

# **TUITION FEE POLICY**

## **2019/2020**

**Effective from 1<sup>st</sup> August 2019**

## General Terms and Conditions

1. Learners or their sponsors, unless they qualify for exemptions or waivers, are to be charged:
  - 1.1. a course fee and an exam or registration fee;
  - 1.2. the cost of any equipment necessary to undertake their programme of study if this equipment will remain the property of the learner once the course has been completed;
  - 1.3. the cost of any trips or visits associated with the programme of study;
  - 1.4. the cost of any examination re-sits, where appropriate;
  - 1.5. the cost of any charges imposed by Awarding Organisations (e.g. re-marking, requests for scripts etc.).
2. Learners are responsible for ensuring that their fees are paid, even where a third party (e.g. an employer) intends to pay on their behalf.
3. All fees, or deposits and payment plans, are due at enrolment. Instalment arrangements may be available if certain criteria are met.
4. No tuition fees are payable by 16–18 year old Further Education learners, including those on part time programmes, or by adult learners who qualify for full funding. 16-18 year olds must meet the condition of funding regarding English and Maths to be entitled to funding, please see details by clicking <https://vital.boston.ac.uk/enrolment/CoF-Flow-Chart.xlsx>. All Apprentices must complete a minimum of 20% Off-The-Job learning hours and meet the minimum duration of the Apprenticeship to be eligible for funding.
5. Learners seeking a reduction or waiver of fees under these policies must produce the necessary documentary evidence, when enrolling.
6. Fees will be established in full at enrolment, even where the course is longer than one academic year.
7. In order for a learner to be eligible for Government funding for their learning programme the learner must have the legal right to abode in the UK at the start of their programme. There should also be an expectation that the learner will be able to complete their programme of study.
8. Courses are not fundable where learners are from a devolved and/or delegated combined authority or planned combined authority for 2020/2021. Please see <https://www.gov.uk/guidance/adult-education-budget-aeb-devolution> for details.
9. A learner's status at enrolment (e.g. employed, in receipt of eligible benefit) applies throughout the duration on that learning aim.
10. Learners are directly responsible for registration with (and payment to) any relevant Professional Bodies.
11. The full fee for a course is payable even if the learner does not go on to complete the course. Learners who withdraw from their course are liable for all remaining unpaid fees. This is applicable to all learners regardless of the payment method they have chosen, providing they have studied past the two-week cooling off period.
12. Any learner who will experience difficulty in making a payment must contact the Registry Manager, Boston College, Skirbeck Road, Boston, PE21 6JF - telephone 01205 365701 immediately.
13. Boston College reserves the right to prevent enrolment on future courses for learners who have an outstanding balance of fees.

## **Paying Fees and Other Charges**

- a) All fees become due upon completion of an enrolment form either by the learner or their sponsor, unless the learner is entitled to full fee remission.
- b) You will be entering a financial commitment to fees, regardless of how they are to be paid. There will be an initial 'cooling off' period of two weeks from your start date on the course. After this point you are responsible for the full cost of the course even if you make the decision not to continue.
- c) The learner may pay by cash, cheque, credit card or debit card, HE Student Finance England or Advanced Learner Loan. Some learners may be eligible to pay fees by Direct Debit, but this must be agreed in advance with the Registry Manager and will be subject to certain terms and conditions found in the Direct Debit Policy.
- d) Where a learner's fees are paid by a third party, such as an employer, the learner must supply, at the time of enrolment, a completed Employer's Authorisation form. In the absence of such confirmation the learner is liable for the full cost of the course.
- e) Student Finance England or Advanced Learner Loan approval confirmation paperwork must be passed to the Registry Manager at the point of enrolment or on the first day of starting the course to ensure tuition fees are to be paid.
- f) Some learners may be eligible for full fee remission if they are in receipt of eligible benefits or on a low wage. The learner must provide evidence of this at the point of enrolment. In the absence of this evidence the learner is liable for the full cost of the course.
- g) Where the tuition fees are less than £350 and / or the course runs for 12 weeks or less, learners must pay in full at the time of enrolment.
- h) The learner must produce the receipt for payment of their fees on the first day of attendance on their course to their lecture

## **College Employees**

With increasing pressure on training budgets, it is not always possible to fund staff development and/or staff development that is not directly related to an individual's job role.

These guidelines have been agreed by SLT to inform staff of the support that may be available, and in what circumstances.

### **1. Courses Delivered by the College**

- a) College employees may be entitled to a reduction of up to 50% on tuition fees for courses that are delivered by the College but are not directly related to their job role. However, this discount will not be available for HE, Advanced Learner Loans, PCDL or commercial training courses.
- b) The course must already be running as a viable course without the addition of the College employee.
- c) If the course is job related, the College may pay up to 100% of the course fees. However, this will be subject to terms and conditions, including signing of a training agreement.

### **Criteria for Contribution**

SLT will agree the Contribution based on the following:

- a) Where the majority of the benefit is personal development, a 20% Contribution will apply.
- b) If the benefits are broadly shared between the personal development of the individual and the College a 50% Contribution will apply.
- c) If the main benefit of the course/qualification will be to the College, up to 70% of the cost may be supported by the College.

SLT will consider all applications on merit and subject to budget constraints, the SLT decision will be final.

### **Payment by Advanced Learner Loan**

- a) There will be no public funding for courses at Level 3 or above (non-apprenticeships) for those aged 24 years and over on 31<sup>st</sup> August 2019.

However, learners aged 19-23 may be eligible for full fee remission depending on their course of study, and their prior qualifications. Learners who do not qualify for funding, wishing to study these courses, may be eligible for Advanced Learner Loans.

- b) Applications for Advanced Learner Loans must be made to the Student Loans Company (SLC). You can research the Loan on [www.gov.uk/advanced-learner-loan](http://www.gov.uk/advanced-learner-loan) for info on repayments and financial advice.
- c) A letter confirming that an Advanced Learner Loan has been applied for must be supplied at the point of enrolment.
- d) Learners not wishing to enter into a loan agreement will be liable for payment of the relevant course fee and any up-front fees not covered by loans at the time of enrolment.
- e) The minimum value of a loan is £300.
- f) All learners paying by an Advanced Learner Loan will be invoiced for the full value of their course when they start. Payments are made on a monthly basis directly to the College for each month that the learner is active on their course. The value of the loan for which the learner becomes liable will increase with each monthly payment made to the College.
- g) All payments made via SLC will be credited against the learner's invoice.
- h) In the event that the learner withdraws before the expected end date of their course, the learner will be liable for paying the outstanding balance owed to the College, regardless of how the fees were originally agreed to be paid, as well as re-payments to the SLC.

### **Payment by a Higher Education Loan**

- a) Learners studying a Higher Education course through Boston College may be eligible for a HE Loan.
- b) Applications for a Higher Education Loan must be made via Student Finance England (SFE).
- c) A letter confirming that a Higher Education Loan has been applied for must be supplied at the point of enrolment.
- d) Learners not wishing to enter into a loan agreement will be liable for payment of the relevant course fee or any up-front fees at the time of enrolment or prior.
- e) All learners paying by a Higher Education Loan will be invoiced for the full value of their course when they start. Fees funded by loans are paid to the College directly by the SFE. Payments are made termly and are activated when the learner's attendance is confirmed with the loan company. The value of the loan for which the learner becomes liable will increase with each payment made to the College.
- f) As payments are made via SFE they will be credited against the learner's invoice.
- g) In the event that the learner withdraws before the expected end date of their course, the learner will be liable for paying the outstanding balance owed to the College, regardless of how the fees were originally agreed to be paid, as well as re-payments to SFE.

## Payment by Direct Debit

- a) Where the tuition fees are £350 and above and the course has a duration of at least 13 weeks the learner may be eligible to pay fees by Direct Debit. The number of instalments will be specified at the point of enrolment.
- b) Only tuition fees can be paid by Direct Debit, other course related fees must be paid in full at the time of enrolment. These include, but are not limited to, examination fees, material fees, and kit costs.
- c) A Direct Debit mandate form must be completed and deposit payment (see f) b.), plus other course related fees as listed above must be paid at the time of enrolment.
- d) Learners will be invoiced for the remaining costs, following deposit payment, at the start of the course and credited each month as payment is made.
- e) Instalment arrangements can only be offered where:
  - a. Learner has no outstanding balance of fees from any previous year
  - b. Learner does not have and is not in the process of making an Individual Voluntary Arrangement (IVA)
  - c. Learner has not defaulted on instalment arrangements in any previous years
- f) The number of instalments available to the learner is dependent upon the date of commencement / enrolment and the length of the course they wish to study, e.g.:
  - a. For full time level 2 and below courses starting in September the payment schedule would be as follows: The course fee is £1,200. An initial deposit of £200 will become payable at the point of enrolment, followed by 5 monthly instalments of £200. The first instalment would become payable on 1<sup>st</sup> October 2019.
  - b. For all other courses the initial payment will be 20% of the tuition fees as a deposit, plus any other course related cost, e.g. exam/registration fee, material fees etc, followed by 5 monthly instalments (8 instalments may be made where a learner's course is Full Cost and no Advanced Learning/SFE Higher Education Loan is used).
- g) Direct Debit fees will be collected on the 1<sup>st</sup> of the month or the next working day
- h) Learners whose payments are returned unpaid by the bank will incur an administration fee of £35.
- i) If instalments have not been paid by the due date, then the full outstanding balance becomes payable immediately.
- j) If the learner withdraws from their course, they will remain liable for any outstanding course fees.

## Unpaid Fees

1. The College will use appropriate debt recovery procedures where learners breach the terms of their payment agreement and may exclude such learners from the College.
2. Where a learner withdraws beyond the two-week cooling off period, an initial Debt collection letter will be sent asking for payment. If no response is made by the learner, a second letter will be sent, explaining that Debt recovery procedures are to commence. The next step in this process is court proceedings.
3. Learners undertaking a two year programme will not be allowed to progress to the second year of the course where fees relating to the first year remain unpaid, and learners who complete a programme of study but have fees outstanding will not be allowed to enrol on further programmes of study until the outstanding debt has been cleared.

## Refund Policy

Refunds are normally only made when a course is cancelled by the College. All decisions about refunds should be referred to the Registry Manager.

Refund of fees will only be considered in the following circumstances:

- a) Where the course is cancelled prior to commencement due to low enrolment (the College reserves the right to cancel courses where enrolment fails to meet the required level) – automatic refund of all fees.
- b) Where a course is cancelled by the College after commencement – automatic refund of all fees.
- c) Where a learner is unable to continue owing to exceptional circumstances such as health reasons, the College may consider a refund upon application with supporting medical evidence.
- d) Where a learner can demonstrate that their withdrawal from the course has resulted from the failure of the College to deliver what could have been reasonably expected. This would only be applicable where a written complaint has been upheld.
- e) If the learner withdraws from the course, and is permitted a refund, this refund will be subject to a £25 administration fee.

### Note:

1. Resource and examination fees will be refunded only where no costs have been incurred by the College.
2. Refunds will be issued only where a Refund Request Form has been completed and received within 21 days of the last date of attendance or of the start date of the course. This must be returned to the Registry Manager.
3. Exceptional circumstances would normally relate to ill health that necessitates withdrawal. A change of job, address or mind would not be classed as exceptional circumstances.
4. Fees will not be refunded where course closure is temporary due to fire, flood, adverse weather conditions or industrial action.
5. The learner will be required to submit evidence, so it will be helpful if they include a letter from their doctor, or other confirmation of the reasons for requesting a refund. This must be submitted together with the Refund Request Form.
6. **Only** the Principal, Vice Principal of Curriculum and Quality, Director of Performance and Planning, or Head of Finance has the authority to agree a refund.
7. Any refund of tuition fees will take into account the length of the course and the period remaining.
8. Please allow approximately 28 days for refunds to be processed.

## Financial Assistance

This document may be amended at any time subject to changes in the policies of the College's funding bodies.

### **IMPORTANT INFORMATION – PLEASE NOTE:**

It is a requirement that we see proof of identification for all learners. This can take the form of a Passport, Driving Licence, and National ID card. We are unable to enrol the learner without this identification.

Financial Assistance (Please Note: this information is correct at the time of printing; please check with the Learner Services Team for the most up to date information on financial assistance for learners).

### **Learner Support Funds / Bursary – for learners on funded Further Education Courses**

The College may be able to provide assistance to learners suffering financial difficulties or hardship. This does not provide a grant to live on but can help with costs such as travel to College, books and equipment etc., eligibility criteria applies.

For more information please see guidance on the College website or contact Learner Services on the main college number 01205 365701 x3218.

### **HE Student Loans**

Learners following Higher Education courses (degrees and HNDs) are entitled to apply for loans to help with fees. There are also Maintenance Loans and Grants for full time HE learners, which are means tested, to assist with living costs. For the most up to date information on Higher Education fees and loans please visit

<https://www.gov.uk/student-finance> or contact one of the Careers Team on 01205 365701.

### **Advanced Learner Loans**

If the learner is starting a Level 3 course on or after 1 August 2019 they may qualify for an Advanced Learner Loan to help with cost of College fees. For more information please visit Student Support or contact one of the Careers Team on 01205 365701.

### **Care to Learn**

If the learner is aged under 20 and returning to education, they may be entitled to financial assistance through the Care to Learn Scheme to pay towards childcare with a registered or OfSTED approved child minder. For more information please visit <https://www.gov.uk/childcare-grant> or contact Learner Services on 01205 365701 ext. 3305.

If the learner is aged 20 or over the College may be able to offer assistance with childcare costs if they are in financial hardship. Eligibility criteria apply. For more information please contact Learner Services on 01205 365701 x 3218

### **Career Development Loan**

The learner may be eligible for a Career Development Loan to help with the cost of studying. For more information please visit <https://www.gov.uk/career-development-loan>