

COLCHESTER INSTITUTE

FEES POLICY

FURTHER EDUCATION PROGRAMMES FOR STUDENTS AND STAFF

2018/19

If you require assistance to read this Policy, or require it 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 1st August 2018 to 31st July 2019.

Fees for Full-time, Part-time and Short Courses can be found on each individual course page on the website at www.colchester.ac.uk .

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 student for the programme of study will be identified as fully as possible and communicated to the student 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 Online payments are available for some courses, as indicated within the Guide and on the website by individual courses. These courses can be paid for through our online store at www.onlinestore.colchester.ac.uk.

2.1.8 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 and Curriculum Support Offices, The Information Centres and Registry or the Colchester Institute website by searching for 'Employer Authorisation form'.

- 2.1.9 There will be a £20 fee charged to the payee for dishonoured cheques to go towards the costs incurred by Colchester Institute.
- 2.1.10 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 years of age the parent or guardian will be liable for the debt.
- 2.1.11 Students who are unwilling to provide their date of birth or any other required data for the enrolment form will be unable to enrol.
- 2.1.12 Students with unpaid fees relating to Colchester Institute courses will not be allowed to enrol on any further courses until all outstanding amounts have been paid.
- 2.1.13 Fees quoted are for one academic year, with the exception of fees for students on a level 3, 4, 5 or 6 further education programme eligible for Advanced Learner Loans.
- 2.1.14 Fees for subsequent years may vary.
- 2.1.15 A 'home' fees' student is eligible to receive funding for their Qualification (provided it is a course supported by Government funding), via the Education and Skills Funding Agency (ESFA) or the Skills. Students classified as 'home' fees are normally citizens of, and been resident in, the European Union and European Economic Area for at least 3 years prior to the start date of the course.
- a) The current member states of the European Union are Austria, Belgium, Bulgaria, Croatia, Republic of 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.
- 2.1.16 An 'overseas' student is from outside the European Union or the European Economic Area, see item 3.
- 2.1.17 If a student is identified as having claimed fee reduction fraudulently then they will be invoiced for any outstanding amount, and may be referred to the appropriate authority.
- 2.1.18 Where applicable and to obtain a fee reduction, students must supply the evidence requested by Registry.

2.2 Tuition Fees

Tuition fees for courses that receive Government funding will be waived for all students aged 16-18 years on the 31st August in the year they start their programme of study. This allows for free tuition in any consecutive subsequent year of study where a student is progressing on the same learning aim. This applies to full-time and part-time students. Students aged 19+ starting a new learning aim/programme will be liable for tuition fees.

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 Where an employer refers groups of students, special fees may apply.

2.3 Instalments

Any student of the College who pays his/her own programme costs is entitled to do so on a monthly payment plan basis, providing they meet the eligibility criteria below:-

Eligibility

2.3.1 The programme concerned has total fees due of at least £200.

2.3.2 The student is aged 19 years, or over, on 1 September in the current academic year.

Conditions

2.3.3 The student must sign an official agreement with Colchester Institute, to arrange a monthly payment plan for the balance in accordance with a clearly stipulated timetable ensuring all fees are paid in full within six months of the start date of the programme. Payments are made through a recurring card payment system. If the duration of the course is less than six months all fees are to be paid in full prior to the planned end date.

2.3.4 The student will be expected to pay an initial amount of 40% of the total cost to the College at the time of enrolment or £500, whichever is the lower.

2.3.5 If the student fails to sign up to an instalment plan at enrolment all fees will become due for payment within 7 days.

2.3.6 The student's continued attendance on a programme is dependent on his/her payment of each instalment by the due date.

2.3.7 Should the student withdraw from their course and does not meet the refund criteria detailed in section 7 of this Policy, they should continue to meet the terms of the instalment agreement.

2.3.8 Failure by a student to fulfil any of the terms and conditions of an instalment agreement shall result in the student becoming immediately liable for the full outstanding balance and may not be entitled to pay any future fees by instalments.

This facility will also be available to employers or sponsors of students attending programmes who will also be expected to pay the initial deposit.

Please contact Registry on (01206) 712555 for further information.

2.4 Students under 16 years of age

No student under 16 years of age (except those on School Link courses) on 31st August 2018 can be enrolled on a course without written permission from the Local Authority and confirmation that they (or the students' parent/guardian) will pay the full cost of the course.

2.5 Students aged 16-18 years of age

In line with the Education and Skills Funding Agency (ESFA) conditions of funding, tuition and awarding body fees are not payable by students who are aged 16-18 years of age on or before the 31st August in the year in which they commence their programme of study.

All Full Time Study Programme students are asked to pay a £40 Resource Deposit to cover costs of learning resources and access to facilities, £20 of which is refundable on the completion of their programme of study. Payment needs to be made via our online store at www.colchester.ac.uk/online-store.

2.6 Students aged 19 years or over eligible for Fee Reduction (Aged 19 years or over as at 31st August in the year commencing programme unless otherwise stated).

Fee reduction means you will not be charged for tuition, awarding body registration or examination fees. However, you will be expected to pay for other course related costs such as books, equipment, uniforms, educational visits and examination re-sit costs.

In line with the Education and Skills Funding Agency conditions of funding, providing students in the following categories can provide appropriate evidence or complete a signed declaration they will be eligible for Fee Reduction:-

2.6.1 **Students aged 19 or older enrolling on English or Maths Courses:-**

- starting GCSE English or Maths, delivered through classroom learning, where they do not currently have these qualifications at grades A* to C (grade 4 or above)
- Functional Skills English or Maths from entry to L2
- Approved Stepping Stone English or Maths qualifications.

2.6.2 **Students aged 19 or older enrolling on ESOL (English for Speakers Other Languages)** (Age applies on the start date of the learning aim)

- students who are 19 or older, unemployed and meet one or more of the criteria listed under 2.6.3

2.6.3 **Students aged 19 to 23 years** (Age applies on the start date of the learning aim), Excluding English, Maths and ESOL courses:-

- Courses up to and including Level 1 which support progression to a first full Level 2 qualification.
- An individual who is unemployed studying up to Level 2, who already have a Full Level 2 qualification prior attainment.
- An individual studying their first full level 2 qualification.
- An individual studying their first full level 3 qualification.

2.6.4 **Students aged 24 or older** on the day they start learning aims up to and including Level 2 (excluding English, Maths and ESOL) who are unemployed and one or more of the following apply:-

- receiving Jobseeker's Allowance (JSA), including those receiving National Insurance credits only
- receiving Employment and Support Allowance (ESA) and are in the work-related activity group (WRAG)
- receiving Universal Credit, earn less than 16 times the National Minimum Wage a week or £541 a month (household claims) and Jobcentre Plus determine as being one of the following groups:-
 - o All Work-Related Requirements Group
 - o Work Preparation Group
 - o Work-Focused Interview Group

- An individual who is unemployed and receiving any state benefit not listed above, providing all of the following apply:-
 - o The learner is in receipt of other state benefits and earns either less than 16 times the National Minimum Wage a week or £338 a month (individual claims) or £541 a month (household claims)
 - o The learner wants to be employed (or progress into more sustainable employment, if they earn less than 16 times the National Minimum Wage a week or £338 a month(individual claims or £541 a month (household claims)) and we are satisfied that the learning is directly relevant to their employment prospects and the local labour market needs.

Evidence of the benefit applicable should be provided, where possible, to the member of staff at the point of enrolment. The evidence must be on the appropriate benefit office form or headed paper, addressed to or in the name of the person claiming the waiver and be dated within three months of enrolment. If evidence is not available you will be asked to sign a declaration in the enrolment form to confirm eligibility for Fee Reductions.

2.6.5 Students in receipt of low wage

If enrolling on any of the following:-

- Age 24+ enrolling on a level 2 course (excluding English and maths) or courses to progress to level 2
- Age 19+ enrolling on English for Speakers of other Languages (ESOL) up to and including level 2
- Age 19+ courses up to and including level 2, where you have already achieved a first full level 1

and meeting the following criteria:-

- Eligible for co-funding and
- Earn less than £15,736.50 annual gross salary, based on the Social Mobility Commission's low pay threshold of £8.07 (hourly rate in 2016) and on the assumption of a 37.5 hr contract with paid statutory holiday entitlement.

You will be ask to provide supporting evidence for us to retain to support the fee reduction to our funding bodies, e.g. a wage slip dated within 3 months of the start of the course or a current employment contract which states gross monthly/annual wages.

Please note that students who are continuing a programme of study* will continue to receive the fee reduction as established in 2017/2018.

*Continuing a programme of study means a second year of the same qualification aim. Please contact Registry for further details.

2.7 Students aged 19 years or older undertaking a level 3, 4, 5 or 6 qualification

- 2.7.1 Government funding is no longer available on further education programmes at level 3, or above, for students aged 19 years or over at the start of the course. The only exception being learners aged 19-23 studying their First Full Level 3 Qualification (see 2.6.2) Fees may be higher for this group of students but Advanced Learner Loans are available. Please see the information on the College website (www.colchester.ac.uk) about Advanced Learner Loans or call Admissions on (01206) 712777.
- 2.7.2 Students who have not received confirmation of their approved loan by enrolment will be required to pay £50 to complete their enrolment and secure their place on the programme.
- 2.7.3 If the loan has not been confirmed within 6 weeks of starting the course the fees become due as if there was no loan in place and contact must be made with the Finance Department on 01206 712497 to arrange payment. Once the loan has been approved the £50 (and any further sums) will be offset against the loan to reduce it, or in exceptional circumstances it can be refunded.
- 2.7.4 Also refer to section 2.3 on Instalments which is available for students not taking out a loan and paying the fees themselves.
- 2.7.5 Students who have not paid fees in full or have taken out an Advanced Learner Loan and subsequently withdraw from the programme, are liable for the full fee for the year.

In the case that loan payments have stopped, students will be invoiced for any balance at this point.

See section 2.3 on instalments which will be available in these circumstances.

2.8 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.

2.9 Repeat Year

For students who are over the age of 19 and repeating the year to improve their grades, the full rate will apply.

2.10 Staff Development

Staff must gain formal authorisation for support from Staff Development prior to enrolment where the course is being funded by the College and in these circumstances an agreement to repay course fees if leaving within a certain time period will be required. Staff may be required to provide evidence of authorisation at enrolment. All Colchester Institute employees are eligible for a 35% reduction in fees only. Where the course is designated a full cost course, a 20% reduction in fees will apply. The staff member must be employed by Colchester Institute at the start of the course to qualify for this discount.

3. Overseas Students

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.

Please contact the Admissions Department for further information and to confirm fee status. Please refer to the international fee policy and application information on www.colchester.ac.uk/international/.

4. Additional Charges

Many courses may carry an additional charge for specific vocational materials and/or visits. These are payable at enrolment although most visit payments will become due during the academic year. A facility to pay online for visits and other costs is available via our online store, www.onlinestore.colchester.ac.uk

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

5. Colchester Institute ID Cards

To obtain access to the College, all students will be required to produce their ID card and wear it while on site. There will be a £5 charge for replacement ID cards.

6. Examination/Award Body Registration Fees

6.1 Students aged 19 years and over on Government funded courses, will be expected to pay examination/registration fees unless they are eligible for reduced fees.

- 6.2 Examination fees to be paid post-enrolment **will not** be invoiced. Payment must be made at the time of submitting the examination entry form.
- 6.3 There will be no additional fees for essential award body registrations or first attempt examination fees for Further Education students under 19 years of age.
- 6.4 The College reserves the right to charge students for examination resits.
- 6.5 Where late entries are accepted, the additional fees are to be paid by the student.
- 6.6 The College reserves the right to charge students for non-attendance at any examination where there is a cost involved.

7. **Refunds**

7.1 **General**

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

Refunds will normally only be issued to students (or their sponsors) in the following circumstances:-

- 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 a full refund, less a £50 administration fee, will be considered following a request in writing to the Director of Funding and Information. This request must be received at least five working days prior to the start date of the course.
- 7.1.3 Where a student wishes to claim a refund on the grounds of quality, they must follow the Complaints Procedure for any such consideration.
- 7.1.4 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 still be due to Colchester Institute.
- 7.1.5 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.

- A £50 administration fee will be deducted from any refund approved.

- Examination and Resource (e.g. books, materials) elements will only be refunded where no costs have been incurred by the College.

- No refund would be made if withdrawal was in the final term of the course

7.1.6 Requests for refunds for visit payments must be made via the tutor.

7.1.7 Fees will not be refunded for any sessions that are cancelled due to fire, flood, adverse weather conditions, industrial action or any circumstances outside of the College's control.

7.1.8 No refunds will be made on courses 12 weeks or less in duration, with the exception of 7.1.1 and 7.1.2 above

7.1.9 Where a student withdraws from a programme where fees were being met through an Advanced Learner loan, the learner will be liable for the full fee and will be invoiced when loan payments stop.

Refunds will either be made by BACS payment direct to the payee's bank account or directly back to the card used if payment was via the online store.

Students whose refund applications are refused due to not meeting the criteria will be notified of this in writing by the Director of Funding and Information or his/her deputy and full payment of any outstanding fees will be due. Any appeals to this decision should be made via the Complaints Procedure.

7.2 Deposit Refunds for Overseas Students

Please refer to the International Fee Payment and Refunds Policy.

7.3 Student Substitution

7.3.1 This is normally 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 Director of Funding and Information.

7.4 Deposit Transfers

No deposit transfer between customers is permitted.

7.5 Awarding Body/Examination Fee Refunds

Where examination fees have been paid separately

7.5.1 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.

7.5.2 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 fees carry over from one academic year to the next

7.6.1 Deposit carry over for overseas students

Please refer to the International Fee Payment and Refunds Policy for 2018/19.

7.6.2 **Fee carry over** is only considered in exceptional circumstances.

7.7 Payment of Refunds

Refund payments will be made to the same person/institution that made the initial payment.

7.8 Professional Membership Fees

Students who become eligible to join a professional body linked to their profession will be liable for payment of their own membership fees.

8. Level 5 Trinity CertTESOL Course Students

Students who are approved by the course leader to intermit during the academic year with the intention of completing the course as part of a subsequent cohort will be liable for the following:-

- Any outstanding fees will become payable immediately
- An additional fee of £150 to cover additional moderation costs when they re-enrol.

9. Higher Education

Please refer to the Higher Education Fee Policy available from Registry and UCC Operations.

10. Work Based Learning and Apprenticeships

No fees are charged to a student who undertakes an Apprenticeship.

For information regarding employer contributions please refer to the Employer Co-Investment Policy for levy and non-levy paying employers, as the charges may vary according to the framework/standard delivered.

11. Part Time Leisure Courses

Leisure courses are full cost and not supported by government funding so no reduced fees or additional learning support are available on these programmes. These courses are only available for individuals aged 18 or over.

11.1 Payments must be made through the online store and we are unable to accept payment in any other format for this type of course.

11.2 We reserve the right to withdraw, change or cancel a leisure course if purchased places do not exceed the minimum number. If this happens we will inform you and an automatic refund will be issued for the full amount paid.

11.3 Any cancellation must be received at least 10 days prior to the start date of the course. To cancel your place you must email your request to the Finance Team at finance.dept@colchester.ac.uk. If approved your refund will have a £50 administration fee deducted and will be refunded onto the card used to make the original payment.

11.4 No partial refunds will be for any sessions that are cancelled due to fire, flood, adverse weather conditions, industrial action or any circumstances outside of the college's control, or for delegates not attending the course.

11.5 In exceptional circumstances at our discretion, once a programme has started refunds or credit notes may be considered. All requests for refunds should be made within two weeks of your last attendance to your course tutor. Please note that programme fees include an administration charge of £50, which will not be refunded.

12. CI Business Solutions

Professional high quality, flexible and innovative training solutions are provided to employers across the region via the College's dedicated team within the Business Solutions Hub. Individuals and employers can book courses for the dates shown on our website or can discuss options with our Business Training Advisors regarding organisation-specific needs.

13. **Financial Support**

The College administers a Discretionary Student Support and Advanced Learner Loan Bursary fund for qualifying learners. Eligible support may be available for course fees, equipment, travel, uniform and childcare costs. The fund has limited and finite resources. For more information, eligibility and how to apply please contact Student Services on 01206 712078 or email student.finance@colchester.ac.uk

14. **Where to Obtain Assistance**

- For support with finances, please contact Student Services on (01206) 712078.
- For support/information on fee queries, enrolment, withdrawals, fee payments please contact Registry on (01206) 712555.
- For further information on the Colchester Institute Instalment plan please contact the Finance Team on (01206) 712497 or email finance.dept@colchester.ac.uk
- For general information and advice on course availability for full and part-time courses and Apprenticeships please contact the Course Enquiry Line on (01206) 712777.
- For information on international fees and admission criteria please contact the International Admissions Officers on (01206) 712150.
- For information on Work Based Learning, Apprenticeship (01206) 712727
- For information on professional full cost and bespoke employer courses and employer Apprenticeship enquiries please contact CI Business Solutions on (01206) 712727
- Please refer to www.colchester.ac.uk for additional information.

15. **Equality and Diversity**

Colchester Institute aims to provide a welcoming environment in which all students 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 students 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, students or members of the public.

16. 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 Executive Vice-Principal Finance and Corporate Development.

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 student