

City College Stratford

Fees and Refund Policy

Version January 2020

1. Introduction

This policy has been developed to provide clarity on the College's position on course fees and refunds, the measures taken to recover fees, and the limited circumstances in which refunds of fees will be considered.

2. Scope

The fees and refund policy applies to all courses (accredited and non-accredited).

3. Aims of the Policy

3.1 To understand course fees (non-credited and credited courses) where students may get fully funded, subsidised or pay from their own;

3.2 To enable staff and students to understand the limited circumstances where a refund of fees paid, or cancellation of fees due will be considered;

3.3 To ensure that policies in relation to fee recovery and refunds are applied consistently across the College;

3.4 To provide clarity on the calculation of any refunds due;

3.5 To provide clarity on College policy on the recovery of fees due.

4. Course Fees

For any our course you may need to pay full fees or don't need to pay any fee depending on your status.

4.1 Non –accredited course fees

Any courses of non – accredited Adult Learning Service (ALS) are free to those who claim benefits or those whose total household income is less than £20,000 per year or learners who receive state benefits or earn less than £330 per month for living in London. If you do not fall into this category, you may need to pay a small amount of fee for a course.

4.2 Accredited course fees

Any of our accredited course fees may be free or subsidised by the Skill Funding Agency (SFA) for those who are living in London and meet certain criteria. You need to confirm it to us before enrolling to our courses.

4.3 Subsidised fees

You will qualify to pay subsidised fees if you are 19 or over and meet on the criterion:

- have been continuously resident in the United Kingdom (UK) for at least the three years before the start of your course;
- or are a national of any European Union (EU) country or are the spouse, civil partner or child of an EU national and have been continuously resident in the European Economic Area (EEA) for at least the three years before the start of your course.

If you do not fall into any above category, you may have to pay a higher, non-subsidised fee and will not qualify for benefit claimant discounts.

4.4 Fully funded course fees

If you receive any state benefits such as Job Seeker's Allowance (JSA), Employment Support Allowance (ESA) in the work related activity group (ESA WRAG) and Universal Credit at the time of enrolment and actively look to get into employment, your course will be fully free or fully funded.

If you are unemployed but not receiving any state benefits and are not available for work due to disability or any unavoidable commitments such as acting as a carer and looking after a child, your course may be fully funded.

If you are working less than 16 hours a week or earn less than £330 a month and want to enter full time employment and claim wider benefits such as income support, housing benefit, council tax and pension credit, you may be entitled to get free course.

4.5 How much to pay for a course?

If you do not qualify for a fully funding, you may be eligible to get 50% subsidised of basic course fee depending on your circumstances. If you need further information or advice on our course fees, eligibility for discounts or any queries related to fees, you can ring us or email us at info@citycollegestratford.com.

4.6 Additional fees

For specialist materials or equipment and teaching support, you may need to pay additional fees. During enrolment, you will get more information on this.

5. Refunds

5.1. Withdrawal

5.1.1. Students who withdraw from a course in advance of the course start date are entitled to a full refund, less an administration fee of 10% of the full course fee.

5.1.2. Students who withdraw from a course within the first two teaching weeks of the start date of the course will be entitled to a refund of 50% of the course fees (with the exception of

5.1.4 below). Where fees paid in advance are less than 50% of the course fee, the balance will remain payable.

5.1.3. Students who withdraw from a course after two weeks following the start date of the course, will not be entitled to any refund, and any fees outstanding will remain payable.

5.1.4. Students who withdraw from a short course (duration of course 1 term or less) will not be entitled to any refund.

5.1.5. All withdrawals should be notified in writing to Administrator. The effective date for calculation of any refund is the date of receipt by the College.

5.2. Course cancellation

5.2.1. If the College cancels a course, or the course does not start due to a lack of support, every effort will be made to offer an alternative. If no suitable alternative is available, a full refund will be given.

5.3. Course rescheduling

5.3.1. If the College reschedules a course for a different time or day and this is not convenient for the student, a full refund will be given.

5.4. Requests for credits or refunds relating to illness

5.4.1. If a student becomes ill during the period of a course they may apply for a refund if the condition is permanent and prevents them from continuing. If the condition is temporary then they may apply for a credit which will permit them to reenrol at a later date (credits are valid for 2 years). The refund or credit will be calculated on a pro-rata basis from the date of the last class attended. Exam fees are not refundable. Medical evidence will be required in the form of a doctor's note or equivalent.

5.4.2. Under no circumstances can a credit be converted to a refund.

5.5. Requests for refunds relating to general absence

5.5.1. The college is unable to make refunds for absence due to changes in work commitments, personal or financial circumstances or any other reasons for not being able to attend the course. Any outstanding fees in these circumstances will remain payable.

5.6. Requests for refunds relating to withdrawal at College discretion

5.6.1. Where failure by a student to adhere to College policies (e.g. attendance, behaviour, health and safety, discipline etc.) results in the withdrawal of a student by the College, no refund will be given and any fees outstanding in these

5.7. Requests for refunds due to quality issues

5.7.1. If a student is dissatisfied with the course and the tutor/Head of Centre cannot resolve the issues then a complaint should be submitted, in accordance with the College Complaints Procedure (available on the College website or from the College Complaints Officer (complaints@citycollegestratford.com)). The College must be given an opportunity to address any issues that have arisen, however a refund will be issued if considered appropriate and at the sole discretion of the College.

5.8. Refund Procedure

5.8.1. If the above criteria for a refund have been met, please complete a refund request form and return to the Student Administration department with all relevant paperwork. Please note that refunds may take up to 4 weeks to process.

6. Fees and Loan Funding

6.1. Where a student has applied for loan funding to cover the cost of tuition fees (e.g. for Higher Education or 24+ Advanced Learning Loans payable by Student Finance England), payment of tuition fees may be deferred while the loan is processed.

6.2. In the event that the loan application is not successful, the full amount of outstanding fees will become due, and the standard College payment options will be available.

6.3. In the event that student loan funding received by the College is insufficient to meet the balance of outstanding fees (e.g. where loan payments cease following withdrawal, or the full amount of the fee is not covered by the loan), the full amount of remaining fees will become due.

7. Recovery of Fees

7.1. The recovery of fees is fundamental in ensuring the future viability of the College, and course provision. As such the College will take all reasonable measures to recover all outstanding fees due.

7.2. In the event that fees are not paid within agreed timescales or instalment plans, the College will first send a written reminder. Students in financial difficulty should contact the College Finance Team and Advice Centre at the earliest opportunity to make arrangements.

7.3. The College reserves the right make use of debt recovery specialists to support the recovery of outstanding fees, and to include the reasonable costs of recovery as part of the overall debt.

7.4. Where necessary the College will undertake recovery procedures through the civil courts.

Review

This policy is reviewed annually and may be revised in response to feedback from students, tutors and external organisations.