

## COLCHESTER INSTITUTE

### FEE POLICY 2011/2012 FOR FURTHER EDUCATION (FE) PROGRAMMES – STUDENTS AND STAFF

If you require assistance to read this Policy or require in a different format please contact Registry on (01206) 712555.

#### 1. Policy Purpose

This Fee Policy provides you with information on payment of and liability for tuition and other fees for provision delivered by Colchester Institute. The aim of the policy is to give clear advice and guidance to students and staff regarding the costs of learning at Colchester Institute for the period 1 August 2011 to 31 July 2012.

College fees will be published in the Part-time Prospectus and individual fees are available from Admissions or Registry.

Contact details for departments referred to in this Fee Policy are given at the end of the document.

#### 2. Fees

##### 2.1. Payment

- 2.1.1 Costs to the learner of the programme of study will be identified as fully as possible and communicated to the learner in a timely manner.
- 2.1.2 Enrolment should take place prior to the start of the course.
- 2.1.3 Fees will be due at the time of enrolment. Instalment options are available, see item 2.3.
- 2.1.4 If paying by cheque or credit/debit card payment must be for the exact amount.
- 2.1.5 Cheques should be made payable to Colchester Institute.
- 2.1.6 Post dated cheques are not acceptable. The College accepts payment by cash, cheque, credit and debit cards (excluding American Express).
- 2.1.7 Employers who are funding a student's fees must complete and sign an authorisation form and submit with the enrolment form. Employer authorisation forms are available from Admissions or Registry.

- 2.1.8 There will be a £20 fee charged to the payee for dishonoured cheques to cover costs incurred by Colchester Institute.
- 2.1.9 The College will pursue all unpaid debts and any additional charges incurred will be added to the debt. In the case of students under 18 the parent or guardian will be liable for the debt.
- 2.1.10 Any student with unpaid fees from any year will not be allowed to enrol on any other college course.
- 2.1.11 Fees quoted are for one academic year.
- 2.1.12 Fees for subsequent years may vary.
- 2.1.13 A 'home' fees student is eligible to receive funding for their qualification via the Young People's Learning Agency (YPLA) or the Skills Funding Agency (SFA). Home fee rules apply to a) European Union nationals and b) European Economic Area migrant workers.
- a) The current member states of the European Union are Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and United Kingdom.
  - b) The European Economic Area comprises all the member states of the European Union together with Iceland, Liechtenstein, Norway and Switzerland.
- 2.1.14 An 'overseas' student is from outside the European Union or the European Economic Area, see item 3.
- 2.1.15 If a learner is identified as having claimed fee reduction fraudulently then they will be invoiced for any outstanding amount.

## **2.2 Tuition Fees**

Tuition fees for courses that receive government funding will be waived for all students aged 16-18 on the 31<sup>st</sup> August in the year they start their programme of study. This allows for free tuition in any consecutive subsequent year of study on the same programme. This applies to full-time and part-time students. Students aged 19+ starting a new programme will be liable for tuition fees. NOTE: A repeat year student is not generally considered as continuing on a progression year and if 19+ will pay the full-time tuition fee.

- 2.2.1 Where courses are not supported by government funding a fee will be set to reflect the full cost of course delivery. No reduced fees are available on these courses.
- 2.2.2 Students not intending to take the qualification attached to the course will be liable for 'overseas rates'.
- 2.2.3 Where an employer refers groups of students special fees may apply.

### **2.3 Instalments**

- 2.3.1 A two-stage payment process is available on all courses of more than 30 weeks where the total fee to be paid is greater than £200. A non-refundable administration charge of £25 will be added to the first instalment payment. The total fee is payable in two equal instalments, the first at enrolment, and the second on the first day of the second term (6th January 2012). In cases where the course is less than 30 weeks per year the instalment process may still be used with the agreement of the Customer Services Manager. The second payment will then be due at the halfway point through the programme. Students who have not paid by this date may be excluded from classes.
- 2.3.2 Instalments are not available for employer/contract students.

### **2.4 Students under 16 years of age**

No student under 16 years of age (except those on School Link courses) on 31 August 2011 can be enrolled on a course unless with the written authority of the Local Education Authority (LEA) and their agreement (or that of their parents/guardians) to pay the full cost of the course.

### **2.5 Fee Reductions**

**New learners** in receipt of the following benefits are eligible for reduced fees in 2011/2012:

- individuals on Job Seekers Allowance (JSA);
- individuals on Employment and Support Allowance (ESA) in the Work Related Activity Group (WRAG);
- learners (of all ages) studying their first full level 2 qualification;
- level 3 'jumpers' of all ages (those taking a full level 3 or above without having attained a full level 2 qualification);
- 19-24 year old learners studying their first full level 3 qualification (see item 2.7);

- those taking learning aims that are funded as Adult Skills for Life (SfL) and Functional Skills in literacy and numeracy, excluding SfL ESOL;

Evidence of the benefit applicable must be provided to the member of staff at the point of enrolment otherwise full fees will apply. The evidence must be on the appropriate benefit office form or headed paper and be dated within three months of enrolment.

Learners requesting a fee reduction under the criteria for Level 2/Level 3 qualifications will be required to sign a self-certification form evidencing their previous level of study.

Please note that learners who are continuing a programme of study\* will continue to receive the fee remission as established in 2010/2011. \*Continuing a programme of study means a second year of the same qualification aim.

Please contact Registry for further details.

## **2.6 School Links**

The College's School Links provision for discrete schools' programme will be costed in line with the level of resources required and will cover all related costs. Please contact the Flexible Learning Unit for more information.

## **2.7 Repeat Year and Partial Completion**

2.7.1 For students completing part of their programme beyond the normal term, special fee rates apply. Please refer to Registry who will investigate the reasons and obtain a price. Tuition fee exemption and reduced fees do not apply to these completion fees.

2.7.2 For students who are over the age of 19 and repeating the year to improve their grades, the full rate will apply. A student can only retake the final year of a programme to improve their grades where authorisation is provided by the Head of Centre and:

- \* The Head of Centre believes that the student can gain academically from the extra year.
- \* There are no major resource implications resulting from their inclusion in the class.
- \* They pay the full supported fee.
- \* The enrolment card must be countersigned by the Head of Centre or Customer Services Manager with appropriate authorisation.

## **2.8 Second Semester Start**

Students enrolling to an annual academic year programme after 1 February are normally enrolled at 50% of the fee. The student will re-enrol in September for a full academic year at the full rate.

## **2.9 Staff Development**

Staff will need to provide authorisation from Staff Development before enrolment. All Colchester Institute and University of Essex staff are eligible for a 50% reduction in tuition fees only. Where the course is full cost a 10% reduction in tuition fees will apply.

## **2.10 Principal's Waiver**

For 2011/2012 the Principal's Waiver applies to named courses within the suite of Access provision.

## **3 Overseas Students**

- 3.1** Students from outside the European Union or European Economic Area who do not meet government funding criteria as being eligible for funding, will be charged tuition fees calculated on a full cost recovery basis. For overseas students the Further Education full-time fee for the 2011/2012 academic year will be £5250.
- 3.2** Overseas students studying a Further Education full-time course are required to submit a deposit of £1750.00.
- 3.3** Fees for part-time courses for overseas students are charged individually and are available on request from the Customer Services Manager.
- 3.4** Dependants of overseas students who are paying overseas fees at our partner institution the University of Essex, may be entitled to a 10% reduction on overseas fees for a course at Colchester Institute, including English as a Foreign Language (EFL).
- 3.5** Please contact the International Admissions Officers for further information and to confirm fee status. Please refer to the international fee and application information on [www.colchester.ac.uk](http://www.colchester.ac.uk).

## **4. Additional Charges**

Many courses may carry an additional charge for specific vocational materials and/or visits. These are payable at enrolment although some visit payments will become due during the academic year. Please also see item 10.

Where a Criminal Records Bureau (CRB) disclosure is required the relevant fee charged by the CRB will be passed on to the applicant/student. If an applicant does not subsequently obtain a place on their chosen course, the CRB fee is not refundable. This charge will become due when the CRB form is submitted.

## 5. Colchester Institute Membership

- 5.1 All students enrolled on a Colchester Institute programme have automatic College Membership with no further fee, for the duration of the enrolment. (Note: This does NOT apply to students enrolled on programmes operated by another provider under a franchise arrangement).
- 5.2 Colchester Institute Membership may be purchased for £85. Candidates wishing to sit an examination as an external candidate are required to purchase Colchester Institute Membership. Use of the Gym, Internet access, Library and email are NOT included. (Note: Refer to The Higher Education Fee Policy 2011/2012 for information relating to higher education learners).
- 5.3 To obtain access to the College all students will be required to produce their ID cards. There will be a £5.00 charge for replacement ID cards.
- 5.4 There is no refund of the Colchester Institute Membership or reduction in course fee if the student subsequently enrolls on a course.
- 5.5 Once purchased, Colchester Institute Membership will normally be valid within the academic year from the date of purchase.

## 6. Examination/Award Body Registration Fees

- 6.1 Students aged 19 and over on government funded courses, will be expected to pay examination/registration fees. Therefore all **essential** exam/awarding body fees are included in the fees payable at enrolment.
- 6.2 Anyone wishing to follow a programme of study without undertaking the assessment will be liable for tuition fees at the 'non-home' rate.
- 6.3 Examination fees to be paid post-enrolment **will not** be invoiced. Payment must be made at the time of submitting the examination entry form.
- 6.4 Only candidates with valid Colchester Institute membership will be entered for examinations through the examinations office.
- 6.5 There will be no additional fees for essential award body registrations or first attempt examination fees for Further Education students under 19.
- 6.6 **EXCEPTION:** Where the Professional Body Requires direct payment of membership fees from the student, eg: AAT, they will not be collected at enrolment or paid for by Colchester Institute.

- 6.7** Examination **resit** fees will be charged **prior** to entry. All students taking a resit examination must pay the fees.
- 6.8** Where late entries are accepted, the additional fees are to be paid by the student.

## **7. Refunds**

### **7.1 General**

**The College does not refund tuition fees where a learner decides to stop attending a course without reason.**

- 7.1.1 If the course is cancelled by Colchester Institute a full refund will be made and no administration fee will be charged.
- 7.1.2 If the student withdraws before the course starts, or within two weeks of the beginning of a course, a full refund less a £50 administration fee will be considered following a request in writing to the Customer Services Manager. This request must be made within two weeks of the final attendance.
- 7.1.3 Refunds are not normally given for students funded by employers.
- 7.1.4 Where a customer wishes to claim a refund on the grounds of quality they must follow the Complaints Procedure for any such consideration.
- 7.1.5 Where a student completes a course early no refund of fees will be given. Where a student completes a course early but has outstanding instalments these will be due to Colchester Institute.
- 7.1.6 A pro-rata refund will be considered where a student is forced to withdraw from a course due to ill health that will impact on their ability to complete the course and can provide a doctor's certificate evidencing this within two weeks of the final attendance.
- 7.1.7 Refunds for visit payments must be made via the tutor.

### **7.2 Deposit Refunds for Overseas Students**

- 7.2.2 A partial deposit refund will be paid where a visa application is refused by the government department. An administration charge of £250 will apply. Application must be made in writing to the Customer Services Manager. This request must normally be made within two weeks of the start date for the course that it was intended for enrolment.

### **7.3 Student Substitution**

7.3.1 This is only allowed on certain School Link programmes.

7.3.2 Under certain circumstances, where employer sponsorship is involved, student substitution for fee purposes may be possible (where tutors consider it academically acceptable). Application must be made in writing to the Customer Services Manager.

**7.4 Deposit Transfers.** No deposit transfer between customers is permitted.

### **7.5 Awarding Body/Examination Fee Refunds**

7.5.1 Where examination fees have been paid separately –

7.5.1.1 Prior to the entry being made by the College a refund may be available if the student is withdrawing from the course. Application must be made in writing to the Examinations Officer.

7.5.1.2 Only in very exceptional circumstances will refunds be made once the entry has been submitted to the award body. Application must be made in writing to the Examinations Officer.

**7.6 Deposit or fee carry over from one academic year to the next.**

#### **7.6.1 Deposit carry over for overseas students**

There are occasions when a customer has to defer their start date due to travel/visa problems. Under these circumstances deposit carry over can be permitted. Deposits can be carried over for a period of 12 calendar months from the start date of the course associated with their first application.

7.6.2 **Fee carry over** for all students is not normally operated.

### **7.7 Payment of Refunds**

Refund payments will be made to the same payee that made the initial payment.

## **8. Higher Education**

Please refer to the Higher Education Fee Policy 2011/12 available from Admissions and Registry.

## **9. Work Based Learning and Apprenticeships**

No fees are charged to a learner who undertakes a Work Based Learning programme.

For information regarding employer contributions (where applicable) please contact 01206 712250 as the charges vary according to the framework delivered and are available from.

## **10. The Professional Training Centre**

The Professional Training Centre works in partnership with individuals and the business community to provide high quality, flexible and innovative training solutions. Individuals can book courses for the dates shown in our training directory or our Business Training Advisors can talk to you about your organisation's specific needs.

Terms and Conditions for The Professional Training Centre can be viewed at [www.theptc.co.uk](http://www.theptc.co.uk) or contact 01206 712727.

## **11. Where to Obtain Assistance**

- For support with finances please contact Student Services on (01206) 712293.
- For support/information on fee queries, enrolment, withdrawals, fee payments please contact Registry on (01206) 712555.
- For information on international fees and admission criteria please contact the International Admissions Officers on (01206) 712150.
- For information on Work Based Learning, Apprenticeship, short full cost and bespoke courses for Employers please contact The Professional Training Centre (01206) 712727 or 01206 712250
- Please refer to [www.colchester.ac.uk](http://www.colchester.ac.uk) for additional information.

## **12. Equality and Diversity**

Colchester Institute aims to provide a welcoming environment in which all learners and employees are encouraged to realise their full potential, where every individual is valued and offered equal opportunity to progress.

The college will treat all employees and learners with respect and dignity, and in an equivalent fashion, and will seek to provide a working and learning environment free from harassment, discrimination and victimisation.

The college will not tolerate any form of discriminatory behaviour from their employees, learners or members of the public.

### 13. **Disclaimer**

This information has been provided in good faith and we have tried to ensure its accuracy, however it is for guidance and does not form any part of a contract.

Any provision which falls outside the scope of this policy will be referred to the Director of Finance and Corporate Services.

Fees and additional costs which are amended prior to the commencement of the course and are outside the control of Colchester Institute, will be passed on to the learner.