

UOC Financial Regulations

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APPENDIX I. DISCOUNTS AND DEDUCTIONS FOR UOC PROGRAMMES (OFFICIAL AND UOC-CERTIFIED)

Title I. General provisions

Article 1. Aim and scope of application

The aim of these financial regulations is to lay down the pricing policy for all educational programmes provided by the UOC, which is stipulated by the Decree setting the fees for academic services at Catalonia's public universities and at the Universitat Oberta de Catalunya (hereinafter the "Decree on Public Fees") and by the guidelines to be established by the Board of Trustees of the Fundació per a la Universitat Oberta de Catalunya (hereinafter the "FUOC").

Modified text approved by the Executive Board on 27 January 2020

Article 2. Legal framework

1. The Decree on Public Fees lays down the fees payable for the teaching and non-teaching academic services of courses leading to official university qualifications.

2. The FUOC's Board of Trustees sets the fees for:

- a. Teaching-related academic services for UOC-certified programmes.
- b. Non-teaching services for both UOC-certified and official programmes unless they are expressly covered by the Decree on Public Fees.
- c. Specific and learning support services for both UOC-certified and official programmes.
- d. Learning resources for both UOC-certified and official programmes.

3. The prices set by the FUOC's Board of Trustees may be established in the agreements concluded by the UOC with other bodies or institutions.

Modified text approved by the Executive Board on 4 July 2016

Modified text of 1 and 2 approved by the Executive Board on 27 January 2020

Article 3. Definitions

1. "Teaching-related academic services" refers to the provision of teaching, whether it leads to an official university qualification or to a UOC-certified qualification. The teaching service is measured in credits.

2. "Non-teaching services" are the services envisaged in the Decree on Public Fees that supplement teaching, such as the issuance of diplomas and certificates, aptitude tests, enrolment, and so on.

3. "Specific and learning support services" are those that make it possible to maintain all the services required to provide the teaching service, as well as the physical and technological infrastructures and tailored assistance made available to students by the UOC (the virtual environment, assessment tests, regional centres and so on).

4. "Learning resources" are the tools and content needed to carry out the learning activities made available to students by the UOC in the Virtual Campus.

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Title II. Deductions and exemptions

Chapter I. Deductions and exemptions in the fees for teaching and non-teaching academic services

Modified chapter title approved by the Executive Board on 4 July 2016

Appendix I contains a table setting out the deductions and exemptions applicable to both official and UOC-certified programmes.

Additional text approved by the Executive Board on 27 January 2020

Article 4. Students in receipt of a grant from the General State Budget

Students in receipt of a grant from the General State Budget are exempt from payment of the public fees covered by the grant.

Article 5. Large families

1. Students from large families falling under a special category whose status has been officially recognized in Spain or Andorra are entitled to a full exemption from payment of the fees for teaching and non-teaching academic services for official university courses and to fifteen (15) percent on the enrolment fees for UOC-certified courses.

Students with this status recognized by another country are entitled to a fifteen (15) percent deduction on the fees for learning resources and specific and learning support services for official university courses and on the enrolment fees for UOC-certified courses.

2. Students from large families falling under the general category whose status has been officially recognized in Spain or Andorra are entitled to a deduction of fifty (50) percent of the fees payable for teaching and non-teaching academic services for official university courses and to seven and a half (7.5) percent of the enrolment fees for UOC-certified courses.

Students with this status recognized by another country are entitled to a seven and a half (7.5) percent deduction on the fees for learning resources and specific and learning support services for official university courses and on the enrolment fees for UOC-certified courses.

3. Large family member status must be proven by providing a certified photocopy of the student's current official large family certificate issued by the competent body.

Students with this status recognized by another country must prove it by means of a large family certificate issued by an official body/institution of the relevant country. The certifying document must be in force and

translated into Catalan, Spanish or English or in another language with an attached sworn translation into one of these three languages.

Modified text approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Article 6. Distinction or special award for upper secondary school education studies

1. Students with a distinction or special award for upper secondary school education studies are entitled to a full exemption from payment of the fees for teaching-related academic services in official university courses during their first academic year.

2. The exemption from payment of fees for teaching-related academic services only applies to those credits for which the student is enrolling for the first time during their first academic year at a university that applies public fees.

3. Proof of having obtained a distinction or special award for upper secondary school education studies must be provided in the form of a certified photocopy of the award decision issued by the competent education authority.

Modified text of 1 approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 25 May 2015

Article 7. People with disabilities

1. Students with a degree of disability of thirty-three (33) percent or more that has been officially recognized in Spain or Andorra are entitled to a full exemption from payment of the fees for teaching and non-teaching academic services for official university courses and to fifteen (15) percent on the enrolment fees for UOC-certified courses.

Students with this status recognized by another country are entitled to a fifteen (15) percent deduction on the fees for learning resources and specific and learning support services for official university courses and on the enrolment fees for UOC-certified courses.

2. Disability status must be proven by means of a photocopy of the certificate or resolution issued by the competent body certifying a degree of disability of thirty-three (33) percent or more. Proof can also be provided in the form of a certified photocopy of the following documents:

- a. A decision issued by the Spanish Institute for the Elderly and Social Services (Imsero), the Spanish National Social Security Institute (INSS) or the equivalent body of the relevant autonomous region, acknowledging the right of the recipient of social security benefits to receive a benefit for total, absolute or severe disability.
- b. A decision issued by the Spanish Ministry of Economy and Finance or the Spanish Ministry of Defence acknowledging the right of a retired civil servant to receive a retirement pension or a pension for permanent incapacity for the service or inability to do useful work.

Students who have had this status recognized by a foreign country must prove this by providing a current certificate of recognition of such status issued by an official body of their country. This document must be provided in Catalan, Spanish or English, or in any other language attaching a sworn translation into one of these three languages.

Modified text of 1 approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 27 January 2020

Article 8. Victims of terrorism

1. Victims of terrorism, with their spouses and children, who have been recognized as such in Spain or Andorra are entitled to a full exemption from payment of the fees for teaching and non-teaching academic services for official university courses and to fifteen (15) percent on the enrolment fees for UOC-certified courses.

Students with this status recognized by another country are entitled to a fifteen (15) percent deduction on the fees for learning resources and specific and learning support services for official university courses and on the enrolment fees for UOC-certified courses.

2. Victim of terrorism status must be proven by providing a certified photocopy of the relevant administrative decision. As to the spouse and dependent children, a certified photocopy of the family record book must be provided together with the document certifying victim of terrorism status.

Students who have had this status recognized by a foreign country must prove this by providing a current certificate of recognition of such status issued by an official body of their country. This document must be provided in Catalan, Spanish or English, or in any other language attaching a sworn translation into one of these three languages.

Modified text approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Article 9. Victims of gender-based violence by a partner or ex-partner

1. Victims of gender-based violence by a partner or ex-partner, with their spouses and dependent children, who have been recognized as such in Spain or Andorra are entitled to a full exemption from payment of the fees for teaching and non-teaching academic services for official university courses and to fifteen (15) percent on the enrolment fees for UOC-certified courses.

Students with this status recognized by another country are entitled to a fifteen (15) percent deduction on the fees for learning resources and specific and learning support services for official university courses and on the enrolment fees for UOC-certified courses.

2. The status of victim of gender-based violence by a partner or ex-partner must be proven by providing a certified photocopy of any of the following documents:

- a. A prison sentence for gender-based violence.
- b. A protection order or any other court ruling ordering a precautionary measure in favour of the victim.
- c. A report issued by the Public Prosecutor stating that the applicant is a victim of gender-based violence.
- d. A report or certificate certifying that the applicant is receiving assistance as a victim of gender-based violence, issued by one of the following services:
 - i. Social services.
 - ii. Family and Gender-Based Violence Action Unit of the Directorate-General for Families of the Ministry of Labour, Social Affairs and Families.
 - iii. Specialized Intervention Services (SIE)
 - iv. Women's Assistance and Information Services (SIAD)
 - v. Crime Victim Assistance Office
 - vi. A public support facility
 - vii. Any entity subsidized by a specific government authority to assist women who are victims of gender-based violence.
 - viii. A report issued by the Labour and Social Security Inspectorate.

Students who have had this status recognized by a foreign country must prove this by providing a current certificate of recognition of such status issued by an official body of their country. This document must be provided in Catalan, Spanish or English, or in any other language attaching a sworn translation into one of these three languages.

3. For official university courses, the validity of the documents certifying a person's status as a victim of gender-based violence by a partner or ex-partner must have the following validity periods:
 - a. For prison sentences for gender-based violence:
 - i. If the final conviction is for less than 2 years, victim status shall last 2 years.
 - ii. If the final conviction is for between 2 and 4 years, victim status shall last 4 years.
 - iii. If the final conviction is for more than 4 years, victim status shall last for the duration of the sentence.
 - b. In the case of a protection order, precautionary measure or report issued by the Public Prosecutor, victim status shall last for a minimum of one year or for the duration of the precautionary measures, whichever is longer.
 - c. The certificate of the report issued by victim assistance services shall be valid during the calendar year of issue.

Once the term of validity has expired, a deduction of fifteen (15) percent of the fees for learning resources and specific and learning support services shall apply.

4. As to dependent children, the family record book (for children until 21 years of age) or a family cohabitation certificate (for children over 21) must be provided together with the documentation certifying the student's status as a victim of gender-based violence by a partner or ex-partner.

Modified text approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Article 10. Other deductions

The UOC may add other deductions on any fees set by the FUOC's Board of Trustees.

Modified text approved by the Executive Board on 27 January 2020

Article 11. Scope and eligibility for deductions and exemptions in the fees for teaching and non-teaching academic services

1. The requirements for eligibility for deductions and exemptions in the fees for teaching and non-teaching academic services must be fulfilled on the academic service start date.

2. Documentary proof of fulfilment of the eligibility requirements for deductions and exemptions must be provided within a maximum of fifteen (15) calendar days from the start of the academic activity, except in cases of disability, where it can be provided within fifteen (15) calendar days after the date of recognition of the disability.

If the student submits a renewal document, this must be submitted within fifteen (15) calendar days from the start of the academic service, and the discount will be applied provisionally while awaiting receipt of the original document before the final tests begin.

3. Following verification of the supporting documents, the student will be entitled to the applicable deductions and exemptions. Documents that have been verified in previous semesters or as part of the admission process automatically entitle the student concerned to the applicable deductions and exemptions, provided the documents are still valid.

4. The application of deductions and exemptions from fees for academic services after enrolment involves recalculating the enrolment fee and refunding any applicable amounts within the times set forth in Article 52 of these regulations.

5. Students from Andorra are entitled to have the deductions and/or exemptions envisaged in the previous articles applied under the same conditions.

6. Deductions and exemptions in the fees for teaching and non-teaching academic services will not be applied retroactively to previous academic semesters, except for the disability exemption which, once it has been recognized, applies from the date of the application for recognition.

7. These discounts cannot be used together unless they apply to items other than the enrolment fee. The student shall always receive the most beneficial discount in any case.

8. None of the discounts set forth in these Regulations shall apply to loyalty enrolments (postgraduate and/or UOC-certified master's programmes).

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Modified text approved by the Executive Board on 25 July 2022

Title III. Provision of teaching-related academic services

Chapter I. Enrolment fee

Article 12. Components of the enrolment fee

1. The enrolment fee is composed of the following items: teaching-related academic services, non-teaching services relating to enrolment, specific and learning support services, and learning resources.
2. The fee for teaching-related academic services is based on the number and type of credits included in the enrolment:
 - a. In official university courses, the fee payable for each credit is set for each academic year in the Decree on Public Fees.
 - b. In UOC-certified courses, the fee payable for each credit is set for each academic year by the FUOC's Board of Trustees.
3. In official university courses, the fee payable for non-teaching services relating to the enrolment is set each academic year by the Decree on Public Fees.
4. The fees payable for specific and learning support services are structured as follows:
 - a. Teaching support services: The fee under this heading must be paid with each enrolment.
 - b. The University Development Cooperation contribution: this is optional and paid every semester.
 - c. Payment instalment fee.
5. The fee for learning resources is only payable on a student's first enrolment in a given course.
6. The enrolment fee shall also include, if applicable, VAT at the applicable rate.

Modified text approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Modified text of 4. approved by the Executive Board on 28 June 2021

Addition of 6. approved by the Executive Board on 25 July 2022

Article 13. Compulsory student insurance

1. Student insurance is compulsory for all students of official university courses under 28 years of age who are legally resident in Spain. It must be paid once every academic year.
2. Students who are taking two official university courses at the same time only have to pay this for the first course in which they enrolled.

Article 14. Enrolment fee for students who have applied for a grant

1. The enrolment of students who are applying for a general grant from the Spanish government is governed by the terms of the grant programme and the Decree on Public Fees.
2. If the UOC requires grant applicants to pay the enrolment fee in advance, the amount paid for teaching-related academic services shall be refunded once the student's eligibility for the grant has been acknowledged. The refund is subject to fulfilment of the financial and academic requirements set forth in the Spanish government's programme for study grants.

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 27 January 2020

Article 15. Enrolment fee for adapted and recognized courses and those with credit recognition

1. Students of official university programmes enrolling in courses with validated, external or recognized credit transfer only have to pay the percentage of the price per credit set in the Decree on Public Fees.
2. Students enrolling in courses recognized based on the knowledge acquired through professional experience only have to pay the percentage of the fee per credit set in the Decree on Public Fees.
3. The following are exempt from payment of the percentage of the price per credit set in the Decree on Public Fees:
 - a. Credit recognition or adaptation in cases of updating of degrees to new degrees and of UOC-certified programmes to official degrees.
 - b. Students with curriculum plans leading to double degrees, as well as programmes taught in partnership with other institutions or where there is a framework or specific agreement in place with consideration from another institution, and students taking a university master's degree originating from a UOC-certified master's degree.
4. Courses passed at the UOC in a different academic record may be added to a student's academic record free of charge.
5. At the Centre for Modern Languages, courses not taken at the UOC or courses recognized based on the knowledge acquired through professional experience may be added to a student's academic record for the same fee as that established for degrees with a teaching structure coefficient of 'A'.
6. For UOC-certified master's degrees, postgraduate and specialization programmes, courses not taken at the UOC or courses recognized based on the knowledge acquired through professional experience may be added to a student's academic record for the same fee as official master's degrees.

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Article 16. Enrolment fee for courses with no teaching due to the programme of study being phased out

1. As to the enrolment fee for courses with no teaching due to the phasing out of the programme of study, students must pay the full amount applicable to the academic service provided that an alternative tutoring or teaching system is offered by the university.
2. If no alternative tutoring or teaching system is offered by the university, students must pay the percentage set in the Decree on Public Fees.
3. Students of UOC-certified programmes who have to repeat a course from a programme of study that is being phased out shall enjoy an 80% discount on the teaching fee, provided that the course is being phased out and only provides an exam right option.

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Article 17. Distinction in a course

1. In official university courses, students who are awarded a final grade of distinction in a course in official university courses are entitled to an exemption from payment of the fee for teaching-related academic services for the same number of credits as those of the course in which they were awarded this grade.

2. Students of UOC-certified master's or postgraduate studies, specialization programmes and/or postgraduate courses shall be entitled to a discount on their next enrolment fee. The amount of the discount will vary based on the number of courses in which the student was awarded a distinction during the studies in which they had enrolled. If they are awarded a distinction for up to 10 credits' worth of courses by the time they complete their studies, they shall enjoy a 15% discount; if the distinction was for courses accounting for between 11 and 20 credits, a 20% discount; and, if they got a distinction for more than 21 credits, they shall enjoy a 25% discount.

This discount applies to the fees for learning resources and specific and learning support services in official university courses and to the full enrolment fee in UOC-certified courses, in the next programme in which the student enrolls.

3. In official university courses, the exemption from payment of the fee for teaching-related academic services on the grounds of having obtained a distinction only applies to those teaching credits for which the student has enrolled for the first time in the programme of study or programme in which they were awarded this grade.

4. In official university courses, if the distinction-based exemption cannot be used in combination with a more advantageous exemption to which the student is also entitled, the distinction-based exemption is saved for use in future enrolments for credits with teaching.

For UOC-certified programmes, the discount can be applied only once in the two semesters immediately after the end of the programme and cannot be used in combination with other deductions and/or discounts to which the student may be personally entitled.

5. For official university courses, if a student enrolls in a course with fewer teaching credits than the one in which they were awarded a distinction, the exemption shall apply to payment of the fee for the teaching-related academic services for that number of teaching credits, and the difference will be saved so that the exemption can be applied to future enrolments in courses with teaching.

6. If the academic record is closed, the exemption from payment of the fee for teaching-related academic services will be lost.

Modified text approved by the Executive Board on 4 July 2016
 Modified text of 1 approved by the Executive Board on 27 January 2020
 Modified text approved by the Executive Board on 27 July 2020
 Modified text of 1, 3, 4 and 5 approved by the Executive Board on 12 April 2021
 Modified text of 2 approved by the Executive Board on 25 July 2022

Article 18. Enrolment fee for mobility programmes

1. Students enrolling in a mobility programme must make their payment either to the original institution or to the host institution, as provided in the programme or stipulated in the mobility agreement.

2. The following criteria shall apply to UOC students enrolling in, and paying the UOC for, courses they will be studying at another university as part of an external mobility programme:

- a. Students must pay the amount established for teaching activities for all the courses included in the academic agreement or, if applicable, in the amendment to the academic agreement, regardless of whether or not they pass these courses at the end. The value of the credits included in the enrolment calculation is based on the number of credits taken by the student at the host institution.
- b. The fees payable for the programme being studied by the student are those in force for the academic year in which the mobility takes place.
- c. If a student takes other UOC courses in the same semester and at the same time as the external mobility, an exemption may be applied to the non-teaching fee and the fees of specific and learning support services, as they will have been applied to the UOC courses' ordinary enrolment fees.

Modified text approved by the Executive Board on 4 July 2016
 Modified text approved by the Executive Board on 27 July 2020

Article 19. Enrolment fee for courses with an exam right option

Enrolment in a course with an exam right option entitles the student concerned to:

- a. Non-payment of fees for learning resources.
- b. A forty (40) percent deduction on the price per credit set in the Decree on Public Fees.

If, for the justified reasons set forth in Article 25, a student is unable to sit the test for a given course during the final test period, the university may allow the student to re-enrol in that course, with the right to take the exam, without any final consequences.

Modified text approved by the Executive Management Committee on 3 Novembre 2014

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Article 20. Enrolment fee for minors

The fee for teaching-related academic services and learning resources of the courses forming part of a minor is the fee established for the bachelor's degree course of origin.

Article 21. Enrolment fee surcharges

1. The enrolment fee for official university courses increases for second and subsequent enrolments for the same credit or if the student has one or more official university qualifications.

Students of UOC-certified programmes enrolling for the same credit for the second or subsequent times must pay the teaching fees.

2. Unless they avail themselves of the right to take the exam, students of official university courses enrolling for the same credit for the second or subsequent times must pay for that credit the amount resulting from applying the coefficient or percentage established by the Decree on Public Fees, even if the credit is for a course lasting two semesters.

3. The coefficient or percentage set in the Decree on Public Fees shall apply to students who hold one or more official university qualifications or are in a position to obtain such qualifications and want to start another official university course at the UOC.

4. The surcharge envisaged in the preceding section shall not apply to students falling under any of the following cases:

- a. Students wishing to start on their first master's or doctoral degree studies.
- b. Students who, having started to study for a double degree, have been awarded one of those degrees and have to enrol for one or more credits pertaining to the other degree.
- c. Students whose official university qualifications have been awarded by private universities or affiliated teaching institutions that charge private fees.
- d. Students who have obtained the credentials for Spanish official university qualification recognition by the ministry with competence over university matters.
- e. Students with a degree of disability of 33% or more.
- f. People who have been victims of terrorism, as well as their spouses and children.
- g. People who have been victims of gender-based violence, as well as their dependent children.

Modified text approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Modified text of 1. approved by the Executive Board on 12 April 2021

Article 22. Right of withdrawal

1. The right of withdrawal entitles students to cancel their enrolment, without giving any reasons and without any penalty, within a maximum of 14 calendar days from the date of the enrolment.
2. Students wishing to exercise the right of withdrawal must submit their request through the channels established by the university for this purpose.
3. The UOC shall refund the enrolment fee paid within a maximum of 14 calendar days from the date of receipt of the request. The refund shall be paid by card or into the current account whose details have been provided by the student in the Virtual Campus.
4. The refund of the enrolment fee is subject in any event to final confirmation of payment by the student.
5. Once the right of withdrawal has been exercised properly and in time, the student can request the re-activation of the enrolment, which will have the effect of cancelling the withdrawal. The request must be made on the university's standard form and always before the start of the semester.

Modified text of 1 and 3 approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Chapter II. Enrolment changes

Article 23. Modification

1. Enrolment changes:
 - a. In official university courses, enrolment changes are those that involve increasing the number of credits the student has enrolled for, or switching or cancelling courses, provided that the student retains at least one course.
 - b. In UOC-certified courses, enrolment changes are those that involve switching programmes, provided that the enrolment fee is the same or higher.
2. Students are entitled to make changes to their enrolment within the times established in the Campus. Changes may be made to enrolments made during the current enrolment period.

3. When making their first enrolment in an official course at the UOC, students may cancel a single course within the first 15 days of the academic year, provided they attach to the request a supporting statement from their tutor confirming they have an excessive study load.

4. After the end of the first semester of an official course, students who have satisfactorily passed all the courses enrolled in may switch to a different official course and enjoy 100% off the part of the enrolment fee set by the FUOC's Board of Trustees (learning resources and learning support services) during the following semester.

5. At the end of the first semester of a UOC-certified master's degree or postgraduate diploma, students who have satisfactorily passed all the courses enrolled in may switch to a programme with the same or a higher price and enjoy during the following semester 50% off the fee for the credits taken. This change is subject to payment for the credits taken in the first semester.

6. Students enrolled in postgraduate certificate courses may make changes to their enrolment and extend it to a UOC-certified master's degree, provided they make the request no later than fifteen (15) days before teaching for the second semester begins.

The change involves cancellation, a refund of the fee paid for the final project of the postgraduate course if applicable, and payment of the fees for the UOC-certified master's degree from the second semester. This change is subject to payment for the credits taken in the first semester of the postgraduate certificate.

Modified text of 3 approved by the Executive Board on 31 July 2017

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Modified text of 1, 2 and 5 approved by the Executive Board on 11 April 2021

Modified text of 3 and addition of 6 approved by the Executive Board on 25 July 2022

Article 24. Financial consequences of modifying enrolments

1. Changes involving an enrolment extension involve payment of the fee for the added teaching-related academic services and learning resources in official courses, or the difference in the fees payable for the two programmes in the case of UOC-certified courses.

2. Changes involving switching to a course in the same or another UOC programme shall have the following financial consequences:

2.1. Official university courses:

- a. If the student switches to a course with more credits, they must pay the difference between the fees for teaching-related academic services for the new and old courses, as well as the fee for the learning resources for the new course.
- b. If the student switches to a course with fewer credits, the student shall be refunded the difference between the fees for teaching-related academic services for the new and old courses, and shall pay the fee for the learning resources for the new course.

- c. If the student switches to a course with the same number of credits, they only have to pay for the learning resources for the new course.

2.2. In UOC-certified courses, students switching to a more expensive programme must pay the difference in fees.

3. If the change involves cancelling one or more courses, the fees for teaching-related academic services shall be refunded, provided the request is made within the time stipulated by the university. The fee paid for learning resources will not be refunded but will not have to be paid again if the student re-enrols in the same course in the future.

4. If the cancellation is for reasons attributable to the university as a result of any of the following cases:

- a. If there has been an error in the validation of the enrolment proposal and the course is not graded, the full fee for the course shall be refunded. In such case, it is essential to provide a supporting report from the student's tutor or from the director of the programme in which the error occurred before the refund can be made.
- b. If the course has been cancelled because there are too few enrolments and not been replaced, students shall receive a refund for the full fee paid for it.
- c. In other cases attributable to the university that have not been included in the above sections, a refund for the full fee paid for the course shall be given, if the university deems it appropriate, once proof of the reasons has been provided. In such cases, the university may ask for further documentation in order to assess the situation.

5. In the case of official university courses, in addition to the consequences envisaged in the preceding sections, students who make changes to their enrolment must also pay the modification fee set in the Decree on Public Fees, unless the replacement or cancellation was made for reasons attributable to the university *or* if a prior supporting statement from the tutor is provided in the first fifteen days of teaching. In UOC-certified courses, the enrolment modification fee set by the FUOC's Board of Trustees shall be applied.

6. In addition, in the case of students who request the cancellation of a course because the necessary number of credits to obtain the degree has been reached or the minimum number of credits of a particular type has been exceeded the learning resources must also be returned.

Modified text of 5 approved by the Executive Management Committee on 3 November 2014

Modified text approved by the Executive Board on 25 May 2015

Modified text of 5 approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Modified text of 2 and 5 approved by the Executive Board on 12 April 2021

Modified text of 3 approved by the Executive Board on 28 June 2021

Modified text of 5 approved by the Executive Board on 25 July 2022

Article 25. Cancellation of enrolment

1. If the enrolment is cancelled after the deadline for exercising the right to withdraw, there will be neither a refund nor an exemption from paying any outstanding amounts.

2. However, the applicable refund shall be made if any of the following circumstances arise before the start of the final assessment tests or the delivery date of the last continuous assessment test (in cases in which there are no assessment tests):

2.1. Death

2.1.1. Students claiming the death of a first-degree relative, a sibling, their spouse or their legal de facto partner shall receive a refund for the part of the enrolment fee relating to teaching-related academic services. Students claiming the death of a first-degree relative must provide a photocopy of the death certificate. Students claiming the death of their spouse or de facto partner must also provide a photocopy of the family record book or of the certificate of registration of the de facto union.

2.1.2. If the university is informed of the student's death, the enrolment fee shall be refunded in full. In such case, the original or a photocopy of the student's death certificate must be provided.

2.2. Serious illness

2.2.1. Students claiming serious illness of a first-degree relative, a sibling, their spouse or their legal de facto partner shall receive a refund for the part of the enrolment fee relating to teaching-related academic services. If the person suffering from the serious illness is a first-degree relative of the student, a photocopy of the medical certificate certifying that the student is unable to continue with their studies, attaching a photocopy of the family record book or of the certificate of registration of the de facto union, must be provided. The illness or symptoms preventing the student from continuing with their studies must have arisen after the time of enrolment. Alternatively, if the illness or symptoms started before the enrolment, proof that the symptoms have got worse must be provided.

2.2.2. If the university is informed of the student's serious illness, the part of the enrolment fee relating to teaching-related academic services shall be refunded in full. In such case, a photocopy of the medical certificate, bearing the doctor's signature and medical association number and expressly certifying that the student is unable to continue with their remote university studies as a result of their illness and/or medical treatment, must be provided. The illness or symptoms preventing the student from continuing with their studies must have arisen after the time of enrolment. Alternatively, if the illness or symptoms started before the enrolment, proof that the symptoms have got worse must be provided.

2.2.3. Students with high-risk pregnancies shall be given the same treatment as those with serious illnesses.

2.3. In the event of exceptional personal or financial circumstances or events of force majeure, the university must require appropriate supporting documentation, and the Office of the Deputy General Manager (Global Business Development) must decide whether or not to refund the applicable enrolment fee in each case.

2.4. If a student has been assigned to a course at another public university or Spanish public body/institution as a result of a reallocation of places within the relevant university pre-registration process, the following amounts shall be refunded provided the enrolment cancellation request is submitted before the deadline stipulated by the UOC:

2.4.1. The full amount of the enrolment fee, except for the academic record and enrolment processing fee, if the request and supporting documents are submitted before the start of the semester.

2.4.2. The fee paid for teaching-related academic services in the enrolment fee if the request and supporting documents are submitted after the start of the semester.

This shall not apply in the following cases:

- a. If the student has changed their mind.
- b. If the student pre-registers again at a later date.

3. If the UOC agrees to cancel a student's enrolment in an entire programme for any of the justified reasons set forth in the preceding sections, the student shall be entitled to a refund for the amounts relating to the current semester plus the full amount paid for any credits that they have not yet been taught.

4. Students who request the cancellation of their enrolment for justified reasons must provide reasons in their request and attach the relevant supporting documentation. This must be done no later than the date on which they take the final assessment tests or the delivery date of the last continuous assessment test (for courses whose assessment model does not include final assessment tests). Students who, due to incapacity, are unable to request the cancellation in time may do so within the exceptional time of 15 days from the day immediately after their medical discharge.

5. Documentary proof of the circumstances justifying the cancellation of a student's enrolment at their request must be provided through the channels established by the UOC for this purpose.

6. In any event, all the documents provided by the student or their relatives must be dated after the enrolment date or enrolment modification date if applicable.

7. If a student requests the cancellation for justified reasons and provides proof of these before teaching starts, the fee paid for learning resources shall also be refunded.

8. In the case of doctoral studies, the student must also request a temporary withdrawal in accordance with the terms of the UOC's doctoral studies regulations to ensure that the academic record remains open.

9. In official university courses, cancelling a student's enrolment without justified reasons before taking the final assessment tests does not count towards the number of times the student can take the test and, if the student re-enrols for the same course or courses, the second enrolment surcharge will not apply and the student will not need to pay for the learning resources for those courses.

10. In UOC-certified courses, students enrolled in programmes with more than one semester of teaching (except language courses) may cancel their enrolment for those semesters that are yet to begin up to fifteen days before the start of the teaching of the second semester of the programme concerned, and no refund or exemption from the fees for the first semester will be given.

Such students will not have to pay the fee relating to the following semesters and, if they have paid a higher amount, they shall receive a refund for the difference.

Students who cancel their enrolment must also pay the cancellation fee established by the FUOC.

Modified text approved by the Executive Board on 4 July 2016
 Modified text approved by the Executive Board on 31 July 2017
 Modified text approved by the Executive Board on 8 October 2018
 Modified text approved by the Executive Board on 27 January 2020
 Modified text approved by the Executive Board on 27 July 2020
 Addition of 8, 9 and 10 approved by the Executive Board on 12 April 2021
 Modified text of 10 approved by the Executive Board on 28 June 2021
 Modified text of 10 approved by the Executive Board on 25 July 2022

Article 26. Automatic cancellation of enrolment

1. Enrolments will be automatically cancelled in the following cases:

- a. In cases of misrepresentation or irreparable irregularities in the student's admission details or any other details furnished to the university that are considered relevant by it.
- b. In cases of infringement or serious culpable breach of university regulations.
- c. In the event of cancellation of the programme.
- d. In cases of non-fulfilment of the admission requirements.

2. No refunds shall be given if the enrolment is automatically cancelled due to misrepresentation or irreparable irregularities in the student's admission details or any other details furnished to the university that are considered relevant by it, unless it was for reasons attributable to the university.

3. No refunds shall be given if the enrolment is automatically cancelled due to infringement or serious culpable breach of university regulations.

4. If the enrolment is automatically cancelled due to the cancellation of the programme or programme of study, the enrolment fee shall be refunded in full.

5. If the enrolment is automatically cancelled due to non-fulfilment of the admission requirements, the following shall apply:

- a. If the student fails to provide any documentary proof of fulfilment of the requirements within the times provided for this purpose, no amounts paid by the student shall be refunded.
- b. If the documentary proof of fulfilment of the legal admission requirements is inaccurate or incomplete, after the times provided for this purpose, the university will cancel the enrolment of its own motion and refund the part of the enrolment fee relating to teaching-related academic services.
- c. If the documentation provided does not prove that the admissions requirements for the official university studies applied for by a student have been fulfilled, the university will cancel the enrolment of its own motion and refund the enrolment fee, if it has been paid, provided that the mistake is attributable to the university.

Elimination of 1.1 and 2 approved by the Executive Board Decision on 13 July 2017
 Modified text of 26.5.a and 26.5.b approved by the Executive Board on 27 January 2020
 Modified text approved by the Executive Board on 27 July 2020

Title IV. Provision of non-teaching academic services

Modified text approved by the Executive Board on 4 July 2016

Chapter I. General provisions

Article 27. Fee for non-teaching academic services

1. The amount payable for a non-teaching academic service is established as follows:
 - a. For courses leading to an official university qualification, it is set by the Decree on Public Fees.
 - b. For UOC-certified programmes, it is set by the FUOC's Board of Trustees.
2. Students who can prove any of the circumstances set forth in Title II of these financial regulations may enjoy the deductions and exemptions from the fee for the non-teaching academic service that may be established.

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Article 28. Financial consequences of invalid requests for non-teaching academic services

1. If the fee has not been paid within the time provided for that purpose, the request for the provision of non-teaching academic services shall be rendered void due to non-payment.
2. Requests for the provision of non-teaching academic services that are void due to failure to provide the required documentation shall in no event entitle the student to a refund of the fee paid in connection with the request.
3. If the request for the provision of non-teaching academic services is void, the student must make the request again so that it may be processed again and pay the fee in force.
4. If the student requests a refund of the fee paid for a non-teaching academic service, the university must consider whether or not to grant it.

Modified text approved by the Executive Board on 4 July 2016

Article 29. Effects of penalties for non-payment of the fee for certain non-teaching academic services

Students who have been given a penalty for non-payment may not request non-teaching academic services in relation to the academic record to which the payment default relates or in relation to any other academic records of the student that are open but do not have a penalty.

Modified text approved by the Executive Board on 4 July 2016

Chapter II. Adaptation of academic records

Article 30. Adaptation requests

There is no charge for requests to adapt an academic record for a programme of study that is being phased out as a result of the introduction of a new programme of study.

Article 31. Adaptation for students in receipt of penalties

If a student has been given a penalty for non-payment of the fees for teaching-related academic services, the penalty shall remain in the academic record adapted to the new programme of study.

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Article 32. Enrolment in courses that have been recognized by the adaptation process

1. Courses recognized by the adaptation process in the academic record of the new programme of study are included by the university on its own motion and free of charge.
2. The inclusion of courses recognized via other means not included in the academic record before the adaptation must be carried out at the student's request.
3. In official university courses, students must pay the fee for the recognized credit set in the Decree on Public Fees.

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Article 33. Surcharges, exemptions and deductions

In official university courses, the surcharges, exemptions and deductions set in the Decree on Public Fees shall apply to the academic record resulting from the adaptation process.

Modified text approved by the Executive Board on 4 July 2016

Modified text approved by the Executive Board on 27 January 2020

Article 34. Distinction

Students who, in the semester before that of the adaptation, were awarded a final grade of distinction in the academic record of an official university programme shall enjoy an exemption from payment of the fee for academic services for a number of ECTS credits equivalent to the number of credits in which they were awarded such final grade.

Modified text approved by the Executive Board on 25 July 2022

Article 35. Framework or specific agreements promoting access to university education

Students who, under a framework or specific agreement in force, enjoy a deduction from the enrolment fee of the pre-adaptation academic record shall retain this deduction in the post-adaptation academic record, provided that a new addendum with a deduction made in accordance with the new university system has been signed.

Modified text approved by the Executive Board on 4 July 2016

Article 36. Study grants

Elimination approved by the Executive Board on 4 July 2016

Article 37. Content assessment

1. The content of the contributions leading to the recognition of packages of free elective credits in the old academic record must be assessed by the university on its own motion and free of charge.
2. Courses recognized in the adaptation process for the contributions leading to the recognition of free elective credits must be included by the university on its own motion and free of charge.

Title V. Payment

Chapter I. Payment policies

Article 38. Payment methods

The fees for teaching and non-teaching academic services may be paid by means of any of the payment methods, and under any of the payment terms, set forth in the UOC's Virtual Campus.

Payment may be made in instalments based on the minimum amount established by the FUOC's Board of Trustees. Payments by instalments shall be subject to any surcharges established by the Board of Trustees.

Modified text approved by the Executive Board on 25 May 2015

Modified text approved by the Executive Board on 4 July 2016

Addition of second paragraph approved by the Executive Board on 27 January 2020

Article 39. Direct debit

Article 40. Online card payment (POS)

Article 41. Number code

Article 42. Loan from a financial institution

Article 43. Catalan University and Research Grant Management Agency (AGAUR) payment in instalments

Article 44. Spanish Ministry loans

Article 45. Transfer

Article 46. Payment method conditions

Article 47. Changing payment method

Elimination of articles 39 to 47 approved by the Executive Board on 25 May 2015

Chapter II. Non-payment

Article 48. Unpaid items and cases

1. A student shall be deemed to be in default if they have failed to pay the enrolment fee within the times set forth in the terms applicable to each payment method.

2. Non-payment shall result in a penalty and in the following being claimed: any unpaid bill(s) and, if applicable, any bank fees charged for reversed payments and any applicable late interest, as well as the cancellation fee established by the FUOC. If the non-payment is for an entire programme, the student shall also be given a penalty and be charged for the above items, and their enrolment in the part of the programme not yet completed shall be cancelled.

Modified text approved by the Executive Board on 31 July 2017

Modified text approved by the Executive Board on 27 January 2020

Modified text of 2 approved by the Executive Board on 12 April 2021

Article 49. Penalty for non-payment

1. If the university has no record of payment of the enrolment or enrolment modification fee, the university must inform the student once the deadline for payment stipulated for the chosen payment method has passed so that the latter can pay the amount owed using the payment method expressly stated in the communication.

2. If payment is not made following the notification, the university must warn the student that, if payment is not made within 15 days following this request, they will receive a penalty for non-payment.

3. Once the deadline specified in the preceding section has passed, the university must notify the student of the penalty for non-payment of the enrolment fees and its effects.

Modified text approved by the Executive Board on 27 July 2020

Article 50. Effects of penalties for non-payment

1. The penalty for non-payment has the following effects:

- a. The student will be unable to request any non-teaching academic services for any of their open academic records at the university.
- b. The student will be unable to enrol in any course offered by the university, whether it is an official university or UOC-certified programme.

2. Penalties for non-payment take effect from the time of sitting the final assessment tests of the enrolment to which the non-payment relates.

3. The university requires payment of all outstanding amounts owed to the university, as well as any applicable late interest, as a precondition to the issuance of diplomas or certificates requested before the penalty for non-payment.

4. Penalties for non-payment shall cease to take effect on the provision of proof by the student that the outstanding amounts and any applicable late interest have been paid.

Modified text approved by the Executive Board on 4 July 2016

Article 51. Lifting of penalties for non-payment

1. The penalty for non-payment shall be lifted when the student provides proof to the university that all unpaid bills and, if applicable, any bank fees charged for reversed payments and the applicable late interest have been paid. Proof of payment can be provided in the form of a bank document certifying it, which must be sent to the UOC using the channel established by it for this purpose.

2. Once payment has been verified, the penalty will be lifted and will cease to have any effect from the business day immediately after the day of the verification. The lifting of penalties will not have retroactive effect.

Modified text approved by the Executive Board on 27 July 2020

Chapter III. Refunds

Article 52. Payment of refunds

1. Any applicable refunds shall be paid using the fastest possible payment method, either by card or by bank transfer to the account number previously provided by the student in the Campus or expressly specified by the student if it is different from the one provided in the Campus. Students are responsible for keeping their bank details up to date in the Campus.

2. Refunds to students who have part of their enrolment fees outstanding shall be offset against the amount owed, and the remaining bills shall be recalculated. If the amount of the refund is higher than the amount owed, the university will only refund the difference.

Modified text approved by the Executive Board on 27 January 2020

Modified text approved by the Executive Board on 27 July 2020

Article 53. Deadline for payment of refunds

1. Any applicable refunds shall be paid during the month immediately following that in which the refund entitlement arose, and never more than thirty (30) days from the date of their notification.

2. Any applicable refunds in cases of non-fulfilment of the admission requirements shall be paid during the two months immediately following the month in which the refund entitlement arose, and never more than sixty (60) days from the date of their notification.

3. In cases of cancellation of an enrolment due to withdrawal, the refund must be paid within 14 calendar days from the date of cancellation.

4. The refund of the enrolment fee is subject to final confirmation of payment by the student and is based on the chosen payment method.

If the student has paid all or some of this amount using a payment method that allows them to reverse the payment, the minimum refund period shall be the payment reversal period unless the student had already reversed the payment when the amount of the refund was calculated.

Addition of 3 and 4 approved by the Executive Board on 12 April 2021

First additional provision. Review of the fees for teaching and non-teaching academic services, specific services and learning resources

1. The fees for teaching and non-teaching academic services set in the Decree on Public Fees shall enter into force on the day immediately following that of their publication in the Official Journal of the Government of Catalonia (DOGC).
2. The fees for teaching and non-teaching academic services of enrolments carried out before the entry into force of the Decree are provisional. Once the fees have been set in the Decree, the UOC must review on its own motion the fees already paid for enrolments and either refund them or request payment of the remaining amount, as applicable.
3. The updated fees for teaching and non-teaching academic services, specific services and learning resources set by the FUOC's Board of Trustees shall take effect as soon as they are approved.

Modified text approved by the Executive Board on 4 July 2016

Modified text of 1 approved by the Executive Board on 27 January 2020

Second additional provision. Access to UOC services

Access to the services to which students are entitled as a result of their enrolment is subject to payment of the enrolment fee and documentary verification of the student's fulfilment of the admission and identity requirements.

First transitional provision. Application of some of the effects of penalties for non-payment

The inability to request administrative services in other open academic records of the student that have a penalty for non-payment and those without a penalty at the university, as well as the inability to enrol in any other course offered by the university, shall apply from semester 2012/2.

Second transitional provision. Application of the fee for modifying a student's enrolment in official university courses

The provisions on the payment of fees and refunds of the difference in price when modifying enrolments in official university courses, which are set forth in Article 24 of these regulations, shall apply from semester 2012/2.

Modified text approved by the Executive Board on 4 July 2016

First final provision. Interpretation of the Financial Regulations

Any matters not expressly covered by the wording of these regulations shall be construed as stipulated by the UOC's Governing Council. Any member of the university community may contact the university's Governing Council with questions about any provision of the UOC's Financial Regulations so that it may issue its interpretation.

Additional provision approved by the Executive Board on 2 May 2016

Second final provision. Approval of the Financial Regulations

The UOC's Financial Regulations must be approved by the university's Governing Council in accordance with the terms of Article 14 of the university's Organizational and Operational Regulations.

Modified text approved by the Executive Board on 4 July 2016

Third final provision. Entry into force

These regulations and their amendments shall enter into force on their date of publication in the UOC's e-services portal following the approval of the university's Governing Council.

The amendments to the UOC's Financial Regulations approved by the Executive Management Committee Decision of 3 November 2014 shall apply from the second semester of academic year 2014-2015, with the exception of students of official master's degrees and programmes falling under the previous University Reform Law (LRU) in Spanish, or in any other languages that may be established, who may enjoy the deductions and exemptions envisaged in Articles 5, 6, 8, 9 and 19 from the first semester of academic year 2015-2016.

The amendments to the UOC's Financial Regulations approved by the Executive Board Decision of 25 May 2015 shall apply from the first semester of academic year 2015-2016.

For students over 25 years of age and university extension courses in Spanish (CFSPE), these regulations and their amendments shall apply from 1 January 2021.

Modified text of first paragraph approved by the Executive Board on 27 January 2020

Addition of final paragraph approved by the Executive Board on 12 April 2021

Repealing provision

The Financial Regulations applicable to the over-25s and university extension courses in Spanish (CFSPE) are repealed.

Additional provision approved by the Executive Board on 12 April 2021

APPENDIX I. DISCOUNTS AND DEDUCTIONS FOR UOC PROGRAMMES (OFFICIAL AND UOC-CERTIFIED)

	OFFICIAL PROGRAMMES		UOC-CERTIFIED PROGRAMMES		
	SPAIN & ANDORRA	OTHER	1ST ENROLMENT	EXTENSION OF ENROLMENT	REPEATING A COURSE
LARGE FAMILIES – GENERAL CATEGORY	50% off the fees applicable under the Decree on Public Fees	7.5% off the fees set by the Board of Trustees	7.5% off the total enrolment fee	No discount/ deduction applied	7.5% off the total enrolment fee
LARGE FAMILIES – SPECIAL CATEGORY	100% off the fees applicable under the Decree on Public Fees	15% off the fees set by the Board of Trustees	15% off the total enrolment fee		15% off the total enrolment fee
PEOPLE WITH DISABLED PERSON STATUS					
VICTIMS OF TERRORISM					
VICTIMS OF GENDER-BASED VIOLENCE BY A PARTNER OR EX-PARTNER					