UC Admission Test/Tutorial Policy

✚ Refund Requests:

- If the candidate cancels a test/tutorial before the registration closing date, he/she is entitled to a full refund.
- If the candidate cancels the test/tutorial after the registration closing date and two days before the test/tutorial date, a deduction of 15% will be applied (administration fees).
- If the candidate cancels the test/tutorial during the period between two days before the test/tutorial date and two weeks after the test/tutorial date, no refund will be applied without official request or notification. The candidate can provide the proper documentation through the E-payment system, if available. Approvals of such requests will be at the Test Center's discretion as follows:
  - o No refund will be applied for any absent candidate on the test date without an official request or notification. Requests with compelling reasons such as medical reasons or death in the family will be approved with a full refund.
  - o No refund for a candidate with an attendance of 50% or more on a tutorial. Requests with compelling reasons such as medical reasons or death in the family will be approved and partially refunded based on the number of days attended.
  - o There will be 15% administration fees for all other approved requests.
  - o Rejected requests will not be refunded.

✚ Changing Test/Tutorial Date Requests:

- If the date of request is before the registration closing date of the test/tutorial:
  - o The change will be made depending on the seat's availability of the new test/tutorial date.
  - o If no seats are available or the new date is not suitable for the candidate, he/she can request a voucher instead.
- If the date of request is after the registration closing date and two days before the test/tutorial date, a processing fee of AED 50 will be applied.
- Candidate cannot request a change during the two days before the test/tutorial date.

✚ Test Grade Review Requests:

- The request should be received within 7 days of the test grades release date.
- The candidate will pay a processing fee of AED 150.
- If the grade of the candidate increased substantially enough to pass the test, the processing fee will be refunded to the candidate; otherwise, the processing fee is non-refundable.