

Chichester College Group Fees and Withdrawals Policy

Academic year 2023/24

Policy review area	Finance
Lead manager	Chief Financial Officer
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1.0 Introduction to the 2023/24 fees policy

Students are ultimately responsible for the payment of all tuition fees irrespective of how these are funded. Tuition fees become due at the start of the academic year in which students have enrolled / re-enrolled.

Chichester College Group reserves the right to make such alterations to the described courses, fees, tutors, venues & services as may prove necessary.

2.0 Payment of fees

Tuition fees must be paid in full at time of enrolment unless the following applies:

- You have applied and had a loan approved by Student Finance England
- You have applied to pay your fees in instalments (see paying by instalments)
- You have provided a completed sponsor form
- You have provided evidence that you have applied for a bursary

2.1 Loans (Further and Higher Education)

Where a Student Loan has been applied for, a deposit of £100 is charged at enrolment. It is the student's responsibility to apply for their tuition fee loan in a timely manner, ensuring that they have entered the correct programme and fee information, for each year of study. Deposits will be refunded upon confirmation that the loan application was successful.

Chichester College Group will update the Student Loans Company of current enrolments on a regular basis. The SLC uses this data to confirm ongoing support for each student. They will only continue to pay the college whilst the student remains on-programme. **Where a student leaves the course 28 days or more from the date of the course commencing, the full fee will be payable as the remaining balance will not be funded by the SLC.**

Students will remain liable to pay for their fees if Student Finance England do not, for whatever reason, make payments to the college.

2.2 Paying by Instalments

Where a course is longer than 12 weeks in duration and the overall fee is over £100, an instalment plan can be offered. In such cases the total fee will be spread evenly over the relevant number of instalments to a maximum period of 12 months. All fees must be paid in full, two months before the end of the course and the initial deposit must be paid before commencement of the course.

To pay by instalments the learner is required to submit a completed direct debit mandate at the time of enrolment. Instalment plans are not available for companies where they are sponsoring student/students or for payment of compulsory supplements.

Direct debits will be collected on the 1st of each month (or closest working day thereafter). Where enrolment is prior to the 15th of the month, the first Direct Debit

payment will be taken on the 1st of the following month e.g. the student enrolls by 15th November, the first instalment date will be 1st December.

If the Direct Debit arrangement is cancelled by the learner, any outstanding balance becomes payable in full. The Group reserve the right to withdraw the student from the course if instalment schedules are not adhered to.

If a learner withdraws, before all instalments have been received, all future instalments must still be paid and CCG will seek to recover any outstanding balance.

2.3 Employer/Sponsor payments

If a learner's employer or sponsor is paying all or part of the fees the employer/sponsor has to complete the Group sponsor form which must be signed by a senior responsible person of the organisation such as a Company Director. The student cannot sign the sponsorship form themselves unless they are the Company Director or duly authorised individual for the organisation. Until the Group has received the form, the learner is liable for the fees and can set up an instalment plan 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.

Where a learner ceases to be employed by the company originally registered as their sponsor, the employer/sponsor remains liable for all outstanding fees.

2.4 Bursaries

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.

Payment of tuition fees can be made through the following methods:

Credit or debit card (by phone or in person), by Bank Transfer or on the Online Store

Bank transfer details:

Lloyds Bank
Account name: Chichester College Group
Sort code: 30-91-97
Account number: 01924620
SWIFT/BIC code: LOYDGB21233
IBAN: GB69 LOYD 3091 9701 924620

Please make sure that Student ID number and name are quoted as a bank reference when making a payment:

3.0 Withdrawals, refunds, transfers, deferrals and late starters

As a general rule the Group does not adjust fees for withdrawals or give refunds. The exceptions are listed below:

Withdrawals:

No refund will be granted to students who withdraw from a one-day class less than 14 days before the start date.

In all other cases, if a student cancels their place more than 14 days prior to the course commencement or fails to start a £50 administration fee is due.

Course duration of 12 weeks or more

Where a student withdraws within the first 28 days following course commencement a £50 administration fee will be due. If a student attends beyond 28 calendar days from the course commencement, **the full fee is payable.**

Course duration of less than 12 weeks

No refunds will be given where a student withdraws from the course less than 14 days prior to commencement or once the course has started.

It is the student's responsibility to inform the college in writing that they are leaving their course.

Where a student feels that there are exceptional circumstances that prevent them from continuing with their studies, a written application for fee review can be made to a senior CCG representative. 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. Supporting evidence must be provided with the application. Applications can be emailed to salesledger@chichester.ac.uk

Bespoke commercial courses

Refunds for bespoke commercial courses will be given on notice being received by Chichester College Group 14 days prior to the course commencing less an administration fee of 20% of the course cost. Any set-up costs incurred by the Group will be charged in full and should be agreed with the customer prior to the contract being signed.

Refunds: If Chichester College Group cancels a course, either a full refund will be given or the student given the option to transfer any payment to a future/alternative course within the same academic year.

CCG 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.

Transfers: Where a student transfers from one course to another the following apportionment of fees will be calculated: -

- 1st Term Transfer - 100% of new course
- 2nd Term Transfer - 34% of original course + 66% of new course
- 3rd Term Transfer - 66% of original course + 34% of new course

Transfers are only permitted within the same Academic Year.

Deferrals: Where a student has been allowed to intercalate their fees will be charged on the number of credits completed and achieved in-year; or if no credits have been achieved, the number of weeks of tuition received; with the balance payable when they return in the following year. 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 the College to have this period extended, before the start of the next academic year. 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. A student will normally return at the same point they deferred to complete the remainder of the course, however, their return needs to be timed so that they can re-join the course at the start of any incomplete units/modules and they may be charged fees pro rata for any repeated tuition. Students who intercalate will not be able to re-enrol if they have any outstanding debts from previous years.

Your return therefore needs to be timed so that you can re-join the course at the start of any incomplete units and you will be charged fees pro rata for any repeated tuition. You will not be able to repeat any units that you have already completed.

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. This must be agreed with the Chief Financial Officer.

Late starter tuition fee arrangements for full year courses are as follows: -

- in Term 1 will be liable to pay the full year's course fees
- in Term 2 will be liable to pay for two thirds of the full year's course fees
- in Term 3 will be liable to pay for one third of the full year's course fees.
- There is no reduction for late starters for courses that are less than 36 weeks induration

4.0 International students

Please refer to the International Student Fees & Withdrawals Policy [here](#).

5.0 Apprenticeships

CCG expects all employers to contribute towards the cost of training in line with the apprenticeship reform guidelines. If an apprentice withdraws from learning before the official end date of the course, the fees will be pro-rated based on withdrawal date.

Support for small employers

The government will fund all of the apprenticeship training costs, up to the maximum value of the funding band for the apprenticeship, for employers employing fewer than 50 people, if on the first day of the apprenticeship, the apprentice is:

- aged between 16 and 18 years old (or 15 years old if the apprentice's 16th birthday is between the last Friday of June and 31 August)
- aged between 19 and 24 years old and either has an EHCP provided by their local authority, or has been in the care of their local authority.

Non Levy employers

Non levy employers will be required to pay 5% of the total negotiated fee for their apprentices. This will be payable on enrolment of the apprentice.

Levy employers

Employers paying through the Digital Apprenticeship Service (DAS), 80% of the total negotiated price for the apprenticeship will be paid on a monthly basis over the apprenticeship, with the remaining 20% payable on completion of the programme.

If the amount in the Digital Apprenticeship Service is insufficient to cover the cost of the apprenticeship, the company will become a non-levy payer, and the company will be required to pay 5% of the remaining balance of the total negotiated price.

If the negotiated price for the apprenticeship exceeds the funding band, the employer will be responsible for the price that is over the funding band.

6.0 Default on instalment plans/payment of fees

If a student, employer or sponsor has in previous years, defaulted on a payment plan, Chichester College Group reserves the right to refuse the offer of a new payment plan or request a higher deposit from them prior to enrolment.

If they default on their instalment plan the college will communicate with the payer requesting payment. Initially this will be carried out by the Finance team.

Learners may be removed from the course if the payer fails to make payment for their course fees. Outstanding balances may be pursued through a debt collection agency; students will be advised that this may affect their ability to secure credit in the future. Any future enrolments will be prevented if the person or company liable have any outstanding debt on their account.

Where CCG 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 person liable for the fees and seek to recover them alongside the original outstanding debt.

All students who fail to make payments and consequently have outstanding fees may have the following sanctions imposed:

- exclusion (notified by letter or e-mail)
- non-processing / non-grading of examinations and assessments;
- refusal of enrolment or re-enrolment;
- will not receive an invitation to award ceremonies;

The Group will take legal action in order to obtain a County Court Judgement to recover the amounts due.