

Payment & Refund Policy UK Foundation Programme (UKFP) Clinical Assessment (CA) Fees

This policy outlines the procedures and conditions for payments and refunds of the UKFP CA fees at Manchester University NHS Foundation Trust.

Payment methods

Candidates must pay their assessment fees using one of the following two methods.

1. By Telephone via Debit/Credit Card

- Payments can be made over the phone via our Cashiers Office. You can find the numbers on our website via the link below under **How do I pay for the assessment?**
<https://mft.nhs.uk/medical-education/undergraduate-medical-education/uk-foundation-programme-clinical-assessment/#pay>
- The candidate must confirm that they are the account holder and the cardholder at the time of payment.
- Third-party card payments are not accepted unless prior written notification is provided. You can do this by emailing Assessmentswythenshawe@mft.nhs.uk
You must state who you are and the name and Oriel Pin of the candidate you will be paying for.

2. Bank Transfer

- Payments can be made via Bank transfer. You can find the Trusts bank details on **How do I pay for the assessment?** You must quote your full name and Oriel Pin. This must match your eligibility application details as provided to us by the UKFPO.
- When making a payment Bank Transfer, the payee must email a copy of the remittance advice to Remittance.Advice@mft.nhs.uk including the candidate's full name and Oriel PIN.
- The candidate is responsible for ensuring that the total amount received covers the full assessment fee and any additional charges resulting from currency exchange rate or bank charges.
- Any shortfall must be settled before the payment deadline.
- All payments must be received in full by 12:00 midday BST on the payment deadline date. You will be informed by the UKFP Eligibility office of the payment window.

IMPORTANT: For all transactions, the candidate's full name and Oriel Pin must be clearly quoted in the payment reference. Failure to include this information may result in processing delays, which could delay and prevent the candidate from being confirmed for the assessment.

Refund and Cancellation Policy

Cancellations must be made in writing to: assessmentswythenshawe@mft.nhs.uk

Cancellation Refunds

Refund eligibility will be calculated based on the date written cancellation is received and the first day of the assessment week, **not** the individual candidate's allocated assessment date (e.g., 3rd November).

- More than 34 calendar days prior to the CA week
A full refund will be issued. No cancellation fees apply.
- Between 34 and 21 calendar days prior to the CA week (inclusive)
A refund of 75% of the registration fee will be issued. A 25% cancellation fee applies.
- Between 20 and 8 calendar days prior to the CA week (inclusive)
A refund of 50% of the registration fee will be issued. A 50% cancellation fee applies.
- 7 calendar days or fewer prior to the CA
No refund will be issued.

IMPORTANT: Manchester University NHS Foundation Trust reserves the right to terminate this Agreement immediately if a candidate fails to provide written notice of cancellation within the required notification period. All cancellations must be submitted in writing. The date the written notice is received will determine the applicable refund eligibility. No exceptions will be made for late notifications.

- Refunds, if applicable, will be processed after deducting any non-refundable administrative fees and adjustments for any charges incurred, including exchange rate and bank charges.
- Full refunds will be issued to the original payment method used.
- All partial refunds will be processed via Bank Transfer payment and cannot be returned to a credit or debit card.
- No refund will be provided for candidates who fail to attend their allocated CA slot on the day.
- Refunds may be issued on receipt of evidence that a non-attendance or cancellation was as a result of close family bereavement.