

## **Manchester University NHS Foundation Trust UKFP Payment and Refund Policy**

### **Introduction**

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

### **Assessment Fee Payment**

Candidates must pay their assessment fee by the online payment portal only.

### **Online Payment Portal**

- Payments can be made securely online via the Manchester University NHS Foundation Trust payment portal:

<https://mft.nhs.uk/the-trust/other-departments/procurement-e-commerce-department/pay-online/>

- Candidates should follow the instructions provided in the link and ensure that payment is made within the specified payment window.
- The candidate's full name and Oriel PIN must be entered wherever requested during the payment process. This information must match the eligibility application details provided to MFT by the UKFPO.
- Candidates should retain confirmation of payment for their records and may be asked to provide evidence of payment if required.
- The candidate is responsible for ensuring that the full assessment fee is paid. Any additional charges applied by the payment provider, including currency exchange charges where applicable, remain the candidate's responsibility.
- Any shortfall must be settled before the payment deadline.
- All payments must be received in full by 12:00 midday (BST/GMT, as applicable) on the stated payment deadline. Candidates will be informed of the payment window by the UKFP Eligibility Office.

### **Important Information**

Failure to provide the required candidate details during the payment process may result in delays in processing payment and could delay or prevent confirmation of the assessment.

## **Refund and Cancellation Policy**

### **Cancellation Process**

Cancellations must be made in writing by email to:

[assessmentswythenshawe@mft.nhs.uk](mailto:assessmentswythenshawe@mft.nhs.uk)

### **Refund Eligibility**

For this policy, the Clinical Assessment Week refers to the assessment period scheduled by Manchester University NHS Foundation Trust, regardless of the candidate's individual allocated assessment date.

Refund eligibility will be determined by the date the written cancellation is received in relation to the first day of the Clinical Assessment Week, not the candidate's allocated assessment date.

- More than 34 calendar days before the Clinical Assessment Week  
A full refund (100%) will be issued. No cancellation fee applies.
- Between 34 and 21 calendar days before the Clinical Assessment Week (inclusive)  
A refund of 75% of the assessment fee will be issued. A 25% cancellation fee applies.
- Between 20 and 8 calendar days before the Clinical Assessment Week (inclusive)  
A refund of 50% of the assessment fee will be issued. A 50% cancellation fee applies.
- 7 calendar days or fewer before the Clinical Assessment Week  
No refund will be issued.

### **Important Information**

Cancellations must be submitted in writing. The date the written notice is received will determine the applicable refund. No exceptions will be made except as set out in this policy.

### **Additional Refund Conditions**

- Refunds will be made in accordance with the percentages above. Any charges incurred by Manchester University NHS Foundation Trust or the payment provider (including currency exchange charges where applicable) may be deducted from the refund.
- Refunds will normally be returned to the original payment method used. Where this is not possible, Manchester University NHS Foundation Trust reserves the right to process the refund by bank transfer or an alternative method as determined by the Trust.
- No refund will be provided for candidates who fail to attend their allocated Clinical Assessment.
- Candidates who require a full refund due to insufficient capacity will not need to submit a refund request. Refunds will be processed automatically after the Clinical Assessment has finished.

- Refund requests relating to the bereavement of a close family member may be considered on receipt of appropriate supporting evidence and will be reviewed on a case-by-case basis.