

Policy/Procedure Name: Fees Policy

Policy/Procedure Number: F006

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Role Responsible: Director of Finance

Approved by: SLT

1 Purpose

This document explains how fees are set for courses offered by Brooklands College.

2 Scope

The Fee Policy covers all courses supplied by Brooklands and is available on request to students and will be published on the staff and student intranets and the College website.

3 Objectives

Fees are set in support of the strategic objectives of the College.

Fees are published in advance of the courses starting and follow key principles which are applied consistently across the College.

Fees must comply with relevant funding rules.

The College ensures that information for students about the range of financial support available to them is easily available e.g. loans where relevant.

4 Definitions

4.1 A *Full Time Course* requires a student to attend the College for a minimum of 540 Guided Learning Hours (GLH) in any one academic year. This definition applies only to courses funded by the Education Skills Funding Agency (ESFA).

4.2 A *Course Fee* is usually made up of several parts:

- A *Tuition Fee* for a student to participate in a course;
- An *Administration Fee* for a student to enrol with Brooklands College;
- A *Registration Fee* for a student to register with an Awarding Body or Professional Body to enable the award of any qualification;
- An *Examination Fee* for a student to undertake an exam or assessment to enable the completion of any qualification.

4.3 *Additional Costs* are any other costs for a student on a course e.g. specialist equipment, educational visits. In some cases, these fees are an essential part of the course and must be paid to enable the completion and achievement of any qualification.

4.4 For some courses an examination deposit may be required that will be refunded on completion of the exam.

5 Applicability

5.1 A contract is made between the student and the College from the point of accepting the place on a course through completing an enrolment form. The student has a legal right to cancel the contract for any reason at any time within 14 days (the 'Cooling Off' period). To cancel, the student must inform the College of your decision to cancel this contract by a clear statement (letter sent by post or email) by informing the College Admissions . the College will set a Course Fee for each course offered, in line with the Fee Policy

5.2 Course fees are set as follows:

a) If a student is fully funded, no fee will apply.

b) If a student is co-funded, the course fee that the College will charge will be no higher than 50 per cent of the course cost as stated on the Learning Aim Reference Service (LARS).

c) If a student is financing the course by a student loan, the College will not charge more than the course cost stated on LARS.

d) If the student is not able to access other funding and is paying the whole cost of the course themselves, the College will set the fee.

e) If a student is an international student, the College will set the fee.

5.3 The College may need to change any Course Fee in advance of taking enrolments on a course.

5.4 An administration fee of £25 will be applied to **all students aged 19** or above as of the 31 August 2022 for student course fees over £50 except for HE programmes and those covered by concessions see 8. below. This covers the costs of enrolment, production of a student identity badge and access to the College's Learning Resources Centre and IT network. The fee will be payable once for each academic year (or the duration of the course if longer). It is non-refundable.

5.5 All Course Fees will be valid for the period 1 August 2022 to 31 July 2023. Where students enrol on courses that continue beyond 31 July 2023, any fees due after this date (e.g. for the second year of a course) are subject to review and may change.

5.6 Courses fees cannot be transferred between individual students. Course fees cannot be transferred between academic years unless agreed with the College and in exceptional circumstances.

5.7 The College will charge employers for Apprenticeship training in line with the ESFA guidance.

6 Communication

6.1 Published fees will always clearly indicate the different elements of the Course Fee; Tuition Fee, Registration Fee, Administration Fee, Examination Fee and Additional Costs where applicable. Any additional costs should be notified to students.

7 Course Fees

7.1 For ESFA funded courses (including apprenticeships) no fees are charged. 7.2 For Higher Education, the full tuition fee will be charged although limited bursaries may be available.

7.3 For project funded students (e.g. ESF), tuition fees will be charged in accordance with the project specifications.

7.4 For International students the full tuition fee will be charged.

7.5 For employer funded or unfunded students, or for courses delivered in the workplace, the full tuition fee will be charged.

8 Registration, Administration and Examination Fees

8.1 For Further Education students eligible for ESFA funding, where funding rules apply no registration, administration fees to pay. There will be no examination fee for the first attempt or first re-sit at the examination centre. For GCSE resits in the November window, the Head of English and Mathematics will advise on entry. This will be dependent on the individual's GCSE outcome from the summer series. If supported by the Head, there will be no charge for this November resit.

8.2 For HE funded students, they are charged registration and exam fee where applicable.

8.3 For project funded students, registration, administration and exam fees will be charged in accordance with the project specifications.

8.4 For International students, no registration, administration or exam fee concessions are given.

8.5 For unfunded students and Professional courses students are charged registration, administration and exam fees and are included in the overall course price. Exam re-sits will not be included in the course price and will be charged to the learner.

8.6 The College reserves the right to charge registration fees to those students eligible for registration and exam fee concessions in the following circumstances:

- Attendance and/or coursework requirements have not been met;
- The student is re-taking a whole or part qualification;
- The student fails to attend an examination without good reason;

After failure to achieve a qualification or element of a qualification, the student repeats an examined element.

9 General

9.1 The College is required by the funding bodies to check the eligibility of all students for funding and to request evidence to support this. If a student is in receipt of a funding based on information provided at enrolment, if at a later date other information available means the student was not eligible for funding, the student is liable to pay all fees due.

9.2 It is the responsibility of the student to inform the College of any change in status that may affect their eligibility for funding. The College is required to make its own checks relating to eligibility to funding.

9.3 The College will make students aware of any financial support that may be available to them from the College to help with the fees for their course.

10 Means of Payment

10.1 The College accepts payment of fees from an individual by:

1. Cash (sterling)

2. Debit Card
3. Cheque
4. Credit Card (except American Express)
5. Direct Debit

10.2 Where an employer or other third party has agreed to pay a Course Fee for an individual, payment will be by invoice providing a written agreement from the third party to pay the Course Fee is given at the time of enrolment.

11 19+ Advanced Learning Loans

11.1 Students who are 19 or above on the day they start the learning aim (courses starting on or after 1st August 2022) for learning aims at Level 3,4,5, and 6 and who are not eligible for funding will be responsible for paying the Course Fees. This can be by self-funding, through an employer, or where applicable by contacting the Student Loan Company to agree a student loan facility. The Student Loan Company (SLC) is responsible for assessing whether students are eligible for a 19+ Advanced Learning Loan.

11.2 If a student applies for a loan, the College must provide a Learning and Funding Information letter to help them make their application. The letter must include:

- UK provider reference number
- learning aim reference number
- title of the learning aim
- name and code of the apprenticeship level and pathway
- learning aim or apprenticeship start date and planned end date
- fee charged to the learner, and
- maximum amount of loan available for the learning aim or apprenticeship on LARS

11.3 Further details on 19+ Advanced Learning Loans can be found in the ESFA Funding Rules and on the government website www.gov.uk/advanced-learner-loan

11.4 All students applying for student loan support but have not received confirmation of approval, need to complete a direct debit form which will be held until confirmation from the SLC is provided by the student. It is the responsibility of the student to provide the College a copy of the confirmation from the SLC.

11.5 If the College does not receive confirmation of payment from the SLC by 30 November of each academic year, the student will be charged the full amount of their course fees and the first instalment will be collected on 1 December. Students will be informed by letter 10 days in advance of the planned direct debit collection date.

11.6 If a confirmation is received by the student from the SLC after the direct debit has been collected, a refund can be issued to the student.

11.7 If the student loan does not cover the full amount of the course fee the student is liable for paying any outstanding amount not covered by the loan.

12 Methods of Payment

12.1 Payment of Course Fees is due at the time of enrolment except where a payment is made by a third party (see section 11).

12.2 Students can pay by instalments where the cost of the course is £300 or more and the course is over 10 weeks.

12.3 Payment by instalments can be offered to students, but only using direct debit collection and on the following conditions:

A maximum of three instalments for courses lasting two or three terms, with two instalments for shorter courses

The first instalment (and the Administration Fee) to be paid at enrolment and must be at least one third of the total course fee

Instalments are collected by monthly direct debit within the first three months after enrolment

The collection dates will be agreed with the student at enrolment and an advance notice will be issued to the student two weeks before the first collection

All payments must be received at least one month before the end of the course

This arrangement will be reviewed on an annual basis.

12.4 All international students must pay the full fee for their course in advance and will not be offered an instalment plan,

12.5 Section 10.1 outlines the methods of payment available.

12.6 For courses offered at other premises, payment may be made at the place of delivery if arrangements are available.

12.7 In the event of non-payment of Course Fees, students may have to withdraw from the course, and the College, working with a debt collection agency, will pursue the student for full payment of the fees.

13 Transfers

13.1 When a student transfers between courses, there will be no financial penalty, but if the course transferred to has a higher Course Fee the student must pay the difference at the point of transfer.

14 Policy on Refund of Fees

14.1 The College will ensure that all students are treated equitably when agreeing a way forward to achieve their qualification. However, if the College is unable to preserve the continuation of study the College may explore if it is appropriate to provide students with fee waivers or refunds. The College will consider what financial recompense may be due to the students owing to demonstrable, material financial loss caused by the disruption to their studies.

Refunds of course fees will be made according to the duration of learning undertaken and impact of alteration or course closure to overall learning outcomes of the programme of study

Fee waivers will be considered if a student has to undertake substantive rework in order to obtain the learning outcomes of an alternative course due to the closure or alteration of existing provision.

The College will support students that are transferred to an alternative site or institution for the academic year impacted for out of pocket expenses and any other reasonable adjustments

agreed prior to the transfer

14.2 The College will refund fee payments in the following circumstances:

- When a course is cancelled by the College;
- When a student withdraws their enrolment at least 10 working days before the planned start of the course and this notification is received in writing (letter in the post or email) to the College Admissions.

14.3 No refunds will be given if a student withdraws after the course has started except in exceptional circumstances as outlined in section 15 of this policy.

14.4 If the College withdraws the offer of a place as a result of disciplinary action or non-attendance on behalf of the student, no refund will be available.

15 Refunds in Exceptional Circumstances

15.1 There may be unusual and exceptional circumstances (other than those set out in section 14) when a refund of part or all of a student's fee payment may be made.

15.2 Any request for a partial or full refund must be made in writing by the student to the relevant senior curriculum manager, or written by the manager on behalf of the student. Any refunds are at the discretion of the Head of Finance. The decision of the Head of Finance is final and there is no right of appeal. Refunds will be processed within 10 working days of authorisation.

16 Additional Fees

16.1 If a student exceeds the expected length of a course, for example a student has not completed all assessments within the expected timescale, additional fees may be charged for additional costs of assessment or administration. These will be determined on a case by case basis and will be approved by the relevant curriculum manager.

16.2 The College may charge a fee for changes to qualification certificates if the changes requested by the student are for a reason other than an error made by the College.

16.3 The College normally makes qualification certificates available for collection by students. If a student asks that the qualification certificate(s) be delivered to an address other than the College, then the College may charge a fee for the administration and cost of delivery. The qualification certificate(s) will not be issued until the fee has been paid in full.

17 Settling Debts

17.1 To complete their enrolment, students are expected to either:

- Pay their fees in full.
- Pay one third of the fee and complete a Direct Debit form
- Provide evidence of an HE or FE loan with Student Finance England.
- Provide a purchase order/letter from their sponsor.
- Provide evidence of fee remission.

17.2 Failure to do so, or defaulting on payments, will result in the implementation of the Credit Control Procedure as follows:

- Statements will be sent.
- Debtors will be contacted by email and telephone.
- Tutors will be contacted.
- First debtor letter will be sent.
- Second debtor letter will be sent.
- Final warning letter will be sent.
- Debt will be transferred to STA International (College Debt Collection Agency).
- Legal action will be taken.

Contact information

Admission and course enquiries: Admissions@brooklands.ac.uk

Payment enquiries: Student.finance@brooklands.ac.uk