



Refund, Cancellation and Substitution policy for Part 2 of the NMC Test of Competence

Ulster University accepts payment made online by credit card/visa debit for Part 2 of the NMC Test of Competence. For some corporate clients, for example NHS Trusts and agencies, we will invoice and payment may be made by BACS or cheque. In making such bookings clients accept Ulster University's Competence Test Centre refunds, cancellations and substitutions policy.

Bookings:

For **all test bookings** fees are payable prior to booking the test date.

Please note that we will accommodate candidates on dates specified by the Test Centre. We cannot accommodate specific requests by candidates.

Cancellations:

Cancellation charges are applied in all cases. We regret that we have to do this, however all bookings involve administrative costs and it is difficult to fill spaces made vacant by late cancellations.

Cancellation charges depend on when the written cancellation notice is received to ctc@ulster.ac.uk (for individuals) or trustbookings@ulster.ac.uk (for NHS Trusts and agencies).

A full refund will be given only if more than three weeks' notice is given of a cancellation or reschedule, see below for refund rates:

- Over three weeks of cancellation notice: full refund;
- Less than three weeks cancellation notice: no refund unless in exceptional circumstances, for which a medical certificate may be requested.
- No refund will be given for non-attendance or if no prior notice of cancellation is given (within the stated time above).

Alternatively, a substitute candidate can be named within 14 days of the test date. This is to allow them enough time to access Blackboard Learn. There will be no extra surcharge for making a substitution.

Please note:

Cancellation of OSCE test days will only be cancelled if the University feel the quality assurance of the OSCE is compromised or in health and safety situations. In these circumstances we will ensure all NHS Trust/Agency representatives and candidates will be notified immediately. This will be via provided email and where possible, where time allows, via provided contact telephone number.

As cancellations can occur within 24 hours' notice up until the time of the OSCE, no travel arrangements will be reimbursed unless in exceptional circumstances. However OSCE tests will be rescheduled free of charge at the earliest available opportunity.