



City College

N O T T I N G H A M

POLICY	FEEES AND REFUNDS
POLICY NUMBER	MA/U28
ACCOUNTABILITY	ADMINISTRATION MANAGER
COMPILED BY	KIRAN HASSAN
APPROVED BY SIGNED	RON BELL, DIRECTOR <i>R. Bell</i>
DATE OF APPROVAL/LAST REVIEW	25/03/16
REVIEWED BY	SARAH BERRY
NEXT REVIEW DUE DATE	March 2017
VERSION NO.	2



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FEES AND REFUNDS POLICY

1.0 Purpose, Application and Scope

The purpose of this document is to set out the College's policy with respect to the collection of course fees, and the re-imburement of fees, under set circumstances.

The policy applies to all of the Colleges provision, across all departments and service areas, and to all individuals who access services where fees apply, including staff who enrol onto courses as part of their continuous professional development needs.

2.0 Legislation, Codes of Practice and External References

The College will use the SFA Learning Aims Reference Service (LARS) as a guide in setting fee levels for its SFA funded provision, and comply with the SFA Funding Guidance 2015-16 for eligibility and entitlement.

3.0 Allied Policies

This policy should be read in conjunction with:

MA-U7	Data Protection and Information Security
MA-U8	Equality, Diversity and Inclusion (EDI)
MA-U11	Examinations
MA-U16	Information, Advice and Guidance (IAG)
MA-U23	Registration and Certification
HR-U1	Staff Training and Continuous Professional Development

4.0 Policy Statement

City College Nottingham is committed to ensuring that its fees are transparent, affordable and at the same level, or below, those of competitors. Where there is a justification for a refund of fees paid, the College will seek to settle the refund quickly and efficiently. All course fees will be inclusive of registration, tuition, assessment and certification costs.

5.0 Fees

5.1 Administration Fees

All learners, are required to pay an initial, non-refundable administration fee of £10.00 per academic year, at the time of their enrolment, regardless of circumstances or entitlement to fee remission, or how many courses are accessed.

5.2 Fees List

The College will produce a fees list for its provision, which will be updated annually in respect of the current Academic Year, which sets out fees payable in circumstances where:

- learners are not eligible for fully-funded courses (eg full fee-paying or co-funded)
- courses are full-cost (not-funded)
- there is an option for examination entry only

5.3 Payment of Fees

- The College will accept payments in cash, by cheque or through debit or credit card.
- A receipt will be provided for each transaction
- The minimum payment to enrol is £50, with the remaining fees to be paid on or before the planned course completion date.
- All outstanding course fees must be paid before certificates are released, in line with the College's Registration and Certification Policy.
- The College will offer a deferred payment option, to allow learners to pay their course fees through monthly instalments. In such circumstances, learners will be required to complete a “**Deferred Payment Form**” which details the agreed payment schedule.
- The College holds the right to chase up learners who fall behind with their payments, and to prevent learners from accessing assessment as a result of non-payment of fees due

5.4 Remitted Fees

- Learners will be required to pay full or part-fees in line with the published fees list, where they fail to produce original, in-date documents which support their claim to full or part fee remission such as through evidence of receiving means tested benefits

5.5 Records

- The College will retain financial records relating to fees paid in the learners individual file and/or electronically, under data protection legislation.

6.0 Refunds

The re-imburement of fees will only be considered in the following circumstances:-

- **Course Cancellation:** If the College cancels the course at any point before or during the course, the College will refund the Course and Administration fees paid in advance, where applicable. In such cases, the College will aim to provide learners with an alternative programme of study or signpost them to other providers.
- **Course Alterations:** If the College significantly alters the content, timetable or academic aims of course at any time before or during the course which results in the learner leaving the course, learners will be entitled to a full refund of the fees paid.
- **Exceptional Circumstances:** If a learner has to leave a course due to exceptional circumstances, and is able to support this by providing evidence, a partial refund of fees will be considered. Exceptional circumstances are decided by the Head of Department and include health, maternity and employment grounds. Where a fee refund is applicable, this will be refunded on a pro rata basis (i.e. GLH completed) including the deduction of Awarding Body registration costs incurred.
- **Full Cost/Commercial Recovery –** No refund will be given
- All dates stated are calculated from the date of written notification from the student of withdrawal from the course.
- Administration costs that have been incurred by City College Nottingham in enrolling a student, e.g. examination costs, registration fees and purchased materials cannot be reclaimed by the student, even if

they withdraw from the course, unless the course is closed by the College. Only the tuition fee element of the student fee will be reimbursed.

- Administration fees paid at the time of enrolment (see Section 5.1, above), will only be refunded in the event that the College cancels the course.

All refunds will be paid via cheque to the name of the learner (or in exceptional circumstances, their parent/guardian). Cash refunds will be at the discretion and on the authority of the Principal.

Refunds will be paid within 4 weeks of the request being made, or in the event that the course is cancelled.

7.0 Conflicts of Interest

There are currently no known or identified Conflicts of Interest in respect of implementation of this policy.

6.0 Implementation, Monitoring and Review

The operational implementation and monitoring of this policy is the responsibility of the **Administration Manager**.

In compliance with the College's Quality Assurance Policy, this document will be reviewed at least once annually to ensure that it is accurate, fit for purpose and compliant with current external guidance and Codes of Practice.