

FEES POLICY 2024-25

Policy Document Purpose Statement

This document sets out the policy supporting payment of fees for Cornwall College Group.

Application

The objective of this document is to provide a framework to outline the legal basis of the contract between the learner and the College for the payment of fees.

Interpretation

Further guidance on the use or interpretation of this policy may be obtained from the responsible post holder.

Legislator / Regulatory Compliance

Compliance with relevant current Health and Safety legislation, Data Protection Act and other legislation / regulations named within the body of the document.

Publication Restrictions

A version of this document is available to view on the Cornwall College Website.

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| Author (Post title): | Financial Controller | |
| Post Title responsible for review: | Financial Controller | |
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FEES POLICY 2024-25

1. Scope and Purpose

1.1. Purpose

- 1.1.1. The purpose of this policy is to explain the process for the paying of learner tuition fees, the options that are available to make payments and the sanctions that we apply in case of default. It is the legal basis of the contract between the college and the learner (or employer in relation to apprenticeships) for the payment of fees.

1.2. Scope

- 1.2.1. 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.
- 1.2.2. 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 a course, for that academic year, after a learner has enrolled with the college.
- 1.2.3. Following approval by the Group the Fees Policy will be communicated via the Director of MIS and the Director of Student Experience 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 2024 and will refer to all courses commencing from then until 31 July 2025.
- 1.2.4. Once we have set our fees we publish them on our website and on our course information leaflets. The learner should be told about fees when they are invited to enrol.
- 1.2.5. You can ask us at any time if you are not clear about what we will be charging you.
- 1.2.6. 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.
- 1.2.7. Apprenticeship fees will be agreed with the employer prior to commencement of the programme and will vary depending on the nature of the apprenticeship.
- 1.2.8. The Fees Policy will be available from the College website (www.cornwall.ac.uk) under the 'Downloads and Documents' section.

2. Accountability

- 2.1. Responsibility lies with the Senior Management Team to ensure that the Fees Policy is adhered to. On a day-to-day basis the Student Finance team and Admissions team will operate the policy in conjunction with the Financial controller 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, materials or course specific costs.
- 3.1.2. In addition some courses require the learner to purchase special equipment or clothing and to pay for educational trips and professional membership. Learners enrolling on the Tournament Golf Higher Education programme, will incur additional costs relating to

travel and accommodation required for their programme. Prospective students should contact the college for further details.

- 3.1.3. A separate fee will be recommended for learners who fall outside of the Education and Skills Funding Agency rules and are classed as overseas students. The course fee will be set using the criteria described in paragraph 1.2.1.
- 3.1.4. All course fees set will be valid for the period 1 August 2024 to 31 July 2025.
- 3.1.5. Where learners enrol on courses that continue beyond 31 July 2025 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.
- 3.1.6. Course fees for Schools provision for learners aged under 16 will be set by the Vice Principal for Group Operations, 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. In most cases 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. Remarks and resits to improve a passing grade requested by students will be charged for based on the Awarding organisations fee plus a 5% admin fee.
- 3.2.3. If pass grade not attained learners will be entitled to one resit free of charge (excluding apprenticeship EPA's where resits are to be paid by employer). Learners will be liable for the costs of additional resits.
- 3.2.4. Learners are also liable for paying any late entry fee which may apply, except where the College has caused the application to be late.
- 3.2.5. Where applicable and if not covered by the course fee, students are required to pay their examination / registration fees 10 weeks before their first exam. Invoices will only be issued on request for individuals/businesses that require them for their accounting records.

3.3. Fee Remission

- 3.3.1. Fee remission is only available for learners assessed as eligible to pay 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:
 - Full Cost Courses
 - Higher Education courses
- 3.3.3. For adult learners on ASF funded courses, the eligibility to receive fee remission is assessed in line with the Adult skills fund eligibility criteria 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. For tailored learning courses, fees will be remitted in line with the personal earnings threshold of £32,000 based on the mean income for the communities we serve. This will be assessed by self-declaration on enrolment.
- 3.3.5. Depending on the course and individual circumstances there may be financial support available to the learner. Enquiries regarding fee remission or financial support should be made to the team of Customer Advisors at enquiries@cornwall.ac.uk

3.4. Payment of Fees

- 3.4.1. Learners must indicate how they want to pay their fees when they enrol. This will include the following options.
 - Pay all fees in full (All short course fees must be paid in full prior to start of course), or
 - Pay a deposit and set-up a standing order or direct debit 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 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 may be asked to leave the course. This also applies if the learner has applied for an Advanced Learner Loan but does not complete their application or the application is later refused.
- 3.4.3. If learners are not eligible for fee remission, instalment plans are available for courses longer than 12 weeks and costing more than £250. If a learner chooses to pay on an instalment plan the first payment will be due on enrolment and all future payments subject to direct debit or recurring card payments on a monthly basis.
- 3.4.4. In addition, the following points should be noted:
 - Students on longer courses will be expected to pay the final direct debit or payment before the student completes the course/takes final exam/submits final assignment.
- 3.4.5. 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 Education and Skills Funding Agency.
- 3.4.6. HE Tuition Fee Loans are available from the Student Loans Company for Office for Students direct funded Higher Education courses.
- 3.4.7. If learners do not have their loans in place, or have not agreed a payment plan with the college before the 31st October (for September

enrolments) or within 42 days of enrolment for learners starting after September, learners may be asked to leave 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, unless the course commences within those 14 days.
- 3.5.3. Short courses – If a learner withdraws from a short course after the cooling off period they will not be eligible for a refund, they may request that their enrolment be moved to a course of equal value if there is availability. Refund for exceptional circumstances is at the discretion of the senior team.
- 3.5.4. If a learner wishes to withdraw from a course (excluding Short courses) and claim a refund they must contact the programme manager and request this a minimum of 14 days before the start date of the course
- 3.5.5. If a learner withdraws during the course due to a serious medical condition, the student must write to the Programme 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.
- 3.5.6. Learners paying by the Advanced Learner Loan or HE Tuition Fee loan will be liable for their fees up to the point of withdrawing from the course. No refunds will be given for Advanced Learner Loan or HE loan payments received by the College under any circumstance.
- 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 Office for Students direct funded HE courses, where the student has paid the fees in full and wishes to withdraw, must be requested in writing to the Programme Manager and will be applied as follows:
 - Refunds requested within 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. Fees for Halls of Residence will not be refunded and learners will be charged for the whole academic year if they withdraw from their programme.

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 is at 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 Programme 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 with the college, will not be allowed to enrol on another course until the debt has been settled or until they have an agreed payment plan in place.

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.

4. Related Documents

- Payment of Course Fees by Credit Card Procedure
- Payment of Course Fees by Instalments Procedure
- Direct Debit Scheme Procedure
- Income Receipting and Banking Procedure
- Sales Invoicing Procedure