

Fee and Charging Policy			
Current Status:	Operational – Awaiting Approval	Last Review:	July 2024
Policy Owner:	Chief Finance Officer	Next Review:	July 2026
Roles Responsible for Review:	Group Head of Student Information Systems Group Head of Finance	Originated:	
Approved by:	SET Resources	Committee:	Audit and Risk Committee
Type of Policy:	Students / External	Quality Assured by:	

1. Summary

- 1.1. This policy applies to all students, volunteers and any other personnel associated with West Suffolk College including all its PPL centres. To inform the public and students about course fees and refunds.
- 1.2. This policy sets out the framework within which the College will set fees for the academic year for classroom delivery funded via the Education and Skills Funding Agency, Student Loan Company provision or where no funding is available, full cost courses.

Fee remission will be applied in line with the ESFA guidelines.

2. Procedure

2.1. Course Fees

- Course fees will be published annually following publication of the funding organisation ESFA Funding Rules by July each year.
- Course fees should include all tuition fees, assessment materials and awarding body registration and examination fees. Any subsequent resit fee may be payable. Fees for professional bodies are not included.
- Course fees are payable in full at the time of formal enrolment, with the exception of deferred payments (see below) or unless an Advanced Learner Loan has been applied for and granted.

2.2. Concessions

- Where a student is claiming a concession, a declaration must be signed by the student at the point of enrolment and relevant evidence provided.

2.3. Assistance

- If a student cannot meet the course fees an application may be made to Finance Support for assistance with payment of fees. Enrolment cannot be confirmed unless support through the College Finance Support Fund (also known as Bursary) has been granted in writing. Applications should be made via the online application form on the College website. Students who require

assistance to complete their application should make contact with the Bursary Administrator.

2.4 **Deferred Payment**

- Deferred payment terms are available where the course fee exceeds £375. Payment can be made in a maximum of four instalments, however the first payment must be made within 30 days of the start date of the course. Payments will be taken on or after the 1st of each month. If the course duration is less than six months, payment in full will be required before the last day of the course. In the event that a payment is cancelled by the student without good reason then the remaining balance will be immediately payable in full.

2.5 **Refunds**

- Refunds will given as follows.
- If a student leaves a course within the first two weeks of commencement of the course, the course fee may be refundable in full, subject to an administration fee of £30.00 and dependant on the initial planned duration of the course.
- If a student leaves an annual course during the first six weeks of the commencement of the course, the second and third term fees may be refunded.
- If a student leaves during the second or third term no refunds will be available.
- If payment for the course has been made by an Advanced Learner Loan then it is the responsibility of the student to inform the Student Loans Company (SLC) if they have withdrawn from the course. If they have withdrawn from an annual course during the first term, then payments from SLC to the College will stop and the student will be legally responsible to the SLC for the amount of loan already used. The student will also be personally liable for the remainder of the term's fees to the College if they withdraw after the first two weeks. If a student leaves an annual course during the second or third term they will be legally responsible to the SLC for the amount of loan already used and also the remaining balance of the course fee due to the College.
- For short courses, less than 6 weeks, no refunds will be available after commencement of the course. Courses over 6 weeks but not annual, refunds will only be considered in exceptional circumstances
- Commercial Courses – should the College need to cancel a course then a full refund or an alternative course will be offered. In the event that a client cancels a course then a refund of 80% will be given provided the cancellation is made no less than 10 days prior to the start of the course. The 20% deduction will contribute towards administration costs. A cancellation within 10 days of course commencement will result in no refund to the client.
- Leisure Courses - should the College need to cancel a course for any reason then a full refund will be issued. Where sessions are cancelled due to bad weather or a tutor being unable to attend, wherever possible the course will be extended to make up the lost session/s, or a proportionate refund will be

given. Refunds requested by the attendee will be considered on a case by case basis, and dependent upon course numbers and whether the place can be taken by another person. Any requested refunds will be subject to an administration fee which will be equal to the charges retained by Eventbrite; approximately 6.9% of the course fee plus VAT.

2.6 Tailored Learning

Specific information on Tailored Learning can be found in the WSC Policy Pund Plus document.

2.6 Variations

- In exceptional circumstances only the Chief Financial Officer will be able to vary the above rules.
- The Principal of WSC 6th Form provision may vary the above rules, but only in partnership with the Chief Financial Officer.

Revision History – Policy name

Revision date	Reason for revision	Section number	Changes made
July 2024	Review	Complete	Updated policy to revised policy standard.