

TUITION FEES, PAYMENTS AND OTHER CHARGES POLICY - 2024/25

FIN-1-005

Author	Executive Director Finance
Version	1
Approved by	Corporation
Next Review	March 2025

Contents

1. Policy Context	3
2. Further Education 16-18 Learners, 19-24 Learners with an LDA or EHCP and Under 16 Direct.	3
3. Further Education 19 or older Learners up to Level 2	4
4. Further Education 19-23 Learners (Level 2 and above)	5
5. Further Education 24+ Learners	7
6. Free Courses for Jobs (formerly known as The National Skills Fund)	7
7. The Level 3 London Recovery Flexibility (GLA Only)	8
8. Apprenticeship / Workplace Delivery	8
9. Higher Education 9.2 Maintenance Support Payments	8
10. Adult Community Learning (ACL) subcontracted from the Royal Borough of Greenwich (RBG)	8
11. Non-UK Learners	9
12. Commercial / Self Financing Courses	9
13. Payment Methods	10
14. Non-payment of fees	11
15. Refunds	11
16. Transfers	13
17. Financial Support for Learners	13
18. Specific Tuition Fees for Each Course	13
Appendix 1 – Higher Education refunds and Compensation Policy and Procedure	14
Schedules 2024/2025	18

1. Policy Context

- 1.1 This document is intended to act as the single reference source for tuition (and associated) fees, payment arrangements, other charges, and remission rules for the 2024/25 year to ensure a consistent approach and clear guidance. Extracts from this document may be used as guides for learners, curriculum staff, and those involved in enrolment.
- 1.2 Tuition fees and remission arrangements are determined with reference to either or both learner age and course characteristics. In general terms, learner age differences divide into, under 16s, 16-18 year olds, 19-23 year olds, and 24 or older (“24+”). In turn, courses are classified as FE (funded by the Education and Skills Funding Agency (ESFA), or Greater London Authority (GLA), HE (supported by the Office for Students (OfS) whether directly or through a partner University), or full cost (commercial/self-financing where the tuition fee covers all costs of the course). Learners who do not meet the eligibility criteria specified by the funding bodies (such as the rules relating to residency) will be charged a higher non-home/international fee.
- 1.3 Learners and their courses will be classified into one of the following groups, which are then described in further detail in the following sections:
- FE 16-18 year olds; FE (19-24 with EHCP) and Under 16 Direct
 - FE 19 or older up to Level 2;
 - FE 19-23 year olds;
 - FE 24+ year olds
 - Apprenticeships/workplace learning;
 - Higher Education;
 - Non-UK international;
 - Commercial/full cost/self-financing;
- 1.4 Throughout this policy, reference is made to “home” students. Unless stated differently in sections 2 to 7 below, “a home student” is defined as being a citizen of the UK and ordinarily resident in the UK for the three years preceding the start date of the course. (There are exceptions to this, such as indefinite leave to remain and learners with refugee status, as defined by the ESFA/GLA Funding Rules)

Students who are 16-18 years old with indefinite leave to remain in the UK are treated as “home” students regardless of the length of residency.

2. Further Education 16-18 Learners, 19-24 Learners with an Education and Health Care Plan (EHCP) and Under 16 Direct

- 2.1 FE learners who are aged 16, 17, or 18 years on 31 August 2024 and are “home” students are eligible for funding from the ESFA, do not pay tuition fees, and do not normally pay examination/registration fees (possible exceptions see below). Depending upon the requirements of their programme, they may be asked to pay for specialist course materials, clothing and equipment they wish to retain for use outside of the course, photocopying & printing, or trips/visits that are not an integral part of their study programme. The same rules apply to Under 16 ESFA Direct funded learners with exceptions (refer to 2.6 below).
- 2.2 Similarly, 19-24 learners who have an Education, Health & Care Plan (EHCP) with high-cost additional learning support and whom the relevant Local Authority has agreed to fund, will not be charged tuition or examination/registration fees.

- 2.3 The College will only charge examination or registration fees in circumstances where the required attendance or completion of work has not been achieved or the student fails without good reason to sit the examination for which the institution has paid. Charges may also be levied where a student re-sits an examination resulting from an initial examination failure or where a student re-sits an exam with the aim of achieving an improved grade.
- 2.4 The College may seek voluntary contributions from students or their sponsors, but there will be no obligation to contribute, and this will not in any way affect teaching, learning, or other entitlements.
- 2.5 A range of professional, evening, Higher Education and Access to Higher Education courses are specifically targeted at adult learners and the College will not normally be able to enrol 16-18 learners onto these courses.
- 2.6 The College is not permitted to claim ESFA funding for any learners who are enrolled with another ESFA-funded provider, School, or Academy. In such circumstances, whatever the age of the student, this provision should be treated as a collaborative or link provision, and the School/Academy/Partner provider is expected to meet the full costs of this provision.

3. Further Education 19 or older Learners up to Level 2

- 3.1 FE learners, who are aged 19 or older on the 31st August 2024 and are “home” students are usually eligible for funding from the ESFA/GLA but will normally be charged tuition, exam registration fees, and sometimes course materials and educational visit/trip fees. Detailed fee information is available from the Student Hub and the College website.
- 3.2 Some 19 year old learners enrolled in courses up to Level 2, which are funded by the ESFA/GLA, are exempt from tuition and exam/registration fees (but will still need to pay re-sit fees, materials, or trip/educational visit fees) if they fall into one of the fee remission categories:
- a) Learners on Job Seeker’s Allowance (JSA), including those on National Insurance credits only, Employment and Support Allowance (ESA) or Universal Credit, and have a take-home pay as recorded on their Universal Credit statement (disregarding Universal Credit payments and other benefits) that is less than the monthly amount stated in the AEB rules. Where there is a joint claim, then both individuals are eligible for fee remission. Where an individual is a dependant of a claimant (but not part of a joint claim or claiming themselves), they are not eligible for fee remission (unless another criteria applies).
 - b) At the College’s discretion - learners who are in receipt of other means tested state benefit and meet the criteria for income as specified in the relevant AEB funding rules and want to be employed, or progress into more suitable employment. The learning must be directly relevant to their employment prospects and local labour market needs.
 - c) Learners in custody who are released on a temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice.
 - d) Learners studying Functional Skills in English or Mathematics at a level above that at which they have been assessed (Entry Level, Level 1, and Level 2).
 - e) Learners studying GCSE Mathematics or English who have not previously achieved GCSE grade C or grade 4 and above in these subjects.

- f) Learners studying Entry or Level 1 aims (excluding ESOL) where a learner has an entitlement to a first full Level 2 qualification.
- g) Learners who are employed or self-employed studying a course that is eligible for funding and can provide evidence that their annual gross salary is below the level described as “low income” by the ESFA/GLA. These thresholds are based on the Minimum Wage and London Living Wage and will be published by the Government.
- h) Asylum seekers resident in London (and therefore funded by the GLA) who meet the eligibility criteria specified in the GLA AEB funding rules. Individuals who have been refused asylum and meet the eligibility criteria specified in the GLA AEB funding rules will also qualify under this category.
- i) At the College’s discretion - learners resident in London (and therefore funded by the GLA) who are unemployed, not in receipt of a state benefit, and want to be employed and/or are seeking exceptional support with social integration.

3.3 Most college courses run over one academic year. Where a learner is continuing on a funded course that runs over more than one academic year (e.g., those on the second year of a course that they started in the previous year), they will continue to receive the fee remission as established in the preceding year even if their circumstances have since changed.

4. Further Education 19-23 Learners (Level 2 and above)

- 4.1 FE learners, who are aged 19-23 on the 31st August 2024 and are “home” students are usually eligible for funding from the ESFA/GLA but will normally be charged tuition, exam registration fees, and sometimes course materials and educational visit/trip fees. Detailed fee information is available from the Student Hub and the College website.
- 4.2 Some 19-23 year old learners on courses funded by the ESFA/GLA are exempt from tuition and exam/registration fees (but will still need to pay resit fees, materials, or trip/educational visit fees) if they fall into one of the following fee remission categories:
 - a) For courses at Level 2 – learners on Job Seeker’s Allowance (JSA), including those on National Insurance credits only, Employment and Support Allowance (ESA) or Universal Credit, and have a take-home pay as recorded on their Universal Credit statement (disregarding Universal Credit payments and other benefits) that is less than the monthly amount stated in the AEB rules. Where there is a joint claim, then both individuals are eligible for fee remission. Where an individual is a dependant of a claimant (but not part of a joint claim or claiming themselves), they are not eligible for fee remission (unless another criteria applies).
 - b) For courses at Level 2 and at the College’s discretion - learners who are in receipt of other means tested state benefit and meet the criteria for income as specified in the relevant AEB funding rules and wants to be employed, or progress into more suitable employment. The learning must be directly relevant to their employment prospects and local labour market needs.
 - c) Learners studying their **First full** level 2 qualification.
 - d) Learners studying their **First full** Level 3 qualification.

- e) Learners studying their **First full** Level 4 without first achieving a Level 3 qualification.
- f) For courses at Level 2 – learners who are employed or self-employed on a low wage, studying a course that is eligible for funding, and can provide evidence that their annual gross salary is below the level described as “low income” by the ESFA/GLA. These thresholds are based on the Minimum Wage and London Living Wage and will be published by the Government.
- g) For courses at Level 2 – learners in custody who are released on a temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice
- h) Learners studying Functional Skills in English or Mathematics at a level above that at which they have been assessed (Entry Level, Level 1, and Level 2). If a learner is studying other courses, then they will normally be charged separately for these.
- i) Learners studying standalone GCSE Mathematics or English who have not previously attained GCSE grade C or grade 4 and above in these subjects. Fee remission will only apply to the GCSE and not to any other elements of the learner programme (if applicable).
- j) Learners aged 19-24 on the day they start a traineeship who have not previously attained a full Level 3 qualification.

4.3 For continuing learners, the same rules apply to that stated in 3.3 above.

4.4 FE learners aged 19-23 who have not previously achieved a full Level 2 qualification (or a higher level qualification) and enrol on a Level 2 course that is not designated as a full Level 2 qualification will not qualify for any Government funding. Such learners will be required to pay the combined tuition and examination/registration fee from their own resources along with any other course costs (and will still need to pay re-sit fees, materials, or trip/educational visit fees).

4.5 FE learners aged 19-23 who have **achieved** a full Level 3/Level 4 course in the past, are “Home,” and are enrolling on designated Level 3 or above course do not qualify for Government funding. Instead, these learners will, in most cases, be able to apply for an Advanced Learner Loan, which is paid directly to the College. The loan value will cover the combined costs of tuition and examination/registration fees (but will still need to pay re-sit fees, materials, or trip/educational visit fees). The loan will only be available for those courses listed by the College and on the approved list of ESFA/GLA-eligible qualifications. Learners will need to receive an Advanced Learner Loan Learning and Funding Information letter from the College confirming course eligibility and maximum loan value before they apply for the loan.

4.6 If an FE learner is ineligible for loan finance or chooses not to take up the loan, then the combined tuition and examination/registration fee will have to be paid for from their own resources along with any other course costs (and will still need to pay re-sit fees, materials, or trip/educational visit fees).

4.7 Learners who are 19-23 on the start date of the course may be required to pay materials or trip/visit fees, which are outside of the loan arrangements unless they are a mandatory part of the course.

4.8 If a learner has paid fees using the Advanced Learner Loan and subsequently withdraws from the course, the Student Loan Company support will cease, and the learner will remain liable for the balance of the remaining fees.

4.9 The Student Loans company expects the College to confirm the attendance of a learner within three weeks of starting the courses; once this attendance has been confirmed, the learner is liable for the full fees charged for the course.

5. Further Education 24+ Learners

5.1 FE learners, who are aged 24 or older on the day they start the learning, are “home” students eligible for funding by the ESFA/GLA, are employed **and** are on a Level 2 or lower learning aim, will normally be charged a co-funded rate fee, exam/registration fee and may also be charged course materials and residential fees if required. **Learners who satisfy the criteria for full funding in paragraphs 3.2 a) – i) above will not be charged tuition or exam/registration fees.** Learners who were fully funded in 2023/24 and are on continuing learning aims or programmes will continue to receive full funding.

5.2 FE learners aged 24 or above enrolling on designated Level 3 or above course will not qualify for Government funding. Instead, these learners will, in most cases, be able to apply for an Advanced Learner Loan, which is paid directly to the College. The loan value will cover the combined costs of tuition and examination/registration fees. The loan will only be available for those courses listed by the College and on the approved list of ESFA/GLA-eligible qualifications. Learners will need to receive an Advanced Learner Loan Letter Learning and Funding Information letter from the College confirming course eligibility and maximum loan value before they apply for the loan.

5.3 If an FE learner is ineligible for loan finance or chooses not to take up the loan, then the combined tuition and examination/registration fee will have to be paid for from their own resources along with any other course costs.

5.4 Learners who are 24+ on the start date of the course may be required to pay materials or trip/visit fees, which are outside of the loan arrangements unless they are a mandatory part of the course.

5.5 If a learner has paid fees using the Advanced Learner Loan and subsequently withdraws from the course, the Student Loan Company support will cease, and the learner will remain liable for the balance of the remaining fees.

5.6 The Student Loans Company expects the College to confirm the attendance of a Learner within two weeks of starting the courses; once this attendance has been confirmed, the learner is liable for the full fees charged for the course.

6. Free Courses for Jobs (formerly known as The National Skills Fund)

6.1 Learners will be eligible for full funding through the Free Courses for Jobs national funding initiative for a Level 3 course designated as eligible for the initiative by the ESFA if they meet the following criteria:

- Aged 19 or over on 31/08/2024 (no upper age limit) **AND**
- They do not have a full level 3 qualification or above **OR**
- They satisfy the criteria specified in paragraphs 3.2 a), b), c), or g) above.

6.2 Learners can only be funded once through the Free Courses for Jobs initiative; therefore, a learner who has already achieved a Level 3 qualification, which was funded through the

initiative (at any college or training provider), will not be eligible for funding through the initiative for a subsequent course.

7. The Level 3 London Recovery Flexibility (GLA Only)

7.1 If a learner is not eligible for Free Courses for Jobs, and they are eligible for funding from the GLA, then they may be eligible for full funding through the Level 3 London Recovery Flexibility. They will be eligible if they enrol on a Level 3 course designated as eligible for funding under the Recovery Flexibility if they meet the following criteria:

- a) Aged 19 or over on 31/08/2024 (no upper age limit) and resident in a London postcode **AND**
- b) They satisfy the criteria specified in paragraphs 3.2 a), b), c), g), or i) above.

8. Apprenticeships / Workplace Delivery

- 8.1 Fees for Apprentices will be based on the current ESFA funding. Employers will either be a Levy employer or a Non-levy employer. Levy employers will pay the full negotiated rate via their Digital Account, while Non-Levy employers will pay a co-investment of 5% of the negotiated rate.
- 8.2 All Non-levy employers have now migrated to the Digital Apprenticeship Service.
- 8.3 The negotiated rate of an apprenticeship is based on an individualised assessment of the apprentice's stage of learning against the skills, knowledge, and behaviours of the relevant apprenticeship standard, taking into consideration their experience and prior qualifications.
- 8.4 Levy employer can transfer up to 25% of their annual levy to another employer (in line with the ESFA guidelines), in which case the funding would be taken from the receiving employers digital account.
- 8.5 Discounts for multiple apprenticeship starts, SME's, 16-18 year olds and those with EHC's or care leavers will also apply.

9. Higher Education

- 9.1 This relates to programmes supported by OfS (Office for Students). Details of the HE refunds and the compensation policy and procedure can be found in Appendix 1.
- 9.2 **Maintenance Support payments** - The college will confirm registration to Student Finance England (SFE) after a learner has attended their induction (please note it can take up to 5 working days for the payment to be released by the SFE)

10. Adult Community Learning (ACL) subcontracted from the Royal Borough of Greenwich (RBG)

- 10.1 ACL fees are set by the Royal Borough of Greenwich (RBG) and are based on eligibility criteria determined through the ESFA/GLA and approved by the local authority cabinet.
- 10.2 In 2020/21, RBG has made all four contract lines (Basic skills, Employability, Family Learning, and General Interest) fully funded, irrespective of status or London postcode. The funding

rate for this is £10.40 per hour per learner, which has been retained for the next three years as part of their Employment and Skills Framework. The new contract lines for this are Progression into work, Progression in work, and supporting healthy, integrated, and resilient communities.

- 10.3 As a result, there are no additional fees other than full-price provision, which is funded at £8 per hour per learner. In addition, learners are charged for resource fees above the course fee.
- 10.4 ACL fees are charged per course and must be paid in full at the time of enrolment, which is expected to be before the commencement of the course. By exception termly payments can be authorised for full year courses to support the spread of course and ensure student engagement and enrolments remain high.

11. Non-UK Learners

- 11.1 A “home” learner is defined as being a citizen of the UK and ordinarily resident for three years in the UK preceding the start date of the course. (There are exceptions to this, such as indefinite leave to remain and learners with refugee status, as defined by the ESFA/GLA Funding Rules)
- 11.2 The fee for all non-home learners will be calculated at 25% on top of the usual funding rates for a “home” learner.
- 11.3 The College is required to assess the status of all learners prior to the start of their course. Where there is uncertainty over the status of non-UK citizens, guidance should be sought from the Student Hub. If insufficient evidence is provided to prove their eligibility, then the learner will be liable for the non-home fee rate.
- 11.4 Fees for International students on Higher Education courses franchised from a partner university will be set by that institution.

12. Commercial / Self Financing Courses

- 12.1 Self-financing learners are enrolled in a publicly funded course but are self-financed and not funded by the government.
- 12.2 Commercial learners-are on courses that are not publicly funded i.e. professional or licence courses.
- 12.3 Some training programmes and courses are run by the College with no external funding and therefore a commercial rate must be charged either to participating learners or a sponsoring organisation. Fees are either paid by individuals at enrolment or by the organisation invoicing via the Student Hub or the Apprenticeship team as appropriate.
- 12.4 No remission applies to commercial/self-financing courses, and Advanced Learner Loans cannot be obtained for such courses.
- 12.5 The pricing structure differs as there are bespoke solutions provided for this provision based on contract negotiations for Local Authority and Local schools based on per learner /group methodology.

12.6 Fees and charges for ALS for HNS is based on a case-by-case solution using a standard pricing structure.

13. Payment Methods

Payment at the commencement of the course

- 13.1 All fees become due upon completion of an enrolment form (this may be online). Fees can be paid by cash, debit card, or credit card (except American Express) – payment by cheque is not available. Fees are usually paid at the payment desk upon enrolment, or electronically through online enrolment. However, in certain circumstances, the fees may be paid subsequently through either the Student Hub or Finance department or via secure online payment
- 13.2 It is the intention that all fees will be agreed and set well in advance of enrolment so that the student has an expectation that no additional bills will be forthcoming during the course of the academic year.
- 13.3 Where a student's fees are to be met by a third party (such as their employer) the student must supply, at the time of enrolment, a letter bearing the logo of the company or organisation confirming that they will be paying fees.
- 13.4 In the absence of such confirmation, the student remains liable for the full cost of the course.
- 13.5 Where an individual is responsible for the payment of his/her own fees, the commencement of a programme of study is dependent upon either:
- Agreed arrangements for payment by instalments (see paragraphs 13.7 to 13.15);
 - Payment of the fee in full prior to commencement of the course by cash, debit, or credit card.
- 13.6 Students who apply for Advanced Learner Loans and are unsuccessful are then liable to pay their own fees. These fees are due in full unless the student withdraws before the College has confirmed attendance, which is expected to be after three weeks.

Payment by Instalments

- 13.7 Where the course fees exceed £500 and the course has a duration of at least three terms, payment of tuition fees may be made in three instalments. An administration fee of £15 will apply where students pay by instalments. Payment of fees by instalments can only be set up through the Student Hub or Finance department. Student cannot set up instalment payments whilst enrolling for eligible courses online.
- 13.8 Only tuition fees can be paid by instalments; other course-related fees must be paid in full at the time of enrolment. These include but are not limited to examination fees, material fees, and residential fees.
- 13.9 For those paying by instalments card or bank standing order, the learner's bank information is not stored by the College
- 13.10 The following instalment plan will apply to all relevant courses unless a specific instalment plan has been agreed for a course.
- 13.11 For courses starting in September or October, the following instalment plan is available: -
- At enrolment, 40% of the Tuition Fee plus £15 administration fee (note: 100% exam fee to be paid at enrolment)

1 November	30%
1 December	30%

13.12 For courses starting in January or February, the following instalment plan is available: -

At enrolment, 40% of the Tuition Fee plus £15 administration fee (note: 100% exam fee to be paid upfront at enrolment)

1 March	30%
1 April	30%

13.13 If fees have not been paid by the due date, then the full outstanding balance becomes payable immediately.

13.14 The full fee will still be payable if a student withdraws from the course after 42 days, and payment must continue to be made regardless of the student withdrawing from the course.

14. Non-payment of fees

14.1 Continued attendance upon a programme of study is dependent upon payment of fees.

14.2 Students with outstanding fees due to the College (debts) will not be allowed to enrol in a new course until the debt has been paid in full.

14.3 Non-payment of fees or failure to agree acceptable terms of payment may result in one or more of the following:

- a) examination entries not being processed; or
- b) physical access to the course being denied through the access control barriers; or
- c) access to work placements (forming part of the study programme) being prevented.

14.4 Unpaid fees may be referred to a solicitor or debt collection agency for recovery.

15. Refunds

15.1 Fees are refundable in full if the College should close a class or the attendance of the applicant is made impossible or inappropriate by some action of the College (this includes fees paid by an Advanced Learning Loan).

15.2 No refunds will be made in the event of a student withdrawing from the course for personal reasons. All outstanding fees become due immediately upon withdrawal from a course.

15.3 At the discretion of the college and where the student can demonstrate that extenuating circumstances exist to prevent them from continuing with their course, the Group Director of Finance or nominee may authorise a refund or credit note for the items mentioned below:

15.4 Exam and miscellaneous fee refunds will be made if the College has not expended them at the date of withdrawal.

- 15.5 Proportionate amount of the tuition fee applicable to the remaining classes of the course which the student will be unable to attend. After formal notification of the intention to withdraw is received.
- 15.6 Refund charges of £15 will be made for processing the refund. No refund charge will be levied where the College closes a class.
- 15.7 Where a student withdraws as they are unable to continue with their course due to illness, a refund may be made upon the production of a doctor's certificate. A proportionate deduction will be made for the duration of the course which has elapsed at the point the doctor's certificate is received by the College. In addition, a refund processing charge of £15 will be made.
- 15.8 In the case of overseas students who have been unable to obtain a visa prior to the start of their course, a full refund less £100 administration fee and £21 CAS fee will be made
- 15.9 Where credit notes are issued, they can only be utilised by the named student.
- 15.10 Fees will not be refunded where course closure is temporary due to fire, flood, or other force majeure, adverse weather conditions, or industrial action.
- 15.11 In the sad event that a learner dies while in learning, any remaining fees will be cancelled, if a learner has taken out a loan to cover the fees, the college will comply with government rules, record the death, and notify the Student Loans Company, who will cancel the learner's remaining debt.

16. Transfers

The following rules apply to transfers;

- 16.1 Where a student transfers to an alternative higher-cost course because the course was closed, no additional charge will be made.
- 16.2 Where a student decides to transfer to a higher fee course, the student will pay the difference in fees.
- 16.3 Where a student decides to transfer to a lower fee course, then a partial refund may be made at the discretion of the College.

17. Financial Support for Learners

- 17.1 A range of bursaries and other financial support is available to learners. Details of the support available can be found on the College website or from the Student Hub Team.

18. Specific Tuition Fees for Each Course

- 18.1 The definitive list of fees for each course can be obtained via the website.
- 18.2 The correct fee must be assessed and charged for each course at the point of enrolment. Staff must refer to the latest data available when enrolling students to ensure that the correct

fee is charged. A serious view of matters may be taken if students are charged the wrong fees at enrolment.

Appendix 1

HIGHER EDUCATION REFUNDS AND COMPENSATION POLICY AND PROCEDURE 2024/25

Introduction

1.1 At London South East Colleges, we aim to provide an efficient and responsive service to our students and to the wider community we serve. This policy explains the procedures for making an offer of compensation to the student in higher education.

2. Scope

2.1 The Higher Education Refunds and Compensation Policy is part of the College's Student Protection Plan, which the College is required to publish as a registered provider of higher education. The Student Protection Plan sets out possible risks to the continuation of study and the College's position on refunds and compensation if those risks materialise. This policy sets out in detail the College's position regarding refunds and/or compensation in those circumstances. This Student Compensation and Refund Policy covers situations where the College is no longer able to preserve the continuation of study for one or more students

2.2 The College is committed to supporting our students to achieve their academic potential and to equip our students with the knowledge, opportunities and skills required for a successful career. The College is also committed to ensuring that, as far as possible, all students are able to continue and complete their studies at the College and to 'teach out' students on a programme that is being discontinued working closely with our University partners.

2.3 The College, therefore, considers refunds and compensation to be a remedy of last resort and is committed to ensuring all students are able to continue with and complete their studies at the College. It is important however to explain how the College will refund and/or compensate students if the risks of non-continuation outlined above materialise. In many circumstances, a nonfinancial remedy may be the most appropriate outcome, and the College will take all reasonable steps to explore such remedies.

2.4 The College's Tuition Fee Refund Policy operates separately from this policy. The Tuition Fee Refund Policy details when a student is entitled to a refund of tuition fees following interruption or withdrawal, where an overpayment has been made, or where an adjustment to a student's tuition fee leaves a credit on the student account and does not apply to circumstances of non-continuation as set out in this policy. Please refer to the [HE Consumer Rights](#) section of our website.

2.5 A separate complaints mechanism operates for higher education students; this [Complaints Procedure](#) describes what a student needs to do if they wish to complain about an aspect of the delivery of their programme, which they believe has affected their ability to engage effectively with their studies. A complaint is an expression of dissatisfaction by one or more students about the College's action, inaction, or standards of service, on or off the campus, which the student(s) have not been able to resolve through informal processes.

2.6 In the event of the College being unable to preserve the continuation of study, those affected may include:

- Individuals who have accepted a place on a programme of study which the College terminates before those individuals have enrolled; and

- Students that have already enrolled in a programme of study that the College terminates before those students can complete their course

2.7 The College will assist existing enrolled students in seeking an appropriate alternative course at another provider where, in the academic and professional judgement of the College, there is no suitable alternative course at the College.

2.8 In the event of the College being unable to preserve continuation of study, the Student Compensation and Refund Policy applies to all students who are affected.

This includes:

- Full Time/Part Time/Distance Learning Students
- Undergraduate Taught and Non-Taught Students and those studying for Higher Degrees
- Home/EU/International Students
- Self-funded or Sponsored Students and those in receipt of a tuition fee loan from Student Finance England (SFE).

2.9 This policy will not apply to individuals who have completed the studies for which they registered.

3. Refund and Compensation Plan

3.1 The Deputy Principal, (Adult, Enterprise, HE, Apprenticeships, Employer Engagement and Innovation) will be responsible for identifying students who may be affected by the closure of a course.

3.2 The Deputy Principal, (Adult, Enterprise, HE, Apprenticeships, Employer Engagement and Innovation) will:

- Liaise with the Director of Higher Education on any course discontinuation.
- Inform the Executive Principal & Chief Learning Officer, and the Executive team of the discontinuation.
- Set up a communication and consultation plan to inform any affected students individually, setting out the reasons for changes and explaining how they will affect individuals.
- Arrange a meeting between relevant staff (likely to be the Career Pathway Managers and Programme Leaders) and students to explain the change and consult with the students.
- Consider, with colleagues, an individual compensation plan relevant to each individual affected.
- Contact all affected students detailing the outcome of the compensation plan within 5 weeks of the initial contact with students.

3.3 The College will put in place a compensation plan relevant to the circumstances of the individual student or students as set out in this policy, and once the amounts to be paid have been finally confirmed, the Deputy Principal (Adult, Enterprise, HE, Apprenticeships, Employer Engagement and Innovation) will refer the matter to the Fees Team to make the relevant refund and compensation payments.

3.4 Making an offer of compensation

3.4.1 For the compensation plan, an Investigating Officer will be appointed to do a risk assessment and make a reasonable offer of compensation, which must first be escalated to the Executive Principal and Chief Learning Officer for approval.

3.4.2 Compensation will be offered in the following circumstances:

- The student has had a negative experience due to a failure by the College;
- The student has potentially lost out on significant earnings or a rise in salary due to a failure by the College, and the individual has made every effort to reduce the impact and can provide evidence for this.
- The student has suffered significant distress, which is a direct cause of a failure by the College.

3.4.3 For any offer of compensation, evidence must be collated by the Investigating Officer that supports the case for an offer to be made. This must be submitted to the Executive Principal and Chief Learning Officer for consideration when making a decision as to whether the offer is approved.

3.4.4 In making a final assessment of any refund or compensation payment, consideration will be given to:

- Whether the College failed to deliver on specific material undertakings given to students in the way the programme would be delivered.
- Whether sufficient action was taken by the College to ensure students had a fair and reasonable opportunity to complete the course.
- Whether there has been a demonstrable loss to the student.
- Whether the student achieved the learning outcomes for their course.
- Whether the students have met their own responsibility to minimise losses.
- Whether the College followed its own processes in delivering the course.
- Consideration of alternative arrangements/adjustments that were implemented for students to minimise loss and whether students took advantage of them.
- Whether the College communicated with students effectively throughout the process.
- Whether a refund or compensation payment is the most appropriate way to deal with the issue.

3.5 Any communication with the students regarding compensation must first be approved by the Executive Principal and Chief Learning Officer or a nominated senior manager.

3.6 An offer of compensation must be drafted along with the formal response, which should be laid out as a formal letter.

3.7 Refunds, in all cases, will be paid back to the original payee and, wherever possible, to the original bank account. This applies to refunds where the student is in receipt of a tuition fee loan from Student Finance England, where the student pays their own tuition fees, or where tuition fees are paid by a sponsor.

3.8 Refunds and/or compensation will be paid where reasonably possible within 14 days of the College's decision that payment is warranted in the circumstances.

3.9 If a payment is agreed and made, this will be considered a full and final settlement of all claims arising out of the same issue.

4 Legal Review

- 4.1 If a student is not satisfied with the College's refund and, where relevant, compensation plan relating to that student, they should use the [College's Complaints Policy](#)
- 4.2 If the complaint is particularly serious or complex, it is at the discretion of the Executive Principal and Chief Learning Officer, as to whether the formal response and compensation offer should be reviewed by the College Lawyers. 'Particularly serious or complex' is to be determined on a case-by-case basis by the Executive Principal and Chief Learning Officer or a nominated senior manager.

5 Reporting

- 5.1 A termly update on compensation offers will be included in the termly complaints report sent to the HE Academic Planning and Student Experience Committee
- 5.2 An annual compensation update will be sent to the Corporation for review.

Schedules 2024-2025

Appendix B-1: Instalment Plan Schedule 1

Appendix B-2: Instalment Plan Schedule 2

Appendix B-3: Table 1 - Period 1 Student Tuition Fee Liability

Appendix B-4: Table 2 - Period 2 Student Tuition Fee Liability

Appendix B-5: Table 3 - Period 3 Student Tuition Fee Liability

Appendix B-6: International Fee Payments

Appendix B-1: Instalment Plan Schedule 1

<u>Instalment Plan Schedule 1</u>	
Courses/programmes starting in September or October	
Payments to be made at enrolment	Instalment payments to be paid by: -
<ul style="list-style-type: none">▪ 40% Tuition Fee▪ 100% Examination Fee (if any)▪ £15.00 Administration Fee	Payment 1: 30% by 1 st November Payment 2: 30% by 3 rd December

Appendix B-2: Instalment Plan Schedule

<u>Instalment Plan Schedule 2</u>	
Courses/programmes starting in January or February	
Payments to be made at enrolment	Instalment payments to be paid by:-
<ul style="list-style-type: none">▪ 40% Tuition Fee▪ 100% Examination Fee (if any)▪ £15.00 Administration Fee	Payment 1: 30% by 1 st March Payment 2: 30% by 1 st April

Appendix B-3: Table 1 - Period 1 Student Tuition Fee Liability

Course/Programme Dates 9/09/2024 – 2012/2024			
Notification Periods	Student Payment Categories	Leave Category	Fee Liability
Up to 14 days	New Self Funded Student or New SLC Student	Interrupt/ Withdrawal	<ul style="list-style-type: none"> The college waives the tuition fees and you are not liable for any tuition fee charges.
After 2 weeks	New Self Funded Student or New SLC Student	Interrupt/ Withdrawal	<ul style="list-style-type: none"> You are liable for 25% of the annual tuition fee amount. All remaining tuition fees must be paid direct to the college, from both student categories. SLC-funded student tuition fees will be paid direct from the SLC to the college. Both student categories will personally accrue a debt.
Any time in Period 1	Continuing Students Only	Interrupt/ Withdrawal	<ul style="list-style-type: none"> You are liable for 25% of the annual tuition fee amount. All remaining tuition fees must be paid direct to the college SLC-funded student tuition fees will be paid direct from the SLC to the college. Both student categories will personally accrue a debt

Appendix B-4: Table 2 - Period 2 Student Tuition Fee Liability

Course/Programme Dates 07/01/2025 to 27/03/2025			
Notification Periods	Student Payment Categories	Leave Category	Fee Liability
Any time in Period 2	<ul style="list-style-type: none"> • New Self-Funded Student • New SLC Student • Continuing Students 	Interrupt or Withdrawal	<p>You are liable for 50% of the annual tuition fee amount.</p> <p>All remaining tuition fees must be paid direct to the college.</p> <p>SLC-funded student tuition fees will be paid direct from the SLC to the college.</p> <p>All student categories will personally accrue a debt.</p>

Appendix B-5: Table 3 - Period 3 Student Tuition Fee Liability

Course/Programme Dates 14/04/2025 to 04/07/2025			
Notification Periods	Student Payment Categories	Leave Category	Fee Liability
Any time in Period 3	<ul style="list-style-type: none"> • New Self-Funded Student • New SLC Student • Continuing Students 	Interrupt or Withdrawal	<p>You are liable for 100% of the annual tuition fee amount.</p> <p>All remaining tuition fees must be paid direct to the college.</p> <p>SLC-funded student tuition fees will be paid direct from the SLC to the college.</p> <p>All student categories will personally accrue a debt.</p>

Appendix B-6: Table 4- International Fee Payments

International Fee Payments

Courses Starting September 2023

Payments to be made at enrolment/

Instalment payments to be paid by:-

- 50% Tuition Fee Deposit
- 100% Examination Fee (if any)

Payment 2: 50% by 1st March