

Tuition Fees Policy 2016/17

For courses starting on or after 01/08/16 to 31/07/17

Policy Review Area	Financial
Lead Manager	COO
Last updated	March 2016
Reviewed by Board	May 2016
Next Review	March 2017

Contents:	Page
1. Introduction	3
2. Fees structure outline	5
3. Tuition fee setting guidance for curriculum and delivery teams	6
4. Students aged 16-18 funded by the Education Funding Agency(EFA) and students aged 19-24 with a LDA or EHCP	7
5. Students aged 19 and over funded by the Skills Funding Agency(SFA)	9
6. Apprenticeships	11
7. Traineeships	12
8. Students aged 19 and over accessing Advanced Learner Loans	13
9. Higher Education students	15
10. International students	17
11. Full cost recovery and self-financing courses	19
12. Helping Individuals and Employers Pay	20
13. What happens where a student/sponsor has a change in financial circumstances?	21
14. Refunds, transfers, deferrals(non HE) and late starters	22
Appendix A –Fee Remission and Payment Plans	23

1. Introduction to the 2016/17 fees policy

1.1 In accordance with the Articles of Government, the Board of Governors of City College Brighton and Hove (CCBH) is required to set the policy by which tuition and other fees payable are determined.

1.2 The Board of Governors, in setting the fees policy for 2016/17, recognise that there is a balance to be struck between maximising our income from fees against the potential barrier to learning that this approach might create.

1.3 For the purposes of this policy the term 'Funding Bodies' encompasses the Education Funding Agency funding: -

- students aged 16-18 full or part time,
- students aged 19-24 and have a Learning Difficulty Assessment (LDA), an Education Health and Care Plan (EHCP), a Moving On Plan or a S139 Statement

and The Skills Funding Agency (SFA) funding: -

- Adult Skills, including Apprenticeships
- Traineeships
- Community Learning
- Advanced Learner Loans for those aged over 19

1.4 This policy outlines the general fees pricing policy for 2016/17. We expect that all course fees will broadly conform to the principles as outlined accepting that there will be the need, from time to time, to flex our pricing to better reflect prevailing market conditions.

1.5 In order to be both pro-active and reactive to changes in market conditions the detailed pricing structure setting authority is delegated to the Chief Operating Officer (COO) using the following underlying principles:

- That our pricing enables us to compete effectively with other colleges and training providers;
- That our pricing enables us to develop existing and new markets that are strategically important to us;
- Where our market position allows to set fees that maximise our potential to generate income;
- Where appropriate, we can price activity to attract a particular cohort of students or business sector.

- 1.6 The Availability of funding and student eligibility criteria are both subject to change in Funding Body policy. The eligibility criteria outlined within this fees policy are correct at the time of authorisation by the Board of Governors. We will make all best endeavours to inform students of changes that may affect them at time of enrolment or through course information sheets/other marketing materials.
- 1.7 The College reserves the right to make such alterations to the described courses, fees, tutors, venues & services as may prove necessary.

2. Fee structure outline

2.1 Qualifications supported by Government Grant where a contribution is expected from the student/their sponsor

- The price quoted will include the tuition fee, awarding body registration and/or examination fee, materials fees and other course related costs together with any college registration/administration fee.

2.2 Fees for students from outside the EEA

- The price quoted will include the tuition fee, awarding body registration and/or examination fee, materials fees and other course related costs together with any college registration/administration fee.

2.3 Commercial fee recovery courses

- The price quoted will include the tuition fee, awarding body registration and/or examination fee, materials fees and other course related costs together with any college registration/administration fee.

3. Tuition fee setting guidance for curriculum and delivery teams

- 3.1 For SFA funded programmes fees will be set taking account of the expectation of an assumed 50% contribution from the learner/employer/sponsor. Curriculum Managers, when recommending their fees structure for their offer, will seek to maximise the tuition fee payable.
- 3.2 Fees chargeable for apprenticeships activity, funded by the SFA, are expected to take account of the assumed contribution outlined above i.e. 50%.
- 3.3 For those students aged over 19 accessing an Advanced Learner Loan, we will generally set our tuition fee at the maximum amount of Loan available for the learning aim. Registration and/or examination fees and materials (including essential kit and uniform costs) will be assumed to be included within the maximum Loan value available. Where appropriate a Curriculum Manager may justify a lower fee to give a competitive advantage but this must be approved in advance by the COO.

4. Students aged 16-18 funded by the Education Funding Agency (EFA) and students aged 19-24 with a LDA or EHCP

- 4.1 Home and E.E.A students aged under 19, or in the case of students with an Education Health Care Plan or a Learning Difficulty Assessment up to and including age 24, on 31 August in the first year of the course will not pay tuition fees for the duration of their course whilst they remain under 19 (or up to and including age 24 EHCP/LDA holders) at the start of their programme (qualification aim).

Where a student falls below the attendance target the college reserves the right to request a contribution towards the awarding body registration/ examination/ assessment cost for the first and any subsequent sitting. Where a student fails to attend a pre-agreed examination and cannot produce either a medical certificate or evidence of significant extenuating circumstances confirming that they were unfit/unavailable to attend the college reserves the right to charge for any re-sit.

- 4.2 Equipment/material and uniform fees and other costs can vary widely across our curriculum offer.
- 4.3 The College will actively encourage students to purchase their own equipment, materials and uniforms for use within and outside college in pursuit of their qualification. Any requirements of this nature will be communicated to students prior to and during enrolment. ***Students unable to purchase their own kit and equipment may be eligible for Under 19 Bursary support for these costs. The application form and guidelines are published on our website and all enquiries should be directed to the Student Services team.***
- 4.4 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.
- 4.5 Students aged 18 on or before the 31st August that start a two year programme (e.g. an extended diploma) will be eligible for free tuition for the duration of the two years.

4.6 Students aged 18 on or before the 31st August that start a full-level 3 programme will be eligible for free tuition. If a student decides to 'top-up' their qualification to an extended diploma (or equivalent) and are aged 19 or over (excluding students aged 19-24 with an EHCP or LDA) on or before the 31st August they will either need to make an application for Advanced Learner Loan support or pay the advertised course fee.

5 Students aged 19 and over funded by the Skills Funding Agency (SFA)

- 5.1 Students whose programme is co-funded by the SFA will be charged a tuition fee calculated by reference to the un-weighted funding base rate of the learning aim. This tuition fee will usually be equivalent to 50% of the un-weighted base rate.
- 5.2 Where a student's programme/qualification is more than one year in duration (a two-year extended diploma for example), a tuition fee will be charged for each year.
- 5.3 Subject to providing satisfactory and current evidence and a full assessment, the following categories of home students and citizens of a country within the European Economic Area (EEA) are entitled to **tuition fee** remission:

Individuals aged 19 or older, who have not previously attained a GCSE grade A* to C in English and maths, on the day they start the following qualifications:

- GCSE English language or maths.
- Functional Skills English or maths from entry to Level 2.
- Stepping-stone qualifications (including components, where applicable) in English or maths approved by the Department for Education or SFA.

Individuals aged 19 and over on the day they start their ESOL learning aim where they are unemployed.

Individuals aged 19 to 23 on the day they start (excluding English, maths and ESOL):

- Provision to support progression to a first full Level 2
- Provision up to and including Level 2 for those who already have a full Level 2 if they are unemployed
- Qualifications defined within the legal entitlement that are a:
 - First full Level 2
 - First full Level 3

Individuals aged 24 or older on the day they start (excluding English, maths and ESOL):

- Provision up to, and including, a notional Level 2, if they are unemployed

For funding purposes a learner is defined as unemployed if one or more of the following apply:

- They receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only.
- They receive Employment and Support Allowance (ESA) and are in the work-related activity group (WRAG).
- They receive Universal Credit, earn either less than 16 times the National Minimum Wage a week or £330 a month and are determined by Jobcentre Plus (JCP) as being in one of the following groups:
 - All Work-Related Requirements Group

- Work Preparation Group
 - Work-Focused Interview Group
- They are released on temporary licence (RoTL) and studying outside a prison environment and not funded through the Offenders' Learning and Skills Service (OLASS).

We may also use our discretion to fully fund other learners if all of the following apply:

- The learner receives other state benefits and earns either less than 16 times the National Minimum Wage a week or £330 a month.
- The learner wants to be employed (or progress into more sustainable employment, if they earn less than 16 times the National Minimum Wage a week or £330 a month) and we are satisfied that the learning is directly relevant to their employment prospects and the local labour market needs.

5.4 Equipment/material and uniform fees and other costs can vary widely across our curriculum offer.

5.5 The College will actively encourage students to purchase their own equipment, materials and uniforms for use within and outside college in pursuit of their qualification. Any requirements of this nature will be communicated to students prior to and during enrolment. **Students unable to purchase their own kit and equipment may be eligible for Learner Support Funding. The application form and guidelines are published on our website and all enquiries should be directed to the Student Financial Services team.**

5.6 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.

5.7 Learners enrolled on courses previously funded through the separate Adult Community Learning Grant will, from 2016/17, fall within the single Adult Education Budget. As previously, we expect learners to meet the same eligibility criteria as all SFA funded learners. We expect that the guidelines for charging fees will be different for mainstream SFA fundable provision, consequently we will continue to charge fees that reflect our strategy for Community Learning and Engagement.

We expect that learners attending a course identified as Community Learning to purchase the appropriate Health and Safety equipment (Personal Protective Equipment-PPE) prior to the start of their course and to wear it at all times whilst in the learning environment. Learners will be informed of the course PPE requirements prior to enrolment.

5.8 Learners who have their fees paid through financial assistance support will be required to pay a college registration fee. In 2016/17 this will be £50 for Full Time courses and £30 for Part Time.

6 Apprenticeships

- 6.1 Tuition fees for apprentices under the age of 19 on the day they start their apprenticeship are fully funded by the Government.
- 6.2 CCBH expects all employers to contribute towards the cost of training where the apprentice is 19 or over. Tuition fees chargeable to employers will be, where possible, in line with Government expectations. Where there is significant competition from other providers the Board of Governors recognises that this could lead to a high degree of price sensitivity. Consequently, where competitive forces are setting the market price we will look to remain competitive by setting a price that maximises our opportunity in a given market. Any reduction in fees has to be agreed with the COO prior to confirmation with the employer.
- 6.3 Equipment/material and uniform fees and other costs can vary widely across our apprenticeship offer. **There will be a requirement for some apprentices to make a Disclosure and Barring Services application in order to undertake and complete their apprenticeship; apprentices will be informed of this requirement prior to enrolment. In most circumstances the cost of the DBS application will be borne by either the apprentice or their employer. If a student is already employed in a sector where a DBS application is mandatory we will expect the employer to have already completed and paid for the application on behalf of the student prior to enrolment. In order to maintain viability of our provision we will, where appropriate, recover costs of materials and other course related expenses from all apprentices (save for that deemed mandatory by the awarding body).**
- 6.4 Whilst in the workplace providing Health and Safety equipment is the responsibility of the employer. We actively encourage students to use their own PPE within the college training environments. We will loan PPE to apprentices should they not have their PPE with them at college.
- 6.5 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.
- 6.6 Where a student is aged under-19 at the start of their apprenticeship they remain eligible for fee remission throughout the term of their apprenticeship framework
- 6.7 From April 2017 The Government is introducing a new funding approach for the delivery of apprenticeships through the introduction of an employer levy. At the time of compiling this version of the 2016/17 fees policy there is insufficient detail in the public domain to determine the appropriate fee structure. This will be updated as soon as sufficient details are available. Any transition arrangements for apprentices who start their apprenticeship under the current rules will be informed as to how the changes may affect them and their employer as soon practicable.

7 Traineeships

- 7.1 The traineeship programme provides unemployed young people with skills and experience to progress to an apprenticeship or sustainable work.
- 7.2 The EFA fully fund traineeships for all 16-18 year old students together with students over the age of 16 but under the age of 25 that have an EHCP or LDA. A learner cannot start a traineeship until 1 August after they have left school in the academic year in which they have their 16th birthday and must meet the EFA residency requirements.
- 7.3 The SFA fully fund traineeships for 19-24 year old learners. The learner must be aged 19 or over on 31 August in the funding year and under 25 at the start of the traineeship.
- 7.4 Whilst in the workplace, providing Health and Safety equipment is the responsibility of the business providing the work experience opportunity. We actively encourage students to use their own PPE within the college training environments. We will loan PPE to trainees should they not have their PPE with them at college.
- 7.5 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the traineeship. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.

8. Students aged 19 and over accessing Advanced Learner Loans

- 8.1 Students aged 19-23 who have already achieved a full Level 3 qualification, subject to meeting the eligibility criteria, will be able to access an Advanced Learner Loan to fund Level 3 to 6 qualifications. 24+ students studying qualifications at levels 3 to 6, subject to meeting the eligibility criteria, will also be eligible for an Advanced Learner Loan. If the student provides evidence of a successful loan application, fees are raised to Student Loans Company. Students wishing to enrol on a college course who have applied (or are intending to apply) for an Advanced Learner Loan, but who are unable to provide evidence of successful loan application at enrolment, must enter into a Part Payment Agreement. We will not look to start collecting instalments until the 1st November, or two months after the enrolment date for courses starting after September. Students will remain liable for fees until they can provide the College with evidence of a successful loan application. Payment dates will be agreed annually by the COO. We will refund any instalments paid on receipt of SLC payment of the first loan installment.
- 8.2 The College will update the Student Loans Company of current enrolments on a monthly basis. This will inform the Student Loans Company of withdrawn learners. Change of circumstances may result in the re-assessment against the eligibility criteria and a change to the loan entitlement.
- 8.3 Equipment/material and uniform fees and other costs can vary widely across our course offer. **There will be a requirement for some learners to make a Disclosure and Barring Services application in order to undertake and complete their qualification; learners will be informed of this requirement prior to enrolment. The cost of the DBS application will be included within the tuition fee where this is relevant. If a student is already employed in a sector where a DBS application is mandatory we will expect the employer to have already completed and paid for the application on behalf of the student prior to enrolment.** In order to maintain viability of our provision we will, where appropriate, recover costs of materials and other course related expenses from all learners (save for that deemed mandatory by the awarding body).
- 8.4 Whilst in the workplace providing Health and Safety equipment is the responsibility of the employer. We actively encourage students to use their own PPE within the college training environments.
- 8.5 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.

8.6 CCBH receives an Advanced Learner Loan Bursary from the Skills Funding Agency to support students from low-income backgrounds. **The application form and guidelines are published on our website and all enquiries should be directed to the Student Services team.**

9 Higher Education students

- 9.1 The fee payable for full-time Home students covers tuition, materials, mandatory visits and all assessment charges. HE full-time fees for 16/17 are £7,500.
- 9.2 Fees will not be charged for Health and Safety equipment where it is essential for learning to take place, we will provide students with an option to borrow this free of charge or purchase essential equipment required to support their learning which can be used outside of their learning/college environment.
- 9.3 The majority of students will be eligible for a full student loan. If the student provides evidence of a successful loan application, fees are raised to the Student Loans Company (SLC) directly. Students wishing to apply for a student loan, but who are unable to provide evidence of successful loan application at enrolment, must enter into a Part Payment Agreement. Students will remain liable for fees until they can provide the College with evidence of a successful loan application. Payment dates will be agreed annually by the COO. We will refund any instalments paid on receipt of SLC payment.
- 9.4 The College will update the SLC on current enrolments on a regular basis. The SLC uses this data to confirm ongoing support for each student and will only continue to pay the college whilst the student remains on-programme. Where a HE student leaves after two weeks of commencing their course the full tuition fee will be payable and will not be funded by the SLC.
- 9.5 Where a withdrawing student feels that there is a sufficiently compelling reason why the fee, or a proportion of it, should be waived they must make their claim within one month of their withdrawal date held on the central student records database. Please note that a fee waiver is very rarely granted save for medical grounds or a significant life event that prohibits the student from continuing with their studies.
- 9.6 Where a student decides to defer their course their fees will be charged on the number of units completed and achieved in-year with the balance payable when they return. Under normal circumstances we expect the student to return the following year,
where this is not the case the student must make a formal request in writing to the college to have this period extended. Should a student decide not to return the remaining fee for the year of study they withdrew from will become payable. This balance will not be funded by the SLC and will therefore become a personal debt.
Students who defer will not be able to re-enrol if they have any outstanding debts from previous years.
- 9.7 Where a student wishes to re-take part of a full-time qualification the fee payable will reflect the number of credits being re-taken as a proportion of the total credits for that year.
- 9.8 Part-time HE fees are set on a course by course basis. Please refer to the course

information page on the college website for up-to-date details. The maximum fee level for a part-time HE course for 16/17 will be £4,500.

9.9 Bursaries may be available to full-time and part-time HE home students. The extent and scope of any bursary 'offer' will be considered on a course by course /student by student basis and will be means tested where appropriate and relevant. The extent to which bursaries are payable will depend entirely on the availability of funds for distribution; no guarantee of payment is either made or implied on receipt of a bursary application or acceptance of same. Please refer to our college website and student prospectus for more information.

9.10 Where a student secures accommodation from CCBH those fees are payable in line with the signed contract and relevant policy document relating to college-run student accommodation.

10 International students

- 10.1 For fees purposes we classify students as **Home** or **International**. Classification is largely determined by residency. You will usually be classified as an International student if you reside from any country outside of the EU/EEA, unless you have lived in the EU/EEA for at least three years before the start date of your course, and have indefinite leave to remain in the UK.

We will need to confirm your visa status during the application process.

We judge all cases against the same criteria, in accordance with the government's guidelines. You will find a useful summary of regulations in a guide produced by the UK Council for International Student Affairs (UKCISA)

The fees that you pay as an International student depend on the type/level of course you study. Each case will be looked at on an individual basis.

For guidance on the cost of courses and eligibility, please contact the college.

- 10.2 Fees for registration, examination and materials are included in the annual tuition fee. No discounted rate is available for International students wishing to study a Further Education level qualification.

Part-time Further Education level tuition fees (including fees for registration, examination and materials) charges will vary by programme and will be communicated to the student both prior to and at enrolment. It is assumed that a full time Further Education student will be on a programme of 450 hours of study, the part-time fee will generally be set using the full-time international fee pro-rated to reflect the part-time agreed programme hours.

- 10.3 The annual tuition fee for full-time International Higher Education level students for 2016/17 is in line with home EU students, this is subject to review from 2017/18 onwards. No discounted rate is available for International students wishing to study a Higher Education level qualification.

International part-time Higher Education fees for 2016/17 are set in the same way as Home HE students using the Full Time International HE fee as the starting point.

- 10.4 International students requiring a Tier 4 Visa must pay the full course fees at the time they apply for a VISA. Students who do not require a Tier 4 Visa must pay a minimum deposit of £1000 or full course fees (if less than £1000) at the time they apply for a VISA. For courses that are beyond one year in duration the annual fee is payable when the student confirms their enrolment for each subsequent year. If a student is refused a VISA or fails to meet our entry criteria prior to the start of the course we will refund the amount paid minus £250 administration fee. For VISA refusals the refund request must be submitted within 30 days of the refusal and the student must provide a copy of the refusal letter.

- 10.5 CCBH reserves the right to keep the full deposit (up to £1000) if there is evidence that the refusal was due to failure to have adequate funds in place, failure to supply all the required documentation or if fraudulent documents were used.
- 10.6 Exceptions can be made to this deposit arrangement for some trusted agents, these exceptional cases will be authorised by the COO.
- 10.7 Where an International Student has commenced their studies under the 2015/16 fees policy pricing structure (i.e. the same fee for that year as a Home/EU student for either FE or HE is funded at/charged) they will remain on that pricing structure until they have completed their studies, this includes the fee for any 'Top-up' year.
- 10.8 We actively encourage students to purchase their own equipment, materials and uniforms for use within and outside college in pursuit of their qualification. Any requirements of this nature will be communicated to students prior to and during enrolment.
- Students will be expected to wear their PPE at all times where instructed to do so by their tutor. Any student attending college without their PPE will be refused entry to workshops/teaching spaces where this is a mandatory requirement.
- 10.9 If CCBH arranges accommodation on the student's behalf a non-refundable booking fee of £50 will be charged. Upon arrival students staying in accommodation arranged by the college will follow a payment plan whereby they must make further payments 2 weeks' after arrival, then every 4 weeks. This will include a 2-week damage deposit held by the college.
- 10.10 If the student cancels their course application less than 4 weeks from the start date a refund will be processed less the £1000 deposit and £50 accommodation booking fee. If more than 4 weeks' notice is given then a £250.00 administration fee will be charged along with the accommodation booking fee.

11 Full cost recovery and self-financing courses

11.1 CCBH runs a number of courses which are not directly supported by Government Agencies and therefore the sole source of income for these courses are the fees charged to the learner / employer. For such activity we will charge a commercially viable rate reflecting market pricing and our delivery cost structure. In each case, the margin on income will be agreed by the COO.

Examples of full cost recovery courses at CCBH are:

- Non-Government subsidised qualifications where there may be funding or loan available but CCBH chooses to charge a full cost recovery fee
- CCBH devised activity that leads to a college certificate or non-funded external accreditation.

11.2 For full cost recovery fee courses, the fee will be charged once the course is confirmed as running. Generally full fees will be charged and must be paid prior to the commencement of the course. Normally this will happen at least 48 hours before the start date unless otherwise agreed by the COO. Once the course is confirmed as running and enrolment has been confirmed with the appropriate fee paid no refund will be given.

11.3 Where a course is longer than 10 weeks in duration and the overall fee is over £200 we will accept a part payment plan. If the fee is not paid by the due date the college reserves the right to withdraw the student from the course and refuse any certification/acknowledgement of learning.

11.4 Materials, registration, certification/examination and other course related costs will be included in the overall fee quoted.

11.5 Fees will be charged for Health and Safety equipment (PPE) where it is essential for learning to take place. A student can choose to purchase their own PPE, details will be provided by the course tutor to ensure that the correct PPE is purchased.

Students will be expected to wear their PPE at all times where instructed to do so by their tutor. Any student attending college without their PPE will be refused entry to workshops/teaching spaces where this is a mandatory requirement.

12 Helping individuals and employers pay

- 12.1 Students enrolling on courses at CCBH funded by either the EFA (16-19) the SFA (19+) and those students accessing the Advanced Learner Loan will have access to apply to the relevant bursary/support fund to support a contribution towards additional course related costs **(subject to availability of funds and meeting eligibility criteria)** Please note, HE bursaries are considered in section 5.7.1 of this policy.
- 12.2 We will continue to offer payment by instalment plans where paying the full fee up-front would create a barrier to learning. Courses where this facility is available will be clearly indicated when marketed. To help CCBH avoid escalating costs associated with bad debt collection and write-off we will ask all learners to sign a declaration in advance giving us authority to check their credit reference. If a check is undertaken a charge of £30 will be levied. In addition, at enrolment we will ask evidence to support proof of identity and proof of address. **Adults over 19 accessing the Advanced Learner Loans and HE learners are eligible for CCBH part payment plans as long as the balance to be paid by the learner (not the SLC), is more than £200 and the programme is longer than 10 weeks in duration.**
- 12.3 A discount for up-front payment is available on certain college courses/qualifications, please see appendix A for more details.
- 12.4 When working with employers we will look to develop the most commercially attractive package for them. This will often include a mix of fully funded, co-funded and commercial fee recovery activity.

13. What happens where a student/sponsor has a change in financial circumstances?

- 13.1 Where learners are unable to pay their fees through unforeseen, extenuating personal or financial circumstances they will be advised and guided through various support options, this might include Career development loans, Student Loans or assistance from our college learner support funds or Bursary. All applications are judged on their individual merit, awards made will reflect the nature of the application and the overall availability of funding support. If support is declined, learners will be expected to pay the course fee in line with this policy.
- 13.2 Where individual or employers default on a fee payment and are unable to assure us that this position will be resolved quickly we will implement a process of debt management which will restrict the learner from further activity at the College and will ultimately be passed to third parties for debt collection activities should payment not be forthcoming.

14 Refunds, transfers, deferrals (non HE & International) and late starters

- 14.1 In general terms, for any course of greater than two weeks duration, once a student has attended for more than two weeks after the course start date the full fee is payable. This rule applies to all courses, including self-financing activity. Where a student withdraws within the first two weeks, or fails to start, and has paid the fee a £30 administration fee will be deducted from any refund.
- 14.2 Where a student enrolls on a course that is of a duration of ten weeks or less the fee is payable up-front on enrolment.
- 14.3 Where CCBH cancels the course, either a full refund will be given or the student given the option to transfer any payment to a future/alternative course.
- 14.4 No refund will be initiated if classes are cancelled due to circumstances beyond our control
- 14.5 The college reserves the right to make such alterations to the described courses, fees, tutors, venues & services as may prove necessary. If a single class meeting is affected by venue closure due to exceptional circumstances out of our control no refund will apply.
- 14.6 Where a student feels that there are exceptional circumstances that prevent them from continuing with their studies, usually a medical condition that was unknown at time of enrolment or a significant life event, an application to have part/all of the fee waived can be made to the Quality Team. Each case will be judged on its merits. Applications must be made within one month of the withdrawn date held on the central student records database.
- 14.7 FE and ACL students wishing to defer will only be considered where there is medical evidence to support the deferral request. Should the course not run in the following year the student will either be offered credit against another course or a fee refund for the fee paid at the time of their deferral.

Fee Remissions and Payment Plan

1. Full Payment Discount

- 1.1 The College operates a 5% tuition fee discount on full and part time Further Education courses of longer than 10 weeks duration if the learner pays in full at the time of enrolment (to encourage full payment).
- 1.2 This discount only applies to FE level programmes (excluding students accessing the Advanced Learner Loans) for Home/EU students paying their own fees (or an employer/sponsor paying the tuition fee in full on their behalf at enrolment).
- 1.3 International and Higher Education student fees are not subject to any early settlement discount.
- 1.4 Full cost recovery course fees are not subject to this concession.

2. Fee Remission for FE SFA funded courses

Please refer to sections 4 to 7 of this policy.

2.1 Evidence required: Learners must provide an official benefit letter or statement, dated within the 3 months prior to enrolment, clearly showing they are still in receipt of the benefit. Alternatively, an older letter or statement, accompanied by a bank statement dated within the last 3 months which details payments of the benefit will also be accepted. Evidence must be supplied at the time of enrolment.

2.2 The evidence provided must prove that:

- They receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only.

OR

- They receive Employment and Support Allowance (ESA) and are in the work-related activity group (WRAG).

OR

- They receive Universal Credit, earn less than 16 times the National Minimum wage per week or £330 a month and are determined by Jobcentre Plus (JCP) as being in one of the following groups.
 - E4.3.1. All Work Related Requirements Group.
 - E4.3.2. Work Preparation Group.
 - E4.3.3. Work Focused Interview Group

OR, at the discretion of the college, the learner must declare that:

- They receive other state benefits and earn less than 16 times the National Minimum Wage a week or £330 a month.
- The learner wants to be employed and the learning is directly relevant to their employment prospects and the local labour market needs.

2.3 If claiming fee remission under the Level 2 or Level 3 Entitlement, the learner must declare that they do not currently hold a full Level 2 or 3 qualification. This declaration will be validated using college records and the Learner Records Service PLR. If it can be established that the learner has declared false information, full fees will be payable.

3. Cancelled courses

3.1 Where CCBH cancels a course students will be entitled to a full refund. Where the course is expected to run at a later date students will be given the option to transfer. We will endeavour to give a minimum of 48 hours-notice

3.2 CCBH will endeavour to restrict the number of cancelled courses to an absolute minimum. We cannot however guarantee that a course will run, particularly if the number of students enrolled is insufficient to make it a positive learning experience.

4. Tuition/ Registration fees/ exam fees and instalment plans

4.1 Part Payment Plans

- If a course is more than £200 and 10 weeks in duration an instalment plan of up to 3 instalments is available. A deposit of 33% must be paid at enrolment followed by two equal instalments thereafter, usually commencing one month after the course start date. In all circumstances fees have to be paid in full by the end of the course/programme.
- The first payment must be made on enrolment; the remaining payments are due on the agreed dates included on the part payment agreement from this date.
- A direct debit mandate must be completed by the learner at the time of enrolment for all instalment plans.
- Instalment plans are not available for companies where they are sponsoring a student/students
- If a learner withdraws, before all instalments have been received, we will still require all future instalments to be paid and will seek to recover any outstanding balance on their account.

4.2 Students aged 19 and over accessing Advanced Learner Loans

- Where a learner has not yet applied for a learning loan or has not yet received confirmation that the SLC will be paying the fee then support will be provided by Student Services to ensure that the loan is in place before the learner is enrolled.
- Where a learner withdraws from their programme and has already received a learning loan, assuming that the learner has attended for more than two weeks, the balance of any fee not met by the SLC will become payable by the student.

5 Employer/Sponsor payments

- 5.1** The learner is ultimately liable for their course fees.
- 5.2** If a learner's employer or sponsor is paying all or part of the fees, the employer/sponsor is required to complete the college sponsor form, signed by a senior responsible person of the organisation such as a Company Director. Until this is received the learner is liable for the fees and can set up instalment plans in line with this policy. In signing the sponsor form the sponsor/employer will remain liable for the fees identified on the form regardless of any change in circumstance/relationship with the student.
- 5.3** If the learner's employment circumstance changes and they are no longer employed by the company originally supplied as the sponsor, the employer/sponsor will remain liable for any outstanding fees.

6 Default on instalment plans/payment of fees

- 6.1** If a learner defaults on their instalment plan the college will communicate with the learner requesting payment. Initially this will be carried out by the Finance team
- 6.2** Curriculum managers working in collaboration with Learner Services and the Finance Team will be provided with a list of all learners who have defaulted on their payments. They will be required to work with the Finance Team, tutors and learners in collecting the fees. Meetings should be held with individual learners to provide support. Any special arrangements for payment of fees must be approved by the Finance Team.
- 6.3** Learners may be removed from the course if they fail to make payment for their course fees, accreditation of learning and certification may also be withheld. Outstanding balances may be pursued through the Small Claims Court; students will be advised that this may affect their ability to secure credit in the future. Any future enrolments will be prevented if the learner has any outstanding debt on their account.
- 6.4** Where CCBH incurs additional costs arising from our debt recovery procedures (referral fees to debt recovery agencies and/or legal representation costs) we will pass these costs onto the learner and seek to recover them alongside the original outstanding debt.
- 6.5** Higher Education students who fail to keep up their instalment payments and consequently have outstanding fees at the completion of their studies will be refused graduation (and attendance at the Graduation Ceremony) and certificates will be withheld until such time as all outstanding balances are cleared.