

Fees Policy 2017 - 2018

Agreed 14 June 2017

To be reviewed January 2018

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1. Scope and Purpose

1.1 Purpose

1.1.1 The purpose of this policy is to explain the process for paying your tuition, the options that are available to make your payments and the sanctions that we apply if you default. It is the legal basis of the contract between us and you, for the payment of your fees.

1.2 Scope

1.2.1 How do we set our fees? When we are setting fees we set them so that:

- We comply with Government rules.
- Each fee is fair compared to other fees in The College.
- They are competitive compared to fees in other organisations.

We usually set our fees before the start of the academic year. Occasionally, this is not possible, but we will never increase the fee for your course, for that academic year, after you have enrolled with us.

1.2.2 Following approval by the Corporation, the Fees Policy will be communicated via the Director of MIS and the Director of Student Services to all relevant staff involved with enrolment, admissions, and the provision of information, advice and guidance (IAG). The policy shall be operated with effect from 1 August 2017 and refer to all courses commencing from then until 31 July 2018.

1.2.3 Once we have set our fees we publish them on our website and on our course information leaflets. You should be told about fees when we invite you to enrol. You can ask us at any time if you are not clear about what we will be charging you. We will also tell you about any help you may be able to get towards paying your fees, for example, the Learner Support Fund, Advanced Learner Loans or instalment options.

1.2.4 The Fees Policy will be available from the College website (www.wiltshire.ac.uk) under the Policies and Procedures section, or on request from Student Services.

2. Accountability

2.1 Accountability

2.1.1 Responsibility lies with the Senior Management Team to ensure that the Fees Policy is adhered to. On a day-to-day basis the Student Support & Tutorial Managers, Student Services Officers and Fees & Funding Officers will operate the policy in conjunction with the Director of Finance or delegated manager.

3. Procedure

3.1 Course Fees

3.1.1 A course fee will be set for each course offered by the College. Fees for most courses are made up of several elements. They include tuition and examination costs but can also be subject to administration charges and in some cases, material costs.

- 3.1.2 In addition some courses require the learner to purchase special equipment, clothing and to pay for educational trips and professional membership.
- 3.1.3 A separate fee will be recommended for learners who fall outside of the Skills Funding Agency and the Education Funding Agency home fee rules, and are classed as overseas students. The course fee will be set using the criteria described above in paragraph 1.2.1.
- 3.1.4 All course fees set will be valid for the period 1 August 2017 to 31 July 2018. Where learners enrol on courses that continue beyond 31 July 2017 they should be made aware that any fees due after this date (e.g. for the second year of a course) may fluctuate as a result of external influences.
- 3.1.5 All directly HEFCE funded provision is subject to an access agreement which covers fees, bursary payments and National Scholarship awards, the Access Agreement is available here:
- http://www.offa.org.uk/agreements/Wiltshire_College.pdf
- 3.1.6 Course fees for Schools provision for learners aged under 16 will be set by the Director of Student Services and Marketing, arrangements to collect these fees will be made directly with the school or Local Authority in conjunction with the Finance Department.

3.2 Examinations

- 3.2.1 The charge for examinations undertaken as part of a course are included within the course fee. This will include registration, entry and certification. It will not include professional body membership e.g. AAT, CIPD, which may need to be paid directly to the professional body by the learner.
- 3.2.2 The costs of resitting/retaking examinations or assessments are not included in the course fee.
- 3.2.3 Learners are also liable for paying any late entry fee which may apply, except where the College has caused the application to be late.

3.3 Fee Remission

- 3.3.1 Fee remission is only available for learners assessed as eligible to pay home fees enrolling on government funded classroom courses as indicated in our course directory and course information sheets.
- 3.3.2 There is no fee remission entitlement for the following types of courses:
- Adult Community Learning (courses ending in 'A0') (students under 19 will be required to pay the full cost fee).
 - Full Cost Courses (courses ending in 'S0').
 - Higher Education – University level courses.
 - Adult Apprenticeships (for apprentices aged 19 or over at the start of the apprenticeship framework)
- 3.3.3 Eligibility to receive fee remission is assessed at the start of the course, eligibility will remain the same for the duration of that course. Courses enrolled on subsequently will require the learner to be reassessed.
- 3.3.4 The following groups of learners may be entitled to full fee remission subject to the required evidence being presented :

- Learners aged under 19 (on 31st August 2017) who are not enrolled at any other educational institution including schools.
- Learners aged 19-24 (on 31st August 2017) with an Education Healthcare Plan or Learning Difficulty Assessment) who are not enrolled at any other educational institution, including schools.
- Learners aged under 19 at the start of an apprenticeship framework.
- Learners 19 or over on 31st August studying a qualification at level 2 or below who are:
 - Studying an approved English or maths qualification, who have not already achieved a GCSE grade A* - C.
 - Defined by the Skills Funding Agency as unemployed and are in receipt of one of the following benefits JSA, Work Related ESA or Work Related Universal Credit.
 - In receipt of another state benefit, wishing to enter employment and the learning is directly relevant to their employment prospects and local labour market needs. This remission is subject to an earnings limit.
- Learners aged 19-23 who enrol on a qualification that is their first full Level 2 course and is listed as part of the legal entitlement (you will need to sign a declaration form at enrolment, confirming this is your first Level 2 course).
- Learners aged 19-23 who enrol on a qualification that is their first full Level 3 course and is listed as part of the legal entitlement (you will need to sign a declaration form at enrolment, confirming this is your first Level 3 course).

3.4 Payment of Fees

3.4.1 Learners must indicate how they want to pay their fees when they enrol. They will not be allowed to enrol until they have either:

- Paid all fees in full, or
- Paid a deposit and signed a standing order agreement for the balance, via an instalment plan, or
- Provided evidence that your employer or another organisation is paying the fees, i.e. an employer's undertaking form or a purchase order requesting to be invoiced, or
- Provided evidence that they have approval from the Student Loan Company for an Advanced Learner Loan or have proof of application for a HE Tuition Fee Loan, or
- Provided the evidence required to claim full Government funding in situations where they have claimed fee remission (we will tell you what to bring if this applies to you).

3.4.2 If an employer or another organisation has agreed to pay the learner's fees but then does not do so, the learner will become liable to pay them instead, unless they are undertaking an apprenticeship. This also applies if the learner has applied for an Adult Learner Loan but does not complete their application or the application is later refused.

3.4.3 Instalment plans are available for courses longer than 12 weeks and costing more than £150. Instalment plans are subject to a £35 administration fee and will consist

of a 25% deposit and 3 equal monthly payments for courses under £1000 and 3 equal payments in alternate months for courses above £1000. Payment must be made in full within 6 months of enrolment.

- 3.4.4 Advanced Learner Loans are available from the Student Loans Company for learners aged 19 or over studying level 3 – 6 courses (excluding prescribed higher education courses) as specified by the Skills Funding Agency.
- 3.4.5 HE Tuition Fee Loans are available from the Student Loans Company for HEFCE direct funded Higher Education courses.
- 3.4.6 Fees for franchised HE provision are set and collected by the franchising University in accordance with their own Fees Policies.
- 3.4.7 International students must pay 50% deposit on application, with the remaining 50% fee payable prior to the start of their course.

3.5 Refunds and Fee Liability

- 3.5.1 In the event of a course being cancelled prior to commencement by the College a full refund will be given.
- 3.5.2 All learners will be given a 14 day 'cooling off' period following their enrolment taking place and fees being paid, unless the course commences within those 14 days.
- 3.5.3 If a learner withdraws from a course BEFORE the start date of the course the learner must write to the Student Services Manager on the relevant campus to request a refund. If the letter or e-mail is received prior to the start of the course, then the refund will be approved by the Student Services Manager and processed by the Finance Office. £35 will be retained by the College to cover administration fees.
- 3.5.4 If a learner withdraws due to a serious medical condition, the student must write to the Student Services Manager requesting a refund, attaching a medical certificate as evidence. Refunds will be made on a pro-rata basis from the date of the refund application less a £35 administration fee. Refunds will not be considered for any other reason.
- 3.5.5 Learners paying by the Advanced Learner Loan or HE Tuition Fee loan will be invoiced for any remainder of the fee not already covered by previous loan payments should they withdraw after commencement of the course. No refunds will be given for Advanced Learner Loan payments already received by the College under any circumstance.
- 3.5.6 All refunds will be made at the discretion of the College.
- 3.5.7 Refunds will not be paid to an individual if their employer or another person has paid the course fees.
- 3.5.8 Refunds for HEFCE direct funded HE courses, where the student has paid the fees in full and wishes to withdraw, must be requested in writing to the Higher Education Manager and will be applied as follows:
 - Refunds requested with 14 days of the course start date will be made in full, less a £35 administration fee.
 - Refunds requested between 14 days and the end of the first term will receive 67% of fees less a £35 administration fee.
 - Refunds requested during the second term will receive 33% of fees less a £35 administration fee.

- No refund will be given for withdrawals in the third term.

3.5.9 Refunds for franchised HE provision will be in accordance the refund policies of the franchising university.

3.5.10 Fees for Halls of Residence are refundable from the next full term following withdrawal less a £35 administration fee.

3.5.11 In the event that an International student being unsuccessful in obtaining a student visa the 50% deposit will be refunded less an administration fee of £200.

3.6 Course Transfers

3.6.1 In the event of the College agreeing to a student transferring between courses, there will be no financial penalty but if the course transferred onto has a higher Course Fee or affects the student's eligibility for fee remission the student must pay the difference.

3.7 Higher Education Learners wishing to Suspend Studies

3.7.1 Learners can request in writing to the Higher Education Manager, including supporting medical evidence, to suspend their HE studies if they intend to return in the following academic year. If the suspension is approved then the learner will receive a refund as paragraph 3.5.8, but will be liable for the balance of fees in the following academic year, on re-enrolment.

3.8 Outstanding Debts

3.8.1 Any learner who has outstanding debts for tuition fees will be asked to settle their debt prior to enrolling.

3.8.2 Debts related to accommodation may result in the learner being asked to leave college accommodation.

3.8.3 Learners who have outstanding debt, or do not meet their agreed payment schedule, in year may be asked to leave the course.

1.1 Linked Policies

Examinations Policy
 Admissions Policy
 Higher Education Contract
 Apprenticeship Fees Policy

It is intended that this policy is fair to all. Where any part could potentially lead to unequal outcomes, the policy then justifies why this is a proportionate means of achieving a legitimate aim.