

# Fees Policy 2019/20

Document	Fees Policy
Approved by	F & GP Committee
Issue Date	July 2019
Review Date	April 2020
Supersedes	Fees Policy 2018/19

## **1. Background**

- This policy sets out how Ealing, Hammersmith and West London College will charge fees and the rationale behind the fee structure as well as the arrangements for making refunds.
- The fees policy is designed to provide a clear set of criteria for course charges and to avoid ambiguity and inconsistency.
- Where the ESFA (Education and Skills Funding Agency) fully funds a student course/programme the College must not make compulsory charges related to the direct cost of delivering a learning aim. Direct costs include administration, tuition, exam/registration/ assessment and or materials and can include charges for identification passes, uniforms, trips/visits and materials where the learner cannot achieve their qualification without them. The college can charge for optional extras that do not impact on the student's ability to achieve, this can include additional optional trips/visits or where the learner wishes to keep materials/tolls that have been purchased to aid their learning.
- In exceptional circumstances, fees may be set outside the guidance of this policy, or be waived or amended as per the requirements for individual circumstances. These will be approved by the Executive Director of Finance and Resource.

## **2. Disclaimer**

The college reserves the right to change or amend, at any time, any of the course details including content, dates, times, venues, fees payable, concessions available, terms or conditions. The college also reserves the right to close or not to start any published course.

## **3. Tuition Fees**

- Tuition fees will apply for those students not eligible for fee remission (see section 7) and will be required to pay registration/examination fee.
- The college default fee level will be broadly 50% of the funding rate for all Adult Education Budget (AEB) funded provision (Co-funded).
- No tuition fees will be charged to 16-18 year olds or 19-24 who have an EHCP where ESFA (Education and Funding Agency) funding is being claimed.
- The tuition fee for a student who is not eligible for any ESFA funding will be charged the Full Cost rate.
- All courses not subsidised by ESFA/AEB are priced individually and fees are available on the College website or on request

#### **4. Advanced Learner Loans**

- For students who have a full level 3 and above qualification and are aged 19-23 as at their start date and for those aged 24 or over, there is no AEB funding available and the full cost fee must be paid either via an Advanced Learner loan, directly or a combination of both.
- If a course is eligible for an Advanced Learner loan, the loan value will be set at the maximum weighted value, but it is not compulsory for a student to take a loan and the student can pay their fees direct to the College.
- The total full cost fees will not exceed the advanced loan fee charged. Fees may be adjusted to take into account market conditions and participation targets.

#### **5. Higher Education (HE) Provision**

Higher Education (HE) fees will be set within the national fee framework. HE fees can be paid via the Student Loan Company through student application, but is not compulsory and students can pay their fees in other ways. Higher Education students are not entitled to any fee remission.

##### **5.1 Refund Policy for HE students**

All HE students who withdraw from their programme prior to the end of the academic year will be charged a proportion of the tuition fees for the full academic year according to the rules below. All students who are considering withdrawing from their higher education courses should contact the Admissions team at the College who can advise about the financial implications of withdrawing from their programme of study.

The refund policy is as follows: -

- Attendance in term 1 25% of the annual tuition fee for your course will be payable
- Attendance in term 2 50% of the annual tuition fee for your course will be payable
- Attendance in term 3 100% of the annual tuition fee for your course will be payable

A student who permanently withdraws in the first 2 weeks of their course will not be held liable for any tuition fees for that academic year.

For all students, attendance in a term will be determined as a student who has attended for at least one day during that term.

Where a student has not paid the fees owing for the academic year at the point of withdrawal, they will be recorded as in debt to the College and will need to settle the balance of their fees immediately to prevent legal action being taken to recover those fees.

A student who temporarily withdraws from the College will be charged fees in accordance with the above policy. The student will need to have settled any amounts owing for their tuition fees prior to returning to their studies.

Where a student has taken out a tuition fee loan, the College will notify the Student Loans Company of the last date of attendance and the student's liability for fees will be communicated to the SLC on the above basis.

A student who returns from temporary period of absence having formally interrupted their study will be charged for the period they are registered in the academic year on their return to study.

- Return to study at any point in term 1 - 100% of the annual tuition fee for your course will be payable.
- Return to study from term 2 - 75% of the annual tuition fee for your course will be payable.
- Return to study from term 3 - 50% of the annual tuition fee for your course will be payable.

The College has a separate student contract in relation the HE courses. This can be found on our website <https://www.wlc.ac.uk/highered>

## 6. Apprenticeships

- From 1 May 2017, Levy paying employers are charged a fee in line with ESFA and HMRC rules for apprenticeships. For every £2 drawn down from your digital account, the College will charge £1. For non-levy paying employers the College will charge a maximum fee of 5% of the funding value. Fee calculation will be based on the apprenticeship standard or framework and the funding cap value. The fee agreements for employers will be determined by the Head of Client Engagement.
- *End Point Assessment* - For apprenticeship standards requiring an end point assessment the fee and its due date will be negotiated prior to the commencement of the apprenticeship programme.

## 7. Fee Remission

The following groups of students will be considered eligible for full fee remission, if they are on an eligible funded course, meet the required residency and prior attainment criteria:

Provision	U19s	19-23	24+ unemployed	24+Low wage	24+ other
English and Maths qualifications up to level 2 including GCSE.+	✓	✓	✓	✓	✓
Level 2 Excluding English and Maths	✓	✓ *	✓	✓	x
Learning to progress to level 2	✓	✓ **	✓	✓	x
Level 3	✓	✓ *	Loan funded	Loan funded	Loan funded
English for Speakers of Other Languages (ESOL)	✓	x ***	✓	✓	x
Learning aims upto Level 2 , where student has already attained a first level2 or above	✓	x ***	✓	✓	x
British Sign Language up to L2 where the first language is BSL (Only available for GLA funded areas)		✓	✓	✓	✓

+ Attainment of grade C/4 or above in the subject, no funding can be claimed, full cost rate will be charged

\* must be the student's first level and qualification must be within the legal entitlement category

\*\* must be an Entry or level 1 provision within the local flexibility category (excludes ESOL)

\*\*\* unless they meet the unemployed criteria. Note a learner will not be fundable if they do not already hold a level 2

x = co-funded students will be expected to pay

For details of benefit and low wage criteria, see Appendix A

## 8. Exam and Registration Fees

Awarding body fees for registration and exams are charged in addition to tuition fees and are payable by all students liable for tuition fees. Exam fees are set at the awarding body rates rounded up and will be reviewed to determine whether an increase is needed for 2019-20.

- Students who have received full funding from ESFA/AEB and were not liable for tuition fees will not be required to pay exam and registration fees.
- There is no charge to HE students where the level of tuition fee income covers the cost of the awarding body registration.
- There is no charge to Adult Learner Loan students as the value of their loan incorporates the costs.
- Payment of tuition and exam fees entitles a student to normally have one attempt only at that examination.
- All students, regardless of status or age, will be expected to pay to resit an examination, or unit of an examination where the Awarding body makes a charge for resits and also any additional costs that may be incurred such as scribe, reader, invigilation. This must be paid before the College re-enters the student for the examination ***Resit fees can be waived at the discretion of curriculum management depending on individual student circumstances such as attendance.***
- Remarks will be paid for by the college if the result is within 3 points of the grade boundary. Any requests for remarks outside of the threshold will be charged to the student.
- If students are required to register directly with professional awarding bodies, the registration is not paid to the college at enrolment but is paid directly to the professional awarding body by the student. The courses that are subject to these conditions are mainly professional courses, such as AAT, CIPD and CIM. There is no remittance of this registration fee regardless of status or age.
- Any request for a replacement certificate will be charged to the student unless the college is at fault.

## 9. Material Fees and Educational Visits

- Students who have received full funding from ESFA/AEB and were not liable for tuition fees or are funded via the Adult Learner Loan will not be charged where the visit is a compulsory requirement in order to achieve their course.

- Students who have received full funding from ESFA/AEB and were not liable for tuition fees or are funded via the ALL will not be charged for any materials that are essential to their learning. Materials used in a learning activity will be charged if the student wishes to keep them outside of the learning environment, this applies to all students.

## **10. Payment of Fees**

- Payment of course fees are due at the point of enrolment except where a payment is made by an employer or is being funded by a loan (HE or Adult Learner Loan).
- Instalment plans will be made available where the total course fee exceeds £500 and the course duration is a minimum of 2 terms (For full details see appendix B)
- Fees may be paid by cash, credit or debit cards and agreed instalment plans. Other options such as world pay and pay pal will be explored in the future to enable automated scheduled payments by instalments.
- All short courses 12 weeks or less will require payment of full fees in advance.
- Students whose fees are being paid by their employer must supply written confirmation of sponsorship at enrolment. The confirmation must be on Company headed paper, be unconditional, state the name of the student and the course. It must also be signed by an authorised signatory (not the student)
- Where a student has had their fees remitted based on information provided, should the college subsequently become aware later of further information that was pertinent to the assessment of that fee mission, then the fees will be re-instated and the student will be expected to pay any fees due.

## **11. Non Payment and Refunds**

- Students with debt outstanding for previous year courses will not be allowed to enrol unless the arrears are paid in full.
- If a loan application is unsuccessful or not applied for at all the student will be liable for the fees if attendance passes the 2 weeks liability point.
- The College reserves the right to cancel courses. Where the course is cancelled prior to commencement the college will automatically refund all fees
- Fees will only be refunded subject to the following conditions (this does not apply to students who have paid for their fees through the Student Loans Company or students on commercial programmes)
  - The student has never attended the course or withdrawn within 2 weeks of a course of 12-weeks or more duration. A pro-rata refund, less administration fee will be given.
  - Withdrawing due to an exceptional circumstance - the refund will be calculated pro-rata, according to the number of weeks attended an administration fee will be applied. Supporting evidence of the exceptional circumstance must be provided with the refund request.
- Exceptional circumstances must be authorised by the Assistant Principal in conjunction with the Head of Finance. Below are examples of circumstances that

would be considered and those that will not be - this is not an exclusive list and each circumstance will be considered on an individual basis.

- Circumstances that may be considered exceptional:
  - Severe illness or injury that necessitates the student being away from the college and unable to complete their studies and is supported by a medical certificate.
  -
- Circumstances that would not be considered exceptional:
  - Difficulties with childcare arrangements
  - Changing jobs and or moving away
  - Loss of employment
  - Emigrating
- Refunds will be issued only where written/e-mail application for such is received within 28 days of the last date of attendance.
- All fees will be deemed to include a non-refundable £40 administration fee
- The College will not be liable for the refund of fees to students (or their sponsors) or any other financial penalty should classes be cancelled due to war, fire, strike, lock-out, industrial action, tempest, accident, civil disturbance, or any other cause whatsoever beyond its control.
- Costs will be deducted from refunds to cover examination and registration fees that have been made.
- Excluded students - no refunds will be made where a student has been excluded from the college due to a breach of the student code of conduct or they are withdrawn due to academic performance procedures and all fees will remain payable.
- Any complaints regarding charges relating to course fees should be processed using the College Complaints Procedure.

## **12. Transfers between programmes**

Students transferring between programmes may transfer the fees that they have already paid from one programme to another, and would be a pro-rata rate of weeks remaining and would also be subject to funding eligibility.

- If the fee for the new programme exceeds the amount paid for the original programme, then the difference is payable by the student
- If the fee for the new programme is less than the amount paid for the original programme, then the amount of any refund due is dependent upon the weeks attended of the original course.
- The date of transfer for calculating liability for fees and determining whether a refund is due will be the date that the student last attended the original course.

## **19-20 Fee charges**

### **HE fees for Home students**

The following fees are proposed for Home students on HE provision. Year 2 of a 2-year programme will be retained at the first year fee level. It should be noted that if it is proposed to charge fees to higher education students above the basic fee rate of £6,000 for registered providers up to a maximum of £9,250, it is necessary to submit an Access and Participation Plan for approval by the Office for Students. It is not proposed to charge above the basic fee rate for higher education students in 2019/20.

A home student is defined as coming from either the UK or the EU.

<b>Programme</b>	<b>Proposed Fee for 2019-20</b>	<b>Fee 2018-19</b>	<b>Increase from 18/19</b>
Full time HND (2 year programme)	£5,560	£5,560 per year	£ nil
Full Time HNC/HND (1 year programme)	£5,560	£5,560	£ nil
Part time HNC (per year)	£3,090	£3,090	£ nil

### **International Student fees**

The following fees are proposed for the College's International provision

<b>Programme</b>	<b>Proposed Fee for 2019-20</b>	<b>Fee 2018-19</b>	<b>Increase from 18/19</b>
English as a Foreign Language (EFL)	£4,000	£4,000	£ nil
Study Programmes	£7,230	£7,230 per year	£ nil

Other HE courses may be delivered in conjunction with a hosting university. These fees are agreed with and paid to the university and will be separately marketed.

### **School Pupils and 14-16 provision**

- ESFA Funding is generally not available for under 16 year olds. The following therefore generally applies to those aged 14-16 who are enrolled at school.
- The enrolment of school pupils under 16 requires the prior approval of the school, the parent/guardian and the College.
- When school pupils, whatever their age, wish to follow part of their programme at College during school hours, the College will require the agreement of the school and will charge the school for the costs of this provision.
- Specific School Provision - Responsibility for negotiating the fee to be charged to the School and/or LEA rests with the Deputy Principal (Curriculum and Quality).

### **Commercial Fees**

The SLT have been given delegated authority from Finance and General Purposes Committee to set fees for commercial courses (including professional courses) according to its discretion to ensure that these are responsive and competitive, with the proviso that the courses must



return an appropriate margin (at least 40%, usually higher) and that these are clearly published in marketing collateral and on the external internet site.

## Appendix A

### **Unemployed definition**

Students studying funded courses at level 2 and below who are unemployed and wishing to enter employment and needing skills training will be eligible for full fee remission - where the learning is directly relevant to both the individual's employment prospects and the needs of the local labour market.

For fee remission purposes a student 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) and they:
  - receive Universal Credit, earn less than 16 times the National Minimum hourly rate per week or £338 a month (individual claim) or £541 a month (household claims) 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, studying outside a prison environment and not funded by the Ministry of Justice.
- They receive other state benefits and earn less than 16 times the National Minimum hourly rate per week or £338 a month (individual claim) or £541 a month (household claims)

### **Low Wage**

Students may be fully funded who are employed and would normally be co-funded and meet the following conditions:

- They are eligible for co-funding and
- Students funded by the GLA must earn less than the London Living Wage as an annual gross salary on their start date of the qualification. Were the gross salary is based on 37.5 hours per week for 52 weeks per year and is £20572.50 pa or less.
- Students funded by the non-devolved AEB budget, must earn less than £16,009.50 gross annual salary based on a 37.5-hour week and 52 weeks per year.

## Appendix B

### **Instalment Plans**

Instalment plans will be made available where the total course fee exceeds £500 and the course duration is a minimum of 2 terms, the tuition fees may be made by three instalments. The following conditions apply:

- The initial payment of 50% is due on enrolment
- For courses that start in September, the instalment pattern will be:
  - At enrolment 50% of tuition fee
  - 30 November 25%
  - 28 February 25%
- For courses that start in January the instalment pattern will be:
  - At enrolment 50% of tuition fee
  - 29 March 25%
  - 29 May 25%
- For courses that are roll on roll off the instalment pattern will be:
  - At enrolment 50% of tuition fee
  - Month 2 25%
  - Month 4 25%
- Failure to adhere to the instalment plan may exclude the student from further tuition and from use of the college facilities.
- Failure to maintain payments may result in legal proceedings.