

<b>POLICY/PROCEDURE TITLE:</b>	<b>FEES</b>
<b>MANAGER RESPONSIBLE:</b>	<b>DIRECTOR OF CIS</b>
<b>ISSUE DATE:</b>	<b>MARCH 2010</b>
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<b>NEXT REVIEW DATE:</b>	<b>MAY 2016</b>
<b>EQUALITY &amp; DIVERSITY IMPACT ASSESSMENT COMPLETED:</b>	<b>YES – INCLUSION OF DISABILITY SUPPORT ON FULL COST COURSES</b>
<b>RISK ASSESSMENT:</b>	

<b>CONTENTS</b>	<b>PAGE NUMBER</b>
<b>1. Introduction</b>	<b>2</b>
<b>2. Policy Statement</b>	<b>2</b>
<b>3. Procedure</b>	<b>2</b>
<b>4. Documentation</b>	<b>9</b>

## 1. Introduction

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

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

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

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

## 2. Policy Statement

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

## 3. Procedure

### Definitions

#### Full Time FE Learners

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

#### Part Time FE Learners

An FE learner enrolled on a programme of under 540 guided learning hours in a 12 month period.

#### Fee Remission

It should be noted that colleges are funded by the EFA for all 16-18 year olds and for those aged 19-25 who have EHC plans (LLDD), with support from the home local authority for students with high needs. Colleges must not charge tuition fees for these young people. Further information on funding can be found on the Department for Education's website

Individuals, aged between 19 and 23 years on Job Seekers Allowance, including those on National Insurance Credit Only, Employment Support Allowance in the

Work Related Activity Group or Universal Credit because they are unemployed and mandated to undertake skills training are entitled to full fee remission for courses up to and including a full level 3. At the college's discretion unemployed learners on other state benefits who want to enter employment, and believe skills training will help them to do so are entitled to full fee remission, provided that the course of study meets the learners employment prospects and the need of the labour market. Learners aged 24 and over, in receipt of mandated and state benefits are also entitled to fee remission, but only for courses up to and including level 2. Learners must complete and sign the declaration form at appendix 5.

Remission is also available to learners who have not previously achieved an GCSE A\* - C grade in Maths and/or English or learners studying a Functional Skill qualification in Maths and/or English at entry level, level 1 or 2, where the level they are studying is above that at which they have been assessed. These learners must complete and sign the declaration form at appendix 5. The College is able to recover this full amount from the SFA. As a general rule the full course funding is made up of 50% tuition fee and 50% course funding from the SFA.

#### Home Learner

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

#### Overseas Learners (non-EU)

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

#### European Community Learner

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

#### European Social Funding

Where the college is working in partnership fees will be based and/or remitted in line with the contract.

#### 24+ Advanced Learning Loans

With the exception of advanced-level or higher Apprenticeships, the Skills Funding Agency no longer fund learning for learners aged 24 and over, at level 3 and 4. For learners meeting the criteria, course costs are decided on a course by course basis, details of which can be found under the relevant course information at <http://www.kendal.ac.uk/>

Learners can apply to The Student Loan Company (SLC) for an Advanced Learning Loan to pay all or part of their fees, including up to 4 A Levels. This is subject to a minimum amount of £300, and a maximum amount that is equal to the funding rates in the Skills Funding Agency Funding Rates Catalogue. Where the course fee exceeds the Funding Rates Catalogue rate the learner will be expected to fund the difference.

Approval by the SLC for a 24+ Advanced Learning Loan must take place within 8 weeks of application. If approval has not been authorised within this timeframe, the student will be liable for full payment of fees and must confirm payments with the College. If payments do not occur after the 8 week period, the student will be unable to continue with their studies until payments begin.

Further Information for Students is available at:  
<https://www.gov.uk/advancedlearningloans>

Independent Financial Advice is available at:  
[www.moneyservice.org.uk](http://www.moneyservice.org.uk)

Qualifications and careers information is available at:  
[www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk) or helpline: 0800 100 900

### Payment of Fees

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

Fees under £200 or duration of course less than 15 weeks:

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

Fees over £200 and duration of course 15 weeks or over:

- Payment in full by cash, cheque or credit or debit card; or
- Two instalment payments as follows:
  - 50% on enrolment by cash, cheque or debit or credit card
  - 50% by direct debit on date specified at enrolment; or
- Three instalment payments as follows:
  - 40% on enrolment by cash, cheque or debit or credit card
  - 30% by direct debit on date specified at enrolment
  - 30% by direct debit on date specified at enrolment; or
- Documentary evidence that fees will be paid by a recognised sponsor (i.e. enrolment form signed by employer, official letter from funding agency/sponsor\*)

**The final direct debit instalment must be collected at least one month prior to the end of the course**

For courses starting after 1 January and completing prior to 31 August, direct debit collection dates are 5th April and 5th June.

A £15 administration charge will apply for instalment arrangements where fees are £500 or less.

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

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

\*See page 5 for employer/sponsor payment options.

**The above arrangements apply to all full-time, part-time, class-room based, workplace learning, and full-cost/commercial courses.**

### Higher Education Fees

#### Directly Funded

Learners must have one of the following payment arrangements on enrolment:

- Payment in full by cash, cheque or credit or debit card; or
- A deposit of 25% payable on enrolment and a Direct Debit agreement in place to collect three equal instalments in December, February and April; or
- Application made via College for a student loan through Student Finance (if eligible); or
- Employer paid invoice, for part of or all the course fee.

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

#### Learners of Compulsory School Age

Electively Home Educated Students aged 14-16 (year 10 and 11) are funded the same way as if they were aged 16-18 years, regardless of the level of qualification.

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

#### Employer/Sponsor Organisation Payment Options

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

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

Sales invoices must be paid within 30 days of receipt by BACs or cheque. Alternatively, payment can be made by credit or debit card either by visiting or telephoning Student Services.

Refunds to employers will be issued in line with the refunds policy detailed on page 8. The College will not provide a refund to the employer in the event that the learner leaves employment during the course; by agreeing to pay the learner's fees it is the responsibility of the employer to recover fees from the learner in line with their own policies and procedures.

#### Remission

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

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

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

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

Learners may qualify for a reduction in tuition fee costs where they have already achieved an element of the qualification or transferable credits for QCF qualifications on the Qualification and Credit Framework (QCF). These must be referred to the Director of College Information Services. A reduction of funding will be applied, apportioned based on credits fully completed e.g. 3 completed credits of 9 credit qualification in total, the fee is set at 66% of the original fee, unless the student wishes to refresh those skills, the full fee will apply. The funding received from the EFA/SFA will in both cases be reduced using the funding adjustment for prior learning field.

### Learning Support

Learners will be able to access learning support irrespective of whether the course they are studying is funded or full cost.

Where a learner has identified a disability at the time of enrolment, the College will fund agreed support whether or not that course is eligible for funded additional learning support. An agreement will be made with the Learning Services Manager that reasonable and appropriate provision is put in place and funded by the College to ensure that the learner is not disadvantaged from accessing College provision through non-funded courses.

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

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

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

It is also a condition for 19+ SFA funded students who are eligible to remission entitlement due to their age and prior level of attainment

The College can charge 16-18 full and part-time learners for optional activities wholly or mainly outside the agreed learning programme.

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

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

### Staff Accessing Courses

Staff are eligible for free tuition fees on FE courses, subject to completion of an enrolment form, with the exception of teaching qualifications. The course must be studied outside of normal working hours. All awarding body and related consumable costs remain payable by the staff member, except where the course has been approved as CPD.

Application for CPD must be made to Personnel on the relevant form. Evidence of approval MUST be attached to the enrolment form. Tuition fees will become payable if the staff member withdraws from the course or does not achieve without a valid reason. Please note a staff member does not contribute to the overall course numbers where critical to the course running or not.

Applications for HE courses /UCLAN Partnership/Franchised must be processed through CPD. Staff enrolling on UCLAN Partnership/Franchised courses may be entitled to 50% discount but the support of their line manager must be given.

Staff accessing Teacher Training will pay fees and those aged 24 and over may be entitled to a 24+ Advanced Learning Loan. Support with the loan application is available through Student Services.

Assessor Award training – existing staff who require these qualifications within their job role, can access the training free through CPD. New staff and existing staff who desire the training as a career development are required to pay fees.

#### Failure to Pay Fees

Non-payment of fees may result in the learner losing access to College facilities and resources (e.g. computer and Learning Centre Services) or could result in the learner being removed from the course until the outstanding debts are settled. All outstanding fees will be subject to debt recovery processes which may involve a third party organisation.

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

Enrolment on a course will be refused where there are outstanding fees relating to previous enrolments or academic years. **Learners will have waived their right to pay by Direct Debit and all fees must be paid in full on enrolment.**

#### Resits

All initial resits on funded courses are free, all subsequent resits must be paid for in advance and at the cost charged by the relevant awarding body.

Failure to attend an examination, without prior approval or a valid doctors note, will result in the learner being charged for the examination costs plus an administration charge of £30.

#### A Levels

Approval from the relevant Head of School must be sought for learners wishing to study an A Level alongside a Full-time Vocational qualification. The tuition and registration fee will only be charged where a learner withdraws after 6 weeks or fails to attend examinations.

## Refunds and Fee Waivers

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

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

An administration fee of £30 will be deducted from all refunds where the learner has requested withdrawal, unless a complaint, made through the official Complaints procedure, has been upheld. Where fees are £30 or less, no refund will be due.

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

Exceptional circumstances:

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

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

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

## Withdrawals

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

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

When there are 10 working days or less to the start of the course/event, any cancellation by, or on behalf of, a learner will be charged at full price. Should a



learner be unable to attend for any reason then the invoice still remains payable in full. Transfers requested within the 10 working day period will be only be accepted at the discretion of the Principal.

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

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

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

#### Withdrawal – 24+ Learner

Learners who leave the course any time after the first 4 weeks, will have to pay the tuition fee for the whole term in which they leave. In the case of a Student Loan, payments to the College will cease the moment the learner has left. Learners will be required to pay the remaining tuition fee for the term.

Learners who leave within the first 4 weeks, will not be expected to pay the fee with the exception of any course equipment or awarding body fees already provided by the College.

College year is split into 3 terms as follows:

- Sept to Christmas
- Jan to Easter
- April to June

#### Withdrawal from Higher Education Courses

##### Higher Education courses delivered in partnership with another education provider and all directly funded Higher Education (validated provision)

Where a learner withdraws prior to, or within 3 weeks, of the course start date, a pro rata refund/fee waiver will be made based on actual attendance.

Where a learner withdraws after 4 weeks or more and:

- During semester one      25% tuition charged
- During semester two      50% tuition charged
- During semester three      100% tuition charged

## **4. Documentation**

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

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

**European Economic Area**

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

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

Anguilla  
Bermuda  
British Antarctic Territory  
British Indian Ocean Territory  
British Virgin Islands  
Cayman Islands  
Falkland Islands  
Montserrat  
Pitcairn Islands  
South Georgia & the South Sandwich Isles  
St Helena & its Dependencies  
Turks & Caicos Islands  
Greenland & Faroe Isles (Denmark)

Netherlands Antilles (Bonaire, Curacao, Saba, St Eustatius and St Maarten) and Aruba (Netherlands)

French possessions:-

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





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

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

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

Where a learner withdraws prior to, or within 3 weeks, of the course start date, a pro rata refund/fee waiver will be made based on actual attendance.

Where a learner withdraws after 4 weeks or more and:

- During semester one - 25% tuition charged
- During semester two - 50% tuition charged
- During semester three - 100% tuition charged

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

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

An administration fee of £30 will be deducted from all refunds where the learner has requested withdrawal, unless a complaint, made through the official Complaints procedure, has been upheld. For courses with fees of £30 or less, no refund will be due.

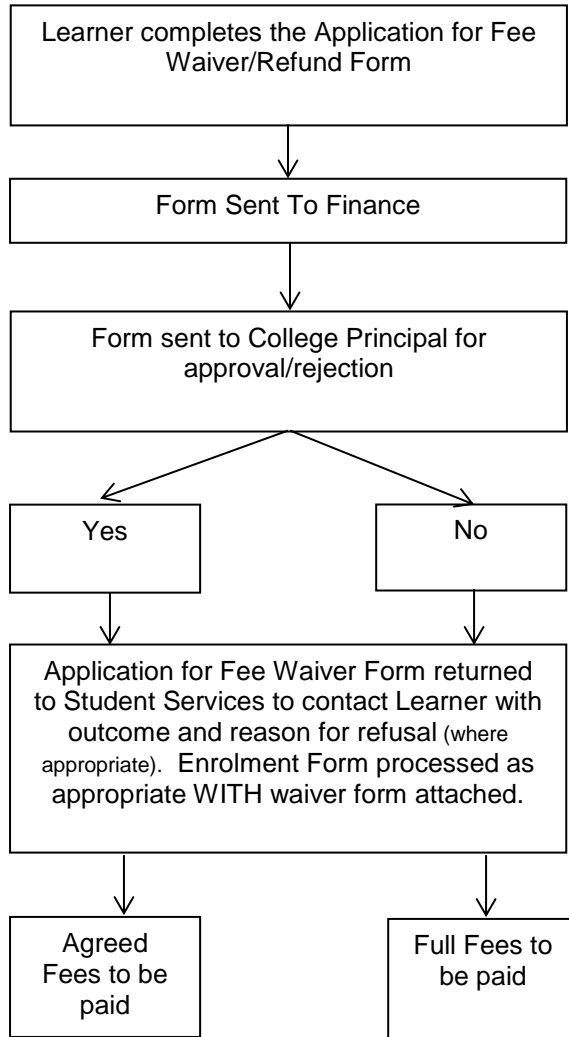
**Please return this form as soon as possible to the following address:**

Finance Department  
Kendal College  
Milnthorpe Road  
Kendal College  
LA9 5AY

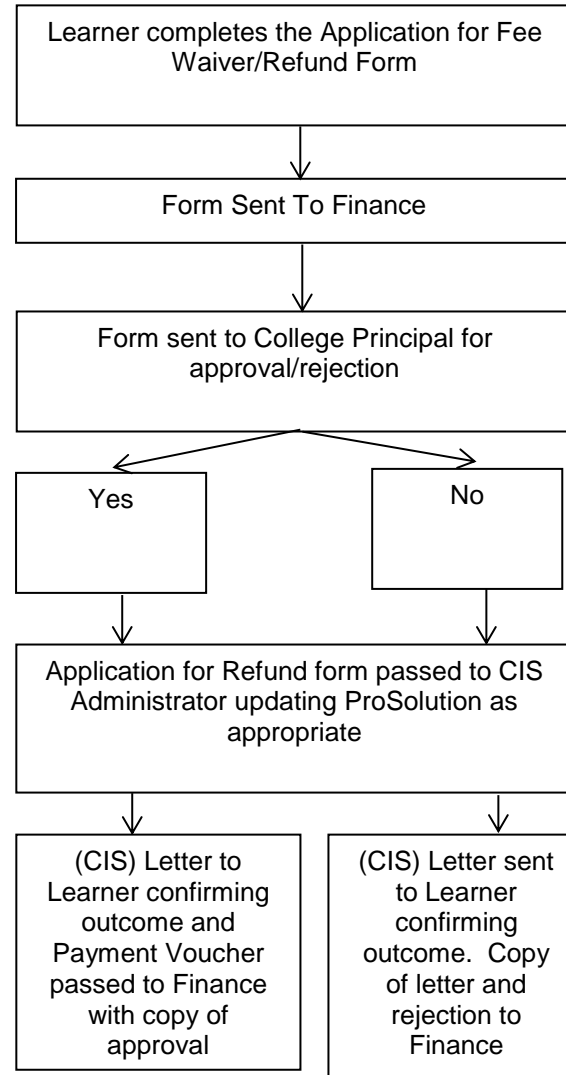
Process for Administration of the Application for Fee Waiver/Refund Form

The form is used to request a:

a) Fee waiver on enrolment  
(Extenuating circumstances)



b) Refund (outside of the fees policy)



c) Waiver of remaining fees (instalments)  
(Outside of the fees policy)

