



**South Gloucestershire and Stroud College**  
**Fees, Charges & Refunds Policy 2020/21**

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 Please contact the Group Services Department**

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## MANDATORY INITIAL IMPACT SCREENING



Completed by:

Gavin Murray

Assistant Principal

21/11/2019

I have read the guidance document: Completing a Policy Impact Assessment?

✓

If this policy has been up-dated, please tick to confirm that the initial impact screening has also been reviewed:

✓

### EQUALITY AND DIVERSITY IMPACT ASSESSMENT

Characteristic	This policy seeks to:	
Age	Remove arbitrary age barriers to educational access and to the realisation of individual potential and success	
Disability	Choose an item.	
Faith or Belief	Choose an item.	
Gender	Choose an item.	
Race or Ethnicity	Choose an item.	
Orientation	Choose an item.	
Gender reassignment	Choose an item.	
Economic disadvantage	Use available resources to identify and address any issues of inequality as a result of social and economic factors. Supporting learners and staff, both academically and pastorally in order for all to be successful	
Rural isolation	Use available resources to identify and address any issues of inequality as a result of rural isolation. Supporting learners and staff, both academically and pastorally in order to access College services and be successful.	
Marriage	Choose an item.	
Pregnancy & maternity	Choose an item.	
Carers & care leavers	Use available resources to identify and address any issues of inequality as a result of being in care or a care leaver. Supporting learners both academically and pastorally in order to be successful.	
Vulnerable persons	Choose an item.	
Please identify any sections of the policy that specifically seek to maximise opportunities to improve diversity within any of the College's stakeholder groups:		
Please identify any sections of the policy that specifically seek to improve equality of opportunity within any of the College's stakeholder groups:	Section 7	
Is there any possibility that this policy could operate in a discriminatory way?	<input type="checkbox"/>	✘
	If you have ticked yes (red), which characteristic will be most affected? Choose an item.	
If yes please confirm that the Policy has been sent for a full Equality & Diversity Impact Assessment, and note the date:	<input type="checkbox"/>	Click or tap to enter a date.

**Note:** if the policy does not seek to increase diversity or improve equality you should go back and review it before submitting it for approval.

### MAPPING OF FUNDAMENTAL RIGHTS

Which United Nations Convention on the Rights of the Child ( <a href="#">UNCRC</a> ), Right does this policy most protect:	Art. 17 Access to information Art. 28 Right to education Art. 42 Right to know your rights
Which Human Right ( <a href="#">HRA</a> ) does this policy most protect:	Choose an item. Part 2, the first Protocol

### DATA PROTECTION & PRIVACY BY DESIGN SCREENING

Tick to confirm that you have considered any data protection issues as part of the design and implementation of this policy; and, that implementing this policy will <u>not</u> result in the collection, storage or processing of personal data outside of official College systems:	✓
Tick to indicated that this policy has or requires a Data Privacy Impact Assessment:	<input type="checkbox"/>

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# Fees, Charges and Refunds Policy 2020/21

## 1. Introduction

- 1.1. This policy established a framework for maintaining the availability and accessibility of comprehensive guidance and information regarding fees for courses.

## 2. Statement

- 2.1. The South Gloucestershire and Stroud College (“the College”) Fees, Charges and Refunds Policy is that:

- 2.1.1. Fees are set at a level to ensure that the College remains self-sustaining. This requirement can only be varied with the agreement of the Group Chief Financial Officer and / or the College Principal.

- 2.1.2. The minimum hourly fee rates for courses will be set annually. All printed College marketing material will aim to publish the full cost of each course/programme including tuition fees, exam/registration fees, material fees and any additional fees relating to each course, or provide this information online (subject to the College’s published disclaimer: <https://www.sgscol.ac.uk/disclaimer>).

Fee concessions and fee remission will be agreed and published annually. These will be set in accordance with funding body guidelines and in line with specific College requirements.

The College will endeavour to provide prospective learners with all relevant information to help inform their decisions. In addition to preserving learners’ statutory rights, this policy ensures that all learners are treated fairly and equipped to resolve problems if things go wrong (for example via the College’s Complaints Policy).

- 2.1.3. The refund process will be agreed and published annually (see 7.7).

- 2.1.4. The College Fee, Charges & Refunds Policy will require the approval of the Corporation.

- 2.1.5. The policy will be reviewed annually and any changes recommended will be referred for approval to the Corporation.

## 3. Objectives

- 3.1. The purpose of this policy is to provide a framework within which the College’s fee setting and fee refund processes will be designed and implemented. The policy has been written in accordance with the Education & Skills Funding Agency (ESFA) funding guidance, Office for Students

regulations, and any available West of England Combined Authority (WECA) guidance.

#### **4. Implementation**

- 4.1. All College staff are responsible for raising awareness of this policy with prospective learners (prior to their enrolment) and current learners.

#### **5. Responsibilities**

- 5.1. The Head of Finance has responsibility for ensuring the policy is reviewed, updated and disseminated on an annual basis.

#### **6. Related Policies, Procedures, Guidelines and Regulations**

- 6.1. Financial Regulations.
- 6.2. Financial Procedures.
- 6.3. Compliments, Suggestions and Complaints Policy and Procedure.
- 6.4. Funding Bodies Guidelines.
- 6.5. Policy and Procedures for the Disbursement of Bursary funds and Financial support services.
- 6.6. Exams Fee Policy.
- 6.7. Trips Policy and Procedure.
- 6.8. Higher Education, Bursary and Hardship Policy.
- 6.9. Higher Education Student Protection Plan.

#### **7. Procedure**

The following details the approved fees for the academic year.

##### **7.1. Basis of charge**

7.1.1. The Corporation has set fees on the basis of continuing to ensure the College's financial viability and the following:

- a) Terms and conditions of ESFA funding;
- b) Office for Students guidelines in respect of Higher Education courses and in consultation with partner Universities;
- c) Guidance from CMA (Competition and Markets; Authority) reflected in all fees. Consumer rights are not affected;
- d) Directives from the ESFA or WECA in respect of Adult Education and skills courses;
- e) Market conditions.

7.1.2. All fees should be rounded up to the nearest £1.

7.1.3. Tuition fees may be reduced proportionately for late enrolment with the agreement of the Group Chief Financial Officer or College Principal.

## 7.2. Payment of fees

### 7.2.1. Enrolment

Full time fees will be collected as close to enrolment as possible (including any exam, registration or materials fees).

Learners should be enrolled without payment as fees will be collected post-enrolment. At enrolment, fees will be discussed with the learner and cover the following criteria, which may result in the learner not being eligible to pay fees:

- a) They are remitted from paying fees under ESFA policy;
- b) They agree to pay in instalments (including an administration fee) and complete documentation as appropriate (see 7.2.2);
- c) They have evidence of a successful application for Learner Support Funds to cover the cost of any outstanding fees;
- d) They have evidence in writing from an approved sponsor that the sponsor will pay their fees in full;
- f) They agree to apply, or have already applied, for the Advanced Learner loan.

For under 18s, a parental guidance form **MUST** be signed during the induction period by a parent, guardian or other guarantor who understands that fees are due and that they are responsible for them. This must be returned to the College during the induction period, and is a pre-requisite of successfully passing the learner probationary period.

The learner and parent / guardian or other guarantor, (where applicable), will need to sign a privacy notice within the above document to accept that the personal details will be held in the system and passed to a third party, if necessary, for fee collection.

### 7.2.2. Instalments

7.2.2.1 Learners may apply to pay course fees in monthly instalments (between three and six depending on the length of the course). The number of instalments may be

extended but will not exceed 10 monthly instalments. **The college does not create or enter into Consumer Credit Agreements and payment plans are offered to assist learners to budget appropriately. The College is not able to provide financial advice.**

7.2.2.2 Instalments will be paid by standing order through FlexPay which includes a monthly administration charge. The learner / parent / guardian or guarantor is responsible for ensuring instalments are set up and paid on time.

7.2.2.3 The learner will enter in to an agreement with the College which states that the learner / parent / guardian or guarantor understands that should any instalment be declined or cancelled, the whole amount will become due immediately and may result in legal action to recover the debt.

7.2.2.4 In the event that a learner withdraws or is withdrawn from the course, all applicable fees will be payable immediately.

***NB.*** Where a learner who is financed by an Advanced Learner Loan withdraws, the loan ceases from the point of withdrawal and any outstanding applicable course fees become payable immediately to the College.

### 7.2.3 Sundry Charges

7.2.3.1 Additional charges may be levied for the cost of trips, travel to sports fixtures, etc.

7.2.3.2 Course materials and exam fees will be included in the maximum loan cost charged to a learner aged 19 and above on an approved Level 3 programme. Trips will be charged as an optional extra.

7.2.3.3 An exam fee will be set in line with the Exam Fee Policy – if the exam fee for the Academic year is not published by the awarding body within the timescales required by the College, the exam fee will be set as the previous year's awarding body fee plus an increase agreed by the Group Chief Financial Officer or College Principal.

### 7.2.4 Exam re-sits fees and charges

7.2.4.1 Examination fees are not charged, except in the following circumstances:

- In the absence of extenuating circumstances, assessment work must be up-to-date and attendance must be at least **87%** in order to qualify for free examination entry;
- If you fail, without good reason, to sit a scheduled examination you will be charged a re-sit fee;
- Resit fees will not be charged for a second attempt at an examination, resulting from an initial examination failure, where you have met the attendance requirement;
- Following a second attempt at an examination, resulting from an initial examination failure, you will be required to pay the full re-sit fee for each subsequent attempt;
- If you choose to re-sit an examination (with the aim of achieving marginal improvements in your grades) you will be required to pay a re-sit fee;
- Qualifications leading to a GSCE grade 4 to 9 in English or mathematics will not be treated as retakes where you have not yet achieved either a grade 4 to 9 or A\* to C in these subjects;
- No exams fees are charged to Apprentices.

7.2.4.2 Exams fees and re-sit fees are charged to all other learners as advertised and these are payable at the time of enrolment. Exam fees are charged at the awarding organisation's published price per unit plus a 15% administration fee.

7.2.4.3 Where an awarding organisation makes a charge for further resits, the learner will be required to pay a £15 resit charge.

7.2.4.4 Agreed late enrolments may incur a late registration fee and learners will be advised if there are any additional costs incurred as a result of the late enrolment.

## 7.2.5 Professional Development:

7.2.5.1 Staff enrolling on a course agreed as part of staff development must show a signed approval form at the time of enrolment. Actual costs only should be charged to the relevant budget, i.e. exam and material fees.

7.2.5.2 Staff using their annual £250 staff voucher can only use this against tuition fees. Fees in excess of £250 are to be paid by the relevant staff member. Material and exam



fees still apply. The voucher may be used once in an academic year. The discount is repayable if staff either fail to complete the course or leave the College during the duration of the course.

## 7.2.6 Refunds

7.2.6.1 Refunds will only be considered if the college has closed, or materially reduced the content of a learner's learning programme, or if the advice given at the time of enrolment is deemed by the College to be inaccurate.

7.2.6.2 If a learner requests a refund due to a complaint about the content or teaching of a course then the learner should be advised of the College's complaints procedure and provided with the necessary paperwork.

7.2.6.3 Materials purchased are non-refundable at any point of the academic year. However, learners who are withdrawn early may only be charged for materials used for the duration of their enrolment.

## 7.3 Additional Learning Support

Learners who are funding their own training or who are being sponsored by an employer and are not accessing any government funding for their course may be eligible to access the College's support facilities. This could include support with study skills exam techniques and helping with maths and English. Cost for this support will be agreed prior to course commencement and must be agreed and paid for in advance.

## 7.4 FE Learners

### 7.4.1 Full Time Tuition Fees for Further Education Programmes

#### **Home Learners**

A home learner is one who has been ordinarily resident in the UK or EU for 3 years prior to the start of a course of study.

#### 7.4.1.1 Under 16's

- a) Under 16 learners can only be enrolled on full time programmes following the approval of the Vice Principal , responsible for 14-16 delivery at a rate agreed by the Group Chief Financial Officer or College Principal.

- b) Where courses have a restriction in number, the College is entitled to refuse entry to an under 16 year old.
- c) The full fee including any materials fee will be invoiced and must be paid after enrolment.
- d) Learners who have previously been Home Educated for a period of 6 months prior to enrolment may qualify for funding via the ESFA and may therefore not be subject to tuition fees.

#### 7.4.1.2 16–18 (Including home educated 14-15 year olds)

No tuition fees are charged to any home learner, aged 16-18 years at 31 August 2020 and learners in the second year of a two year programme of study, who were aged 16-18 years at 31 August 2018.

#### 7.4.1.3 19+

A tuition fee of £1,800 is charged to all learners aged 19 years or above at 31 August 2020 at the start of Year 1 programmes unless they fall into one of the categories below. Learners continuing onto the second year of a 2 year course will be charged the prior year's rate for their course.

- a) Learners aged 19 to 24 with an Education, Health and Care Plan (EHCP), are funded by the ESFA as 16-18 learners (paragraph 7.7.2).
- b) For learners aged 19-23 years taking their first full eligible (eligibility defined by ESFA Learning Aims Reference Service) Level 2 or Level 3 programme there will be no fee if the course qualifies for this entitlement. It should be noted that learners need to apply for this entitlement via the MMS team.
- c) For learners aged 19-23 years taking eligible (eligibility defined by ESFA Learning Aims Reference Service local flexibility category) courses up to and including level 1 to support their progression to a first full level 2 programme there will be no fee if the course qualifies for this entitlement. It should be noted that learners need to apply for this entitlement via the MMS team.

- d) For learners aged 19-23 years taking a traineeship or a supported internship there will be no fee.
- e) For learners aged 24 or above and Learners aged 19-23 who have previously achieved level 3 or above, who are undertaking qualifications at level 3 or above, will be charged the full funding rate (as stated on the Learning Aims Reference Service (LARS) unless the Head of Faculty has agreed a reduced rate in line with market conditions. Eligible learners will be able to access an Advanced Learner Loan.
- f) In line with ESFA guidelines\*, full remission of all fees is given in respect of the following categories of home learner studying on FE provision.

Proof of benefits, along with a signed College declaration must be provided to qualify for remission.

There are low income and benefit waivers. An application form will need to be completed and proof of income may also be required.

*\* Information based on ESFA Guidance available at the time of going to print.*

- All learners, for eligible learning aims up to and including Level 2, who are unemployed and in receipt of the following income based benefits:
  - Job Seekers Allowance (JSA); including those receiving National Insurance credits only.
  - Employment Support Allowance (ESA) and are in the activity Group (WRAG – Work Related Activity Group);
  - Receiving Universal Credit, earn either less than 16 times the appropriate age-related rate of the national minimum wage/national living wage a week or £338 a month for individual claims or £541 a month for 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-Focussed Interview Group

- Learners who are the unwaged dependents of JSA and ESA (WRAG) claimants are not automatically eligible for fee remission but they may be eligible under other criteria.
- In addition to the above categories, the College offers fee remission to adults studying on an ESFA funded course at level 2 or below if the learner both:
 

Receives other state benefits and their earned income (disregarding benefits) is less than £338 a month (learner is sole adult in their benefit claim) or £541 a month (learner has a joint benefit claim with their partner); (*draft ESFA format funded adult education rules for 19-20*).

And

- Wants to be employed (or progress into sustainable employment) and their earned income (disregarding benefits) is less than £338 a month (learner is sole adult in their benefit claim) or £541 a month (learner has a joint benefit claim with their partner) and the college is satisfied that the learning is directly relevant to the learner's employment prospects and the local market needs. (*draft ESFA funded adult education rules for 19-20*)
- For adults starting classroom based functional skills and GCSEs in English and Maths where they do not currently have these qualifications at either A\*-C or grades 4-9 there will be no fee.
- Learners who already hold a GCSE qualification at A\*-C or grade 4 or above in English and Maths will not be eligible for ESFA funding on any English or Maths learning aim and will be charged the full funding rate for the qualification, as stated on the Learning Aims Reference Service (LARS).
- Learners who are employed, or self-employed, and would normally be co-funded for provision, up to and including level 2 might be fully funded if they earn less than £16,009.50 annual gross salary. This is on receipt of evidence of the earner's gross annual wages in these circumstances.

#### 7.4.2 Part-Time Tuition Fees for Further Education Programmes

##### **Home Learners**

#### 7.4.2.1 ESFA Funded FE Courses:

- a) Learners will be charged fees based on an agreed course contribution to be agreed by the appropriate Head of Faculty in which the provision sits.
- b) Fees may be altered to reflect the full market value subject to approval by the Head of Faculty and College Principal or Group Chief Financial Officer.
- c) For dedicated employer provision, fees are charged in line with Full Cost Pricing Matrix, which is subject to change. Prices will differ by course.
- d) Learners may be eligible for remission of fees in respect of the categories of home Learners studying on full time provision as detailed in 7.7.

#### 7.4.2.2 Link/Infill Learners:

14-16

- School link and other non-ESFA funded infill Learners may be admitted to the College if this is deemed appropriate by their school/Local Authority and if, in the judgment of the College, the student would benefit from the learning opportunity, has the necessary resilience and can meet College requirements. Fees will be charged at £4,573 for 2-3 days per week and £5,209 for 4 days in College. Fees may be altered with the agreement of the College Principal or Group Chief Financial Officer.

#### 7.4.3 International Learners

International Learners (non EC) on Further Education Programmes are charged the following annual tuition:

7.4.3.1 International learners are charged an annual tuition fee of £7,500 or £8,250, dependant on the programme.

7.4.3.2 Full tuition fee payment is expected in advance to secure a place.

All fees are to be paid in advance.

#### 7.4.4 College Materials Fee

Materials fees will be set by the Head of Faculty annually with agreement of the appropriate Assistant Principal as part of the annual curriculum planning process.

7.4.4.1 The materials fee will include a charge for course materials in line with ESFA requirements shown in Fig 1 below.

7.4.4.2 The fee charge must cover the full cost to the College of acquiring the materials, including VAT and an allowance for purchasing, processing and delivery costs, etc.

7.4.4.3 The materials fee must not include any costs for trips.

*Please note that all materials that are purchased by the College are subject to non-recoverable VAT.*

Fig 1

### **ESFA Funding conditions in respect of charges to Learners**

Institutions may choose to charge learners aged 16 to 18 in full time or part-time education for other elements of their study programme as set out here. There is no requirement to charge for optional extras. The institution funding the activity is free to determine whether any charge should be made for it and, if so, how much should be charged and to whom.

- Where clothing or equipment is necessary for the learner's health or safety, a charge may be made for clothing and equipment that the learner retains, but only if the learner also has the option of borrowing the clothing or equipment free of charge.
- A charge for the sale of learning materials in bookshops, or similar facilities in institutions, that enables learners to secure discounts on books, stationery or similar materials.
- Fines for the late return of library books or other disciplinary fines (provided such penalties have been made known in advance); and deposits on lockers, ID cards, keys, library cards or smartcards and equipment that are fully refundable except in cases of damage or theft. Fines and deposits are not fees.
- Photocopying and printing, including computer printouts, are not fees as long as they are not course-specific, are optional and there are alternative sources for these services.
- A charge for the recreational use of leisure and other non-academic facilities where the activity taking place is not a

requirement of a course syllabus or not part of a learner union membership free entitlement.

- Travel, board and lodging and other additional costs, including any tuition costs, associated with field trips and similar activities that may form part of or be outside the requirement of the course syllabus or agreed study programme.
- Optional extra activities where the activity is taking place outside a required part of an agreed study programme, and charging is at the discretion of the institution that would otherwise meet the cost of provision. Examples of optional extra activities include theatre, cinema or museum visits or other day or residential visits that are not a requirement of course syllabuses.

#### 7.4.5 Sports Academies Annual Membership Fee

Fees for annual membership of Sports Academies are charged in addition to any academic course material fees.

The annual academy membership fee (£250-£350) contributes towards:

- Sports injury support and treatment
- Strength and Conditioning programming
- An annual Gym membership for the 'Power Station'
- Travel to and from fixtures
- Replacement and maintenance of equipment and facilities
- Coaching and training
- College team playing kit.

Additional charges may be incurred for certain sports academies.

All Sports academies fees are payable at the start of the Academic year and are non-refundable.

The level of fee is set by each individual Academy and may include additional special competition event costs, external club membership and kit fee.

In addition to the Membership fee a non-negotiable personal sports kit package will need to be purchased by each individual Learner directly from our sports kit supplier. This is the Learner's personal property and responsibility and **the College will not accept any responsibility for its storage and/or supervision.**

If a sports academy attends a special event or a tour an additional payment by learners may be required. This could include representation at regional, national or international level.

## 7.4.6 Exam re-sits fees and charges

7.4.6.1 Examination fees are not charged, except in the following circumstances:

- In the absence of extenuating circumstances, assessment work must be up-to-date and attendance must be at least **87%** in order to qualify for free examination entry;
- If you fail, without good reason, to sit a scheduled examination you will be charged a re-sit fee;
- Resit fees will not be charged for a second attempt at an examination, resulting from an initial examination failure, where you have met the attendance requirement;
- Following a second attempt at an examination, resulting from an initial examination failure, you will be required to pay the full re-sit fee for each subsequent attempt;
- If you choose to re-sit an examination (with the aim of achieving marginal improvements in your grades) you will be required to pay a re-sit fee;
- Qualifications leading to a GSCE grade 4 to 9 in English or mathematics will not be treated as retakes where you have not yet achieved either a grade 4 to 9 or A\* to C in these subjects;
- No exams fees are charged to Apprentices.

7.4.6.2 Exams fees and re-sit fees are charged to all other learners as advertised and these are payable at the time of enrolment. Exam fees are charged at the awarding organisation's published price per unit plus a 15% administration fee.

7.4.6.3 Where an awarding organisation makes a charge for further resits, the learner will be required to pay a £15 resit charge.

7.4.6.4 Agreed late enrolments may incur a late registration fee and learners will be advised if there are any additional costs incurred as a result of the late enrolment.

## 7.4.7 Refunds

7.4.7.1 Refunds will only be considered if the College has closed, or materially reduced the content of a learner's learning programme, or if the advice given at the time of



enrolment is deemed by the College to be inaccurate. Refunds will not be considered should a learning programme have to be substantially altered due to circumstances beyond the College's control.

7.4.7.2 If a learner requests a refund due to a complaint about the content or teaching of a course then the learner should be advised of the College's complaints procedure and provided with the necessary paperwork.

7.4.7.3 Further Education learners who enrol onto or start a course and withdraw or leave will be liable for the following course / tuition fees:

- 50% if exit occurs before the first half term of the academic year (usually in October);
- 75% if exit occurs before the second half term of the academic year (usually Christmas), but post the first half term;
- 100% if exit occurs before the third half term of the academic year (usually in February), but post the second half term.

Materials purchased are non-refundable at any point of the academic year.

7.4.7.4 In exceptional cases a request for refund may be approved by the Group Chief Financial Officer or College Principal.

#### 7.4.8 Transfers – Further Education

A full-time transfer is defined as the movement of a learner from one full time study programme “the old study programme” and associated core qualification(s), to a different full-time study programme or apprenticeship “the new study programme” within the College.

##### 7.4.8.1 Full-time transfers within the first term of the full-time academic year

Full-time transfers that are authorised during the first term of the academic year (until the Christmas break) will be charged the full year fee(s) of the new study programme. Any fees relating to the old study programme will not be charged. Any relevant fee remission will be transferred to the new study programme.

Learners who have been granted bursary payments will have their bursary amended to reflect changes in fees.

#### 7.4.8.2 Full-time transfers in terms two or three of the full-time academic year

Full time transfers that are authorised after the first term of the academic year will be charged an agreed proportion of the fees from the old study programme plus an agreed proportion of the fees of the new study programme. These fees will be agreed by the Heads of Faculty for both relevant study programmes.

#### 7.4.8.3 Transfers for learners who are paying course fees with an Advanced Learner Loan

If a Learner is paying for their course via an Advanced Learner Loan and they wish to transfer onto a different course with a different learning aim, they may do so providing that they are transferring to a course that is also eligible for an Advanced Learner Loan.

If there is an increase in the fee charged for the new course, the learner will need to complete a Loan Request form to increase their loan to cover the new amount via the Student Loan Company or pay any outstanding amount themselves. If the course the learner is transferring to, has a lower fee, then the College will manually reduce the loan requested and the Student Loan Company will claw back any overpayments.

Learners wishing to transfer to a different course must discuss this with the Money Management Service team to check if the course is eligible for a loan. If the new course is eligible for a loan then the Money Management Service team will transfer the learner to the new course on the Advanced Learner Loan system.

#### 7.4.8.4 Part-time Transfers

Part-time transfers/deferrals will be at the discretion of the Head of Faculty. A fee will be charged to cover costs incurred on the original part-time course and similarly a proportionate fee may be charged for the new course. These fees will be determined and agreed by the relevant Heads of Faculty. Any registration/exam costs incurred by the college on the original part-time course must be charged.

## 7.5 Apprenticeship Learners

### 7.5.1 Apprenticeships

- 7.5.1.1 The College will agree a price for each apprenticeship with the employer, prior to commencement of the apprenticeship, based on the agreed delivery model and End Point Assessment costs, including the cost of materials, exams, assessment fees and any re-sits.
- 7.5.1.2 If the College recruit for the employer an apprentice who presents prior learning or qualifications at the application stage which reduce the SGS delivery costs, then the College will reduce their price accordingly.
- 7.5.1.3 The final agreed price will be confirmed on the enrolment form, signed by the college, learner and employer.
- 7.5.1.4 Payment from the employer levy account, or co-investment payments from non-levy employers, will be in accordance with the apprenticeship funding rules in place at the commencement of the apprenticeship program.
- 7.5.1.5 On request, the College may agree a schedule of instalments with non-levy employers for co-investment payments, which will at least match the ESFA payment profile.

### 7.5.2 Refunds

- 7.5.1 Refunds will only be considered if the College has closed, or materially reduced the content of a learner's learning programme, or if the advice given at the time of enrolment is deemed by the College to be inaccurate.
- 7.5.2 If a learner requests a refund due to a complaint about the content or teaching of a course then the learner should be advised of the College's complaints procedure and provided with the necessary paperwork.
- 7.5.3 In exceptional cases a request for refund may be approved by the Group Chief Financial Officer or College Principal.

## 7.6 Higher Education Learners

### 7.6.1 Full time course fees for Higher Education Programmes (Fig 2)

#### **Home Learners**

A home Learner is one who has been ordinarily resident in the UK or EU for 3 years prior to the start of a course of study.

7.6.1.1 Learners are charged an annual course fee as per our Higher Education published course fees; these fees are loaded onto UCAS. Course fees are approved by the Corporation or set by the partnering University.

7.6.1.2 Learner course fees over the regulated lower fee will be in accordance with a published and approved learner access and participation agreement.

7.6.1.3 If learners are in receipt of learner support through the Student Loan Company (SLC), Learner Awards Agency for Scotland (SAAS), or Islands Government (Jersey, Guernsey, Isle of Man), and the College does not receive their financial assessment, they will be held liable for the full fee.

7.6.1.4 Remission is not available for these courses.

7.6.1.5 Learners should be aware that they will be charged an additional fee for the following:

- Taking more than 8 modular credits in each level in an academic year (Full Time undergraduate and not fast-track)
- Modules taken beyond completion date
- Trailed modules
- Failed modules
- Reassessment of examinations and coursework
- Fees outlined in assessment policy
- In exceptional circumstances; permitted late addition or deletion of a module.

All fees are to be paid in advance.

## 7.6.2 Part-Time Course Fees for Higher Education Programmes (Fig 2)

### **Home Learners**

7.6.2.1 'Home Learners' are charged an annual course fee as per our Higher Education published course fees; these fees are loaded onto UCAS. Course fees are approved by the Corporation or set by the partnering University.

7.6.2.2 Part-time Undergraduate Degrees are charged by modules/units studied in the academic year.

7.6.2.3 If learners are in receipt of learner support through the Student Loan Company (SLC), Student Awards Agency for Scotland (SAAS), or Islands Government (Jersey, Guernsey, Isle of Man) and the College does not receive their financial assessment, they may be liable for the full fee.

7.6.2.4 Learners should be aware that they will be charged an additional fee for the following:

- Taking more than 8 modular credits in each level in an academic year (Full Time undergraduate and not fast-track)
- Modules taken beyond completion date
- Trailed modules
- Failed modules
- Reassessment of examinations and coursework
- In exceptional circumstances; permitted late addition or deletion of a module.

All fees are to be paid in advance.

Fig 2

#### SGS University Level Degree Fees 2020/21

Course	Home / EU Annual Fee (Full-Time)	Home / EU Part Time Module Fee (30 CATS)	International Annual Fee
Foundation Degree	£7,500	£938	£11,750
BA/BSc/Top-Up (L6)	£8,250	£1,031	£11,750
BSc (Fast Track)	£9,000	£1,125	£11,750
HND	£6,000	£750	£11,750

Course	Home / EU Module Retake Fee (30 CATS)	Home / EU Module Retake Fee (15 CATS)	Admin fee to be charged for all re-assessments	International Module Retake Fee
Foundation Degree	£469	£235	£50	£735
BA/BSc/Top-Up (L6)	£563	£282	£50	£735
BSc (Fast Track)	£563	£282	£50	£735
HND	Unit fee	Unit fee	£50	£735

#### 7.6.3 International Learners

7.6.3.1 International learners on higher education programmes are charged the following annual tuition to be paid at enrolment:

- £11,750 for directly funded College HE courses;
- £14,680 for courses franchised by University of Gloucestershire.

#### 7.6.4 Materials Fee

HE courses do not attract a materials fee at this time.

#### 7.6.5 Re-assessment charges for Higher Education Learners

Re-assessment charges for learners studying a Higher Education Module will be £50 per module, this will be for learners that meet the academic regulations for re-assessment. Charges are required to be paid prior to the re-assessment submission date. Communication to learners regarding modules eligible for a re-assessment will be made in writing following the Module Board of Examiners and will include an invoice for re-assessment fees.

Higher Education Module Re-takes will be charged according to size of module, any costs will be clearly identified and outlined in the student's board of examiners letter.

#### 7.6.6 Refunds

7.6.6.1 Refunds will only be considered if the College has closed, or materially reduced the content of a learner's learning programme, or if the advice given at the time of enrolment is deemed by the College to be inaccurate.

7.6.6.2 If a learner requests a refund due to a complaint about the content or teaching of a course then the learner should be advised of the College's complaints procedure and provided with the necessary paperwork.

7.6.6.3 Higher Education learners who withdraw within the first 2 weeks of the start of their programme (this includes induction week), will not be liable for tuition fees. Learners who withdraw after the first 2 weeks but before the start of the second term will be liable for 25% of the annual tuition fee. Learners who withdraw after the start of the second term but before the start of the third term will be liability for 50% of the annual tuition fee. Learners who withdraw in the third term will be liable for 100% of the annual tuition fee. This is applicable for learners with learner Loans, self-funding or sponsored.

7.6.6.4 Where Higher Education International Learners withdraw before 1 December the College will retain £4,000 of the fee deposit. Learners who withdraw after the 1<sup>st</sup> of December will be liable for 100% of the fee.

7.6.6.5 In exceptional cases a request for refund may be approved by the Group Chief Financial Officer or College Principal.

#### 7.6.7 Higher Education Compensation

7.6.7.1 In the event that the College is unable to preserve the continuation of study learners may be eligible for compensation to support the travel costs for learners affected to the location of their new course, maintenance costs and loss of time where learners have to transfer, tuition and maintenance where a learner has to transfer course or provider.

7.6.7.2 All Higher Education bursaries will be honoured for learners in receipt of the bursary, when studying on a course where the college is no longer able to preserve the continuation of study.

7.6.7.3 The College will ring-fence sufficient cash reserves to provide refunds and compensation for those learners for whom we identify an increased risk of non-continuation of study.

#### 7.7. Full Cost Recovery

7.7.1 Fees will be set at a level that ensures that the College is able to be self-sustaining. This requirement can only be varied with the agreement of the Group Chief Financial Officer or College Principal.

7.7.2 The fees for all courses offered by the college must ensure that the income for each course covers the full direct delivery cost, as well as an agreed contribution to College indirect costs and overheads.