



Diploma in Acoustics and Noise Control Terms and Conditions

1. Purpose

This policy outlines the procedures and responsibilities of candidates who wish to study the Diploma either via the Direct (distance learning) route or via the Partner centre route and includes guidance on resit and deferral terms and procedures. It aims to ensure fairness, transparency, and efficient administration while managing costs for both the IOA and accredited Partner centres.¹

2. Course Fee Payments

Diploma fees can either be paid in full or can be spread over a maximum of three instalment payments. All invoices (irrespective of chosen instalment plan) are subject to 30-day payment terms i.e. Fees are payable within 30 days of invoice.

Any late payments will attract a late payment fee of £50. This will increase by £50 for each calendar month beyond the invoice due date up to a maximum of £150. If the invoice has not been paid in full by this point, the IOA reserves the right to withdraw the candidate from the course.

3. Refund Policy

The Institute of Acoustics (IOA) is committed to having a fair and transparent approach to fees and refunds for the **Diploma in Acoustics and Noise Control**.

3.1. Registration Fees

Registration fees are **non-refundable**, except in cases of serious illness, bereavement, or other exceptional circumstances, supported by appropriate evidence, or if a course is cancelled by the IOA, in which case all fees will be refunded.

¹ For candidates enrolled at a Partner Centre, the Partner Centre policies with respect to course fees, instalments, refunds, and VAT may vary to those of the IOA.

3.2 Course Fees

- **Full refund of course fee:** If a written withdrawal request is received **before 16th August in the year of study**. This is irrespective of the candidate's registration date.
- **Partial refund of course fee (50%):** If written withdrawal request is received **before 16th August in the year of study** or within 7 days after the first tutorial (for GPA Units 1 & 2).
- **Partial refund (25%) of the course fee:** If a written withdrawal is received **between 7 days after the first tutorial and before the second tutorial** (GPA Units 3 & 4)
- **No refund:** If withdrawal is requested **on or after the second tutorial**.

4. Exceptional Circumstances

The decision to approve refunds outside this policy rests with the Executive Director, Education and Digital Strategy in consultation with Education committee and in accordance with our extenuating circumstances policy. Documentary evidence must be supplied to support your claim.

5. Method of Refund

- Refunds will normally be made using the **same method of payment** as the original transaction.
- Processing time is usually **within 28 days** of approval.

6. Appeals

Students who wish to appeal a refund decision may address a written request for review to the **Chair of the Education Committee** within **14 days** of notification and submit via email to education@ioa.org.uk.

7. Deferral and Resit Policy

The Institute of Acoustics (IOA) is committed to having a fair and transparent approach to fees for the **Diploma in Acoustics and Noise Control**. This policy outlines the guidance on deferral and resit fees.

Requests to defer study or transfer to a later course must be made in writing. Candidates must complete the Diploma within five academic years from the initial year of registration. Typically, initial registration will include five modules. On occasion candidates may need to defer partial or entire modules due to mitigating circumstances.

Each case is reviewed by the Education Manager on its own specific merit if appropriate documentary evidence is provided.

7.1 Deferral Fees and Procedures

- Deferrals will incur a **re-registration fee** payable upon re-start of the course.
- In cases of deferral of either an individual assessed element, or one or more entire modules, candidates are encouraged to pay any balance of fees in advance of the resumption of studies to secure fees at the rates applicable in the current year. The candidate would then only need to pay a registration fee for the new academic year. This arrangement is valid only for one year.
- Where candidates have attained the required thresholds in an assessed element (post moderation), they will be permitted for one year only to carry those marks over to the next academic year, (leaving any outstanding assessment(s)) to be completed in the following academic year.
- Candidates who do not take deferred modules in the following academic year should note
 - that they may lose the ability to carry over marks and may have to resit the full assessment again.
 - that they may be required to pay a fee increment.
- Where the **deferral exceeds a year**, and both assessed elements (coursework and exam) or all four lab reports must be submitted, **additional fees would become payable** i.e. a deferral fee, and/or tuition fees would be. Normally, assessed elements can only be carried over for one year.
- In extenuating circumstances candidates can request for assessed elements to be carried over for a second year by providing documentary evidence of these circumstances. The decision is at the discretion of the Education Manager or, in the case of the project module, the Project Examiner in accordance with the extenuating circumstances policy.

7.2 Project deferrals

If the final project report and logbook cannot be submitted and a deferral is requested, candidates should notify the Education Team at least two weeks before the submission deadline.

- Subject to mitigating circumstances and appropriate documentary evidence, the project report and logbook submission may be deferred and marks will be capped as a consequence of receiving extra time to complete the project.
- In exceptional circumstances where candidates have additional learning needs as well as extenuating circumstances – marks will not be capped on a deferred project.
- If a project module is not completed within two years, then a new project module must be started, requiring all assessed elements to be completed again and full

fees will be incurred i.e. registration, assessment and tuition fees since contact with tutors is essential.

- Failure to complete the project module means that the Diploma cannot be awarded.
- If after registration the IOA is informed of a subsequent deferral, at the start of the academic year, fees paid in one financial year could be transferred to the following year. If a balance remains outstanding then it may be subject to a fee increment.
 - Should the deferral be ongoing, i.e. late notification or rolling into a second academic year, then the fees cannot be transferred and the candidate would be liable to pay full fees again, including any registration, assessment, and tuition fees. Any variation on this is at the discretion of the Executive Director, Education and Digital Strategy.

8. Resit Fees and Procedures

- As a minimum, candidates are required to pay a re-registration fee and assessment fee for the module being retaken.
 - Assessment fees may be partial or full subject to the nature of the resit i.e. if one element of any assessment is being retaken, e.g. examination only, then a discounted assessment fee will be applied.
- If further tuition is required by the candidate (with the exception of revision tutorials), then tuition fees must be selected when registering for the resit and be paid accordingly. Tuition fees are optional and if not selected then the candidate will not be able to attend any tuition sessions and this is at the candidate's own risk.
- Multiple resits follow the same criteria above.
- In the case of Repeated resits, the same criteria of re-registration and assessment fee will apply. Cases will be reviewed on a case-by-case basis by Education Manager.
- In cases where the **Resit(s) happen more than a year after the initial registration year**, and both assessed elements (coursework and exam), or all four lab reports must be submitted, then **tuition fees become mandatory**. In this case a resit fee and tuition fees are required as well as either partial or full assessment fees (based on the resit requirements agreed).

9. Invoicing of Resit Fees

- All candidates (from Direct and Partner Centre learning routes) will need to pay resit assessment fees. When results letters are issued a resit registration link will be shared.

- **Direct candidates:** As a minimum, candidates are required to pay a re-registration fee and assessment fees for the module being retaken at the prevailing rates. Tuition fees are optional.
 - An invoice is raised for selected fees.
- **Partner candidates** will incur a flat assessment fee per module resit or deferral and the IOA Education Team will invoice them directly for this fee upon receipt of a completed registration form.
 - If tuition fees or hosting fees for examinations are applicable, then the candidate will liaise directly with their assigned Partner centre and payment is arranged via the centre.

10. Extenuating Circumstances

The IOA recognises that short-term, unforeseen circumstances may impact a candidate's ability to meet assessment requirements or associated payments. Examples include serious illness, bereavement, traumatic events, unexpected caring responsibilities, or major transport disruption.

Candidates should notify the Education Team at education@ioa.org.uk as soon as possible, providing evidence where applicable. Approved extenuating circumstances may allow flexibility such as deadline extensions or deferred assessments and payments. Students who submit or attend an assessment are deemed 'fit to sit', and ECs cannot be applied retrospectively. Please refer to the **Extenuating circumstances policy** for further information.

11. Additional Learning Needs (ALN)

The IOA is committed at all centres (Direct and Partner centres) to supporting candidates with disabilities or specific learning differences. Candidates requiring reasonable adjustments should inform the Education Team before the start of any module which may be affected and provide appropriate evidence. Adjustments may include extra time, alternative formats, or other support measures.

Long-term conditions supported through reasonable adjustments do not normally require EC applications unless symptoms worsen unexpectedly. Please refer to the **Additional learning needs policy** document for further details.