

College Manual/Share Point Section:	e.g. Student Services , Human Resources, Quality, Health & Safety etc.			
Responsibility:	Head of Marketing and Customer Services	Date document created:	June 2018	
E&D Impact Assessment date:		Review date of document:	June 2019	

Fees Policy 2018/19

1 Introduction

1.1 Purpose

1.1.1 The purpose of this policy is to give details of the operation of fees for courses offered by New College Swindon. This policy should be read in conjunction with the Exams Policy and is supported by a more detailed Admissions Policy.

1.2 Scope

1.2.1 Following approval by the Corporation in March of each year, the Fees Policy will be communicated via the Director of Finance and the Head of Marketing and Customer Services to all relevant staff involved with enrolment and admissions and the provision of information, advice and guidance (IAG). The policy shall be operated with effect from 1 August 2018 and refer to all courses commencing from then until 31 July 2019.

1.2.2 The Fees Policy will be available from the College website (www.newcollege.ac.uk) under the Policies and Procedures section, or on request from Reception or via the Admissions team.

1.3 Responsibility

1.3.1 Responsibility lies with the Senior Management Team to ensure that the Fees Policy is adhered to.

1.4 Definitions

1.4.1 A *Course Fee* is generally made up of three components:

- a *Tuition Fee* that is payable for a student to participate in a course
- an *Examination Fee* that is payable for a student to register with an Awarding Body and/or be awarded their certificate
- a *Materials Fee* contribution to the cost of materials provided on the course.

- i.e. *Course Fee = Tuition Fee + Examination Fee + Material Fee*

2 Procedure

2.1 Applicability of Course Fees

2.1.1 A Course Fee will be set for each education and training course offered by the College.

- 2.1.2 The Course Fees will be recommended by the Head of Marketing and Customer Services, Faculty Managers, Adult Education Manager or Business Services Delivery Manager responsible for the course. A separate fee will be recommended for International students and those who don't meet Government Funding Agency criteria. The Principal has ultimate responsibility for setting course fees.
- 2.1.3 For Education and Skills Funding Agency (ESFA) funded students the Course Fee will normally be set at **either** a set qualification fee for academic courses or an appropriate band for vocational courses in accordance with the Fees Table. This is available on request from Admissions.
- 2.1.4 For learners who fall outside of the Education and Skills Funding Agency (ESFA) home fee rules, and are classed as international students, a different fee will be charged. This is likely to be the fully fundable fee as set by the ESFA as a minimum and will be quoted on request.
- 2.1.5 For non-funded (full cost) courses the Course Fee will be set using the course costing model to identify the appropriate fee taking into account all direct costs and a contribution to College overheads.
- 2.1.6 All Course Fees set will be valid for the period 1 August 2018 to 31 July 2019. Where students enrol on courses that continue beyond 31 July 2019 they should be made aware that any fees due after this date (e.g. for the second year of a course) may be as a result of external influences. BTECS, vocational courses and linear A Levels are generally fixed two year fee programmes.

2.2 Examination and Resit/Retake Fees

- 2.2.1 Examination fees charges are set out in the Exams Policy and are the responsibility of the Examinations Manager.
- 2.2.2 New College charges an administration fee for resits of public examinations and the retaking of courses. This applies to all 16-18 and 19+ (ESFA) funded students, regardless of whether they are current New College students or external applicants. For the purposes of this policy, a resit is defined as being attendance at the exams(s) only and a retake as being attendance at classes and the exam(s). These charges have been introduced due to Government withdrawal of all funding for resits or retakes, unless there are exceptional circumstances or good educational reasons. Please note that improving grades is generally not deemed to be a good educational reason.
- 2.2.3 Where external students wish to use the College as an Examination Centre and do not require subject or tutor support, various fees will apply, depending on an individual student's circumstances. Further information is available from the Examinations Manager. All necessary fees must be settled before the student is entered for the examination.
- 2.2.4 Where a 16-18 student wishes to only resit an examination (or a module of an exam), the resit fee can be obtained from the Exams Office) Please be advised that this amount may increase (as set by examination boards). Where a 16-18 student wishes to retake a subject, the administration fee is £150 per A Level/GCSE subject, which is inclusive of exam entry fees, opportunity to attend classes and revision sessions (if available), issue of ID badges and print credit and access to all College facilities e.g. Library, online resources, student support and tutorial functions. Vocational course retakes incur higher retake fees and these can be obtained from the Fees Co-Ordinator on request. Fees for 19+ students undertaking resits differ. Please note that there will be no reduction in the administration fee, should the relevant exam not be subsequently sat.
- 2.2.5 Students may appeal their resit/retake fee if they feel they have grounds for appeal e.g. exceptional circumstances, serious illness during course or exams, death of a family member, financial hardship by

2.1.2 The Course Fees will be recommended by the Head of Marketing and Customer Services, Faculty the deadline of 1st December 2017~~8~~. Please note that improving grades from those already achieved is

not considered to be a good educational reason. Appeals decisions will be communicated by 15th December 2018 and all fees must be paid by 1st February 2019. Exam entries will not be submitted to the relevant exam board if fees are not paid by this date.

- 2.2.6 Candidates who fail to sit an exam or meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances will be required to reimburse the College for examination costs incurred.
- 2.2.7 Candidates who fail to meet the minimum attendance expectations for each subject examined (90% for 2018/19) will be expected to pay the College examination fees before they can be entered, if the examination fee was not already included in the course fee.
- 2.2.8 Where the College incurs late entry or amendment fees caused by the student, he/she may be required to reimburse the College.
- 2.2.9 Postal result services must be requested and paid for by the student. Proof of payment will be required before the service is requested from the awarding body.

2.3 Student Resources Contribution

- 2.3.1 Daytime students over 19+ are invited to pay a £50 learner resource contribution fee in common with 16-18 students.

2.4 Communication

- 2.4.1 The Faculty Managers, Adult Education Manager and Business Services Manager are responsible for ensuring that the Marketing Team is made aware of the Course Fees (including Tuition Fee, Examination Fee and Material Fee breakdown) and cost on benefit fees for Part-Time brochure purposes and ensuring that the course master file is regularly maintained and updated. The Marketing Team take final responsibility for communicating fees.
- 2.4.2 For daytime adult students, the fee will be discussed at interview stage although final amounts cannot be provided at this point. Students enrolling in late June and late August onwards are expected to discuss their particular situation with the Customer Services and Fee Coordinator, especially those who are continuing their education with New College and have just turned 19+. Responsibility lies with the individual student for clarifying whether fees are payable in the first place with the Fee Coordinator. Fee amounts will be clarified and subsequent fee statement invoices sent out to all 19+ learners.
- 2.4.3 Changes to fees may occur at any point, depending on whether a course remains funded by the ESFA. Changes to the learner's programme may alter the fee advice already provided. The College therefore reserves the right to change fee advice but will always endeavour to provide as much notice as possible.

2.5 Concessions – Fee Remission

- 2.5.1 Fee remission *may* be available for those students who want to work or are working less than 16 hours per week and are earning the national minimum wage and in receipt of particular active or inactive benefit and where the course provides training to remove a barrier to return to work or progress in work, taking a first full level 2 or 3 and under the age of 24 at the start of a programme. If the student does not hold a GCSE or IGCSE Maths Grade 4/C, English Grade 4/C or above, there may be an entitlement to study to achieve a Grade 4/C in these subjects. Further details can be obtained by contacting Admissions. It should be noted that fee remission eligibility criteria are set by the Education and Skills Funding Agency and not the College.
- 2.5.2 Changes to fee remission criteria can change at very short notice throughout the year and the College reserves the right to make changes accordingly.

2.6 Concessions – General and Fee Appeals

- 2.6.1 The College reserves the right to verify the funding status of all students and their eligibility for fee remission purposes.
- 2.6.2 It is the responsibility of the student to notify the College of any change in status or changes to their ongoing study programme that may affect their eligibility for fee remission. The College, however, reserves the right to make checks to verify continuing eligibility to remission.
- 2.6.3 19+ Students wishing to appeal against their course fees can submit appeal paperwork to the Fees Panel. Full guidelines and a downloadable form are available at www.newcollege.ac.uk/policies or on request from the Fees Co-ordinator.

2.7 Means of Payment

- 2.7.1 The College accepts payment of Course Fees by individuals through the following means:
Cash (sterling)
Personal or company cheque
Direct debit instalments (conditions apply)
Debit or Credit Card (Visa/Mastercard/Switch /Solo/Visa Electron but excluding American Express)
Advanced Learner Loan (for students aged 19 or over only for eligible qualifications). Please visit www.gov.uk/advanced-learner-loan for more information
HE Loan (for students undertaking eligible HE qualifications). Please visit <https://www.gov.uk/student-finance/new-fulltime-students> for more information
FlexEd (monthly payment plan). Please visit www.flexed.uk.com for more information.
- 2.7.2 Individual students may pay in instalments, via direct debit only in the following circumstances:
- the course(s) duration is/are over 10 weeks; and the total Course Fee(s) is/are above £250
 - 50% of the full Course Fee(s) is/are paid before the course commences; and
 - The balance is to be paid in no more than two equal instalments to be fully paid within three months of starting the course or the course finish if sooner
 - the student does not have international status; and
 - the Course Fee is not being paid by a third party such as an employer; and

- the student is not in arrears with any monies owed to the College. In this situation, decisions regarding whether the student is allowed to continue with the course rest with the Head of Finance.

2.7.3 International students will pay all fees-in full prior to the start of their course.

2.7.4 Instalment plans with direct debit mandate must be agreed, completed and signed at the time of enrolment or shortly after, once contacted by the Finance Department.

2.7.5 Where an employer or other third party has agreed to pay a Course Fee, payment will be made on receipt of invoice on the condition that a written agreement from the employer or other third party to pay the Course Fee is provided at the time of enrolment or their company card.

2.8 Methods of Payment

2.8.1 Full payment of Course Fees is due at the time of enrolment except where an instalment plan has been agreed (see section 2.7.2) or payment is made by a third party (see section 2.7.5).

2.8.2 For all courses, payment may be made in person at New College Swindon, by post or by telephone. Applications for courses made online do not guarantee a place on the course until Admission staff contact the candidate and payment is made and is subject to spaces remaining.

2.8.3 For courses offered at other premises by our contracted partners, payment may be made at the relevant centre if appropriate arrangements have been put in place.

2.8.4 In the event of non-payment of Course Fees, students may be required to withdraw from the course at any time.

2.9 Transfers

2.9.1 In the event of the College agreeing to a student transferring between courses, there will be no financial penalty unless the course they are transferring onto has a higher Course Fee or affects the student's eligibility for fee reduction, funding or for other programmes the student must pay the difference. Students are expected to actively investigate these additional costs with the Customer Services and Fee Coordinator.

2.10 Refunds

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

2.10.2 Other than 2.10.1 or 2.10.3, part-time course refunds will only be given in exceptional circumstances at the discretion of the Budget Holder with the approval of the Head of Finance. Full-time course refunds will only be given in exceptional circumstances at the discretion of the Fees Panel.

2.10.3 **Part-time/Evening course refunds:** If a student withdraws from a part-time or evening course lasting less than 15 weeks they will **not** be entitled to a refund (full or partial calculated pro-rata) other than in exceptional circumstances e.g. serious illness or the death of close family member. Refunds will **not** be made for matters of inclement weather, minor illness, any change in accommodation, domestic

changes or work commitments. For courses lasting between 15 weeks and 24 weeks, the College **may** consider giving a partial refund of 50% of the **total** tuition fee if a student withdraws in week 1 or 2 and subject to a discussion with the course tutor and written request to the Budget Holder – this refund is not guaranteed. Students paying by the Advanced Learner Loan will be invoiced for the remainder of 50% of the full fee not already covered by previous loan payments. For courses lasting 24 weeks or more, the College may consider giving a partial refund of 50% of the total tuition fee if a student withdraws in the first six weeks and is subject to a discussion with the course tutor and written request to the Budget Holder – this refund is not guaranteed. Students paying by the Advanced Learner loan will be invoiced for the remainder of 50% of the full fee not already covered by previous loan payments. Beyond these deadlines, 100% of the total tuition fee will be invoiced, if not already paid and no refund will be given. In the case of tutor sickness/absence the tutor will make every effort to offer a replacement or longer classes but no refunds will be given. Exam fees (included in the course fee) are not refundable if you choose not to enter the exam.

2.10.4 **Day time courses:** For courses lasting 24 weeks or more, the College may consider giving a partial refund of 50% of the total tuition fee if a student withdraws in the first six weeks. This is subject to approval being granted by the Fees Panel.

2.10.5 **Advanced Learner Loan or HE Loan funded courses:** No refunds will be given for loan payments already received by the College. Please see the Higher Education Course Fee Refund Policy (available on the website, from Customer Services and from the HE Co-Ordinator).

Linked Policies:	<ul style="list-style-type: none"> • Admissions Policy • Higher Education Course Fee Refund Policy
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NEW COLLEGE EQUALITY IMPACT ANALYSIS	DATE: June 2016
Function: Enter the topic of the policy, procedure or plan	
This policy, plan, procedure, process has been examined for equality impact, i.e., the impact that this function will have on different groups of actual and potential learners, service users and staff taking account of the protected characteristics of the Equality Act 2010 (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation).	
1. If Equality Impact Analysis is not relevant to this function, give reasons and proceed to section 5 below.	
2. In what ways could this function have a negative impact on any of the groups above? What actions have been taken to eliminate these? Lack of awareness of and access to this policy could lead to particular groups not understanding processes, available concessions and opportunities available to them resulting in reluctance to enrol onto programmes. Dissemination of this policy to staff and to prospective students via website, Admissions and Reception will help to prevent this.	
3. In what ways could this function have a positive impact on any of the groups above? How will this function be used to eliminate discrimination, advance equality of opportunity and foster good relations between different groups? Are there plans for the future which will further advance equality? Application and dissemination of this policy should ensure that all students are aware of processes and that these are applied fairly and consistently to all, regardless of background.	
4. What evidence supports your judgment e.g. consultations, observations, expert opinions, quantitative or qualitative surveys? If the evidence is in the form of an additional document, where is it stored?	

A range of staff, including operational members, have been consulted in the production of this policy. Fee appeals will be decided on a case by case basis by the Fees Panel

5. Name and job title of manager responsible: Amanda Walton, Head of Marketing and Customer Services