

This document outlines:

A: The withdrawal process for applicants who have not yet been enrolled

B: The withdrawal and/or deferral process for enrolled students

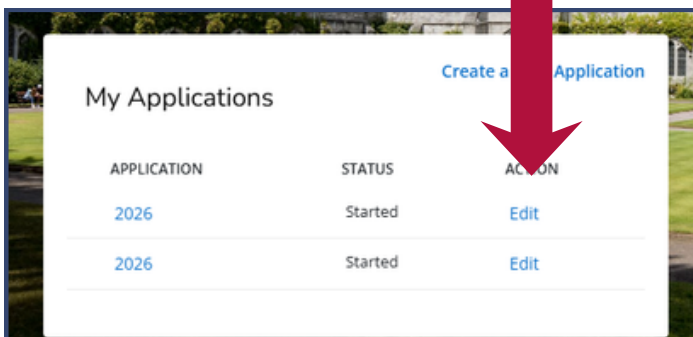
Refund requests will be addressed in each process.

A. The withdrawal process for applicants who have not yet been enrolled

1. Login to UCC Apply

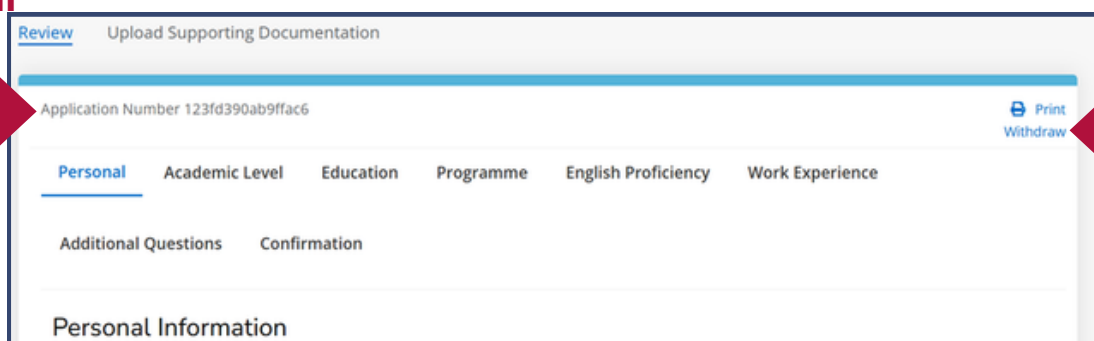
[UCC Apply](#) ↗

2. On your main dashboard locate your application under **My Applications** and click **edit** or **view**.



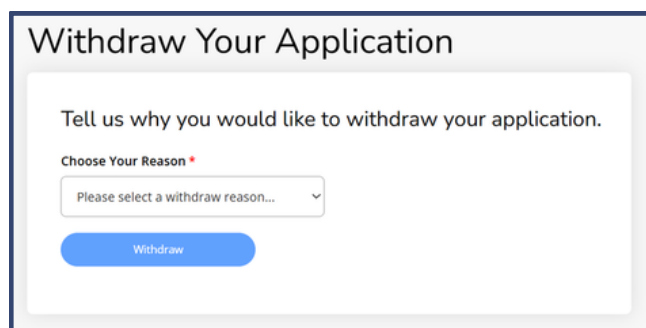
2. Here you will be able to see your application number (top left), which you should note for your fee refund request and the withdraw button (top right, underneath the print icon)

Application number

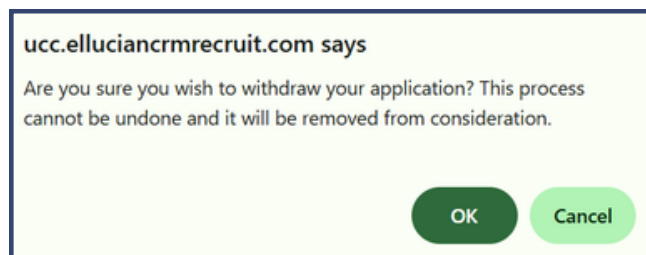


Withdraw

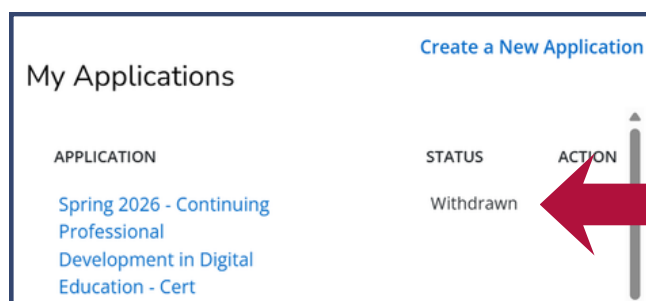
3. Choose your withdrawal reason from the dropdown menu and click the blue button: **Withdraw**



4. A pop-up will ask you to confirm your withdrawal decision. Click **ok** to confirm withdrawal or **cancel** to decline.



5. You will be returned to the main dashboard. You will see the status on your application has changed to **withdrawn** if you clicked **ok** in the previous step.



6. If you already submitted your application and made a payment, you now need to complete the Refund Request Form. You will need the following information:

- Application number (see step two to locate this)
- Bank details (if you paid by bank transfer)
- Cardholder name (if you paid by card online)

Note: Fee payments made by Springboard+ funded applicants are non-refundable.

[Refund Request Form](#)



Withdrawal and refund requests by applicants must be made before you are enrolled on the programme & before course commencement dates. If you do not follow this process you may be liable for programme fees. Refunds will not be automatically issued. You must request a refund, if you withdraw, before the programme starts, via the Refund Request Form.

B. The withdrawal and/or deferral process for enrolled students

ACE (Adult Continuing Education) students at UCC can apply for:

- A module or programme attendance deferral
- Full Programme Withdrawal

Step One: Initiate a Deferral or Withdrawal.

1. Contact your Programme Coordinator and indicate whether you wish to defer a module or programme, or whether you wish to withdraw fully from the programme & inform your sponsor if you are a sponsored student.
2. Request a Deferral **or** Withdrawal Form from your Programme Coordinator.
3. Complete the student sections in the form and return to the Programme Coordinator for them to complete and sign.

Step Two: Request Refund if Eligible

You must check fee implications when deferring or withdrawing from any programme.

Fees Liability Deadlines for Programmes Commencing in Autumn:

Request Forms Submission Date:	Fee Implication:
Up to 31st October	0% of fees
1st November– 31st January	50% of fees
After 31st January	100% of fees

Note: The Request Form Submission Date refers to the deadline for **submission of both** fully completed withdrawal or deferral form **AND** completed refund request form.

For programmes with non-autumn starts, contact acefinance@ucc.ie for refund request submission dates and fee liabilities.

Refund Request Form:

After you return the deferral/withdrawal form, you may be eligible for a fee refund (see refund dates and implications above).

If you are eligible for a fee refund, you must complete the Refund Request Form. You will need the following information:

- Your Student ID Number
- Bank details (if you paid by bank transfer)
- Cardholder name (if you paid by card online)

Refund Request Form



- **Springboard+ funded places and Sanctuary Scholarship offers cannot be deferred.**
 - Any Springboard+ fee payments made are non-refundable.
- **Students in receipt of funding/sponsorship must notify the sponsoring organisation when completing step one above.**
 - Sponsors must contact acefinance@ucc.ie directly to arrange any refund due.
 - In the case of partial sponsorship, students must complete the refund request form (as per step two) for any refund due to the student.

Re-registration After Deferral

When deferring a programme or module, you should note that re-registration is subject to availability and adherence to relevant academic Marks and Standards.

Before your return, you must make contact with the Programme Coordinator to indicate your intention to return, arrange next steps and complete any required paperwork or documentation required.

Queries:

All finance queries, including those related to sponsorship payments, should be directed to: **ACE Finance at acefinance@ucc.ie**

All programme queries can be directed to your Programme Coordinator. Programme Coordinators are listed on each programme web page.

All other queries can be address to ace@ucc.ie