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| <b>POLICY/PROCEDURE TITLE:</b>                                       | <b>FEES</b>       |
| <b>ISSUE DATE:</b>   | <b>MARCH 2010</b> |
| <b>LAST REVIEW DATE:</b>   | <b>JUNE 2011</b>  |
| <b>NEXT REVIEW DATE:</b>   | <b>JUNE 2012</b>  |
| <b>EQUALITY &amp; DIVERSITY<br/>IMPACT ASSESSMENT<br/>COMPLETED:</b> |                   |
| <b>RISK ASSESSMENT:</b>  |                   |

| <b>CONTENTS</b>            | <b>PAGE NUMBER</b> |
|----------------------------|--------------------|
| <b>1. Introduction</b>     | <b>2</b>           |
| <b>2. Policy Statement</b> | <b>2</b>           |
| <b>3. Procedure</b>        | <b>2</b>           |
| <b>4. Documentation</b>    | <b>7</b>           |

## 1. Introduction

This policy identifies the overall College processes for collection of fees. Rates for different types of provision and different learners are identified in the funding table that will be updated to reflect any changes as they occur. This policy applies to the collection of fees for tuition, awarding body costs and sundry items applicable to a course. It ensures that:

- fees are levied appropriately and consistently.
- that the College complies with SFA, LA and HEFCE guidance on charging fees.

This policy applies to all stakeholders liable to pay fees and to those learners who are eligible for fee remission.

The Principal is responsible for ensuring that the policy is implemented. The Director of CIS and the Director of Finance and Resources are responsible for ensuring that this policy is up to date and complies with relevant legislation and College policy. The Director of College Information Systems is responsible for providing information from funding bodies that influences the College fee setting rates and for ensuring that the policy is updated in a timely manner to reflect funding changes as they arise. It is the responsibility of all staff to ensure this policy is followed and fee income collected

## 2. Policy Statement

There is an expectation that all students and/or their employers will pay all applicable fees prior to starting their course or have in place an agreed payment plan unless they meet free fee eligibility criteria. Kendal College sets full and part-time vocational course fees taking into account the guidance given by the Skills Funding Agency, Local Authority, the Higher Education Funding Council for England (HEFCE) and partner universities.

## 3. Procedure

### Definitions

#### Full Time FE Learners

A learner is classified as a full time learner where they are enrolled on a programme identified as Full Time on the Curriculum Plan (Type of Provision = 'F'). These courses are identifiable from the Course code, as the 7<sup>th</sup>/8<sup>th</sup>/9<sup>th</sup> elements of the Course Code will be \*01-\* i.e. LH111A01-0.

#### Part Time FE Learners

An FE learner enrolled on a programme of under 450 guided learning hours in a 12 month period.

#### Fee Remission

Government legislation states that the college must not charge the tuition fee to 16 – 18 year old learners who can be classed as home learners. Individuals on Job Seekers Allowance, including those on National Insurance Credit Only, or Employment Support Allowance in the Work Related Activity Group are entitled to full fee remission. In addition unemployed learners on other state benefits who need skills training to help them enter employment are entitled to full fee remission, these learners must complete and sign the declaration form at Appendix 5. The college is able to recover this full amount from the SFA. As a general rule the full course funding is made up of 50% tuition fee and 50% course funding from the SFA.

### Home Learner

Learners who meet the 3-year residency requirement i.e. having lived in the United Kingdom or European Union country/European Economic Area for 3 years prior to commencement of their programme or as the spouse of a person with settled status, who has been both married, and resident in the UK for one year.

### Overseas Learners (non-EU)

An overseas student is a student who does not satisfy the 3-year residency requirement and it is lawful under the Education (Fees and Awards) Regulations 1983 to charge a higher fee. These students do not attract funding and will be charged full cost fees for the course. The College does not hold a licence to enrol overseas students who have not already entered the country through UK Border Agency regulations.

### European Community Learner

European Community nationals and European Economic Area migrant workers are considered to be members of the home population of England (Home Learner). All EU learners must satisfy the stipulated UK Border Agency Regulations (Romanian/Bulgarian) (Appendix 2)

### Payment of Fees

In order to enrol learners must show that satisfactory arrangements are in place for the settlement of tuition and exam fees. Payment options for learners are as follows:

Fees under £200 or duration of course less than four months:

- Payment in full by cash, cheque or credit or debit card; or
- Documentary evidence that fees will be paid by a recognised sponsor (i.e. enrolment form signed by employer, official letter from funding agency/sponsor\*)

Fees over £200 and duration of course over four months:

- Payment in full by cash, cheque or credit or debit card; or
- Three instalment payments as follows:
  - 40% on enrolment by cash, cheque or debit or credit card
  - 30% by direct debit on date specified at enrolment
  - 30% by direct debit on date specified at enrolmentA £15 administration charge will apply for all instalment arrangements. Instalments must be paid at least one month prior to the end of the course; or
- Documentary evidence that fees will be paid by a recognised sponsor (i.e. enrolment form signed by employer, official letter from funding agency/sponsor\*)

A system generated receipt will be provided upon enrolment and this will be checked during the first class by the tutor. Students without a valid receipt will be sent to Student Services to set up satisfactory payment arrangements before they are able to commence with the course.

*A member of senior management may approve the waiving of the £200 limit in exceptional circumstances.*

\*See page 4 for employer/sponsor payment options.

**The above arrangements apply to all full-time, part-time, learner responsive, employer responsive and full-cost/commercial courses.**

## Higher Education Fees

### Part-time

Learners must have one of the following payment arrangements in place by 10<sup>th</sup> October following the start of the course:

- Payment in full by cash, cheque or credit or debit card; or
- Direct Debit agreement in place to collect three equal instalments plus £15 administration fee in December, February and April; or
- Application made via College for a student fee grant through Student Finance (if eligible).

Student Finance applications will be monitored by the HE Coordinator and if unsuccessful, or the awarded amount does not cover the full fee amount, the learner will be contacted and requested to set up payment arrangements as above.

### Full-time

Tuition fees for full-time HE courses are collected by the relevant partner university.

### Learners of Compulsory School Age

Fees are payable by the learner's school; rates are outlined within the Fees and Remission table (appendix 1). Individual agreements are put into place for each school and fees collected via invoice.

### Employer/Sponsor Organisation Payment Options

In order for an employer/organisation to be invoiced for a learner's tuition fees, the relevant section of the enrolment form must be completed and signed by a representative from the employer/organisation to confirm that they agree to pay the fees. Alternatively, an official letter on company headed paper would be accepted as proof from the employer/sponsor.

If satisfactory evidence is not provided during enrolment, the College will consider the learner to be responsible for the fees and immediate payment arrangements must be put in to place as above.

Sales invoices must be paid within 30 days of receipt by BACs or cheque.

Refunds to employers will be issued in line with the refunds policy detailed on page 5. The College will not provide a refund to the employer in the event that the learner leaves employment during the course; by agreeing to pay the learner's fees it is the responsibility of the employer to recover fees from the learner in line with their own policies and procedures.

### Remission

The Principal may exercise a discretionary power to award fee waiver that benefits the College business. The use of this discretionary power must be recorded on the discretionary fee proforma or minuted (Appendix 3).

Staff must not under any circumstance offer or grant fee waiver.

The process for the administration of the Fee Waiver Refund form is detailed in Appendix 4.

### Reduction in Fees Due to Recognition of Prior Learning

Learners may qualify for a reduction in tuition fee costs where they have already achieved an element of the qualification or transferable credits for QCF qualifications. These must be referred to the Director of College Information Services. A reduction of funding will be applied.

### Examination and Awarding Body Registration Fees (FE)

These charges consist of any fees paid to an external awarding body on behalf of a student.

It is a condition of funding that no compulsory enrolment, registration or examination fees can be charged to students aged 16-18 in full-time or part-time SFA funded education.

The College can charge 16-18 full and part-time students for optional activities wholly or mainly outside the agreed learning programme and for personal tools/equipment and materials for courses.

The College reserves the right to charge for exams and re-sits where:

- The required attendance falls below College target
- The learner does not turn up for an exam for which the College has paid, without prior agreement
- The learner is retaking an exam having failed more than once
- The learner is retaking an exam with the aim of achieving a marginal improvement in grades (GCSE/IOH only)

### Staff Accessing Courses (non CPD)

Staff are eligible for free tuition fees on FE courses, subject to completion of an enrolment form. All awarding body and related consumable costs remain payable by the staff member. Tuition fees will become payable if the staff member withdraws from the course or does not achieve without a valid reason.

Applications for HE courses must be processed through Staff Development.

Discounts are only available to staff members and will not be issued to spouses and family members.

Please note a staff member does not contribute to the overall course numbers where critical to the course running or not.

### Failure to Pay Fees

Non-payment of fees may result in the removal of facilities and resources (e.g. I.T. or LRC services) or could result in being removed from the course until the outstanding debts are settled. All outstanding fees will be subject to debt recovery processes which may involve a third party organisation.

Direct debit agreements cancelled by the student without prior notice will result in full, outstanding fees becoming payable immediately. The College reserves the right to charge a £15 dishonour fee for cancelled or failed direct debits.

Enrolment on a course may be refused where there are outstanding fees relating to previous enrolments or academic years.

## Refunds and Fee Waivers

A refund or waiver of remaining instalment payments will be applicable in the following circumstances:

- The class is cancelled by the College.
- The class day or time is changed which prevents student attendance.
- Where a student has paid a fee but is entitled to remission (awarding body costs may still apply).
- For courses with a duration of **5 weeks or less** -the student withdraws/cancels and provides written notice by fax, email or letter at least 10 working days prior to the course start date\* (see below for Cancellations and Withdrawals Policy for short courses).
- For courses with a duration of **more than 5 weeks** – the student withdraws prior to, or within 3 weeks of the course start date. A pro rata refund/fee waiver will be made based on actual attendance; the student will also remain liable for any registration costs incurred by the College.
- Where a student transfers from one course to another, the difference in course fees will be refunded/waived where applicable. The student will pay the difference should there be a higher fee.
- For degree level courses delivered in partnership with another higher education provider – refunds/fee waivers will be applied in line with the relevant partner universities refund policy (see Higher Education section below for further information).
- Where a formal complaint has been upheld in relation to the quality of the course.

An administration fee of £30 will be deducted from all refunds where the student has requested withdrawal, unless a complaint, made through the official Complaints procedure, has been upheld.

Refunds will be processed within 14 working days of receipt of the payment voucher by the Finance department.

Exceptional circumstances:

Refunds/fee waivers outside the above criteria will only be made at the discretion of the Principal and this will only be under exceptional circumstances. Requests outside of the above criteria must be submitted to the Finance department via an official Refund/Fee Waiver Request form (Appendix 3).

The College cannot accept responsibility for changes in student circumstances brought about by employers, illness etc. Any claims for refunds/fee waivers in these cases will be individually assessed by the Principal whose decision is final.

The process for the administration of the Fee Waiver Refund form is detailed in Appendix 4.

### Cancellation/Withdrawal from Short Courses (5 weeks or less)

Cancellations, withdrawals and transfers will be accepted up to 10 working days before the start date of the course. Transfer to an alternative event is only available if currently advertised and within the academic calendar. All cancellations, withdrawals and requests for transfers must be made in writing by post, fax or email.

When there is 10 working days or less to the event any cancellation by, or on behalf of, a student will be charged at full price. Should a student be unable to attend for any reason then the invoice still remains payable in full. Transfers requested within the 10 working day period will be only be accepted at the discretion of the Director of Enterprise.

Employers may substitute delegates prior to the start of the course; however additional awarding body/ registration fees may apply.

**All** cancellations requested by the student or employer will incur a £30 administration fee, which will deducted from any refund due.

We reserve the right to amend or cancel events at short notice for reasons beyond our control. In the event of any course being cancelled by us, our liability is limited to the individual delegate fees paid, unless a complaint, made via the official Complaints procedure, is upheld.

#### Higher Education courses delivered in partnership with another education provider

The College will comply with the refund policies set by the relevant partner universities:

University of Central Lancashire:

- Withdrawal during semester one – 33% tuition charged
- Withdrawal during semester two – 66% tuition charged
- Withdrawal during semester three – 100% tuition charged

University of Cumbria:

- Withdrawal after 3 weeks but during the first semester – 50% tuition charged
- Withdrawal after the first semester – 100% tuition charged

#### **4. Documentation**

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|------------|---|
| Appendix 1 | Table of Fees & Remission (see associated excel file)   |
| Appendix 2 | European Economic Area, British Overseas Territories (BOTS) & European Union Overseas Territories (EUTOS) |
| Appendix 3 | Application for Fee Waiver/Refund   |
| Appendix 4 | Process for Administration of the Application for Fee Waiver/Refund Form Diagram                          |
| Appendix 5 | Declaration for Skills Training Funding 2011/12 Form  |

**EUROPEAN ECONOMIC AREA, BRITISH OVERSEAS TERRITORIES (BOTs) & EUROPEAN UNION OVERSEAS TERRITORIES (EUOTs)**

**European Economic Area**

Austria  
Belgium  
Bulgaria  
Cyprus  
Czech Republic  
Denmark  
Estonia  
Finland  
France  
Germany  
Greece  
Hungary  
Iceland  
Ireland  
Italy  
Latvia  
Liechtenstein  
Lithuania  
Luxembourg  
Malta  
Netherlands  
Norway  
Poland  
Portugal  
Romania  
Slovak Republic  
Slovenia  
Spain  
Sweden  
Switzerland  
United Kingdom

**British Overseas Territories (BOTs) and European Union Overseas Territories (EUOTs)**

Anguilla  
Bermuda  
British Antarctic Territory  
British Indian Ocean Territory  
British Virgin Islands  
Cayman Islands  
Falkland Islands  
Montserrat  
Pitcairn Islands  
South Georgia & the South Sandwich Isles  
St Helena & its Dependencies  
Turks & Caicos Islands  
Greenland & Faroe Isles (Denmark)  
Netherlands Antilles (Bonaire, Curacao, Saba, St Eustatius and St Maarten) and Aruba (Netherlands)

French possessions:-

New Caledonia  
French Polynesia  
Wallis and Fortuna  
Mayotte  
St Pierre et Miquelon  
French Southern and Antarctic Territories



## **Refunds/Waivers of Remaining Instalment Payments– Terms & Conditions**

A refund or waiver of remaining instalment payments will be applicable in the following circumstances:

- The class is cancelled by the College.
- The class day or time is changed which prevents student attendance.
- Where a student has paid a fee but is entitled to remission (awarding body costs may still apply).
- For courses with a duration of **5 weeks or less** -the student withdraws/cancels and provides written notice by fax, email or letter at least 10 working days prior to the course start date.
- For courses with a duration of **more than 5 weeks** – the student withdraws prior to, or within 3 weeks of the course start date. A pro rata refund/fee waiver will be made based on actual attendance; the student will also remain liable for any registration costs incurred by the College.
- Where a student transfers from one course to another, the difference in course fees will be refunded/waived where applicable. The student will pay the difference should there be a higher fee.
- Where a complaint has been upheld in relation to the quality of the course.
- For degree level courses delivered in partnership with another higher education provider – refunds/fee waivers will be applied in line with the relevant partner universities refund policy.

**Refunds/fee waivers outside the above criteria will only be made at the discretion of the Principal and this will only be under exceptional circumstances.**

**The College cannot accept responsibility for changes in student circumstances brought about by employers, illness etc. Any claims for refunds/fee waivers in these cases will be individually assessed by the Principal whose decision is final.**

An administration fee of £30 will be deducted from all refunds where the student has requested withdrawal, unless a complaint, made through the official Complaints procedure, has been upheld.

**Please return this form as soon as possible to the following address:**

Finance Department  
Kendal College  
Milnthorpe Road  
Kendal College  
LA9 5AY