6 Upon enrolment to the Apprenticeship programme, an invoice will be raised to the source of funding as in 4.4.1, 4.4.2 or 4.4.3 above.

4.7 **Apprenticeship fees are calculated individually and based on their complexity and cost to UCM.**

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5. Fee Remissions

5.1 Some exemptions to course fees will apply to those aged 18 and over on the 1st September preceding the start of a course, who are in receipt of IOM Government benefits. Appropriate evidence must be provided upon enrolment.

5.2 All current applicable fee remissions are shown in the table below:

Benefit	Who's Eligible	Available remission
Income Support	A student who is in receipt, or dependent of a person in receipt of the benefit(s) on the day that they enrol.	1. ONE free full-time course per academic year. 2. ONE free part time course per academic year. <i>Any subsequent enrolments for the same level course will attract full fees. Remission is not applicable for "Just for Fun" courses.</i>
Employed Persons' Allowance (but not severe disablement allowance)		
Income Based Job Seekers' Allowance	A student who is in receipt of the benefit on the day that they enrol.	ONE free full-time course per academic year. <i>Any subsequent enrolments for the same level course will attract full fees.</i>
Disability Living Allowance	A student who is in receipt of the benefit on the day that they enrol.	ONE Free full time "General Studies"/ "Life Skills" programme or other course where UCM is assured that significant educational objectives can be achieved. <i>Any subsequent enrolments for the same level course will attract full fees.</i>
Incapacity Benefit		
Incapacity Benefit (youth)		
Long Term Incapacity Benefit	A student who is in receipt of the benefit on the day that they enrol.	50% remission on ONE part time "Just for Fun" course per academic year. <i>Any subsequent enrolments will attract full fees. Remission is not applicable for "Upskilling" course.</i>
Industrial Injuries Disablement Benefit		
Severe Disablement Allowance		
Disability Living Allowance		
Isle of Man State Pension	Students claiming IOM State Pension on the day they enrol.	50% remission on TWO Part Time "Just For Fun" leisure courses per academic year. <i>Any subsequent enrolments will attract full fees. Remission is not applicable for "Upskilling" courses.</i>

6. Resit Fees

6.1 Where UCM students registered on University of Chester programmes have to re-sit a complete module in a subsequent academic year, they will be charged fees for the module.

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- 6.2 If the module that is required for the re-sit is not being taught, the student has 2 options:
- 6.2.1 Access UCM for examination only as an external candidate and pay appropriate entry and assessment fees as per UCM Exam Fee Policy. This option does NOT give the student access to staff or resources.
 - 6.2.2 Enrol for a bespoke module and access staff time and resources as per the Work Based Integrated Studies (WBIS) programme.
- 6.3 By paying module fees, the student is able to access all learning materials, use UCM resources, attend lectures and receive support from staff.
- 6.4 All students on University of Chester programmes are allowed to re-submit their course work up to 3 times without incurring an additional fee.
- 6.5 **Partner Awarding Body**
- 6.5.1 When a UCM student re-sits any of our partner awarding body exams, they may be charged additional fees. Please refer to UCM Exam Fee Policy (Appendix 1) for full information.

7. Other Charges

- 7.1 Examination fees for private candidates who are sitting an exam for a professional Awarding Organisation, e.g. ACCA, CIMA, AAT or CIPD will be charged for the full cost of UCM providing this exam, including invigilation costs, this may also include a charge for a reader or a scribe if required. (See Appendix 1 - UCM Exam Fees Policy).
- 7.2 Examination Fees for UCM students on FULL and PART TIME programmes will have their exam fees included in their overall course fee and will not be charged extra.
- 7.3 Fees may be charged for students taking some examination resits, where these are not already identified as exempt previously in this document.
- 7.4 Where students cancel fee paying courses there will be a **Withdrawal Charge of £35** to cover administration costs.
- 7.5 An **Administration Charge** of £35 will be applied in addition to the current charges for late or non-returned items from the UCM library (The Hive) if requests for the return of the loaned items are not responded to by the deadlines specified by The Hive.
- 7.6 **Upskilling** courses are operated at full cost and fee information can either be sourced via UCM website, through an approved 3rd party e-learning website or through a bespoke quotation if the course requested is non-standard.
- 7.7 **International Student Application Fee.** All international candidates are required to pay a non-refundable £500 fee before their application is processed. Once the student has successfully enrolled onto the course, the £500 fee will be deducted from their first year's study fees.
- 7.8 **Recognition of Prior Learning (RPL) Assessment Fee.** Recognition of prior learning allows prospective students to convert relevant university-level knowledge, skills and experience into

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credits they can put towards their qualification. All candidates are required to pay a £250 RPL Assessment fee before their application is processed. Once the student has successfully enrolled onto the course, the £250 fee will be deducted from their year's study fees.

8. Payment by Instalments & Course Transfers

8.1 An application form for instalments will need to be submitted to the UCM Finance Department for approval. Once an instalment plan has been agreed, the first instalment will be due prior to the commencement of the course, followed by a further 5 equal instalments with the final payment due before the completion of the course. UCM will not spread this cost over more than 5 instalment payments (plus the first instalment).

8.2 If, following an instalment plan/agreement, the appropriate fee is not paid, a student will be asked to leave the course and may be prevented from enrolling on subsequent courses or in taking examinations at UCM. Debt recovery may be instigated. Any outstanding debts must be paid prior to commencement on any new subsequent course.

8.3 Whether a student pays by instalments or not, there remains a commitment to pay for the full cost of the course even where the student subsequently leaves the course after a set period.

8.4 Please see full details in UCM Refund and Withdrawal Policy (Appendix 2).

8.5 Transfers from courses are permissible on the recommendation of the academic manager before the course commences or within the first 6 weeks of the commencement of the course. A pro-rata calculation will be made and any difference in fees will be refunded or collected. Typically, no transfers will be considered after the end of term one following the commencement of the course unless there are exceptional circumstances approved by relevant awarding body.

9. Schemes Available for Fee Support

9.1 UCM provides a significant amount of expertise in order to support applicants including advice on fees and funding. The Department of Education, Sport and Culture (DESC) offers funding awards for students over the age of 18 for both Further and Higher Education courses and these awards are available by application. Enquiries and requests for further information should be directed to Student Services.

9.2 If the student does not qualify for funding from DESC, in exceptional circumstances the Principal of UCM can decide the fee support at their discretion. All applications are viewed on an individual basis.

9.3 Residency status/Fee reductions that apply in the first year of a course will normally continue for the remaining years of the same course, except for:

9.3.1 Reductions based on specified Treasury benefit claims where the benefit is no longer paid.

9.3.2 Where support from DESC is withdrawn or no longer available (a pro-rated course fee will be charged from the date support ceases).

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9.3.3 A student is choosing to repeat the course.

9.3.4 Where any subsequent enrolment is not continuous, i.e. there has been a break during the year.

10. Refunds

10.1 Claims for refunds for any course or examination fee will be in accordance with UCM Refund & Withdrawal Policy (Appendix 2). The current refund administration fee is **£35** per student enrolment.

10.2 Where a course enrolment/payment is received by UCM and there are insufficient numbers or other circumstances preventing the course from running, a full refund will be given without a deduction of the standard administration fee.

10.3 UCM reserves the right to terminate/refuse enrolments from individuals who do not fully evidence they meet the entry criteria or provide false or inaccurate declarations for the purpose of enrolment and /or student award/fee determination.

11. Notes

11.1 UCM reserves the right to cancel or postpone courses prior to the point of enrolment; or in exceptional circumstances post enrolment where full refunds will be given.

11.2 The Department of Education, Sport and Culture reserves the right to amend this Fee Policy from time to time.

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Appendix 1 – UCM Exam Fees Policy

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1. General Principles

1.1 The following Exam Fees policy directs the University College Isle of Man's (UCM) approach to how it charges for its exams, who is in scope for charges and who is eligible for remission from those charges.

1.2 Exam costs and fees cover all costs and administration requirements from the initial enquiry to sit, re-sit or register for an exam, to provision of the facilities and delivery of the exam, to providing results and processing any enquiries that may occur following an examination.

1.3 This policy is an Appendix to the UCM Fees Policy. The course fees that are levied by UCM, include all the costs directly associated with first time entry to an examination that is a compulsory element of the course and fundamental to achieving a learner's overall qualification.

2. Purpose of the Policy

2.1 The purpose of this policy is to define:

2.1.1 Who is subject to examination fees and costs.

2.1.2 When exam fees and costs are payable.

2.1.3 The costs associated with the preparation, running of, and distributing results, enquiries and certificates that should be recovered.

2.1.4 How exam related fees and costs are calculated and the factors to be accounted for.

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3. Who is subject to exam fees

3.1 Internal UCM Candidate

3.1.1 A candidate who is enrolled on a full or part-time course in the current academic year, at UCM, who opts to take an examination or qualification that is not included within their course fee, such as a resit examination or an additional examination or qualification.

3.1.2 **Note:** Internal candidates who wish to sit a qualification that is not included in their enrolment but is agreed by the Head of Faculty to be a realistic and necessary qualification to enable them to progress to the next level of education or to improve the employment opportunities, directly relevant to their enrolment, will be charged the exam entry fee and the internal candidate administration fee for their entry. They will not be subject to additional examination service fees.

3.2 Private Candidate

3.2.1 A candidate external to UCM, who is sitting an exam from a Professional Awarding Organisation. Their entry fee is paid direct to the Professional Organisation or Awarding Body but the arrangements to sit the exam are made directly with UCM.

3.2.2 A candidate whose entry to the examination is made and facilitated via UCM. This includes (but is not limited to) IAB, and CITB Computer Based Assessments.

3.2.3 A candidate over the age of 14 years (equivalent to school year 10 or above), external to UCM, who is not enrolled at an Isle of Man High School who is sitting a General Qualification such as Functional Skills, GCSE, IGCSE, AS Level or A Level. This includes home-schooled students**.

3.2.4 **Note:** UCM does not provide exam opportunities for examinations (or their equivalents) that are available to candidates within their enrolment at one of the Island's High Schools regardless of whether it is an early entry or resit entry.

3.2.5 UCM does not facilitate resit exams for candidates enrolled at one of the Island's High Schools - candidates should contact their school Exams Officer for guidance in this regard.

3.2.6 Candidates enrolled with one of the Island's High Schools must advise their school before signing up to sit an additional qualification or examination at UCM, in accordance with the regulations of JCQ (Joint Council for Qualifications).

3.2.7 **Homeschooled students between the ages of 14-16 may be able to claim their exam fees under the Department of Education Sport & Culture (DESC) External Candidates Policy if they are sitting exams from a range of specified level 2 qualifications for the first time.

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3.2.8 UCM will only make exam arrangements directly with employers in relation to exam fees, if consent has been provided by the candidates concerned and the employer confirms their agreement to cover all exam related costs before any invoice or quotation is prepared. UCM will not negotiate with an employer on behalf of the candidate. If the employer or the candidate fails to meet these conditions or to pay the full invoice before the agreed deadline, the candidate's entry to the examination will be refused.

4. When are exam fees & costs payable

4.1 Most Examination Awarding Bodies run to a strict calendar. UCM set strict deadlines for candidates to submit their requests to sit examinations and these are stated on the appropriate application forms on UCM's website. These are not negotiable. The deadlines are set in advance and are different from the Awarding Body deadlines.

4.2 In most cases, the examination entry fees are advertised on the Awarding Body website, including details of penalties and time restrictions for late submissions. These fees are usually amended on an annual basis. Additional exam service fees are calculated and levied separately by UCM.

4.3 Following the submission of a request for quotation with the required administration fee:

4.3.1 UCM will research the examination requested to ascertain the facilities required.

4.3.2 UCM will calculate the associated costs and issue a quotation/invoice.

4.3.3 The quotation/invoice must be completed and returned with full payment, within the stated deadline or entry to the examination will not be made.

4.3.4 Late entries are not accepted.

4.4 UCM exams office reserves the right to decline any entries requested after the awarding body's deadline has passed or if the scheduling of an exam is not possible.

4.5 No examination entry or registration will be made until the invoice has been settled in full. Fees can be paid in cash, credit or debit card or cheque payable to Isle of Man Government.

5. What charges will be levied

5.1 Additional charges will be charged under the heading of Examination Service Fees and are calculated to incorporate:

5.1.1 **Invigilation** - This is a set fee charged per exam/session.

5.1.2 **Courier fees** - For dispatching scripts (if applicable).

5.1.3 **Room Hire** - Set as Half Day or Full Day. Requests for alternative sessions and venues must be agreed in advance and charges will be determined by size and location of venue and the requirement for any hours, beyond the normal UCM day (Monday to Friday 9.00am to 5.00pm), to facilitate the exam.

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5.1.4 **Technical Support** - Set as Half Day or Full Day and levied for examinations that require specialist technical support to be available throughout the examination, such as onscreen examinations.

5.1.5 **Specialist Assessment Costs** - If specialist equipment, such as a projector, sound system or recording device is required, this must be discussed directly with Exams Manager.

5.1.6 **Sessional Staff Charge** - Where an additional member of staff with specific qualifications is required to facilitate the exam.

6. Resit Fees

6.1 Internal Candidates

6.1.1 Candidates will be required to pay the entry charge levied by the awarding body in respect of any resit examination.

6.1.2 Internal candidates who are currently studying at UCM will not be charged Exam Services fees or administration fees for their first resit of each qualification or unit. The candidates will only be required to pay relevant awarding body exam entry fees.

6.1.3 Any additional re-sits will attract a 50% Administration Fee plus relevant awarding body exam fees. The re-sit must be taken within the duration of a candidate's UCM enrolment on the course i.e. the same academic year.

6.1.4 Candidates who have achieved the minimum grade or above to complete their qualification and wish to re-sit to improve their outcome, will attract a 50% Administration Fee plus relevant awarding body exam fees. The re-sit must be taken within the duration of their UCM enrolment on the course i.e. the same academic year.

6.2 Internal Candidate Criteria for resits:

6.2.1 Candidate is currently enrolled and actively studying at UCM.

6.2.2 Candidate has not achieved the minimum grade in an exam that is necessary to complete their qualification.

6.2.3 Candidate has maintained an acceptable level of attendance, as confirmed by the Head of Faculty.

6.2.4 Candidate has completed or is able to complete all the required internally assessed elements of their course.

6.2.5 Candidate attended and met the requirements of their original exam or previous scheduled re-sit.

6.2.6 The Candidate has discussed and agreed the requirement to re-sit with the relevant course tutor within the deadlines set by the UCM Exams Office.

6.2.7 Candidate completes an examination request form and submits it to exams within any required deadline with the full required payment.

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6.2.8 The candidate is available to take the exam when other exams are routinely scheduled during term time or willing to attend an examination session outside their normal timetable by arrangement with the Exams manager, which may include Saturdays or twilight sessions.

6.3 Former Internal Candidate Criteria for resits:

6.3.1 Where the opportunity to sit an exam, that dictates the overall outcome of the qualification (e.g. GCSE's), is restricted to a specific date timetabled by the Awarding Body the candidate may be entitled to administrative charges being reduced or waived, providing the candidate meets all the criteria of 6.1 above (excepting 6.1.1.) and the additional requirements below:

6.3.2 The candidate has only had one opportunity to sit the examinations within the period of their enrolment at UCM.

6.3.3 The candidate achieved a grade that is within one grade of their predicted grade for the exam.

6.3.4 The re-sit is taken within the academic year following the end of their course.

6.3.5 The request for a re-sit is made within the deadlines set by the exam's office is available from the same awarding body, at the same level.

6.3.6 Where relevant, the candidate has a current, active registration with the awarding body (e.g. City and Guilds, Pearson BTEC, OCR) at the required level.

6.3.7 **PLEASE NOTE:** No discounts are available for Private Candidates re-sitting an examination; the full fees as per Exam Fee schedule for private candidates will apply.

6.4 Reductions in Administration - and Exam Service Fees

6.4.1 First Re-sit - Internal candidates fulfilling the criteria above will only be required to pay the relevant awarding body exam entry fee and will not be subject to administrative or exams service fees.

6.4.2 Second or subsequent Re-sit - Internal candidates fulfilling the criteria above, sitting a subsequent resit will be required to pay the relevant awarding body exam entry fee and 50% of the current administration fee for examinations. They will not be subject to exams service fees.

6.4.3 Re-sit to improve a grade, where the minimum grade required has already been achieved. Internal candidates fulfilling the criteria above wishing to re-sit an examination that will potentially improve the overall result of their qualification, will be required to pay the relevant awarding body exam entry fee and 50% of the current administration fee for examinations. They will not be subject to exams service fees.

7. Fees in respect of specific Exam Sessions timetabled by UCM

7.1 UCM exams team provide sessions for specific exams that can be entered via a direct application process, either online or in person at UCM Reception.

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7.2 Candidates will be subject to the awarding body entry fees and relevant registration fees plus an additional examination service fee, at the time of application.

7.3 The examination service fees in respect of these sessions are standardised and are calculated based on the number of places available and anticipated occupancy. They are run outside of the examination quotation process and service fees are reviewed and agreed upon annually.

7.4 The range of exams offered on this basis will be reviewed by the Exams Manager in consultation with Senior Leadership. It will include the following:

7.4.1 Knowledge of Life in the UK and Islands

7.4.2 CITB

7.4.3 City & Guilds group exam session

7.4.4 Summer series GCSE or IGCSE English and Mathematics examinations that are the **same exam code and awarding body** as exams that are available to Internal UCM candidates within a standard course enrolment.

7.4.5 City & Guilds Online Functional Skills Maths.

8. Refunds & waivers

8.1 As a publicly funded body, UCM is governed by The Financial Regulations and cannot waive fees.

8.2 NOTE:

8.2.1 The CITB HS&E Test fee is non-refundable upon enrolment.

8.2.2 The Administration fee is non-refundable.

8.2.3 Any request for amendments or additions to exam arrangements made after the exam entry has been booked, will incur an additional administration fee.

8.2.4 Refunds will not be given in cases of non-attendance at an examination.

8.3 In cases where a request to withdraw from an exam is made, please note further:

8.3.1 Exam entry fees will not be refunded unless the request is made at least 10 working days before the standard Awarding Body entry deadline and can be recovered in full by UCM from the Awarding Body without additional cost or penalty.

8.3.2 Exam entry fees will not be refunded where the original entry was made after the Awarding Body deadline and was subject to any late fees or penalties.

8.3.3 Invigilation fees will not be refunded unless the request is received at least 10 working days before the agreed timetabled date of the first exam.

8.3.4 Room hire fees will not be refunded unless the request is received at least 10 working days before the agreed timetabled date of the first exam.

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8.3.5 Where an assessor, tutor or moderator has been arranged to facilitate an exam, charges in respect of this will not be refunded unless UCM is able to recover them from the assessor, tutor, or moderator without incurring any charges or penalties.

8.4 Refunds/Partial Refunds are only considered in very exceptional circumstances and any requests in this respect should be received before the date of the examination addressed to:

Head of Internal Operations
University College Isle of Man
Homefield Road
Douglas
Isle of Man
IM2 6R

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Appendix 2 – UCM Refund and Withdrawal Policy

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1. Introduction

1.1 The following directs the University College Isle of Man's (UCM) approach to refunds and withdrawals from the courses.

2. Information

2.1 Only refund applications for the current academic year will be accepted.

2.2 There are no refunds for 1 & 2 day courses, WBIS, Adult Learning Courses (Upskilling & Just for Fun) and courses listed as non-discountable.

2.3 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.

2.4 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.

2.5 Students claiming a refund during Term 1 (teaching weeks 1 – 15), for reasons of ill health will, subject to their providing documentary evidence, receive a 100% refund less the administration charge.

2.6 Students claiming a refund during Term 1 (teaching weeks 1 – 15) due to considerable changes in work commitments, personal or financial circumstances will receive a 100% refund less the administration charge.

2.7 Any monies spent by UCM on behalf of the student (exam or registration fees etc.) are not refundable.

2.8 Regulations 2.1 – 2.4 will also apply for those students who have outstanding fees in determining charges on their withdrawal from the course.

2.9 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 relevant UCM/Department of Education, Sport & Culture (DESC) property or equipment that may be in their possession.

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2.10 Refunds will be calculated from the official start date of the course to last date of attendance (as notified by the Course Tutor).

2.11 No refunds will be made for courses costing less than the current administration charge.

2.12 All administration charges are payable in full, irrespective of fees paid. Administration charges are per individual.

3. General Notes

3.1 If an incorrect fee is levied any refund applicable will not be subject to an administration charge.

3.2 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.

3.3 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.

Full & Part Time course fee refund eligibility		
Withdrawal date	Refund %	Admin Fee
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">• Ill health (subject to providing relevant documentary evidence)• Considerable changes in work commitments, personal or financial circumstances (subject to providing relevant documentary evidence)	100%	£35.00
Term 2: January – April Teaching weeks 16 - 27	50%	£35.00
Term 3: May – June Teaching weeks 28 - 36	0%	N/A

4. Charges

4.1 The current withdrawal and refund administration charge is £35.00.

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