

ACCESS AND HE STUDENT TUITION FEES AND REFUND POLICY

Version 2020

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RELATED DOCUMENTS

Access & Higher Education Student Terms and Conditions, Access & Higher Education Student Information & Consumer Protection Policy, Complaints Procedure for HE Students

1. TUITION FEES

1.1 Tuition Fee Liability

1.1.1 Students who enrol onto Access and Higher Education courses are liable to pay tuition fees.

1.1.2 If the course is eligible for tuition fee loans, the student is responsible to make their own application to Student Finance England (SFE). If an employer or other type of sponsor is paying on a student's behalf, the student remains responsible for ensuring payments are made.

1.1.3 Any student wishing to cancel their enrolment or withdraw from the course within the first 2 weeks must notify the Vice Principal (PPD) in writing (letter or email). If self-funded, a sponsor or an employer has paid the tuition fees, a refund will be given in full.

1.1.4 Once two weeks' attendance post enrolment has been confirmed, the student will be liable to pay tuition fees. The full fees are liable at that that time. Fees may be covered, or partially covered, by:

- a loan agreed by SFE
- a bursary
- an employer
- an alternative sponsor
- self-funding

1.1.5 Where a student does not wish to pay the full fees initially, they may enter into an agreement with the College to pay in instalments. Instalment payments can only be done through a bank account. Cash instalments are not acceptable. Where instalment payments are missed, it is likely that the instalment option will be withdrawn and the student will be liable for payment of the full fees' amount

1.1.6 Where appropriate the College will confirm attendance, for each student to SFE two weeks after enrolment on their course. At this point, the student is responsible for any monies released by SFE to the College.

1.1.7 Where fees are paid on behalf of the student by an employer, SFE, a government bursary or any other type of sponsor, the student agrees to the College informing the sponsor, as required by the terms of the fee paying

sponsor, about attendance and progress and any other information as required in the conditions of the funding.

1.2 Bursaries

1.2.1 Where a bursary is awarded to a student but the College receives the bursary, the College will pay the student bursary funds in line with the bursary conditions. The liability for fees remains and the student is liable to pay the full fees within two weeks of enrolment regardless of when the bursary payments begin. Where the student does not want to pay the full fees due immediately after the two-week period, they must apply to the College's Finance Department to pay in instalments.

1.2.2 Where a bursary is received directly by the student, the student will be invoiced for the tuition fees and will be liable for the full fees after the two-week period. Where the student does not wish to pay the full fees due immediately after the two-week period, they must complete an instalment agreement.

1.3 Interruption of studies or withdrawal from a Course

1.3.1 Students have a two-week grace period within which, if they were to interrupt or withdraw, they will not incur a fee.

1.3.2 If a student interrupts or withdraws after the first two weeks within the **first term** they will be charged **33%** of the full fee due. If they interrupt or withdraw after the start of the **second term** they will be charged **66%** of the fee due. If they interrupt or withdraw after the start of the **third term** they will be charged **100%** of the fee due.

1.3.3 If a student has paid the full tuition fees for the year the appropriate amount will be refunded. If the amount paid is less than the amount due the balance will be invoiced.

2. ACCESS TO HIGHER EDUCATION (HE) COURSE

2.1 Student Finance England will 'write off' any outstanding Advanced Learner Loan balances you owe for an Access to HE course once you complete a higher education course. This means you do not have to repay it.

The higher education course must be eligible for student finance.

3. REFUNDS

3.1 Where a student has taken out an Advanced Learner Loan and withdraws after two weeks, the student will be liable to pay the balance of any remaining

fees. Any difference between the tuition fees due and the amount which will be met by SFE will be invoiced to the student.

Students who are withdrawn due to failure to enrol with an awarding university e.g. Birmingham City University, will remain liable for the fees due.

The student is responsible for their own maintenance to support them whilst study is undertaken whether the course attracts maintenance funds or not.

3.2 Refund for Course Closure

If the College closes a course under the circumstances identified in the *Higher Education Terms and Conditions of Contract* a refund will be given for any tuition fees paid relating to that course in that academic year.

3.3 Withdrawal from Course

If a student is withdrawn on disciplinary, attendance or participation grounds the student remains liable for the payment of tuition fees as in paragraph 1.3.2 above.

3.4 Refunds Arising from Complaints

Complaints relating to courses are subject to the College's HE complaints' procedure. The decision will be confirmed in writing as to whether a refund will be provided.

Please refer to the College's *Complaints Procedure for Higher Education Students* for further details.

(A refund request due to exceptional circumstances should be addressed to the Vice Principal (PPD) (letter or email) with any supporting evidence. All requests will be considered individually and a decision made within 14 working days of receipt. We will consider each case on an individual basis)

3.5 Mitigating Circumstances

Consideration shall be given to making complete refunds to students who have to withdraw due to exceptional mitigating circumstances. The College will consider each case on an individual basis.

3.6 Refund of Examination Fees

Once examination and/or registration fees have been made to the awarding organisation a refund for these fees cannot be made.

3.7 Payment of Refunds

If a payment is made this will be refunded directly back to the credit/debit card or refunded via a cheque or bank transfer depending on the method used for payment. Refunds will not be issued in cash.