

NOTTINGHAM COLLEGE



Central College
Nottingham



new college
nottingham

Charges, Payments and Refund Protocol for Further Education Courses

2017 - 2018

1. Instalments

- 1.1 The College appreciates the increasing financial burden for students to enroll on courses and employs a number of schemes to allow discounts or to spread payments over a longer period of time.
- 1.2 Instalments are not available for international students on international courses.
- 1.3 Instalments can be arranged on full time or part time courses and allow learners to spread out the costs of enrolment.
- 1.4 The first instalment payment must be made at the point of enrolment. The remaining payments will be arranged in line with a choice of monthly salary payment dates 6th & 28th of each month (in line with general monthly salary payment dates). Once agreed these payment dates cannot be changed unless in exceptional circumstances and via letter or email of appeal to Finance team.
- 1.5 If a course costs more than £500 and 10 weeks or more in duration an instalment plan of up to 6 months is available, but not exceeding the duration of the course.
- 1.6 If the course costs less than £500, but more than £200, and longer than 10 weeks in duration an instalment plan of up to four months is available, but not exceeding the duration of the course.
- 1.7 The learner must complete a direct debit at the time of enrolment for all instalment plans. If a direct debit instalment defaults then the debt immediately becomes liable in full from the learner. If this is not paid in the required period the debt will be treated according to the College debt collection procedures. The debt may eventually be referred to a debt collection agency, and the learner may have College privileges removed such as access to College facilities and barring from examinations.

2. Employer/Sponsor payments

- 2.1 The learner is ultimately liable for their course fees.
- 2.2 If a learner's employer or sponsor is paying all or part of the fees learners must provide a letter on company headed paper, signed by a senior responsible person of the organisation such as the company director and where required a company purchase order number. Until this is received, the learner is liable for the fees and can set up instalment plans in line with this policy.

- 2.3 If the learner's employment circumstance changes, and they are no longer employed by the company originally supplied as the sponsor, then all outstanding fees will be liable from the learner.
- 2.4 Employers and sponsors are able to agree an instalment plan with finance on an individual basis.

3 Fee assessment

- 3.1 All learners aged 19+ are required to go through an eligibility check and fee assessment process as part of enrolment with a member of the enrolment team or suitably trained curriculum staff (e.g. ESOL, community teams)

3.2 Fee remission

100% of fees are remitted where learners are unemployed, in receipt of the following benefits and who need skills training in order to enter employment and who are seeking employment:

- Income based Job Seekers Allowance/ Employment Support Allowance (WRAG)/ Universal Credit/ Income support
- Housing/ Council Tax Benefit
- Pension Guarantee Credit
- Disability living allowance/Personal Independence payments
- Dependents of individuals in receipt of the above –Must be named on the Benefit evidence.
- Learners studying ESOL programmes who are in receipt of Working Tax Credit (will have to pay a maximum of £200 per year)
- Or an Asylum seeker on the equivalent of a means tested benefit – NASS – post office receipts x 2 last months, AZURE card, or Aspen Card and issue letter with name on, Local authority support under section s23C or s23CA of the Children's Act 1989, s21 National Assistance Act 1948 and those with section 4 support.
- NB – although the AEB funding rules do not recognise Working Tax Credit as a fee remission qualifying benefit, the College recognises that a large number of learners who study ESOL will be in receipt of this benefit and on a low income. This financial barrier will preclude many from accessing learning English skills. For this reason reduced fees have been agreed by Nottingham College in 2017/18 for any learner studying ESOL who is in receipt of Working Tax Credit. Such learners may study any skill at a cost of £50 per session up to a maximum of 4 sessions a week/year.

3.3 Evidence required

Learners must sign a self-declaration (on the enrolment form/ learning agreement) which states that the course satisfies the JSA/ESA regulations in terms of guided learning hours of study and that they wish to enter employment and require skills training provided by this course to do so. This declaration will also state that if they have declared false information, that the college may take action to reclaim the tuition fees and any support costs provided. In addition to this students must provide documentary evidence of the benefit that they receive which should be dated within 3 months of the start date of the course or

for courses which enrol early this can be dated within 6 months of the start date of the course.

- 3.4 Changes in learners' eligibility for fee remission will only be considered within 6 weeks of starting the course.
- 3.5 For those continuing to study the same learning aim (2nd year of a programme of study) in their subsequent academic year a new signed self-declaration is not required, neither is the requirement to see updated benefit evidence for fee remission purposes – the status applied at the start of the learning aim will continue.
- 3.6 If a learner transfers course the learner will need to sign to confirm their transfer. Where there is a subsequent additional cost, a discussion must take place with the learner and Nottingham College staff to confirm payment methods. Once this has been confirmed they can be enrolled onto the new course. Where there is a reduction in course costs then a refund of these costs may take place.

4. Refunds

4.1 Refunds can only be given in the following cases:-

- Course Cancellation: If the College cancels the course, the College will refund the course fee in this case and there will be no administration charge applied.
- Exceptional Circumstances: If a learner has to leave a course due to exceptional circumstances, and is able to supply supporting evidence, pro-rata refunds may be considered. Exceptional circumstances are adjudged by the Head of Faculty. In these circumstances an administration charge of £10 will be applied to each refund processed.
- Costs that have been incurred by the College in enrolling a learner, e.g. examination costs, registration fees and purchased materials cannot be reclaimed by the learner, even if they withdraw from the course prior to the start, unless the course is cancelled by the College.

4.2 Full Cost / Commercial Recovery

Refunds are only possible where the College has cancelled the course due to insufficient numbers in order to be economically viable.

4.3 International Refunds

International refunds will not normally be given except in exceptional circumstances, as detailed in the "terms of conditions of acceptance". Any refund will be granted less an administration charge of £250.

Costs that have been incurred by the College in enrolling a learner, e.g. examination costs, registration fees and purchased materials cannot be

reclaimed by the learner, even if they withdraw from the course, unless the course is cancelled by the College.

Enrolment of embassy sponsored Learners will be permitted on production of a valid financial guarantee document from the embassy.

5. Instances of Non Payment of fees

- 5.1 The College is financially vulnerable when learners or their sponsors do not pay the full agreed fee in the timescale expected.
- 5.2 The principle that the College follows is that all students should pay the amount of fee required through the guidance of the Funding Agency as set down in this Policy.
- 5.3 If learners default on their instalment plan the college will communicate with the learner requesting payment. Initially this will be carried out by the Finance team.
- 5.4 Where individuals default on an instalment, a reminder letter will be issued and if this is not responded to within 7 days or the customer is unable to assure us that this position will be resolved, the instalment plan will be cancelled and the full amount of the course will become payable and the College will implement a process of debt management.
- 5.5 The Heads of Faculty will be provided with a list of all learners who have defaulted on their payments. Faculty Area managers will be required to work with the Finance Team, tutors and learners in collecting the fees. Meetings should be held with individual learners to provide support, referral to student finance may be appropriate where learners are in financial difficulty. Any special arrangements for payment of fees must be approved by the Finance Team.
- 5.6 Learners may be removed from the course if they fail to make payment for their course fees. Any further enrolments will be prevented if the learner has a bad debt on their account.
- 5.7 Charges for legal and other costs will be passed on to the learner
- 5.8 The College operates a number of hardship schemes which are in place to support financially vulnerable learners. The College can support and advise such learners through its Student Finance.

6 Advanced Learner Loans

- 6.1 A 19+ year old learner studying a level 3 or above qualification, where they are not eligible for first full level 3 fee remission may be eligible to apply for an Advanced Learner loan to cover the cost of their course fees.
- 6.2 If the learner decides to pay some or all of the fees themselves then an instalment plan is available (see instalments section, if the course is full time and the fee is over £500 and is 10 weeks or longer in duration. In this case an

instalment plan over 6 months is available (but not exceeding the duration of the course), if less than £500 but more than £200 then a plan over 4 months is available (but not exceeding the duration of the course). For a part time course the fee must be over £200 and more than 10 weeks in duration, in this case an instalment plan over 4 months can be agreed.

- 6.3 Where a 19+ learner has not yet applied for a learning loan or has not yet received confirmation that the loans company will be paying the fee then support will be provided by student services to access the SLC portal and give guidance on the scheme. **A learner will not be allowed to commence learning or attend the college for the purposes of learning until they are fully enrolled with an approved learner loan or alternatively a learner can set up a direct debit with the college. The first instalment will be taken on 8th November where the adult learner loan has not been approved.** The direct debit payments will be expected to be paid until the loan reaches an approved status, at this point a full refund of fees paid will be issued.
- 6.4 Where a loan is at the status of approved awaiting signature, the learner must provide the Loan declaration form to the College before they will be allowed to enrol and attend the course.

Charges, Payments and Refund Policy for Higher Education Courses 2017-18

SECTION 1 INTRODUCTION

The College is committed to ensuring that:

- its course fees are fair and represent value for money;
- potential students are provided with clear information about its fees and payment methods;
- any barriers to participation presented by tuition fees and associated charges are mitigated by providing flexible payment options and/or by assisting learners to access appropriate financial support.
- fee collection procedures are fair and reasonable.

This policy covers tuition fees, examination fees and other fees payable by Higher Education students on 'prescribed' courses for 2017-18. Prescribed Higher Education courses currently offered by the College comprise Higher National Certificates, Higher National Diplomas, Foundation Degrees and Bachelor of Arts (Honours) 'top-up' degrees.

In line with Government policy, Nottingham College will charge fees in accordance with the College's Access Agreement with the Office for Fair Access (OFFA).

Tuition fees are reviewed and set annually by the Senior Leadership Team (SLT) and Governors in accordance with any guidance issued by the Higher Education Funding Council for England (HEFCE). In exceptional circumstances (i.e. to reflect market factors), fee adjustments may be made following approval by the Vice Principal Curriculum and Vice Principal Finance.

Fees are set for year 1 of the course and will normally remain unchanged for its duration.

SECTION 2 DEFINITIONS

'Home Students' are those who have been resident in the United Kingdom of Great Britain and Northern Ireland and Islands, European Union (EU) or European Economic Area (EEA) for the three years preceding their enrolment. A current list of EU/EEA countries is attached as Appendix A.

'Overseas' or **'International students'** are students who have not been ordinarily resident for the preceding three years. These students will be assessed at the point of enrolment.

Applicants are required to declare their fee status when they complete their UCAS application or via the college's application form for part-time applicants. The College's International Office will check information in the application relating to fee status, including: nationality, country of residence, address and declared fee status.

As we are operating under the current UK legislative framework, the College is not able to exercise discretion when determining applicants' fee status.

SECTION 3 FEE FRAMEWORK

For all students full fees will be charged and fees will be reviewed and set annually. A scale of tuition fees will be published on the College's website.

SECTION 4 PAYMENT OF FEES

Fees for all HE courses become due for payment at the point of enrolment.

Students who are taking a loan from their national student finance service (i.e. Student Finance England) or an external body must supply evidence of support at enrolment. For clarity, an application request made by the student is insufficient evidence that the loan company is paying the fee. Students remain personally liable for their fees until such confirmation has been received.

Self-funding students must either pay their fees in full, or sign up to an agreed instalment plan and pay the required deposit at enrolment.

Sponsored students remain responsible for ensuring that all tuition fees are paid promptly. Students whose employers have agreed to pay their fees will be required to produce a letter/purchase order from their employer at the point of enrolment confirming that they will cover a proportion or all of the course fee. If a sponsor fails to pay fees (in line with our terms of business), the facility will be cancelled and the student requested to arrange payment directly to the College.

SECTION 5 STUDENTS PAYING BY STUDENT LOAN

The majority of students will be eligible for a full student loan, approved by their national student finance service (i.e. Student Finance England).

If the student provides evidence of a successful loan application, fees are charged to the Student Loans Company (SLC) directly. Students wishing to apply for a student loan, but who are unable to provide evidence of successful loan application at enrolment, must enter into an instalment plan agreement. Students remain liable for all fees until they provide the College with evidence of a successful loan application.

We will refund any instalments paid as part of an instalment plan prior to the receipt of SLC confirmation.

Where an HE student elects to pay fees via a student loan, the SLC will make payments to the College per term, or per part term attended. After the 14 calendar day 'cooling-off' period the SLC will pay as follows: for attendance during term one (25%), for any attendance during term two (a further 25%) and for any attendance in term three (the balance of 50%).

SECTION 6 PAYMENT BY INSTALMENTS

Fees for all HE courses become due for payment at enrolment. Arrangements for instalment payments are in place to support students to pay their fees who do not take a student loan. Standard instalment plans are agreed by the Vice Principal Finance annually. When paying by instalment, students will be encouraged to pay by direct debit.

Collection dates for the 2017-18 academic year will be on or after:

- **6th December 2017**
- **6th February 2018**
- **6th May 2018**

Alternatively, up to 8 equal monthly payments can be arranged. First payment to be made at the time of enrolment and the learner has a choice of payments dates. These being the 6th or 28th of each month.

For students who fail to pay fees by the due date the Finance Team may agree a revised instalment plan with the student in order to ensure collection of the fees due.

SECTION 7 FEE REFUNDS

Fee refunds are normally only made in the following circumstances:

- The College cancelling a course;
- Fees have been wrongly assessed:
- Where there are exceptional circumstances for withdrawing from a course.

Tuition fees charged by Nottingham College are for the programme of study attended. The College will not discount or refund tuition fees as a consequence of trade union action, bank holidays, staff sickness or other exceptional circumstances that may result in the college being closed.

The College adheres to current UK legislation concerning the requirements of the *Proceeds of Crime Act 2002* and *Money Laundering Regulations 2003*. Refunds for fees paid originally by debit/credit card are refunded back to the original card.

For other forms of payment, refunds paid will only be made directly to the student concerned or to an official student sponsor.

SECTION 8 PRO-RATA FEES

There is no pro-rata reduction available for programmes and all students are required to pay the full fee set for the course irrespective of their start date.

SECTION 9 DEBT RECOVERY PROCEDURES

Potential students are advised that the College actively pursues all outstanding accounts and, in certain cases, may decide to use the services of an external debt collection agency.

HE students with outstanding fees will not be permitted to:

- progress to the next stage of their course;

- attend the graduation ceremony;
- receive their award certificate;
- receive their academic transcript or any confirmation of results

Until all outstanding debts have been cleared in full.

For the avoidance of doubt, terminating study with the College (for whatever reason) does not exempt or release students from their obligation to pay any fees due.

SECTION 10 BURSARIES

Bursaries may be available to full-time HE 'Home' students. The extent and scope of any bursary 'offer' will be considered on a student-by-student basis and will be means-tested where appropriate. The extent to which any bursaries are payable will depend entirely on the availability of funds for distribution; no guarantee of payment is either made or implied on receipt of a bursary application or acceptance of the same. Please refer to our college website and student prospectus for more information.

In academic year 2017-18, it is planned to offer the following two bursaries:

1. **Special Support Bursary** – offering up to £1,000 per year (depending on household income) to full-time HE students. To be eligible, students must be a UK/EU citizen, paying the full-time tuition fee of £7,500 (or £6950 if on year two of a course); be in receipt of a maintenance loan and have a household income of £40,000 or less (assessed by Student Finance).
2. **Care Leavers' Bursary** – offering £2,000 in each year of study, in addition to the Special Support Bursary. To be eligible, students must be studying full-time, be a UK citizen, be under the age of 25 at the start of the course, and meet the definition of a Care Leaver as provided by *Become*: *"a young person who has been looked after for more than 13 weeks since they were 14, including some time at age 16 or 17."*

SECTION 11 WITHDRAWALS

Any student withdrawing from a course will be charged for fees from the date of enrolment until (whichever is the later of) either:

1. **the date your formal notice of withdrawal is made to the College or**
2. **the date of your last recorded attendance**

If you are a Home or EU student and you decide to withdraw, you will be liable for course fees on a sliding scale, depending on the date that you inform the College – in writing – of your decision. Non-attendance of timetabled sessions does not constitute a withdrawal.

To withdraw from your course, you must notify your course leader by letter or email.

No fees will be charged if you withdraw within 14 calendar days from the **date of enrolment**. This is in line with the 14 calendar day 'cooling-off' period allowed under consumer protection law.

In line with most higher education providers, the College charges course fees for withdrawn students as follows:

Term	Period description	Dates for Academic year 2017-18	% of full course fee charged
0	from your date of enrolment until the end of the 14 calendar day 'cooling-off' period	25 September* to 9 October 2017*	0%
1	from the expiry of the 14 calendar day 'cooling-off' period until the end of Term 1 (when college closes for Christmas)	10 October* to 15 December 2017	25%
2	from the start of Term 2 (January) until the Easter break	8 January to 29 March 2018	50%
3	from the start of Term 3 (after Easter) until the end of the academic year	16 April to 8 June 2018	100%

*For those students enrolling on the first day of term (Monday 25 September 2017).

Expiry of the 14 calendar day 'cooling-off' period will be calculated for each individual student based on their actual date of enrolment.

For clarity, the day you enter into your contract (by enrolling) is discounted and 'Day 1' of the cooling-off period is the following day.

In calculating a final invoice, any payments already received from the student, employer or Student Loan Company will be deducted before arriving at the balance due.

Countries classified as 'Home' for Student Status (As at 30 June 2017)

European Union (EU) member states:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom* (including Islands and Gibraltar)

European Economic Area (EEA) member states:

- Iceland
- Liechtenstein
- Norway

Part of the European 'single-market' with rights to live, work and study in the UK:

- Switzerland

Nottingham College

Schedule of Tuition Fees for Higher Education Students 2017-18

Higher education tuition fees for the 2017-18 academic year will be as follows:

Bachelor of Arts (Honours) – top-up degrees

Full-time	£7,500.00
Part-time – first year entrants	£3,375.00
Part-time – returning year 2	£3,128.00

Foundation Degrees (except for Construction Management)

Full-time – first year entrants	£7,500.00
Full-time - returning year 2	£6,950.00
Part time – first year entrants	£4,500.00
Part-time - returning year 2	£4,400.00
Part-time – returning year 3	£4,170.00

Foundation Degree Construction Management

Part-time – years 1 and 2	£3,000.00
---------------------------	-----------

HND/HNC

Part-time only	£3,375.00
----------------	-----------

Diploma in Education and Training

Part-time only	£2,000.00
----------------	-----------
