

Teitl:
Title: Tuition Fee and Refund Policy



Dyddiad Cyhoeddi:
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Adolygu a Chymeradwyo / Review and Approval

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Scope

In accordance with the Learning and Skills Act 2002 (the Act), the college has a duty through Welsh Government (WG) to secure:

- 1) The provision of proper facilities for: education (other than higher education) suitable to the requirements of persons who are above compulsory age but have not attained the age of 19
- 2) The provision of reasonable facilities for: education (other than higher education) suitable to the requirements of persons who have attained the age of 19 and associated training and organised leisure time as defined in the Act.

In so doing, the college will seek to provide a schedule of fees and concessions which will encourage participation and inclusion in education and training, whilst ensuring that the college protects its assets and make best use of public funds, and ensures financial security.

The policy will all also assist in individual courses, and our overall provision, maintaining financial viability.

This fees policy is required to ensure a fair and consistent approach is adopted for the charging of fees to learners at Coleg Cambria.

Policy Statements

The Tuition Fee and Refund Policy will inform staff; students and any other stakeholder how course fees and refunds are managed and delivered. It will provide a means of communicating how the aims of the College's strategic and operational plans relate to fee charges. The College uses its evaluation findings for future strategic planning and the planning of continued improvements for fee charges and administration.

General Principles

Course fees will be reviewed every year and will be available on the college website. Course fees are charged for each year of study within the institution.

The college will endeavour to run all classes on time and to schedule. In the event of an act of nature or third party where classes need to be cancelled to ensure the safety of students and staff, refunds will not be given.

If the college cancels a course, full refunds will be available.

All learners aged under 16 on the 1st August of the academic year must be referred to a member of the Directorate Team before enrolment is discussed with the learner.

Fees must be paid at the time of enrolment unless otherwise agreed by the College. Any learner who enrolls on a college course and then subsequently fails to make payment will be excluded from the course.

Fees can be paid by:

Cash

Cheque, supported with bankers card

Debit and Credit cards

Employer Invoice, supported with letter of authorisation from the employer.

Student Finance Wales/Student Loans Company following receipt of a student's financial notification

Fees will be collected at the start of the academic year but will be ongoing as necessary to take account of differing start times and roll on/roll off courses. Teaching staff will not be involved in collecting fees and handling money, but they will be expected to convey information to learners in classes regarding fees.

Course fees or deposits are not automatically transferable from one term/year to another or from person to another.

The college reserves the right to pass on any overdue debt to a third party debt collection agency.

Further Education Learners

Further Education Institutions are not allowed to charge tuition fees to under 19 learners on Welsh Government funded courses. Part time under 19 learners are eligible to pay examinations and registration fees.

Fee Remissions

Concessions are only applicable to tuition fees, not to registration, exam or re-sit fees. Concessionary fees are based on personal circumstances and apply to those receiving:

- Income Support
- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Housing/Council Tax Benefit
- Pension Guarantee Credit

Formal evidence of eligibility for concessionary fees will be required on enrolment. Some courses do not have concessionary rates – these exceptions will be shown in the course guide.

Instalments

Course fees over £300 are eligible for instalments - learners pay 25% at enrolment and three subsequent direct debits payments of 25% usually in October, November, and December.

Where the course duration is 10 weeks or fewer, students must pay in full at the time of enrolment.

Any deferred payment plans must be agreed and signed for by the student and college staff prior to enrolling and starting classes.

Instalments are not available for learners that have been withdrawn for non payment of fees.

Refunds

Learners who withdraw within the first 4 weeks of a 30+ week course would be entitled to a refund less an administration charge and a proportion of the teaching costs. The learners will also be liable for examination/registration fees if the college has already paid.

For courses less than 30 weeks, no automatic refund will be given.

All refunds processed will be subject to £30 administration charge. Refund applications should be received by the Finance department no later than 5 weeks after the start date of the course. For learners who withdraw after 4 weeks (course duration greater than four sessions), no refunds are given. All refunds will be made by cheque or BACS and may take up to four weeks. A valid receipt will be required.

Higher Education Learners

For HE courses that operate as part of a franchise agreement, the financial regulations of the partner organisation will apply.

Learners are charged annual tuition fees. Learners must agree the method of payment of tuition fees at enrolment, at which time the college will confirm the necessary procedures and timescales for payment. There is no remission available for Higher Education learners.

Methods of Payment

Student Finance – Tuition Fee Grants/Loans

Full-time students and first year part-time students in receipt of financial support must provide a copy of their financial notification letter at enrolment. The notification states the contribution paid by SFW/SLC towards a student's tuition fees. Any remaining fees need to either be paid in full or via instalments, dependent on the amount.

Continuing part-time students applying for financial support need to bring their partially completed PTG1 application form to enrolment (the College will complete Section 6 of this form). Following application students must provide the college with a copy of the financial notification within 60 days of enrolment. This states the amount of fee grant the student will receive. Any remaining fees need to either be paid in full or via instalments, dependent on the amount. Failure to provide the financial notification within the 60 days will mean the student becomes liable for the full tuition fee.

Sponsors

If a sponsor is paying the fees, the learner must provide written evidence certified by the sponsor at enrolment. If the sponsor later refuses to pay, the learner will be liable for any outstanding fee. Sponsors will have 30 days from the date of invoice to pay. If after a further 30 days the sponsor has still not paid/refused to pay, the student is invoiced. Instalments are not offered to Sponsors for Higher Education learners.

Refunds/ Adjustment to Fees due to Withdrawal

The college recognises that, following enrolment, learners may wish not to pursue their study for a variety of reasons, which may not have been apparent prior to enrolment. In recognition of this, students who withdraw within **TWO WEEKS** of the start of their course will be entitled to a full refund of fees subject to any evidence of fraud or illegal acts or other outstanding debts to Coleg Cambria.

If the student withdraws after the first two weeks, their liability for fees is dependent on their fee status (Home EU or International), their franchising university regulations and the date of withdrawal. The following is meant to show the minimum possible liability but learners are advised to check their actual liability with the college/franchising university:

Withdrawal during Term 1 – minimum 25%

Withdrawal during Term 2 – minimum 50%

Withdrawal during Term 3 – 100%

Please be aware, it is the learner's responsibility to ensure he/she is withdrawn from the programme, by completing a withdrawal form with the course tutor. As the fee charged is dependent on the last date of attendance, specific attention should be paid to the date of withdrawal.

Requests for Refund should be in writing to the Finance Department, Coleg Cambria.

Tuition fee refunds will only be made to the original fee payer. If fees have been paid by a parent, spouse, partner, sponsor or employer, then the refund will be made to the relevant payee.

Learners who have taken out a tuition fee loan will not be entitled to a refund directly from the college. Coleg Cambria will notify the SFW/SLC of the student's tuition fee liability and the SLC will amend the learner's tuition fee loan liability accordingly.

Non-payment of course fees

Learners who do not pay their course fees may be asked to leave their course. Failure to pay any charges made to learners by the College for any goods or services provided may result in court action being taken to recover the sums outstanding. Debts may be passed to a debt recovery agency for collection.

Failure to pay course fees may also lead to exclusion from examinations until all outstanding fees have been paid.

Commercial Courses

Individuals are not entitled to any credit and must pay course fees at the time of booking the reservation.

There are no remissions or instalments plans available for commercial courses. If a place on a course is cancelled within 10 days of the start date the college will be unable to refund the fee.

Course cancellation/rescheduling

If the College cancels a course, or the course does not start due to non-viable group size, every effort will be made to offer an alternative. If no suitable alternative is available, a full refund will be given, which will include the registration fee.

If the College reschedules a course for a different time, day or change of site and this is not convenient for the learner, a full refund will be given. No refund will be given for a change of tutor.