

TUITION FEES, PAYMENTS AND OTHER CHARGES POLICY - 2019/20

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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 2019/20 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 at 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, 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). Non-EU learners will be charged a higher international/overseas fee.
- 1.3 Learners and their courses will be classified in to 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-EU international;
 - Commercial/full cost/self-financing;
 - Full cost infill to funded courses.
- 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 EU and ordinarily resident for the 3 years in the UK, EU or EEA country preceding the start date of the course. (There are exceptions to this such as have 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 LDA or EHCP and Under 16 Direct

- 2.1 FE learners, who are aged 16, 17, or 18 years on 31 August 2019 and are “home” students are eligible for funding from ESFA), do not pay tuition fees, and do not normally pay examination/registration fees (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 a Learning Difficulty Assessment (LDA) or an Education, Health & Care Plan (EHC) 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/Academy. In such circumstances, whatever the age of the student, this provision should be treated as 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 2019 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 on 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) or Employment and Support Allowance (ESA) in the Work Related Activity Group (WRAG). 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 - unemployed learners who are in receipt of a means tested state benefit (other than JSA or ESA (WRAG), who want to enter employment and need skills training to do so (classroom learning only);

- c) Learners receiving Universal Credit because they are unemployed, and who are mandated (required) to undertake skills training;
 - d) Learners in custody who are released on temporary licence (Rot) following learning outside a prison environment and not funded through OLASS;
 - e) 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;
 - f) Learners studying GCSE Mathematics or English who have not previously reached GCSE grade C or grade 4 and above in these subjects;
 - g) Learners studying Entry or Level 1 aims (excluding ESOL) where a learner has an entitlement to a first full Level 2 qualification.
 - h) Learners who are employed or self-employed, studying a course which is eligible for funding, and are able to provide evidence that their gross salary is less than £16,009.50, if funded by the ESFA and £19,890, if funded by the GLA. (These thresholds are based on the Minimum Wage and London Living Wage, so will vary if these rates change in year)
- 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 which they started in the previous year) 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 day they start the learning aim and are “home” students eligible for funding from the ESFA/GLA are normally charged tuition fees, exam/registration fees, and may also be charged course materials and educational visit/trip fees, if required (see curriculum plan spread sheet).
- 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) Learners on Job Seeker’s Allowance (JSA) or Employment and Support Allowance (ESA) in the Work Related Activity Group (WRAG). Where there is a joint claim, then both individuals are eligible for fee remission. Where an individual is a dependent of a claimant (but not part of a joint claim or claiming themselves), they are not eligible for fee remission (unless another criterion applies);
 - b) At the College’s discretion - unemployed learners who are in receipt of a means tested state benefit (other than JSA or ESA (WRAG)), who want to enter employment and need skills training to do so (classroom learning up to and including Level 4);

- c) Learners studying their **first full** Level 2 qualification;
- d) Learners studying their **first full** Level 3 qualification;
- e) Learners studying their **first** Level 4 (or above) Diploma qualification without having attained a first full Level 3 qualification;

(A full list of qualifications eligible for “first” funding is published by the ESFA/GLA and can be found at www.gov.uk)

- f) Learners receiving Universal Credit because they are unemployed, and who are mandated (required) to undertake skills training;
- g) Learners in custody who are released on temporary licence (RoTL) following learning outside a prison environment and not funded through OLASS;
- 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.

4.2 For continuing learners the same rules apply to that stated in 3.3 above

4.3 FE learners aged 19-23, who have achieved a 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.

4.4 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).

4.5 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.

- 4.6 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.
- 4.7 The Student Loans company expect 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 tuition 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) – g) above will not be charged tuition or exam/registration fees** (i.e. any learner studying English and maths subject to the aforementioned conditions or unemployed learners on a state benefit up to and including Level 2 study). Learners who were fully funded in 2018/19 and are on continuing learning aims or programmes will continue to receive full funding.
- 5.2 FE learners aged 24 or more 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 are 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 expect 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 of the full fees charged for the course

6. Apprenticeships / Workplace Delivery

- 6.1 Fees for Apprentices will be based on the ESFA funding caps introduced on 1 May 2017. Employers will either be a Levy employer, in which case they will pay the full rate of the cap and able to share more levy funds across their supply chains, with the maximum amount rising from 10% to 25% from 1st April, or a Non-Levy employer, in which case the co-investment rate paid is cut by a half from 10% to 5% from 1st April 2019.
- 6.2 Discounts for multiple apprenticeship starts, SME's, 16-18 year olds and those with EHC's or care leavers will also apply

7. Higher Education

- 7.1 This relates to programmes supported by HEFCE (Higher Education Funding Council for England)/OfS (Office for Students). Details of the tuition Fee Policy applicable to Higher Education Students can be found in Appendix 2.

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

- 8.1 The ACL fees are set by RBG and are based on eligibility criteria determined through the ESFA/GLA and approved by the local authority cabinet. The fees are categorized below:

Fee Band	Criteria	Hourly Cost (£)
ACL1	ACL Resident on benefit	£1.50
ACL2	ACL Resident Card Holder	£5.00
ACL3	ACL Resident with no card	£5.55
ACL4	ACL Non borough resident	£6.80
ACL5	ACL Self Financing	£7.50
ACL6	ACL Nil Fee	£0.00

- 8.2 ACL fees are charged per course and must be paid in full at the time of enrolment, which expected to be before the commencement of the course, there are no instalment plans offered on ACL courses.

9. Non-EU National/International Students

- 9.1 “Home” is defined as being, “ Ordinarily resident for the last 3 years in the UK, or an EU or EEA country” (as defined by the ESFA/GLA)

The fee for all Non EU National/international students will be calculated at 25% on top of the usual funding rates for “home” student.

- 9.2 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-EU nationals, 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 international fee rate.
- 9.3 Fees for International students on Higher Education courses franchised from a partner university, will be set by that institution

10. Commercial / Self Financing Courses

- 10.1 Self-financing learners are enrolled on a publicly funded course but are self-financed, and not funded by the government.

Commercial learners—are on courses that are not publicly funded i.e. professional or licence courses.

- 10.2 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 SELAC team as appropriate.
- 10.3 No remission applies to commercial/self-financing courses, and Advanced Learner Loans cannot be obtained for such courses.
- 10.4 The pricing structure differs as there are bespoke solutions are provided for this provision based on contract negotiations for Local Authority and Local schools based on per learner /group methodology.
- 10.5 Fees and charges for ALS for HNS and is based on a case by case solution using a standard pricing structure.

11. Payment Methods

Payment at commencement of the course

- 11.1 All fees become due upon completion of an enrolment form. 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. However, in certain circumstances the fees may be paid subsequently through either the Student Hub or Finance department.

- 11.2 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.
- 11.3 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.
- 11.4 In the absence of such confirmation, the student remains liable for the full cost of the course.
- 11.5 Where an individual is responsible for the payment of his/her own fees, commencement upon a programme of study is dependent upon either:
- Agreed arrangements for payment by instalments (see paragraphs 11.7 to 11.15);
 - Payment of the fee in full, prior to commencement of the course by cash, debit or credit card.
- 11.6 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

- 11.7 Where the course fees exceed £500 and the course has duration of at least three terms payment of tuition fees may be made by 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.
- 11.8 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.
- 11.9 For those paying by instalments card or bank standing order learners bank information is not stored by the College
- 11.10 The following instalment plan will apply to all relevant courses unless a specific instalment plan has been agreed for a course. The courses with specific instalment plans are listed in Appendix 1 to this Policy.
- 11.11 For courses starting in September or October, the following instalment plan is available:-

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

1 November	30%
1 December	30%

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

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

1 March	30%
1 April	30%

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

11.14 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.

12. Non-payment of fees

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

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

12.3 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.

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

13. Refunds

13.1 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).

13.2 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.

13.3 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 Executive Director of Finance or nominee may authorise a refund or credit note for the items mentioned below:

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

- 13.3.2 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.
- 13.4 Refund charges of £15 will be made for processing the refund. No refund charge will be levied where the College closes a class.
- 13.5 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 doctors certificate is received by the College. In addition a refund processing charge of £15 will be made.
- 13.6 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
- 13.7 Where credit notes are issued, they can only be utilised by the named student.
- 13.8 Fees will not be refunded where course closure is temporary due to fire, flood or other force majeure, adverse weather conditions or industrial action.
- 13.9 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 learners remaining debt.

14. Transfers

14.1 The following rules apply to transfers;

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

15. Financial Support for Learners

15.1 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.

16. Specific Tuition Fees for Each Course

- 16.1 The definitive list of fees for each course can be obtained via the website.
- 16.2 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

Other Course Specific Instalment Plans

- 17.1 The following instalment plans must be used for the courses listed below. These will replace the instalment plans in section 11 of the Tuition Fees and Other Charges Policy for these courses only.
- 17.2 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.
- 17.3 For all other relevant courses, the instalment plan explained in section 11 of the Tuition Fees and Other Charges Policy will apply.
- 17.4 These courses are less than 3 terms in duration, but the following instalment plan is available.

ACCA / AAT Courses CIPD courses
CMI courses
CILEX courses

For courses starting in September the following instalment plan is available:-

At enrolment 25% of Tuition Fee plus administration fee of £10 (note: 100% Exam fee to be paid upfront at Enrolment)

1 October	25%
1 November	25%
1 December	25%

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

At enrolment 25% of Tuition Fee plus administration fee of £10 (note: 100% Exam fee to be paid upfront at enrolment)

1 March	25%
1 April	25%
1 May	25%

Note: Instalment facility is available only on Tuition Fees. Exam fees/other charges should be paid fully on enrolling on the course.

Appendix 2

HIGHER EDUCATION TUITION FEES & REFUNDS POLICY 2019/20

1. Introduction

- 1.1. This appendix document is intended to act as the single reference source for Higher Education Tuition Fees (HETF) and other associated fees related to payment arrangements, additional course/programme charges, alongside the agreed remission rules for the academic year of 2018-19. This ensuring an applied level of consistency is implemented, at all stages of a student's enrolment, certifying thorough and clear guidance is communicated in a reliable and transparent manner. Extracts from this document can be used as an organisational regulatory information guide for students, curriculum staff, and those involved at all phases of the enrolment process; inclusive of the financial application process.
- 1.2. Throughout this appendix, reference is made to "Home" students. Unless stated differently a citizen of the EU and ordinarily resident for the 3 years in the UK, EU or EEA country preceding the start date of the course. (There are exceptions to this such as, have leave to remain and students with refugee status, as defined by the ESFA Funding Rules). Non-EU students will be charged a higher international/overseas fee.
- 1.3. This document contains important information about your HETF, for example:-
 - 1.3.1. How to pay for your tuition fees for the whole academic year.
 - 1.3.2. Terms and conditions relating to payment of your tuition fees.
 - 1.3.3. Tuition fee debts and any sanctions that may be applied.
 - 1.3.4. What to do if you have difficulties in paying your tuition fees, or if you decide to withdraw or interrupt from your studies.
- 1.4. The afore-mentioned factors are relevant to all students, regardless of whether your tuition fees are being paid by via a loan from the Student Loans Company (SLC); whether you are personally responsible for paying your tuition fees independently; and equally whether an external Sponsor is accountable for payments of your tuition fees.
- 1.5. Students on Higher Education (HE) courses are possibly entitled to take out a student loan, through the Student Loan Company (SLC). It is important that you thoroughly check your loan eligibility status, ensuring to thoroughly review the criteria for student loans. Further advice and guidance on this matter can be discussed and obtained from, London South East College-University Centre's, Higher Education Registrar.
- 1.6. Most HETF's are to be directly paid to: London South East College (LSEC).
 - 1.6.1. Where LSEC-University Centres have secured validated and quality assurance partnership's and collaborations with Awarding Bodies (AB) / Higher Education Institutions (HEI's), such as with the following listed below:-

1.6.1.1. University of Greenwich and Pearson

1.6.2. It is important to recognise for some students on courses where franchise arrangements; that HETF's must be paid directly to the AB/HEI and not to the London South East Colleges, such as with the following listed below:

1.6.2.1. University of Greenwich, Canterbury Christ Church University, Kingston University and/or Buckinghamshire New University

1.6.2.2. Therefore, in these cases where course/programme registration has directly been carried out by the AB/HEI, their Terms and Conditions, which will include the payment of HETF's will be applied.

1.6.2.3. Should any student require further clarity of the afore-mentioned information, LSEC University Centre staff are able to offer further support and guidance to clarify the AB/HEI's payment processes and procedures.

1.7. Where we have experienced cases of student financial hardship, based on extenuating/mitigating circumstances occurring within a student's academic year of study, LSEC University Centres advice students to apply for the Student Bursary support.

1.7.1. All student bursary applications are assessed on a case-by-case basis.

1.7.2. It is the responsibility of the student submitting the bursary application to evidence of hardship before support can be granted.

1.7.3. In the case a bursary application has been approved, by the Dean of Higher Education, an agreed payment will be made payable directly to the applying student.

1.7.4. Equally, where a student is directly registered with an AB/HEI, financial applications for bursary support must be applied for by the student at the individual institution; in accordance to respective policies and procedures of HETF payments.

1.8. Fees which applies to each course/programme is outlined in the LSEC University Centre prospectus. This information is also accessible from London South East College website.

2. Non-EU National/International Students

2.1. "Home" student is defined, by the ESFA, as being, " Ordinarily *resident for the last 3 years in the UK, or an EU or EEA country*".

2.2. The HETF for all Non-EU National/international students is higher than that of which classifies a "home" student. The HETF's is outlined in the LSEC University Centre's prospectus. This information is also accessible from London South East College website.

2.2.1. All Non-EU National/International student course/programme fees are agreed with each respective Awarding Organisation.

2.3. The College is required to assess the status of all students prior to the start of their course. Where there is uncertainty over the status of Non-EU Nationals/International students, further advice and guidance should be pursued, with staff from, the London South East College Student Hub.

2.3.1. If the evidence provided is insufficient/unsatisfactory and does not meet the requirements for course/programme eligibility and registration, the student will be legally responsible for the international fee rate payment.

3. Payment Options:-

Option 1: Payment at commencement of the course/programme

3.1. All fees become due upon completion of an enrolment form.

3.1.1 Fees can be paid by, debit card, or credit card.

3.1.2 LSEC do not accept American Express card payments

3.1.3 Payments by cheque is not available.

3.1.4 Fees are paid at the payment desk upon enrolment.

3.1.5 In certain cases, fees may be paid subsequently through either the Student Hub or Finance department.

3.1.6 Where circumstances and/or delays in financial situations have been formally discussed, with the Dean of Higher Education, an official payment of instalments will be arranged to pay the college via:-

- a) a loan from the Student Loans Company;
- b) or an agreed self-payment plan, between the student and the college.
- c) and/or an agreed payment plan between your Sponsor and the college.

3.2. It is the intention that all fees will be agreed and set in advance of enrolment and registration, so that the student has an expectation that no additional bills will be forthcoming during the course of the academic year.

3.3. Where a student's fees are to be met by a third party (such as their employer) the student must provide, at the stages of enrolment:-

3.3.1. A letter bearing the logo of the company/organisation confirming the company/organisation will be paying fees.

3.3.2. In the absence of a third party payment confirmation, the student remains legally responsible for the full cost of the course/programme.

3.4. Where a student is responsible for the payment of their fees, the start of their course/programme is dependent upon either:-

- 3.4.1. Agreed arrangements for payment by instalments.
- 3.4.2. Payment of the fee in full, prior to commencement of the course by cash, debit or credit card.

3.5. For students who apply for Higher Education loans and are unsuccessful, whilst attending their course/programme; the students are legally responsible to pay their own fees.

Payment Option 2: If you are paying for your tuition fees via a Student Loan

- 3.6. If you have applied for a tuition fee loan and have received confirmation of the loan, from the Student Loans Company (SLC), then the College will be paid directly by the SLC. This will frequently occur by termly instalments.
- 3.7. If you have applied for a tuition fee loan but have not yet received confirmation of the loan from the SLC. You should make direct contact to inform the Finance Department. It is important that you also inform your Personal Tutor of this situation.
- 3.8. **Please note:** If you have not received confirmation of your tuition fee loan within 3 months of starting your course/programme, you will be invoiced directly. Therefore, in order to continue your course/programme you will be required to complete payments whilst you are waiting for your loan to be approved.

Payment Option 3: If you are paying for your tuition fees via a Sponsor

- 3.9. You must notify the Finance Department and provide details of your Sponsor's name and address. This information should be provided during the online registration process. The College will then invoice the Sponsor directly for your tuition fees.
 - 3.9.1 The Sponsor should pay the tuition fees for the academic year in full on receipt of the invoice; or contact the Finance department to agree a payment instalment plan.
 - 3.9.2 Please note that any arrangement made between the Sponsor and the student to pay the tuition fees is an agreement between both parties.
 - 3.9.3 If the Sponsor does not pay the tuition fees, the student will be legally responsible to pay the fees.
 - 3.9.4 The College will invoice you directly.
 - 3.9.5 The student will be required to pay the fees for the academic year.
 - 3.9.6 Where circumstances change and there are difficulties in paying the tuition fees, a self-payment plan that is acceptable to the college, will need to be discussed and approved by the Dean of Higher Education.
 - 3.9.7 Family members are not regarded as sponsors but may pay tuition fee to the college, these payments are deemed to be payments made by the student; and may be made on an instalment basis. **Please note:** There is no direct contact or binding arrangement made between the family member and the college.

4. Course/programme payments

- 4.1. Only tuition fees can be paid in full or by instalments.
- 4.2. Payment of tuition fees can only be arranged through the Student Hub and/or Finance Department.
- 4.3. Students cannot set-up instalment payments whilst enrolling for eligible courses/programmes online.
- 4.4. Where course/programme fees exceed £2,500 and the course has duration of at least three terms, the payment of course/programme fees may be made in 3 instalments.
 - 4.4.1. An administration fee, of £15, will apply where students pay by instalments.
 - 4.4.2. All other course related fees must be paid in full at the time of enrolment. These include (but are not limited to) examination fees and any other course related expense.
 - 4.4.3. Examination resit fees - You will be informed by your Personal Tutor of time where you will need to make this payment.
- 4.5. For students making instalment payments, please note that in accordance with General Data Protection Regulations (GDPR), all credit and debit card, and/or bank standing orders/direct debit mandates information will be stored securely.
- 4.6. The Instalment Plan Schedules (IPS) are arranged and will apply to all relevant courses/programmes. ***Please refer to Schedules 2018-2019 (page 9)***
- 4.7. If the relevant instalment payment is not paid by the due date, the full outstanding balance becomes payable immediately, and you will no longer benefit from an instalment plan arrangement.
- 4.8. Students whose payments are returned unpaid by the bank will incur an additional Administration Fee of £15 for every returned transaction, and you may be denied access to continue your course until the fees are paid.

5. Your Tuition Fee Liability

- 5.1. The following tuition fee liabilities applies for the following classifications:-
 - 5.1.1. Should you decide to take a break from your studies prior to the stated course/programme end date, this is classified as an 'interruption for leave' (Interrupt).
 - 5.1.2. Should you choose to end your studies prior to the stated course/programme end date; this is classified as a 'course/programme withdrawal' (Withdrawn).

5.2. To view an outline of the fee liability periods for students starting the new academic year, please refer to Appendices B3, B4 and B5.

5.2.1. Table 1: Period 1 - September to December

5.2.2. Table 2: Period 2 - January to April

5.2.3. Table 3: Period 3 - April to August

5.2.4. If you start your course in January or April, then the fee liability for each period will be adjusted accordingly.

6. Non-payment of fees

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

6.1.1. Examination entries not being processed.

6.1.2. Physical access to the course and or course materials being denied.

6.1.3. Access to work placements being prevented.

6.1.4. Enrolment and entrance to the subsequent years of your progression/degree programmes will not be permitted until the outstanding tuition fee charge is fully paid.

6.2. Unpaid fees may ultimately be referred to a solicitor or debt recovery agency.

7. Tuition Fee Refunds

7.1. 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. Please refer to Conditions of Registration for Higher Education Students on the website.

https://www.lsec.ac.uk/images/policies/Highereducationprocedures/LSEC_Conditions_of_Registration.pdf

7.2. No refunds will be made in the event of a student withdrawing from the course for personal reasons.

7.2.1. All outstanding fees become due immediately upon withdrawal from a course depending on the period of withdrawal. Please refer to Appendices B3, B4 and B5.

7.3. At the discretion of the college and where a student can demonstrate that extenuating circumstances exist that prevent them from continuing with their course/programme, the Group Executive Director of Finance and Dean of Higher Education may authorise a refund or credit note. For further details refer to Higher Education Conditions of Registration, Section 8

https://www.lsec.ac.uk/images/policies/Highereducationprocedures/LSEC_Conditions_of_Registration.pdf

7.3.1. There will be a refund charge of £15.00 for processing all refund payments.

- 7.4.** No refund charge will be levied where the college closes a class.
- 7.5.** In the case of overseas students who have been unable to obtain a visa prior to the start of their course, a refund will be arranged.
- 7.5.1. A management fee deduction of 100.00 will be carried out to cover the administration of this process; along with a £21.00 deduction fee for the Confirmation of Acceptance of Studies Certificate (CAS).
- 7.6.** Where credit notes are issued, they can only be utilised by the named student.
- 7.7.** Fees will not be refunded where course closure is temporary due to fire, flood or other force majeure, adverse weather conditions or industrial action.
- 7.8.** In the sad event that a student dies while in learning, any remaining fees will be cancelled.
- 7.8.1. If the student has taken out a loan to cover the fees, the college will comply with government rules to record the death and notify the Student Loans Company, who will cancel the students remaining debt.

8. Transfers

- 8.1.** The following rules apply to transfers:-
- 8.1.1. In the event that the college closes a course and a student is transferred to an alternative high cost course, no additional charge to the student will be made.
- 8.1.2. There will be no additional tuition fee charge where a student transfers to a same tuition fee course.
- 8.1.3. Where a student decides to transfer to a higher fee course, the student will pay the difference in fees.
- 8.1.4. Where a student decides to transfer to a lower fee course, then a partial refund may be made.

9. Financial Support for Students

- 9.1.** Hardship Fund is available to HE Students and limited bursaries are available which is aligned to access and participation statement of the college for HE students, please contact HE Registrar or Student Hub Team for further information.

10. Specific Tuition Fees for Each Course

- 10.1.** The definitive list of fees for each course can be obtained via the website.

Schedules 2018-2019

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

Instalment Plan Schedule 1

- Courses/programmes starting in September or October

Payments to be made at enrolment

Instalment payments to be paid by:-

- 40% Tuition Fee **Payment 1:** 30% by 1st November
- 100% Examination Fee (if any) **Payment 2:** 30% by 3rd December
- Plus £15.00 Administration Fee

Appendix B-2: Instalment Plan Schedule

Instalment Plan Schedule 2

- Courses/programmes starting in January or February

Payments to be made at enrolment

Instalment payments to be paid by:-

- 40% Tuition Fee **Payment 1:** 30% by 1st March
- 100% Examination Fee (if any) **Payment 2:** 30% by 1st April
- Plus £15.00 Administration Fee

Course/Programme Dates 02/09/2019 – 20/12/2019			
Notification Periods	Student Payment Categories	Leave Category	Fee Liability
Up to 14 days	<ul style="list-style-type: none"> • New Self-Funded Student • New SLC Student 	Interrupt or <input type="checkbox"/> Withdrawal	The college waives the tuition fees and you are not liable for any tuition fee charges.
After 2 weeks	<ul style="list-style-type: none"> • New Self-Funded Student • New SLC-Funded Student 	Interrupt or <input type="checkbox"/> Withdrawal	<p>You are liable for 25% of the annual tuition fee amount.</p> <p>All remaining tuition fees must be paid direct to the college, from both student categories.</p> <ul style="list-style-type: none"> <input type="checkbox"/> SLC-funded student tuition fees will be paid direct from the SLC to the college. <input type="checkbox"/> Both student categories will personally accrue a debt.
Any time in Period 1	<input type="checkbox"/> Continuing Students Only	Interrupt or <input type="checkbox"/> Withdrawal	<p>You are liable for 25% of the annual tuition fee amount.</p> <ul style="list-style-type: none"> <input type="checkbox"/> All remaining tuition fees must be paid direct to the college. <input type="checkbox"/> SLC-funded student tuition fees will be paid direct from the SLC to the college. <input type="checkbox"/> Both student categories will personally accrue a debt

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

Course/Programme Dates 06/01/2020 to 03/04/2020			
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 <input type="checkbox"/> Withdrawal	<p>You are liable for 50% of the annual tuition fee amount.</p> <ul style="list-style-type: none"> <input type="checkbox"/> All remaining tuition fees must be paid direct to the college. <input type="checkbox"/> SLC-funded student tuition fees will be paid direct from the SLC to the college. <input type="checkbox"/> All student categories will personally accrue a debt.

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

Course/Programme Dates 20/04/2020 to 31/08/2020			
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 <input type="checkbox"/> Withdrawal	<p>You are liable for 100% of the annual tuition fee amount.</p> <ul style="list-style-type: none"> <input type="checkbox"/> All remaining tuition fees must be paid direct to the college. <input type="checkbox"/> SLC-funded student tuition fees will be paid direct from the SLC to the college. <input type="checkbox"/> All student categories will personally accrue a debt.

Appendix B-6: Table 4- International Fee Payments

<u>International Fee Payments</u>	
Courses Starting September 2019	
Payments to be made at enrolment/Issue of CAS	Instalment payments to be paid by:-
<ul style="list-style-type: none"> ▪ 50% Tuition Fee Deposit ▪ 100% Examination Fee (if any) ▪ Plus £21.00 CAS Administration Fee 	Payment 2: 50% by 1st March