



## 《持續進修發展計劃》課程及考試退款指引

### 1. 主動退學

1.1. 已獲持續進修中心（以下簡稱“中心”）錄取並以《持續進修發展計劃》資助繳交全部或部份課程費用之學員，根據教育及青年發展局規定：「機構不得直接或通過第三人向報讀持續教育課程或報考證照考試的受益人提供現金、實物、購物或服務優惠，又或其他形式的回贈」。如欲申請退學並將資助金額及錄取時產生之保證金退回個人進修帳戶內，需向中心遞交書面申請及相關證明文件。經中心批核後，按以下條款退款：

- 於開課前最少20天向中心作出申請，須繳付相關課程費用的10%。

- 於開課前20天內（以及不少於10天）向中心作出申請，須繳付相關課程費用的50%。學員另須繳付**澳門元貳佰元整(澳門元200.00)**作為行政手續費。如以借/貸記卡付款，亦須繳付**澳門元伍拾元整(澳門元50.00)**作為手續費。

在開課前學員須清繳上述費用，完成有關手續後，中心將通知教育及青年發展局有關退學申請並由該局處理有關資助金額及保證金的退回手續。**在開課前少於10天中心將不會接受退學申請。**

1.2. 凡主動申請退學之學員，所繳報名費一律不予退還。

1.3. 主動退學不適用於認證、資歷、證照等相關的考試，而相關的考試費不設退款。

1.4. 個別費用之退款條件有所不同，以相關簡章所述為準。

1.5. 澳門大學財務管理委員會有權對特殊個案另作處理。

### 2. 強制退學或退考

已獲中心錄取並繳交課程費用或考試費，保證金及報名費後而被要求退學或退考之學員，按以下原因及條款，處理有關手續：

2.1. 由於中心取消該課程或考試，所繳課程費用或考試費，保證金及報名費將全額退還。

2.2. 如學員違反紀律及個人操守問題，所繳課程費用或考試費，保證金及報名費不予退還。

2.3. 澳門大學財務管理委員會有權對特殊個案另作處理。

### 3. 因課程或考試時間更改之退學或退考

如中心於開課或開考前因事故需更改原定之上課或考試時間而已獲中心錄取並繳交課程費用或考試費，保證金及報名費之學員未能配合更新之時間上課或考試，學員可按更新時間開課或開考前向中心遞交書面申請，並必須聲明申請原因。經中心批核後，學員可獲全數課程費用或考試費，保證金及報名費之退還。澳門大學財務管理委員會有權對特殊個案另作處理。

4. 本指引提供中、英文版本，如中、英文版本有不一致之處，以中文版本為準。



## Guidelines for Withdrawal for Courses and Exams Enlisted in Continuing Education Development Plan

### 1. Voluntary withdrawal

1.1. If a student has applied the subsidy of Continuing Education Development Plan for payment, partial or full amount, of a course, no refund in form of cash, physical object, purchasing, discount or other types of rebates to the student or the third-party can be allowed as stipulated by the Education and Youth Development Bureau (below named as “DSEDJ”). However, he / she may request to withdraw from the course and return the subsidy and the deposit to his / her personal account under the plan. A written request with supporting documents should be submitted to the Centre for Continuing Education (below named as “CCE”). Upon approval, the withdrawal will be handled as follows:

- 10% of course fee must be paid if a written request for withdrawal from course is received by CCE at least 20 days before course commencement; or
- 50% of course fee must be paid if a written request for withdrawal from course is received by CCE within 20 days (and at least 10 days) before course commencement.

An administrative fee of MOP200.00 will be charged for any one of the abovementioned scenarios. An extra charge of administration fee MOP50.00 shall be levied for course fee paid by credit / debit card.

CCE would advise DSEDJ to return the subsidy and the deposit to the student’s personal account if the aforesaid payments are made before course commencement. **Any withdrawal request received by CCE less than 10 days before course commencement would not be entertained.**

1.2. The application fee of the course is not refunded if a student requests to withdraw from his / her course of his / her own accord.

1.3. The voluntary withdrawal is not applicable to exams for certification, qualifications, licenses etc.; and the exam fee cannot be refunded.

1.4. The refund conditions for fees may be different and shall prevail to the respective leaflets.

1.5. Under special circumstances, the UM Finance Management Committee can exercise its discretion to refund course fee, deposit and / or application fee to a student on a case-by-case basis.



## **2. Mandatory withdrawal for Courses / Exams**

A student has accepted an offer of admission by CCE and paid course fee / exam fee, deposit and application fee. For some reasons, he / she is requested to withdraw from his / her course/ exam. Refund guidelines are as follows:

- 2.1. Owing to course / exam cancellation initiated by CCE, course fee / exam fee, deposit and application fee paid are fully refunded.
- 2.2. Owing to the student's misconduct and his / her disciplinary problem(s) during CCE course(s) / exam (s), course fee / exam fee, deposit and application fee paid by the student are not refunded at all.
- 2.3. Under special circumstances, the UM Finance Management Committee can exercise its discretion to refund course fee / exam fee, deposit and / or application fee to a student on a case-by-case basis.

## **3. Withdrawal due to Change on Course / Exam Schedule**

If a student has accepted an offer of admission by CCE and paid course fee / exam fee, deposit and application fee of a course / an exam, but then course / exam schedule is amended by CCE, student can make written request to withdraw from his / her course /exam before course / exam commencement (referring to the amended schedule) stating with withdrawal reason. With approval from CCE, student can receive full refund on course fee / exam fee, deposit and application fee. Under special circumstances, the UM Finance Management Committee can exercise its discretion to refund course fee / exam fee, deposit and /or application fee to a student on a case-by-case basis.

4. This guideline encompasses both Chinese and English versions. If there is any discrepancy, the Chinese version shall prevail.