

Richard Huish College

**Fees policy implementation procedures for the academic
year 2018/19**

For courses starting on or after 1st August 2018 to 31st July 2019

(Awaiting Corporation Approval 4th June 2018)

Approved by the Board of Governors of Richard Huish College on

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1. Tuition fee setting guidance for curriculum and delivery teams

- 1.1 For ESFA funded programmes for Adults we will set our fees in line with expectations of an assumed 50% contribution from the learner/employer/sponsor. Heads of School, when determining their fees structure for their offer, must seek to maximise the tuition fee payable. Where fees are set below the assumed level approval must be first secured from the Vice Principal Finance (VPF) prior to any communication of the fee being made.
- 1.2 Fees chargeable for apprenticeships are expected to be in line with the published guidance and funding band tariffs. Where the funding band maximum tariff value fails to achieve our required margin Huish reserves the right to charge a higher fee, subject to market conditions making this higher fee viable.
- 1.3 For those students aged over 19 accessing the Advanced Learner Loans, we will set our tuition fee at the maximum amount of Loan available for the learning aim. Registration and/or examination fees and materials (including essential kit and uniform costs) will be assumed to be included within the maximum Loan value available. Where appropriate and a Head of School can justify a competitive advantage a lower fee may be set but only after approval has been sought from the VPF.
- 1.4 At the time of compiling these detailed procedures the Funding Body Funding Guidance was still in draft form, consequently these procedures may be subject to change if any material amendments are made to that guidance. Whilst every attempt has been made to capture the eligibility criteria and fee setting rules within this document there may be a need to refer to the Funding Body Funding Guidance for more complex cases. In any event the Funding Body Funding Guidance will take precedence when determining an individual's eligibility for funding and the setting and collection of tuition fees.

2. Students aged 16-18 funded by the Education and Skills Funding Agency (ESFA) and students aged 19-24 with a LDA or EHCP

- 2.1 Home and EU students aged under 19, or in the case of students with an Education Health Care Plan or a Learning Difficulty Assessment up to and including age 24, on 31 August in the first year of the course will not pay tuition fees for the duration of their course whilst they remain under 19 (or up to and including age 24 EHCP/DSA holders) at the start of their programme (qualification aim). They will not be charged the awarding body registration/examination/assessment fee where the student meets or exceeds the college attendance target of 93%.
- 2.2 We reserve the right to charge students, in line with ESFA guidelines, for the following: -
- Awarding Body examination fees for inadequate attendance or completion of work has not been achieved
 - Awarding Body examination fees for students who fail without good reason to sit the examination where the institution has paid the fee
 - Awarding Body examination fees for students who resit an examination resulting from an initial examination failure or with the aim of achieving grade improvements
 - Clothing or equipment (unless for health and safety) fees
 - Non course-specific photocopying and printing fees including computer printouts
 - Disciplinary fines (such as late return of library books, lost locker keys/ID cards)
 - Leisure and other non-academic fees (where the activity is not a requirement of a course syllabus)
 - Travel, board, lodging and extra activities associated with trips / visits
- 2.3 Where a student falls below the attendance target Huish reserves the right to request a contribution towards the awarding body registration/examination/assessment cost for the first and any subsequent sitting.
- 2.4 Where a student fails to attend a pre-agreed examination and cannot produce either a medical certificate or evidence of significant extenuating circumstances confirming that they were unfit/unavailable to attend Huish reserves the right to charge for any re-sit.
- 2.5 There may be a requirement for some students to make a Disclosure and Barring Services application in order to undertake and complete their studies; students will be informed of this requirement prior to enrolment. In all circumstances the cost of the DBS application will be borne by the student.
- 2.6 Fees will not be charged for Health and Safety equipment where it is essential for learning to take place.
- 2.7 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.
- 2.8 Students aged 18 on or before the 31st August that start a two year programme (e.g. a linear A-level or extended diploma) will be eligible for free tuition for the duration of the two years

- 2.9 Students aged 18 on or before the 31st August that start a full-level 3 programme will be eligible for free tuition. If a student decides to 'top-up' their qualification to an extended diploma (or equivalent) and are aged 19 or over (excluding students aged 19-24 with an EHCP or LDA) on or before the 31st August they will either need to make an application for Advanced Learner Loan support or pay the advertised course fee.
- 2.10 Huish delivers an extensive programme of activities that are not funded by the ESFA that all students are expected to participate in. For a two-year Level 3 Programme of Study a mandatory fee of £95 is payable of which £25 is refundable at the end of the student's second year subject to no fines or other charges being outstanding. For a one-year Level 2 Programme of Study the mandatory fee is £60 of which £25 is refundable at the end of the year subject to no fines or other charges being outstanding.
- 2.11 Students accessing the Huish Performance Sport Programme will be informed of the associated fees at interview and enrolment.

3 Students aged 19 and over funded by the ESFA – The Funding Body

- 3.1 Students whose programme is co-funded by the ESFA will be charged a tuition fee calculated by reference to the un-weighted funding base rate of the learning aim. This tuition fee will usually be equivalent to 50% of the un-weighted base rate, accepting that the nature of this particular market may make us uncompetitive at which point a prevailing market price can be charged (subject to being able to prove course viability).
- 3.2 Where a student commenced a programme/qualification in a prior year that was more than one year in duration (a two-year extended diploma for example), the annual tuition fee level charged for the year in which they started will be honoured in 2017/18.
- 3.3 Subject to providing satisfactory and current evidence and a full assessment, the following categories of home students and citizens of a country within the European Economic Area (EEA) are entitled to **tuition fee** remission:

The table on the following page is taken from the Funding Body Funding Guidance, it summarises eligibility for tuition fee remission alongside where there is an expectation that the learner contributes to or pays in full for their learning.

For funding purposes, the Funding Body defines a learner as unemployed if one or more of the following apply.

- They receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only.
- They receive Employment and Support Allowance (ESA) and are in the work-related activity group (WRAG).
- They receive Universal Credit, and 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 (individual claims) or £541 a month (household claims) and Jobcentre Plus determine as being in one of the following groups.
- All Work-Related Requirements Group.
- Work Preparation Group.
- Work-Focused Interview Group.
- They are released on temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice.

We may also use our discretion to fully fund other learners if both of the following apply. The learner:

- receives other state benefits (not listed in paragraph 145 of the Funding Guidance) and earns either less than 16 times the appropriate age-related rate of the national minimum wage / national living wage a week, or £338 a month (individual claims) or £541 a month (household claims)
- wants to be employed, or progress into more sustainable employment, if they 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 (individual claims) or £541 a month (household claims) and you are satisfied the learning is directly relevant to their employment prospects and the local labour market needs

Provision	19- to 23-year-olds	24+ unemployed	24+ other
English and maths, up to and including level 2 (Must be delivered as part of the legal entitlement)	Fully funded*	Fully funded*	Fully funded*
Level 2 (excluding English and maths) (First full level 2 must be delivered as part of the legal entitlement)	Fully funded* (first and full)	Fully Funded	Co-funded
Learning to progress to level 2	Fully funded^ (up to and including level 1)	Fully funded	Co-funded
Level 3 (First full level 3 must be delivered as part of the legal entitlement)	Fully funded* (first and full)	Loan-funded	Loan-funded
	Loan-funded** (previously achieved full level 3 or above)		
Traineeship#	Fully funded (including 16- to 24-year-olds##)	N/A	N/A
English for Speakers of Other Languages (ESOL) learning up to and including level 2	Co-funded	Fully funded	Co-funded
	Fully funded – unemployed		
Learning aims up to and including level 2, where the learner has already achieved a first full level 2 or above	Co-funded	Fully funded	Co-funded
	Fully funded – unemployed		
<p>*Must be delivered as one of the English and maths, and/or first full level 2 or first full level 3 qualifications required as part of the legal entitlements. ^Must be delivered as entry or level one provision from local flexibility. # Excludes flexible element where funding depends on age and level. ## 16- to 18-year-old learners must be eligible under the ESFA's young people's residency requirements. ** Availability of loans at level 3 does not replace the legal entitlement to full funding for learners aged 19 to 23 undertaking their first full level 3.</p>			

3.4 There may be a requirement for some students to make a Disclosure and Barring Services application in order to undertake and complete their studies; students will be informed of this requirement prior to enrolment. Students that can claim free tuition (fully funded) will not be charged for completing the DBS application, students that pay tuition fees (co-funded) will be charged.

3.5 Fees will not be charged for Health and Safety equipment where it is essential for learning to take place.

3.6 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.

4 Apprenticeships

- 4.1 The Government has introduced the Apprenticeship Levy, effective from 1st May 2017. Any business with an annual salary cost in excess of £3M must now pay a levy of 0.5% into an apprenticeship service account. Employers can use this account to purchase apprenticeship training from an approved training provider. The cost of this training is, either for new standards or existing frameworks, capped by a published funding band maximum (tariff). Once the apprenticeship service account is exhausted the employer can access grant up to 90% of the maximum funding band or the price agreed with the provider, the remaining 10% being payable by the employer.
- 4.2 Up to December 2017, businesses that fall outside of the levy (non-levy payers) will continue to access Government funding up to 90% of the maximum funding band or the agreed price with the provider. Employers are expected to pay the remaining 10% i.e. a contribution is always expected. We await further guidance from the ESFA on arrangements for new apprentices starting January 2018.
- 4.3 Huish will not be able to draw down funds until it can be evidenced that the employer has paid their 10% contribution. Consequently we expect fees to have been paid, or a payment plan established with payments started, within one month of the apprentice starting their programme.
- 4.4 Our fees chargeable to employers will be, in most cases, in line with maximum funding band tariffs. Where there is significant competition from other providers the Board of Governors recognises that this could lead to a high degree of price sensitivity. Consequently, where competitive forces are setting the market price we will look to remain competitive by setting a price that maximizes our opportunity in a given market on the proviso that activity must at all times cover the direct costs of delivery as a minimum. Any reduction in fees has to be agreed with the VPF prior to confirmation with the employer. Conversely, where our costs are such that the maximum funding band tariff is insufficient to achieve our required margin we will look to charge a fee higher than the 10% of the maximum funding band tariff.
- 4.5 There may be a requirement for some apprentices to make a Disclosure and Barring Services application in order to undertake and complete their apprenticeship; apprentices will be informed of this requirement prior to enrolment. In all circumstances the cost of the DBS application will be borne by either the apprentice or their employer.
- 4.6 Fees will not be charged for Health and Safety equipment (PPE) where it is essential for learning to take place within college.
- 4.7 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.

5 Traineeships

- 5.1 The traineeship programme provides unemployed young people with skills and experience to progress to an apprenticeship or sustainable work.
- 5.2 The ESFA fully fund traineeships for all 16-18 year old students together with students over the age of 16 but under the age of 25 that have an EHCP or LDA.
A learner cannot start a traineeship until 1 August after they have left school in the academic year in which they have their 16th birthday and must meet the ESFA residency requirements.
- 5.3 The ESFA also fully fund traineeships for 19-24 year old learners. The learner must be aged 19 or over on 31 August in the funding year and under 25 at the start of the traineeship.
- 5.4 Fees will not be charged for Health and Safety equipment (PPE) where it is essential for learning to take place within college.
- 5.5 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the traineeship. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.

6 Students aged 19 and over accessing Advanced Learner Loans

- 6.1 Students aged 19-23 who have already achieved a full Level 3 qualification, subject to meeting the eligibility criteria, will be able to access an Advanced Learner Loan to fund Level 3 to 6 qualifications. 24+ students studying qualifications at levels 3 to 6, subject to meeting the eligibility criteria, will also be eligible for an Advanced Learner Loan. If the student provides evidence of a successful loan application, fees are raised to Student Loans Company. Students wishing to enrol on a Huish course who have applied (or are intending to apply) for an Advanced Learner Loan, but who are unable to provide evidence of successful loan application at enrolment, must enter into a Part Payment Agreement. We will not look to start collecting instalments until the 1st November, or two months after the enrolment date for courses starting after September. Students will remain liable for fees until they can provide the College with evidence of a successful loan application. Payment dates will be agreed annually by the VPF. We will refund any instalments paid on receipt of SLC confirmation within 10 working days.
- 6.2 The College will update the Student Loans Company of current enrolments on a monthly basis. This will inform the Student Loans Company of withdrawn learners. Change of circumstances may result in the re-assessment against the eligibility criteria and a change to the loan entitlement.
- 6.3 There may be a requirement for some learners to make a Disclosure and Barring Services application in order to undertake and complete their qualification; learners will be informed of this requirement prior to enrolment. The cost of the DBS application will be included within the tuition fee where this is relevant. If a student is already employed in a sector where a DBS application is mandatory we will expect the employer to have already completed and paid for the application on behalf of the student prior to enrolment.
- 6.4 Fees will not be charged for Health and Safety equipment (PPE) where it is essential for learning to take place within college.
- 6.5 There will be no charge for mandatory trips and visits costs that are deemed essential to the completion of the qualification. We will expect to recover the costs of non-mandatory trips from all students that choose to take part.

7 Higher Education students

7.1 The fee payable for full-time Home students covers tuition, materials, mandatory visits and all assessment charges. HE full-time fees for 18/19 are as follows: -

- Foundation Degrees £ 5995
- UG Degrees £ 5995
- Degree top-up £ 5995

7.2 Fees will not be charged for Health and Safety equipment where it is essential for learning to take place, we will provide students with an option to borrow this free of charge or purchase essential equipment required to support their learning which can be used outside of their learning/college environment.

7.3 Payment arrangements for HE learners who are not applying for a student loan letter will be 1st November, 1st February and 1st May in equal instalments.

The majority of students will be eligible for a full student loan. If the student provides evidence of a successful loan application, fees are raised 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 a Part Payment Agreement. We will not look to start collecting instalments until the 1st November. Students will remain liable for fees until they can provide the College with evidence of a successful loan application. Payment dates will be agreed annually by the VPF. We will refund any instalments paid on receipt of SLC confirmation within 10 working days.

7.4 The College will update the SLC on current enrolments on a regular basis. The SLC uses this data to confirm ongoing support for each student and will only continue to pay the college whilst the student remains on-programme. Where a HE student leaves after four weeks of commencing their course the full tuition fee will be payable and will not be funded by the SLC.

7.5 Where a withdrawing student feels that there is a sufficiently compelling reason why the fee, or a proportion of it, should be waived they must make their claim within one month of their withdrawal date. In this instance the withdrawal date will be taken as date MIS were formally notified of the student withdrawal (this may be different to the last date the student attended their course). Please note that a fee waiver is very rarely granted save for medical grounds or a significant life event that prohibits the student from continuing with their studies.

7.6 Where a student decides to intercalate their fees will be charged on the number of units completed and achieved in-year with the balance payable when they return. Under normal circumstances we expect the student to return the following year, where this is not the case the student must make a formal request in writing to Huish to have this period extended. Should a student decide not to return the remaining fee

for the year of study they withdrew from will become payable. This balance will not be funded by the SLC and will therefore become a personal debt. **Students who intercalate will not be able to re-enrol if they have any outstanding debts from previous years.**

- 7.7 Where a student wishes to re-take part of a full-time qualification the fee payable will reflect the number of credits being re-taken as a proportion of the total credits for that year.
- 7.8 Part-time HE fees are set on a course by course basis. Please refer to the course information page on the college website for up-to-date details.
- 7.9 Please be aware that a £25 charge is levied onto all students who do not attend an examination for which they are registered.
- 7.10 Where a student secures accommodation from Huish those fees are payable in line with the signed contract and relevant policy document relating to college–run student accommodation.

8 International students

- 8.1 For fees purposes we classify students as **Home** or **International**. Classification is largely determined by residency. You will usually be classified as an International student if you reside from any country outside of the EU/EEA, unless you have lived in the EU/EEA for at least three years before the start date of your course and have indefinite leave to remain in the UK.

We will need to confirm your visa status during the application process.

We judge all cases against the same criteria, in accordance with the government's guidelines. You will find a useful summary of regulations in a guide produced by the UK Council for International Student Affairs (UKCISA)

For guidance on the cost of courses and eligibility, please contact the college.

- 8.2 The 2018/19 annual fee for international students attending full time Further Education level courses is £17,700. This fee is also the fee that you will pay for 2019/20. The fee includes tuition, registration, examinations (except for optional own language exams), materials, mandatory trips, enrichment and accommodation (based on one year homestay one year boarding), and subsidised trips as part of the international Enrichment programme. Should you wish to board for two years a separate charge of £1500 (first year only) is levied, this will be discussed with you on application. Please note that enrolment on to the Huish Performance Sport Programmes, and some Enrichment such as DofE, Music Instrumental Lessons, will incur an additional fee, this will be communicated on application.
- 8.3 Huish offers a £200 discount for fees paid in full either by the 1st September or prior to the CAS being issued, whichever date comes first. Should the student fail to pay fees by the due date (as stated on your official invoice) a late payment charge of £50 will be added to your charges to cover increased administration costs.
- 8.4 Huish requires a deposit for £1000 which will be returned to you at the end of your study programme providing all fees are paid to date, no damage has been caused to your accommodation, and you have no outstanding charges in any college departments (including examination resits).
- 8.5 We do not anticipate that International students will access our Higher Education programmes. Should you wish to be considered for a HE programme at Huish the fee will be set at time of application.
- 8.6 All International students (including those on Tier 4 General Visas) must pay the full course fees (or first instalment of fees if a payment plan has been previously agreed) at the time they apply for a Confirmation of Acceptance for Studies (CAS). For students applying for a short term study visa a deposit of £1000 or full course fees (if less than £1000) must be paid at the time they apply for a Confirmation of Acceptance for Studies

(CAS). For courses that are beyond one year in duration the annual fee is payable when the student confirms their enrolment for each subsequent year.

- 8.7 EU students or those holding a UK passport from overseas are liable to pay accommodation costs of £7250 per year (based on one year in Homestay and one year in Oak House). If you would like to stay in Oak House for both years there will be an additional charge of £1500 payable in the first year only.
- 8.8 EU students or those holding a UK/EU passport from overseas are liable to pay the £1000 and £500 deposits as detailed in 10.4 and 10.5 above. In addition, a European Placement Support Fee of £1500 for access of the services provided by the International Office and subsidised international enrichment activities applies.
- 8.9 The A Level/vocational course fees include a non-refundable deposit of £5000 to secure your place. This means that for any reason you do not to enrol at Huish, we will retain £5000 of fees received. For Huish Plus the non-refundable deposit is £3000, this means that if, for any reason, you do not enrol at Huish we will retain £3000 of the fees received. Should a student wish to board in Oak House for year 1 and year 2 the non-refundable deposit is £6000.
- 8.10 If a student is refused a VISA or fails to meet our entry criteria prior to the start of the course we will refund the amount paid minus £5000 non-refundable deposit as detailed in 10.8. For VISA refusals the refund request must be submitted within 30 days of the refusal and the student must provide a copy of the refusal letter. Where the student fails to meet our entry criteria we will automatically commence the refund process on confirmation that the entry criteria will not been met.
- 8.11 Huish reserves the right to keep the full deposit (up to £1000) if there is evidence that the refusal was due to failure to have adequate funds in place, failure to supply all the required documentation or if fraudulent documents were used.
- 8.12 Where an International Student has commenced their studies under the 2017/18 pricing structure they will remain on that pricing structure for 2018/19.
- 8.13 Fees will not be charged for Health and Safety equipment where it is essential for learning to take place.
- 8.14 Once you have enrolled you must inform the College in writing, a minimum of one term in advance if you wish to withdraw from studies or leave the course early. Failure to give such notice will result in a full terms fees being charged. If you are withdrawing before the course starts, all fees paid to date will be retained as a cancellation fees. Deposits and fees are not transferable from person to persons.

9 Full cost recovery and self-financing courses

- 9.1 Huish runs a number of courses which are not directly supported by Government Agencies and therefore the sole source of income for these courses are the fees charged to the learner / employer. For such activity we will charge a commercially viable rate reflecting market pricing and our delivery cost structure. In each case, the margin on income will be agreed by the Senior Management Team on recommendation from the relevant Head of School.
- 9.2 For commercial fee recovery courses, the fee will be charged once the course is confirmed as running. Generally full fees will be charged and must be paid prior to the commencement of the course. Normally this will happen at least 48 hours before the start date unless otherwise agreed by the VPF. Once the course is confirmed as running and enrolment has been confirmed with the appropriate fee paid no refund will be given.
- 9.3 Where a course is longer than two months in duration and the overall fee is over £500 we accept 50% of the fee on enrolment with the remaining 50% payable after one month of the course start date. If the fee is not paid by the due date the college reserves the right to withdraw the student from the course and refuse any certification/acknowledgement of learning.
- 9.4 Generally Materials, registration, certification/examination and other course related costs will be included in the overall fee quoted. For AAT and ACCA courses membership and examination costs are not included in the fee, these being payable directly to the appropriate body by the student.
- 9.5 Fees will be charged for Health and Safety equipment (PPE) where it is essential for learning to take place. A student can choose to purchase their own PPE, details will be provided by the course tutor to ensure that the correct PPE is purchased.
- Students will be expected to wear their PPE at all times where instructed to do so by their tutor. Any student attending college without their PPE will be refused entry to workshops/teaching spaces where this is a mandatory requirement.
- 9.6 Students under the age of 16 can access some college provision. This will be indicated on promotional literature where appropriate. The fee payable will be the prevailing fee for the course on offer.
- 9.7 Any student aged 19 or over who has already achieved a full level three qualification (and is therefore not eligible for Government funding) and wishes to access either a single A-level or a full programme of study will be classed as a full cost student. Fees will be considered on a case by case basis depending upon the individual requirements.

10 Helping individuals and employers pay

- 10.1 Students enrolling on courses at Huish funded by the ESFA and those students funded through the Advanced Learner Loan will have access to apply to the relevant bursary/support fund to support a contribution towards additional course related or attending college costs **(subject to availability of funds and meeting eligibility criteria)**.
- 10.2 We will continue to offer payment by instalment plans where paying the full fee up-front would create a barrier to learning. Courses where this facility is available will be clearly indicated when marketed. To help Huish avoid escalating costs associated with bad debt collection and write-off we will ask all learners to sign a declaration in advance giving us authority to check their credit reference for which a charge of £30 will be levied. In addition, at enrolment we will ask evidence to support proof of identity and proof of address. **Adults over 19 accessing the Advanced Learner Loans and HE learners are eligible for Huish part payment plans as long as the balance to be paid by the learner (not the SLC), is more than £200 and the programme is longer than 10 weeks in duration.**
- 10.3 A discount for up-front payment is available on certain college courses/qualifications, please see appendix A for more details.
- 10.4 When working with employers we will look to develop the most commercially attractive package for them. This will often include a mix of fully funded, co-funded and commercial fee recovery activity.

11 What happens where a student/sponsor has a change in financial circumstances?

- 11.1 Where learners are unable to pay their fees through unforeseen, extenuating personal or financial circumstances they will be advised and guided through various support options, this might include Career development loans, Student Loans or assistance from our college learner support funds or Bursary. All applications are judged on their individual merit, awards made will reflect the nature of the application and the overall availability of funding support. If support is declined, learners will be expected to pay the course fee in line with this policy.
- 11.2 Where individual or employers default on a fee payment and are unable to assure us that this position will be resolved quickly we will implement a process of debt management which will restrict the learner and employer from further activity at Huish and will ultimately be passed to third parties for debt collection activities should payment not be forthcoming.

12 Refunds, transfers, deferrals (non HE) and late starters

- 12.1 In general terms, for any course of greater than four weeks duration, once a student has attended for more than four weeks the full fee is payable. This rule applies to all courses with the exception of self-financing activity. Where a student withdraws within the first four weeks, or fails to start, and has paid a fee a £30 administration fee will be deducted from any refund.
- 12.2 Where a student enrolls on a course that is of a duration of four weeks or less the fee is payable up-front on enrolment.
- 12.3 Where Huish cancels the course, either a full refund will be given or the student given the option to transfer any payment to a future/alternative course.
- 12.4 Refunds will not be given for full cost recovery/self-financing courses save for medical reasons supported by an appropriate medical professional opinion or where Huish cancels the course.
- 12.5 No refund will be initiated if classes are cancelled due to circumstances beyond our control
- 12.6 The college reserves the right to make such alterations to the described courses, fees, tutors, venues & services as may prove necessary. If a single class meeting is affected by venue closure due to exceptional circumstances out of our control no refund will apply.
- 12.7 Where a student feels that there are exceptional circumstances that prevent them from continuing with their studies, usually a medical condition that was unknown at time of enrolment or a significant life event, an application to have part/all of the fee waived can be made to the VPF. Each case will be judged on its merits. Applications must be made within one month of the withdrawn date held on the central student records database.
- 12.8 Please see section 7 for HE intercalating students. FE students wishing to defer will only be considered where there is medical evidence to support the deferral request. Should the course not run in the following year the student will either be offered credit against another course or a fee refund for the fee paid at the time of their deferral.
- 12.9 Late starter tuition fee arrangements for all students are as follows: -
- late starters in Term 1 will be liable to pay the full year's course fees
 - late starters in Term 2 will be liable to pay for two thirds of the full year's course fees
 - late starters in Term 3 will be liable to pay for one third of the full year's course fees
- 12.10 Please note that any administration fees charged (instalment plans/credit checks) will not be refundable.**

13 How do I suggest improvements / complain about these procedures?

13.1 Improvement suggestions should be made to the Vice Principal-Finance.

13.2 Complaints in relation to these procedures should be made in writing to the Assistant Principal Learner Services. The AP Learner Services will use the college complaints procedure to investigate and determine the outcome of the complaint.

APPENDIX A

Fee Remissions and Payment Plan

1. Full Payment Discount

- 1.1 The College operates a 5% tuition fee discount on full and part time Further and Higher Education courses of longer than 10 weeks duration if the learner pays in full at the time of enrolment (to encourage full payment). The discount does not cover any separate charges related to registration, exams, equipment, materials and uniforms.
- 1.2 **This discount only applies to FE and HE level programmes (excluding students accessing the Advanced Learner Loans or SLC support for HE) for Home/EU/EEA students paying their own fees (or an employer/sponsor paying the tuition fee in full on their behalf at enrolment). The discount will not be applied to the tuition fee where an employer/sponsor requests an invoice. If a student pays their fee up-front claiming the discount and subsequently makes a successful application for financial assistance with their fee we will only support up to the discounted amount.**
- 1.3 International student fees early settlement discount arrangements are outlined in 8.3.
- 1.4 Full cost recovery/Self Financing course fees are not subject to this concession.

2. Fee Remission for ESFA funded courses

Please refer to sections 2 to 5 of these procedures.

- 2.1 **Evidence required:** Learners must provide an official benefit letter or statement, dated within the 3 months prior to enrolment, clearly showing they are still in receipt of the benefit. Alternatively, an older letter or statement, accompanied by a bank statement dated within the last 3 months which details payments of the benefit will also be accepted. Evidence must be supplied at the time of enrolment.
- 2.2 Learners must also sign a declaration which states that they are unemployed AND they wish to enter employment AND that they require skills training provided by this course to do so. This declaration will also state that if they have declared false information that Huish may take action to reclaim the tuition fees and any support costs provided.

3. Cancelled courses

- 3.1 Where Huish cancels a course students will be entitled to a full refund. Where the course is expected to run at a later date students will be given the option to transfer. We will endeavour to give a minimum of 48 hours-notice
- 3.2 Huish will endeavour to restrict the number of cancelled courses to an absolute minimum. We cannot however guarantee that a course will run, particularly if the number of students enrolled is insufficient to make it a positive learning experience.

4. Tuition/ Registration fees/ exam fees and instalment plans

4.1 Prior to Huish agreeing to an instalment plan for a learner, we reserve the right to undertake a credit check; this carries a charge of £30 that has to be paid by the student at enrolment and is non-refundable

- If a course is more than £200 and 10 weeks in duration an instalment plan of up to 3 instalments is available. For non-HE courses a deposit of 25% must be paid at enrolment followed by three equal instalments thereafter, usually commencing one month after the course start date and monthly thereafter. Where course fees are over £750 and a student can provide evidence that a 3-month instalment plan would create a barrier for them we will consider extending the plan to six months (an instalment becoming due every two months as opposed to one). In all circumstances fees have to be paid in full by the end of the course/programme. HE course fees payment details can be found in section 4.3 below for Home/EU students.
- Equipment/materials/uniform fees are eligible for inclusion within an instalment plan. Where it is the intention that the student keeps the above they will not have title until all instalments have been paid in full.
- The first payment must be made on enrolment; the remaining payments are due on the agreed dates included on the part payment agreement from this date.
- A direct debit mandate must be completed by the learner at the time of enrolment for all instalment plans. If a direct debit instalment fails then the debt immediately becomes liable in full from the learner.
- Instalment plans are not available for companies where they are sponsoring a student/students
- If a learner withdraws, before all instalments have been received, we will still require all future instalments to be paid and will seek to recover any outstanding balance on their account.

4.2 Students aged 19 and over accessing Advanced Learner Loans

- Where a prospective student chooses to access an Advance Learner Loan and decides to pay some or all of the fees themselves then an instalment plan is available if the fee is over £200 and 10 weeks or longer in duration. In this case an instalment plan over 3 instalments is available.
- Prior to Huish agreeing to an instalment plan for a learner, the college reserves the right to undertake a credit check, this carries a charge of £30 that has to be paid by the student at enrolment and is non-refundable
- Where a learner has not yet applied for a learning loan or has not yet received confirmation that the SLC will be paying the fee then support will be provided by Student Services to ensure that the loan is in place before the learner is enrolled.

- Where a learner withdraws from their programme and has already received a learning loan, assuming that the learner has attended for more than four weeks, the balance of any fee not met by the SLC will become payable by the student.

4.3 HE Tuition Fees

- A direct debit instalment plan can be set up for all HE learners where they are unable to provide evidence from the SLC that they will be paying Huish. An application request made by the learner is insufficient evidence. The learner will be liable for the fees until the SLC have confirmed they are paying.
- A direct debit instalment plan is available to learners whose fees are over £500 and their course is more than 10 weeks in duration. For HE learners the instalment dates will fall in line with HE student loan payments – 1st November, 1st February and 1st May. The student can arrange a date beyond the first of the month through the Finance Department.
- Prior to Huish agreeing to an instalment plan for a learner we reserves the right to undertake a credit check, this carries a charge of £30 that has to be paid by the student at enrolment and is non-refundable
- For Part Time HE learners the same instalment plans as Part Time FE courses are available.

5 Employer/Sponsor payments

- 5.1 The learner is ultimately liable for their course fees.
- 5.2 If a learner's employer or sponsor is paying all or part of the fees the employer/sponsor has to complete the Huish sponsor form, signed by a senior responsible person of the organisation such as a Company Director. Until this is received the learner is liable for the fees and can set up instalment plans in line with this policy. In signing the sponsor form the sponsor/employer will remain liable for the fees identified on the form regardless of any change in circumstance/relationship with the student.
- 5.3 If the learner's employment circumstance changes and they are no longer employed by the company originally supplied as the sponsor, the employer/sponsor will remain liable for any outstanding fees.

6 Default on instalment plans/payment of fees

- 6.1 If a learner defaults on their instalment plan Huish will communicate with the learner requesting payment. Initially this will be carried out by the Finance team
- 6.2 If after 7 days the learner has not paid or agreed when payment will be made the instalment plan will be cancelled and the full amount of the course will become immediately payable.
- 6.3 Course managers working in collaboration with Learner Services and the Finance Team will be provided with a list of all learners who have defaulted on their payments. They 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. Any special arrangements for payment of fees must be approved by the Finance Team.
- 6.4 Learners may be removed from the course if they fail to make payment for their course fees, accreditation of learning and certification may also be withheld. Outstanding balances may be pursued through the Small Claims Court; students will be advised that this may affect their ability to secure credit in the future. Any future enrolments will be prevented if the learner has any outstanding debt on their account.**
- 6.5 If fees are still not collected the curriculum area will incur the cost/provision of the bad debt being written off so as to reflect the true income generated by the respective area.
- 6.6 Where Huish incurs additional costs arising from our debt recovery procedures (referral fees to debt recovery agencies and/or legal representation costs) we will pass these costs onto the learner and seek to recover them alongside the original outstanding debt.
- 6.7 Higher Education students who fail to keep up their instalment payments and consequently have outstanding fees at the completion of their studies will be refused graduation (and attendance at the Graduation Ceremony) and certificates will be withheld until such time as all outstanding balances are cleared.**