



Issue Date: May 2023

Review Cycle (Years): Annually

Next Review Date: 25th May 2024

Person Responsible: Chief Finance & Operating Officer

FEES POLICY 2023-2024

APPROVAL/CONSULTATION REQUIREMENTS

WHO BY	REQ?	DATE	WHO BY	REQ?	DATE
SLT	Y <input checked="" type="checkbox"/>	15/05/23	Corporation	Y <input type="checkbox"/>	
Health-Safety Comm.	Y <input type="checkbox"/>		Finance-Resources Comm.	Y <input checked="" type="checkbox"/>	25/05/23
Trades Union	Y <input type="checkbox"/>		Audit Comm.	Y <input type="checkbox"/>	
Education-Standards Comm.	Y <input type="checkbox"/>		Remuneration Comm.	Y <input type="checkbox"/>	
POLICY LOCATION: Internal <input checked="" type="checkbox"/> (Sharepoint) External <input checked="" type="checkbox"/> (College Website)					
Related Documents:	<ul style="list-style-type: none"> Financial Regulations and Policies Staff Development and CPD Policy Examinations Policy GDPR Privacy Policy Subcontracting Policy 				

1. AIM AND SCOPE OF THE POLICY

- 1.1 This policy details the fees for the academic year 2023/24, covering all programmes of learning/qualifications starting between 1 August 2023 and 31 July 2024, inclusive. In producing this policy, it is recognised that there is a balance between maximising income and ensuring that potential barriers to learning are mitigated by providing flexible payment options and/or by assisting learners to access appropriate financial support.

Note, at May 2023:

- 2023/24 funding rules are not out yet so information within is based on what we know in 2022/23.
 - Low wage thresholds are likely to increase but are based on 2022/23 as this is the only accurate figure we have
 - Agreed HE fee is not set for 2023/24 so currently the 2022/23 figure is noted
- 1.2 This policy seeks to ensure that the College can respond to market forces, government policy and law, including fee guidance issued by funding bodies, such as the Education and Skills Funding Agency (ESFA) and the West Midlands Combined Authority (WMCA).
- 1.3 Coventry College's approach to setting and collecting course fees and associated charges is reviewed on an annual basis and approved by its Governing Body. The Fees Policy is subject to a minimum of one full review per annum.

2. DEFINITIONS

- 2.1 "Funding Bodies" encompasses

2.1.1 Education and Skills Funding Agency (ESFA) funding:

- Learners aged 16-18 full or part-time,
- Learners aged 19-24 and have a Learning Difficulty Assessment (LDA), an Education Health and Care Plan (EHCP),
- Adult skills learners resident outside devolved area including Free Courses for Jobs (FCFJ)
- LEVY paying apprentices
- Non-LEVY apprenticeships
- Traineeships
- Community learning
- Advanced Learner Loans for those aged 19+
- Office for Students (OfS) replaces Higher Education Funding Council for England (HEFCE). OfS manage and maintain a list of registered English higher education providers and the access each has to public funding.

2.2 West Midlands Combined Authority

- Adult Skills Learners with the WMCA postcode area including Free Courses for Jobs (FCFJ), Bootcamp and Multiply.

3. SPECIFIC OBJECTIVES

- 3.1 We expect that all programmes of learning/qualification fees will broadly conform to the principles as outlined below accepting that there will be the need, from time to time, to flex our pricing to reflect prevailing market conditions.
- 3.2 In order to be pro-active and reactive to changes in market conditions the setting of the detailed pricing structure setting is delegated to the Senior Leadership Team 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 learners or business sector.
 - We will set the fee suggested by the funding bodies, unless there is a specific reason to vary the fees.
- 3.3 The availability of funding is subject to changes in Funding Body policy, which dictates learner eligibility criteria. The eligibility criteria outlined within this fees policy is correct at the time of authorisation by the Board of Governors. We will inform learners of changes that may affect them at time of enrolment or through programme/qualification information sheets/other marketing materials.
- 3.4 The College reserves the right to make such alterations to its described programmes, fees, tutors, venues and services as may prove necessary.
- 3.5 Unless stated otherwise in this policy or in the course information, all course fees include tuition fees, awarding body registration fees, and examination and assessment costs for the first examination sitting. However, the cost of any subsequent resits/retakes will be charged.

4. GENERAL PRINCIPLES

4.1 Fee Structure Outline

- 4.1.1 Learners or their sponsors, unless they qualify for exemptions or waivers, (or stated otherwise) will be charged a fee for the following:
- a tuition fee;
 - Costs of equipment, tools, materials or uniforms which will be retained by the learner following completion of the course. These costs will be made clear at enrolment
 - the cost of any mandatory trips or visits associated with the programme of learning/qualification.
- 4.1.2 Awarding body examination fees and/or registration fees:
- the cost of any charges imposed by awarding organisations (e.g. Centre Fees).
- 4.1.3 For qualifications supported by Government Funding where a contribution expected from the learner/their sponsor, the fee includes:
- the tuition fee that contributes towards the cost of the teaching/delivery of the programme of learning/qualification being undertaken;
 - awarding body examination fees and/or registration fees;
 - materials fees where these costs represent a significant cost of running the activity;
 - College registration fee where appropriate.
 - Printing costs

4.2 Fees for learners from outside the EEA

- 4.2.1 The price quoted will include tuition fee, awarding body registration and/or examination fee, materials fees, other course related costs together with any college registration/administration fee, and other exams costs. Additional charges will be made for examination retakes or resit fees and late entry fees being payable separately.

4.3 Commercial fee recovery programmes of learning/qualifications

- 4.3.1 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.

NOTE: All fees, or deposits and payment plans, are due at enrolment. Instalment arrangements may be available following assessment.

- 4.3.2 FE Fees are generally payable up front. For longer courses, it may be possible to arrange an annual payment instead. HE Fees are payable annually.
- 4.3.3 Tuition fees are not payable by 16–18 year old home learners undertaking FE funded courses/qualifications. This includes those on part time programmes, and by adult learners who meet the specified criteria, unless those learners are repeating a qualification for which they have already received Government/subsidised funding, in which case tuition fees apply.
- 4.3.4 Learners seeking a reduction or waiver of fees must produce documentary evidence, when enrolling, of their entitlement and complete a self-declaration form.

A learner's fee status at enrolment (e.g. employed/in receipt of eligible benefits, etc.) applies throughout the duration of that enrolled course. It does not apply to transfers or progressions directly onto new courses in this case.

- 4.3.5 In order for a learner to be eligible for Government funding for their learning programme, the learner must have the legal right to be resident in the UK throughout entire duration of their programme of learning/qualification.
- 4.3.6 Learners are directly responsible for registration with (and payment to) any relevant Professional Bodies.
- 4.3.7 The full fee for a programme of learning/qualification is always payable even if the learner decides not to complete the programme of learning/qualification.
- 4.3.8 Fees are usually determined by either the learner age and/or the characteristics of the course.
- 4.3.9 Learners and their programme/s of learning and/or qualifications are classified into one of the following groups, with information on each then described in further detail within this policy:

4.4 Learners aged 16-18 funded by the Education and Skills Funding Agency (ESFA) and learners aged 19-24 with an EHCP

- 4.4.1 Eligible Home learners aged under 19 (on 31 August in the first year of their fundable course) will not pay tuition fees for the unbroken duration of that course.
- 4.4.2 Eligible Home learners with an Education Health Care Plan (EHCP) or a Learning Difficulty Assessment (LDA) up to and including age 24 (on 31 August in the first year of their fundable course) will not pay tuition fees for the unbroken duration of their course up to and including age 24.
- 4.4.3 Eligible 16-18 year olds are to be charged for all retakes/resits unless they present extenuating circumstances such as ill health (The waiver of any retake/resit fees would need to be assessed on an individual basis.) The only exception when a retake/resit fee would NOT be charged, is where the learner needs to attain a GCSE grade 4-9 or Functional Skill L2 in English and/or maths and has not yet attained that grade.
- 4.4.4 Eligible Learners with an EHCP or an LDA will not be charged any resit/retake fees.
- 4.4.5 Where a learner 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 them for the re-sit.
- 4.4.6 Equipment/material and uniform fees and other costs can vary widely across our curriculum offer. There will be a requirement for some learners to make a Disclosure and Barring Services (DBS) application in order to undertake and complete their studies; learners will be informed of this requirement prior to enrolment. For 16 to 18 year old students, in all circumstances the cost of the DBS application will be borne by the College.
- 4.4.7 Learners are 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 learners prior to and during enrolment.

Learners 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 Learner Services team.

- 4.4.8 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. However, the recovery of the costs of non- mandatory trips from all learners that choose to take part will be recovered.
- 4.4.9 Learners aged 18 on or before the 31 August in the academic year in which they start on a fundable two year programme (e.g. an extended diploma) will be eligible for free tuition for the duration of the unbroken two years.
- 4.4.10 The College will be unable to fund any learners who are still enrolled full time in a school and who wish to follow part of their programme at the College during school hours. In such circumstances, whatever the age of the learner, this provision should be treated as collaborative or link provision, and the school will be expected to meet the full costs of this provision, including all examination fees. Signed contracts must be in place before any enrolment takes place.
- 4.4.11 Coventry College has designed a range of professional, evening, higher education and access to higher education courses, which are specifically targeted at adult learners.
- 4.5 **Learners aged 19 and over funded by the Education and Skills Funding Agency (ESFA) or West Midlands Combined Authority (WMCA)**
- 4.5.1 Learners aged 19+ whose programme is co-funded by the ESFA/WMCA and are undertaking an FE funded course will be charged a tuition fee calculated by reference to the weighted funding base rate of the programme/qualification. This tuition fee will typically be equivalent to 50% of the un-weighted base rate.
- 4.5.2 Learners aged 19+ whose programme is fully funded by the ESFA/WMCA and are undertaking an FE funded course must provide satisfactory and current evidence as required by the eligibility criteria.
- 4.5.3 For funding purposes, we define a learner as unemployed if one or more of the following apply, they:
- receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only
 - receive Employment and Support Allowance (ESA)
 - receive Universal Credit (UC), and their take-home pay as recorded on their UC statement (disregarding UC payments and other benefits) is less than £617 a month (learner is sole adult in their benefit claim) or £988 a month (learner has a joint benefit claim with their partner)
 - are released on temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice
- 4.5.4 Appendix 3 provides details of ESFA eligibility criteria for specific levels of programme and individual characteristics presented by the learner.
- 4.5.5 Appendix 4 provides details of WMCA eligibility criteria for specific levels of programme and individual characteristics presented by the learner.

4.5.6 Any reference to low wage is based on the threshold listed below which may be subject to change in line with national guidance:

- ESFA - £20,319
- WMCA - £19,350

4.6 **Payment of Fees/Mean of Payment/Non-Payment of Fees/Refund of Fees**

4.6.1 Payment of fees may be made by cash, credit or debit card, cheque or learner loan and in the case of instalments by direct debit, learner loan or FlexEd.

4.6.2 All learners are encouraged to pay course fees at the point of enrolment; however, payments can be made by instalments according to the type and duration of the programme see Appendix 1. The full outstanding amount will become payable immediately if the learner fails to meet instalment deadlines set. All claims for fee remission must be supported by appropriate evidence at the point of enrolment. Any claims for support from the Learner Support Discretionary Fund must be resolved before the start of the course otherwise; payment of full fees is required before learners start a course.

4.6.3 If the fee is to be paid by a learner's employer, the following must be produced at the time of enrolment;

- written confirmation of sponsorship at enrolment.
- the confirmation must be on company headed paper or an official email including company logo, be unconditional, dated and state the name of the learner & course, and signed by an authorised signatory (cannot be the learner).

4.6.4 A copy of the confirmation will be processed by finance and an invoice will be raised immediately. Where the total fee is less than £150 and/or where the course duration is 12 weeks or fewer learners must pay in full at the time of enrolment.

4.6.5 Additional costs may be charged to the Employer (prior to registration where known in advance) for any exams taken offsite in the Employer/Customer premises with less than eight learners in attendance.

4.6.6 In the event of a course being cancelled prior to commencement by the College a full refund will be given.

4.6.7 All refunds are made in line with this policy, and will not be paid to an individual if their employer has paid the course fees.

4.6.8 ALL fee-paying students are invoiced at point of enrolment the fee responsibility even for loans remains with the student at all times. Failure to pay once an invoice has been issued within 30 days, unless a payment plan or approved loan is in place, will result in the students being suspended from class and subsequently withdrawn if not paid.

4.6.9 Non-payment of fees or failure to agree acceptable terms of payment may result in one or more of the following:

- Physical access to the College being denied until fees are settled
- Withdrawal of the learner.

4.6.10 Course fees and payment of instalments must be made for non-attended lessons unless absence is due to unforeseen serious medical reasons for which supporting evidence must be submitted.

- 4.6.11 Learners with outstanding fees due to the College will not be permitted to enrol onto a new learning programme until the outstanding fees have been paid in full.
- 4.6.12 Learners undertaking a two-year learning programme will not be permitted to progress to the second year of their course where fees relating to the first year remain unpaid until the outstanding fees have been paid in full.
- 4.6.13 The College will use appropriate debt recovery procedures where learners breach the terms of their payment arrangement and will pass on all additional costs incurred in this process.
- 4.6.14 Where fees and instalments are not paid and every avenue to financially support learners in the payment of their fees has been exhausted, the College reserves the right to permanently exclude learners from their course and the College.

4.7 Outstanding Debts

- 4.7.1 Whilst in the workplace, the provision of Health and Safety equipment is the responsibility of the employer. We actively encourage learners to use their own PPE within the college training environments. We will where practicable loan PPE to apprentices should they not have their PPE with them at college.

4.8 Learners aged 19 and over accessing Advanced Learner Loans

- 4.8.1 Individuals aged 19+ enrolling on a level 3 or above course will not be eligible for any ESFA funding unless they are studying their first full level 3(19-23). In this case, the students may choose to pay the fee themselves, or take out an Advanced Learner Loan (ALL).
- 4.8.2 If a learner, aged 19 to 23 has achieved a level 3 qualification that was not classed as a full level 3 at the time they started it, but has since been classed as a full level 3, and wants to enrol on any subsequent level 3 qualification, of any size, they may apply for an advanced learner loan (provided the qualification is designated for funding, and subject to learner eligibility conditions), or pay for their own learning.
- 4.8.3 Learners aged 19 and over can apply for an ALL via Student Finance England, to pay their tuition fees, providing they meet the eligibility criteria. The loan is available for eligible programmes of learning/qualifications only.
- 4.8.4 The maximum loan amount for further education learners aged 19+ for programmes at Level 3 or above will be no less than 100% of the LARS weighted funding rate. Where the College fee is greater than the 100% LARS weighted funding rate, the difference will not be covered by a learning loan, and will be payable by the learner directly to the College.
- 4.8.5 Course fees for ALL learners are for the entire duration of their enrolled course and not per academic year.
- 4.8.6 Where a learner elects to pay fees using an ALL and then withdraws early from the course his/her monthly loan payments to College will cease. In addition to the learner being liable to the Student Loans Company (SLC) for loan payment made to the College, the College reserves the right to recover the balance of any outstanding fees.
- 4.8.7 Learners informed following their enrolment of their fee obligations upon withdrawal via their 'Learning and Funding Information' letter.

- 4.8.8 Learners wishing to enrol on a college course who have applied (or are intending to apply) for an ALL, but who are unable to provide evidence of a successful loan application at enrolment, will be required to sign a declaration confirming acknowledgement that they will remain liable for fees until they can provide the college with evidence of a successful loan application. If loans have not been approved within two months of course enrolment date, the college reserves the right to pursue learners directly for payment.
- 4.8.9 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 a re-assessment against the eligibility criteria and a change to the loan entitlement.
- 4.8.10 There will be a requirement for some learners to make a Disclosure and Barring Services application in order to undertake and complete their qualification; and the cost of the DBS application will be included within the tuition fee where this is relevant. If a learner 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 learner prior to enrolment.
- 4.8.11 ALL are pay tuition and examination fees only. There will be no charge for mandatory trips and visit costs where deemed essential to the completion of the qualification. However, the costs of all non-mandatory trips and visits from learners that choose to take part will be recovered.
- 4.8.12 The College receives an ALL Bursary from the Education and Skills Funding Agency (ESFA) to support learners from low-income backgrounds. ***All information relating to the bursary is published on the Learner support pages of our website and all enquiries should be directed to the Student Services team.***

4.9 English and Maths Provision

- 4.9.1 The provision of English and/or mathematics is enforced through the condition of funding for all 16-18 home learners.
- For 16-18 home learners, full funding is provided to study towards GCSE in English language and maths Grades 9-4. (These have replaced old grades-A*-C) or qualifications leading to a GCSE grade 9-4, where the learner has not yet achieved a grade 4 in these subjects. No fees can be charged to 16-18 learners in respect of this funding.
 - Fees may be charged where a learner fails to complete a learning aim in the expected time span and stays on for additional time, including attending revision sessions or undertaking re-sits where funding has already been provided. (*NOTE: This will only apply for English and maths if it is a retake to improve a grade 4 or higher*)
 - Qualifications leading to a GCSE Grades 9-4. For English language and/or maths where the learner has not yet achieved a grade 4 in these subjects are not treated as retakes for funding purposes and as a result are fully funded.
 - Learners aged 19 and over, are eligible for full funding to take GCSE English and maths (including IGCSE) if they do not currently have these qualifications at grades 9 to 4, no matter what other qualifications they already hold. No course fees will be charged.

- If a 19+ learner wants to re-sit or retake their GCSE English language and maths exam without subsequent learning because they did not achieve a 9 to 4 grade, appropriate examination registration fees will be charged to the learner.
- If a 19+ learner wants to retake their GCSE English language and maths exam because they did not achieve an old GCSE Grades A* to C, they can only retake with subsequent learning because old GCSEs are now obsolete. Appropriate examination registration fees will be charged to the learner.

NOTE: Resits and retakes are different things. Retakes are repeat study plus exam and resits are just repeating the exam.

4.10 Exam Fees Chargeable to 19+ Learners.

4.10.2 The College reserves the right to charge examination or registration fees to learners in the following circumstances:

- Where the required attendance or completion of work in order to achieve has not been attained within the course duration.
- Where the learner fails without good reason to attend/sit the examination for which the College has paid the registration fee.

4.10.2 Charges may also be levied:

- Where a learner retakes/re-sits an examination resulting from an initial examination failure or where a learner retakes/resits an exam with the aim of achieving marginal improvements in grades. There will be an additional administration fee for resits where the learner does not undertake any tuition specifically relating to the exam. Costs may vary depending on the exam and learners will be advised of the cost upon request.

4.10.2 All outstanding exam fees are to be paid before the registration process will take place.

4.11 Higher Education Learners

4.11.1 The fee for full-time higher education learners is £5,225. Fees for part-time courses are based on a pro-rata value of the full-time course.

4.11.2 In line with OfS requirements the College fees policy makes provision for refunds and compensation for higher education learners, as follows:

- refunds for students in receipt of tuitions fee loan from the Student Loans Company
- refunds for students who pay their own tuition fees
- refunds for students whose tuition fees are paid by a sponsor
- the payment of additional travel costs for students affected by a change in the location of their course
- commitments to honour student bursaries
- compensation for maintenance costs and lost time where it is not possible to preserve continuation of study
- compensation for tuition and maintenance costs where students have to transfer courses or provider.

4.11.3 A refund relates to the repayment of sums paid by a student to the College or an appropriate reduction for sums owed in future by the student to the College. This

could include tuition fees or other course costs. Compensation will relate to some other recognisable loss suffered by the student. This normally falls into two categories, either: (a) recompensing the student for wasted out of pocket expenses they have incurred, which were paid to someone other than the College (such as travel costs) or (b) an amount to recompense for material disadvantage to the student arising from a failure by the College to discharge its duties appropriately.

- 4.11.4 In the event that the College cancels a course, offer a full refund to the student. The College will consider claims for compensation submitted to the Principal where a student has wasted out of pocket expenses or where the failure of the College to discharge its duties appropriately has materially disadvantaged a student, each case being assessed on its merits.

4.12 Helping individuals and employers pay

- 4.12.1 The College may be able to assist learners suffering financial difficulties or hardship. We cannot directly provide a grant for Learners to live on but may be able to help with costs such as travel to College, books and equipment. Eligibility criteria applies in most cases.
- 4.12.2 Learners enrolling at the College on courses that are funded by the ESFA (16-19) or (19+), and those learners accessing the ALL will have access to apply to the relevant bursary/support fund for a contribution towards additional course related costs (subject to availability of funds and meeting eligibility criteria).
- 4.12.3 For learners requiring Additional Learning Support (ALS), funds are available within the College to ensure qualified staff can provide additional support. Specific eligibility rules apply for ALS, so learners requiring additional learning support must be referred to the Learner Services Team for further information, guidance, assessment and support.
- 4.12.4 The College will continue to offer payment by instalment plans where paying the full fee upfront would create a barrier to learning.
- 4.12.5 If you default on your payment plan, the College reserves the right to charge £30 to cover the cost of administration.
- 4.12.6 Where individuals 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.

4.13 Sub-Contracted and Partner Provision

- 4.13.1 Where fees are to be paid to the College by other organisations in receipt of ESFA/WMCA funding for education services provided by the College, the Vice Principal Business Growth in conjunction with the Chief Financial Officer and the relevant Curriculum Director are responsible for negotiating these with the recipient organisations in accordance with agreed College protocols. Fees for these services must be approved by the Senior Leadership Team and are to be reviewed annually for all contracts.
- 4.13.2 Where partners on behalf of the College deliver learning programmes, the College will agree in advance with the partner whether the College or the partner will collect fees and the two parties will account between each other for the fees collected. This will be stated in the contract between both parties.

4.13.3 Please see the Subcontracting Policy for further information.

4.14 **Examination/Registration/Remark Fees**

- 4.14.1 Examination and registration fees for 16-18 learners, 16-24 learners with an EHCP or LDA, at all levels are included within the funding provided by the ESFA and additional fees cannot usually be applied to these learners. (Except for resit/retake/remark costs, which are charged on demand, as appropriate, and in accordance with this policy)
- 4.14.2 All resit entries must be approved by the Curriculum Director prior to acceptance by the College Examinations Team.
- 4.14.3 All co-funded adult learners and those not eligible for ESFA/WMCA funding, will be charged a fee towards the cost of their examination/registration fees, and will be charged for resit/retake/remark costs on demand as appropriate and in accordance with this policy.
- 4.14.4 All learners (except Professional Qualifications) will be expected to pay for any resit/retake/remark costs, which are charged on demand as appropriate and in accordance with this policy.

NOTE: All re-sit/retake/remark fees will be will be applied to all learners at the Awarding Organisation rate at time of exam entry/request and are payable to the College prior to the examination entry/remark being made.

4.15 **Continuing learners and Progressing Learners**

4.15.1 Definition - Continuers are on the same programme over more than one year, and are returning for year two to continue. Progressors are moving from a completed programme onto a brand new programme.

- Continuing Learners
 - Learners, who began a 2-year learning aim when they were aged 16-18 on 31 August of the year the programme of learning/qualification starts, will normally have their tuition fees waived when they continue into year 2 of their qualification. This includes if the learner has turned 19 by the time the second year starts. This does not apply to non-government subsidised courses (Full cost Fees) which are chargeable.
- Progressing Learners
 - Any start of a new learning aim will be subject to fees for a learner aged 19 on 31 August of the year the programme of learning/qualification starts for full time FE course or 19 on the start date for part time courses.

4.16 **Refunds - See Appendix 2**

- 4.16.1 The College administration charge and any external fees already paid over to awarding or other bodies will not normally be refunded unless the course is cancelled or changed by the College.
- 4.16.2 If a refund is approved, the College will make the refund by bank transfer or direct to card if paid by credit card. No cash refunds.

4.16.3 Any correspondence regarding fees and charges should be addressed by email to finance@coventrycollege.ac.uk or by written post to:

Chief Finance & Operating Officer
Coventry College
50 Swanswell Street
Coventry, CV1 5DG

5. IMPLEMENTATION OF THE POLICY

5.1 The **College** will ensure that:

- All staff and students have access to the Fees Policy and have received information on its content.
- Staff and students have access to specialist advice from members of the Student Services, Finance and MIS teams in relation to fees, remission, payment and refunds.
- The Fees policy is updated annually to reflect Agencies changes to fees and any associated remission.

6. MONITORING AND EVALUATION

- 6.1 The Chief Financial Officer is responsible for reviewing the Fees Policy every year and making appropriate changes.
- 6.2 The Student Services and MIS teams will monitor and evaluate the information provided to prospective students through verbal feedback, student surveys, complaints and compliments and learner forums.
- 6.3. The Senior Leadership Team will review fee income and complaints relating to fees on a regular basis to enable them to make informed decisions regarding the suitability/viability of the programmes on offer.
- 6.4 Ensure that this policy is displayed on the College website and is accessible to all staff, students and members of the local community.
- 6.6 Provide members of the Corporation with an annual Equality & Diversity Report in a manner which respects confidentiality, and that measures the impact of this policy and procedures.

7. REVIEW OF POLICY

7.1 The above policy will be reviewed by the relevant parties annually, or as required.

8. ENVIRONMENTAL IMPACT ASSESSMENT

- 8.1 The College is fully committed to the sustainability agenda.
- 8.2 All policies take into consideration, at the time of writing and approval with the Senior Leadership Team, their impact on the agenda.
- 8.3 Policies may not be approved or be amended if they impact significantly on our commitment to improving our carbon footprint and our corporate social responsibility.

9. GENERAL DATA PROTECTION REGULATION (GDPR)

- 9.1 All policies which are approved by the Senior Leadership Team are in line with our GDPR suite of policies and procedure.

10. LIST OF APPENDICES

Appendix 1: Payments and Instalment Plans

Appendix 2: Refunds Payable if Agreed Upon Request

Appendix 3: ESFA - Eligibility criteria for fully and co-funded qualifications

Appendix 4: WMCA - Eligibility criteria for fully and co-funded qualifications

PAYMENTS

- Tuition/Registration fees are payable at enrolment for those learners who have been assessed as having to pay their own fees. Fees can be paid by debit/credit card, Worldpay link, cash and cheque. For courses costing in excess of £150 the following instalment option is available on request.

Appendix 1.1 Instalment Plan

Instalment Plan 1 FlexPay

- FlexPay is an external company who provide affordable instalment plans on behalf of Coventry College. There is an administration fee of £6 per instalment payable to FlexPay for this service. If a learner opts to pay over 3 instalments the admin charge will be £18. Learners can choose between 1-9 instalments depending on the length of the course. There are no credit checks or interest charged for using FlexPay.
- To be referred to FlexPay learners must first pay a deposit to Coventry College at enrolment as below:
 - £50 deposit for courses under £500.
 - £100 deposit for courses between £500 and £999.
 - £200 deposit for courses between £1000 and £2999.
 - £300 deposit for courses between £3000 and £4999
 - £500 deposit for courses over £5000
- Should a learner fail to complete or default on the payment plan, the full balance of fees will become payable immediately. The College employs normal business processes to recover amounts due. Where courses are ongoing, individuals will be told not to attend until they have paid fees that are due. Fees due will be invoiced, outstanding debts will be pursued and, where necessary will be referred to a debt collection agency. Ultimately, court action will be taken.

Instalment Plan 2 Advanced Learner Loans

- For approved courses, learners can apply for an Advanced Learner Loan to pay for their fees, subject to meeting certain eligibility criteria as determined by Student Finance England. Any fees due over and above the amount of the loan must be paid on enrolment. Learners shall be liable for payment in the event that the loan application does not proceed. If an Advanced Learner Loan has not been approved within 6 weeks of the learner enrolling, they will be asked to pay a £500 deposit in order to continue with their studies. If the loan has still not been approved by day 42 of the course start date, they will be asked to pay the balance in full or be referred to FlexPay. If a learner pays the course fees and is later approved for an Advanced Learner Loan, the fees paid by the learner will be refunded on receipt of the first instalment from Advanced Learner Loans, less an administration fee of £30.

Instalment Plan 3 Higher Education Loans

- Where applicable learners can apply for a Higher Education Loan to pay for their fees. Learners shall be liable for payment in the event that the loan application does not proceed. If an Advanced Learner Loan has not been approved within day 42 of the course start date, they will be asked to pay a deposit of £500 to continue with their studies. If a learner pays the course fees and is later approved for a Higher Education Loan, the fees paid by the learner will be refunded on receipt of the first instalment from Student Finance England, less an administration fee of £30.

REFUNDS PAYABLE IF AGREED UPON REQUEST**Government funded courses (>12 weeks)**

Learner leaves after:	Fees refundable	Admin fee payable
Attending 1 to 3 weeks	100%	£30
Attending 4 weeks or more within the 1 st term	2 Terms	£30
Within 2 nd term	1 Term	£30
Within 3 rd term	None	None

Government funded courses (less than 12 weeks)

Learner leaves after:	Fees refundable	Admin fee payable
Attending 1 to 3 weeks	100%	£30
Attending 3 to 4 weeks	50%	£30
Attending 4 to 12 weeks	None	None

Other full cost (non-government funded) courses (8 weeks or longer)

Learner leaves after:	Fees refundable *	Admin fee payable
Attending 1 to 3 weeks	75%	£30
Attending 3 to 4 weeks	50%	£30
Attending >4 weeks	None	None

- * NB should a full cost course become financially unviable due to withdrawals, the College reserves the right to refuse a refund.

Chart 1 – ESFA Learners aged 19-23

Provision	Notes and Eligibility	Funding
English and maths up to and including level 2	Must be delivered as part of the legal entitlement qualifications	Fully funded
Essential digital skills qualifications up to and including level 1	Must be delivered as part of the digital legal entitlement qualifications	Fully funded
First full level 2 (excluding English and maths)	First full level 2 must be delivered as part of the legal entitlement qualifications. Level 2 provision from the local flexibility offer will not be funded for 19- to 23-year-olds who do not have a first full level 2. See local flexibility and legal entitlement section.	Fully funded
Level 3 legal entitlement (learner's first full level 3)	First full level 3 must be delivered as part of the legal entitlement qualifications	Fully funded
Level 3 free courses for jobs offer	Learners without a full level 3 or above can access a qualification on the free courses for jobs offer qualifications list	Fully funded
	Learners who already hold a level 3 or above and meet the definition of unemployed or who are in receipt of low wage	Fully funded
NOTE: Once a learner has been funded by free courses for jobs (FCFJ) in line with the funding rules, they will have exhausted their eligibility for the FCFJ offer.		
Level 3 advanced learner loans	A learner who has already achieved a full level 3 and exhausted their eligibility for the free courses for jobs offer	Loan funded
Learning aims to progress to a full level 2 - up to and including level 1	Must be delivered as entry or level 1 provision from local flexibility	Fully funded
Learning aims up to and including level 2, where the learner has already achieved a first full level 2 or above (local flexibility and legal entitlements)	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded
English for speakers of other languages (ESOL) learning up to and including level 2	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded
Traineeships (16- to 24-year-olds)	16- to 18-year old learners must be eligible under ESFAs young people's residency requirements. Excluding the flexible element where funding depends on age and level.	Fully funded

Chart 2 – ESFA Learners aged 24+

Provision	Notes and Eligibility	Funding
English and maths up to and including level 2	Must be delivered as part of the legal entitlement qualifications	Fully funded
Essential digital skills qualifications up to and including level 1	Must be delivered as part of the digital legal entitlement qualifications	Fully funded
First full level 2 (excluding English and maths)	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded
Level 3 free courses for jobs offer	Learners without a full level 3 or above accessing a qualification on the level 3 free courses for jobs offer qualification list	Fully funded
	Learners who already hold a level 3 or above and meet the definition of unemployed or who are in receipt of a low wage	Fully funded
	Where 24+ learners are not eligible for the level 3 free courses for jobs offer, providers must refer to the advanced learner loans rules	Loan funded
NOTE: Once a learner has been funded by free courses for jobs (FCFJ) in line with the funding rules, they will have exhausted their eligibility for the FCFJ offer.		
Learning to progress to level 2 (local flexibility and legal entitlements)	For those eligible for their first level 2 as they meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded
Learning aims up to and including level 2 where the learner has already achieved a first full level 2 or above (local flexibility and legal entitlements)	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded
Learning aims up to and including level 2 where the learner has not achieved a first full level 2 or above (local flexibility and legal entitlements)	For those eligible for their first level 2 as they meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded
English for speakers of other languages (ESOL) learning up to and including level 2	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded

Chart 1 – WMCA Learners aged 19-23

Provision	Unemployed	Low wage	Employed	Notes
English and maths, up to and including level 2 – where resident has not achieved GCSE grade c/4 or above	Fully funded	Fully funded	Fully funded	Must be delivered as part of the legal entitlement qualifications
Essential Digital Skills Qualifications up to and including level 1	Fully funded	Fully funded	Fully funded	Must be delivered as part of the digital legal entitlement qualifications list
First Full Level 2 (excluding English and maths) (National policy legal entitlement)	Fully funded	Fully funded	Fully funded	First full level 2 must be delivered as part of the legal entitlement qualifications. Level 2 provision from the local flexibility offer will not be funded for 19- to 23-year-olds who do not have a first full Level 2 refer to the ' local flexibility and legal entitlements ' section
Learning aims to progress to a full level 2 – up to and including level 1	Fully funded (up to and including level 1)	Fully funded (Up to and including level 1)	Fully funded (Up to and including level 1)	Must be delivered as entry or level one provision from local flexibility
Learning aims up to and including level 2, where the learner has already achieved a first full level 2, or above (see local flexibility and legal entitlements section)	Fully funded (up to and including level 1)	Fully funded (up to and including level 1)	Co-funded	Full funding only applies for those eligible through unemployed or who are in receipt of a low wage
First full Level 3 (National policy legal entitlement)	Fully funded	Fully funded	Fully funded	First full level 3 must be delivered as part of the legal entitlement qualification
Level 3 free courses for jobs (FCFJ) offer	Fully funded	Fully funded	Fully funded	Learners without a full level 3 or above can access a qualification on the level 3 adult offer qualification list. Learners who already hold a level 3 or higher and meet the definition of unemployed or who are in receipt of low wage
Level 3 (Previously achieved a full level 3 or above)	Loan funded	Loan funded	Loan funded	Availability of loans at level 3+ does not replace the legal entitlement to full funding for residents aged 19 to 23 undertaking their first full level 3. Level 3 flexibility may apply if agreed as part of a flexibility and delivery plan
Additional Level 3+ covered under WMCA Flexibility	Fully funded	Fully funded	Fully funded	WMCA approved flex list – The level 3+ are fully funded where they support WMCA priorities related to the movement of residents into work or upskilling those in low pay jobs. This covers: <ul style="list-style-type: none"> Those who do not meet the first full Level 3 (National policy legal entitlement) where they are unemployed/low wage i.e., 2nd level 3 and/or the qualification is not listed on either the legal entitlement or NSF list Those taking their first full level 4/5 – where they are unemployed/low wage For non-low wage employed – providers will still need prior approval through a business case
Level 4+	Loan funded	Loan funded	Loan funded*	Level 4 flexibility may apply if agreed within an agreed flexibility and delivery plan
English for Speakers of Other Languages (ESOL) learning up to and including level 2	Fully funded	Fully funded	Co-funded	Full funding only applies for those eligible through unemployed or who are in receipt of a low wage

Chart 2 - WMCA Learners aged 24+

Provision	Unemployed	Low wage	Employed	Notes
English and maths, up to and including level 2 – where resident has not achieved GCSE grade c/level 4 or above (National policy legal entitlement)	Fully funded	Fully funded	Fully funded	Must be delivered as part of the legal entitlement qualifications
Essential Digital Skills Qualifications up to and including level 1	Fully funded	Fully funded	Fully funded	Must be delivered as part of the digital legal entitlement qualifications list
First Full Level 2 (excluding English and maths)	Fully funded	Fully funded	Co Funded	Full funding only applies for those eligible through unemployed or who are in receipt of a low wage
Learning aims to progress to a full level 2 – up to and including level 1	Fully funded	Fully funded	Co Funded	Full funding only applies for those eligible through unemployed or who are in receipt of a low wage
Learning aims up to and including level 2, where the learner has already achieved a first full level 2, or above (see local flexibility and legal entitlements section)	Fully funded	Fully funded	Co-funded	Full funding only applies for those eligible through unemployed or who are in receipt of a low wage
First full Level 3	Fully funded	Fully funded	Fully funded	First full level 3 must be delivered as part of the legal entitlement qualification
Level 3 (Previously achieved a full level 3 or above)	Loan funded	Loan funded	Loan funded	Availability of loans at level 3+ does not replace WMCA's legal entitlement to full funding for residents aged 24+ undertaking their first full level 3. Level 3 flexibility may apply if agreed as part of a flexibility and delivery plan
Level 3 free courses for jobs (FCFJ) offer	Fully funded	Fully funded	Fully funded	Learners without a full level 3 or above can access a qualification on the level 3 adult offer qualification list. Learners who already hold a level 3 or higher and meet the definition of unemployed or who are in receipt of low wage – All 24+ learners who are not eligible for the level 3 adult offer must refer to the advanced learner loans funding rules
Additional Level 3+ covered under WMCA Flexibility	Fully funded	Fully funded	Fully funded	WMCA approved flex list – The level 3+ are full funded, where they support WMCA priorities related to the movement of residents into work or upskilling those in low pay jobs. This cover. <ul style="list-style-type: none"> Those who do not meet the first full Level 3 (National policy legal entitlement) where they are unemployed/low wage i.e., 2nd level 3 and/or the qualification is not listed on either the legal entitlement or NSF list Those taking their first full level 4/5 – where they are unemployed/low wage For non-low wage employed – providers will still need prior approval through a business case
Level 4+	Loan funded	Loan funded	Loan funded	Level 4 flexibility may apply if agreed within an agreed flexibility and delivery plan
English for Speakers of Other Languages (ESOL) learning up to and including level 2	Fully funded	Fully funded	Co-funded	For those eligible through unemployed or who are in receipt of a low wage