



Policy/Procedure/Guideline Review

Policy/Procedure/Guideline:	Fees Policy 2019/20
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Author:	Executive Director – Finance and HR and Executive Director – Projects and Planning
Approved By:	Board of Corporation
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Changes Made:	Aligned to latest ESFA Funding Rules. Funding rates updated.

Nelson & Colne College Fee Policy 2019/20

1. INTRODUCTION

This policy aims to give clear advice and guidance to students and staff regarding the costs of learning at Nelson & Colne College, Lancashire Adult Learning (LAL) and Accrington and Rossendale College.

This policy covers mainstream Education and Skills Funding Agency (ESFA) funded Further Education (FE) programmes (informed by latest ESFA guidelines covering fees, remission of fees and associated funding), Higher Education (HE), Advanced Learner Loan provision and self-financed courses. Where the ESFA updates their guidance in year then the College will ensure the operation of this Policy is in line with the latest guidance.

In 2019/20 there are several types of fees which students/employers may have to pay. They are:

- Tuition fees
- Examination, assessment and registration fees
- Miscellaneous fees, e.g. equipment, uniform etc.
- Materials fees

2. STUDENTS AGED 16-18 YEARS AND STUDENTS AGED 19-24 WITH AN EDUCATION, HEALTH AND CARE PLAN (EHC PLAN)

2.1 Students Aged 16-18 – ESFA Funded Full or Part-Time Learning

For the academic year 2019/20 students are defined as 16-18 if they are 16, 17 or 18 years old on 31 August 2019. 16-18 year old students on ESFA funded full or part-time learning programmes (classroom based or apprenticeships) will not be charged fees related to tuition, initial examinations or any aspect of enrolment.

Students will be charged for the cost of A Level examination re-sits and may also be charged in other areas e.g. GCSE retakes in order to try and improve existing grades. These are to be paid in full at the time the entry is processed. In the event of students seeking to enter re-sits after the published deadlines, a late fee will be charged.

Students may be requested to make a contribution towards the costs of trips and visits whether or not they are directly related to their learning programme.

Certain courses e.g. hair, beauty and art require the students to obtain specific equipment for which a fee will be charged if purchased by the college, where the student does not wish to loan equipment from the college. Where there are additional costs e.g. equipment, students may be eligible to apply for financial support from the College Bursary Funds.

2.2 Students Aged 16-18 – ESFA Self-Financed or Higher Education Courses

16-18 year old students enrolling on a self-financing (see Section 3.3) or higher education (see Section 4) course will ordinarily need to pay the course fee depending on the type of programme/qualification.

2.3 19-24 with an Education, Health and Care Plan (EHC Plan)

Students aged 19-24 on 31st August 2019 with an Education, Health and Care Plan (EHC plan) will be fully funded.

3. STUDENTS AGED 19 YEARS AND ABOVE ('HOME'/EU STUDENTS)

3.1 Fully Funded Students

The following students will be entitled to full funding for their course, in accordance with the latest published ESFA guidance. This includes tuition, exam and registration fees, plus any additional essential costs, e.g. DBS charges, materials and uniforms where the students cannot achieve their learning aim without them. (Ref: the Adult Education Budget Funding Rules 2019-20, para 65-66)

3.1a Unemployed Students/Students on Low Income/Wage

For students studying a Level 2 programme or below:

For funding purposes a student is defined as unemployed if one or more of the following apply:

- They receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only.
- They receive Employment and Support Allowance (ESA).
- They receive Universal Credit, and their earned income from employment (disregarding benefits) is less than £338 a month (student is sole adult in their benefit claim) or £541 a month (learner has a joint benefit claim with their partner).
- They are released on temporary licence and studying outside a prison environment and not funded through the Ministry of Justice.

Students on Low Income

The college may also use its discretion to fully fund students who meet the following criteria:

- The student receives other state benefits and their earned income (disregarding benefits) is less than £338 a month (student is sole adult in their benefit claim) or £541 a month (student has a joint benefit claim with their partner), and
- wants to be employed, or progress into more sustainable employment, and their earned income (disregarding benefits) is less than £338 a month (learner is sole adult in their benefit claim) or £541 a month (learner has a joint benefit claim with their partner), and you are satisfied identified learning is directly relevant to their employment prospects and the local labour market need.

Students in Receipt of Low Wage

- The learner is employed or self-employed and earns less than £16,009.50 annual gross salary. This must be evidenced by a wage slip or a Universal Credit statement within 3 months of the learner's learning start date, or a current employment contract which states gross monthly annual wages.

3.1b English and Maths

Students taking learner aims funded as Functional Skills in English and Mathematics will be fully funded. Students enrolling on GCSE English and/or Mathematics will be fully funded provided they do not already have a C grade or above, or grade 4 or higher in the subject.

3.1c Foundation Learning

Where a student, aged 19 – 23 on the day the course commences, has not previously achieved a full level 2 qualification and needs to study entry or level 1 qualifications to enable progression onto a level 2 programme, they will be fully funded for the entry level or level 1 qualification. This does not include English and Mathematics (see section 3.1b above) or ESOL.

3.1d First Full Level 2

Students aged 19 – 23 on the day their course commences, without a full level 2 qualification, will be fully funded for a level 2 qualification which forms part of the legal entitlement. (See Appendix 1 for further details of Level 2 Entitlement.)

3.1e First Full Level 3

Students aged 19 – 23 on the day their course commences, without a full level 3 qualification, will be fully funded for a level 3 qualification which forms part of the legal entitlement. (See Appendix 2 for further details of Level 3 Entitlement.)

3.1g Miscellaneous

Students enrolling on the Prince's Trust team programme or Traineeships will be fully funded.

3.2 Co-Funded Students

3.2a Part-time Courses

Course fees for all part-time programmes are published in the adult part-time prospectus. The determination of tuition fees for all individual programmes is informed by, and aligned to, the ESFA fee presumption guidance and the funding methodology. The College reserves the right to align course fees to market value.

3.2b Full-time Courses

For 2019/20, a fee of £670 (including examination fees of £130) will apply for all designated full-time programmes. This will apply to students aged 19–23 as at the programme start date on all course levels and students aged 24 or over as at the programme start date on a Level 2 course or below only (see Section 3.4 for Level 3 courses and above). This fee is for one year's study and further fees will be calculated on an annual basis.

This fee will be payable by **all** learners except where they are covered by the fee waivers outlined in Section 3.1 above e.g. first full Level 2/3 entitlement or unemployment benefits fee remission.

Note: in accordance with ESFA funding guidelines, students who are aged 18 when they commence a qualification with a duration of 2 years are treated for fee purposes as 16-18 for the duration of the qualification i.e. they will not be liable for fees during the second year when they become 19. However, if the student moves to a different qualification after the first year they will be liable for fees.

Co-funded students will be required to contribute towards e.g. the costs of trips and visits whether or not they are directly related to their learning programmes. Where the College is required to obtain a DBS check for a student e.g. where students are following child, health and social care programmes, the cost of this (currently £54.50) will be charged to the student.

Certain courses e.g. art require the students to obtain specific equipment. Students will be charged for any equipment purchased by the college.

Where there are additional costs e.g. DBS checks, equipment, students may be eligible to apply for financial support from the College Bursary Funds.

3.2c Full-time Infill

Students aged 19 and above wishing to infill onto part of a full-time learning programme are liable to pay a fee subject to their eligibility for the fee waivers outlined above. In these cases, the tuition fee will be determined pro rata having regard to the guided learning hour content of the proposed course.

3.3 Self-Financing Courses

For self-financing part-time courses (not funded by the ESFA or through loans provision), the fee for 2019/20 will be determined by the College having regard to the cost of delivery, the number of students on the course and any other commercial consideration(s).

The standard hourly rate for self-financed part-time programmes for 2019/20 is £6.00. Actual fees will be determined on an individual programme basis. Fees will be payable on these courses by all students regardless of age or personal circumstances.

3.4 Students Aged 19 and Above Studying at Level 3 or Higher

3.4a Advanced Learner Loans

The following qualification types are designated as advanced loan provision by the ESFA:

- AS/A Levels up to a maximum of 4 full A levels
- General and technical qualifications at levels 3, 4, 5 and 6
- QAA Access to HE Diplomas

Advanced Learner loans enable students undertaking these qualifications to fund their course. Students will have the option to self-fund the course or to take a full or partial loan (subject to eligibility) to pay for course fees.

3.4b Course Fee

The course fee includes tuition and examination costs and is guided by the maximum rate detailed on the ESFA's Learning Aim database. The total fee will be advertised on the Learning and Funding Information Letter.

Where the student requires a DBS to complete their course, this cost is included within the total course fee.

3.4c Fee Payment and Enrolment

If the student is fully funding the course themselves, they will be subject to the same conditions and payment options as detailed in Section 4 for ESFA co-funded courses (e.g. fee instalments, direct debits, employer/sponsor payment).

If the student is funding the course through a loan, either fully or partially, they will need to provide evidence of the loan approval before their enrolment can be completed.

If the student fails to provide the required evidence within four weeks of starting the course, the college reserves the right to invoice the student for the whole amount and/or require the student to leave the course.

3.4d Retrospective Loan Applications/Loan Amount Changes

Students can apply for a loan at any point during the year provided they are still in learning. If the student has made any payment themselves for the course, college will refund the student. The amount refunded will depend on payments already made and the loan amount issued.

Students may also increase or decrease the amount of the loan at any time. Depending on payments already made and the loan received, College may issue a refund, or alter existing payment arrangements.

3.4e Withdrawals

If the student is fully funding the course through a loan and they withdraw from their course, they will be legally responsible for payments for the period in which they were in attendance only.

3.4f Advanced Learning Loan Bursary Fund

Students who are either taking a partial or full loan may be eligible for additional financial assistance (e.g. childcare, travel, additional learning support) through the Advanced Learning Loans Bursary subject to an individual means test. Further information is given in the College's Distribution of College Bursary Funds Policy.

Students fully funding the course themselves are not eligible to apply to the Loan Bursary Fund.

4. HIGHER EDUCATION

For the purposes of this section, Higher Education is defined as being any programme of study leading to the whole or any part of an award falling within the remit of the Office for Students.

The College has an Access and Participation Plan approved by the Office for Student under which it is permitted to charge tuition fees of up to £9,000 per year for full-time programmes starting in 2019/20.

The maximum permitted for part-time study is the same as for full-time study, adjusted for the

volume of study, which is equivalent to £75 per credit undertaken.

The maximum permitted tuition fee for subsequent years may change. No student will be charged more for tuition than the maximum fee permitted at the time of his/her enrolment.

4.1 New Entrants

The College standard tuition fee for new entrants to full-time programmes of Higher Education in the 2019/20 academic year will be £7,500. The standard tuition fee for part-time programmes will be £4,000.

4.2 Continuing Students

Fees for students continuing the same programme in 2019/20 will be based on the fees paid by students in the same circumstances in 2018/19 increased by the Retail Prices Index Excluding Mortgage Interest (RPIX).

4.3 Variations from the Standard Fee

The College's Senior Leadership Team will have discretion to set fees on a programme-by-programme basis at levels other than the standard fee stated above, for example to reflect market conditions or to ensure fair treatment.

The Senior Leadership Team will also have discretion to approve the reduction or waiving of individual students' fees in exceptional cases.

4.4 Discounts

Students on flexible learning programmes will be entitled to have the following discounts applied to modules not undertaken by classroom teaching.

Credit Transfers	100%
Recognition of Prior Learning	50%
Online Learning	50%

4.5 Future Fees

The College does not undertake to keep tuition fees at any particular level, but will always remain within legally permitted limits.

New Entrants

The Office for Students and the Competition and Markets Authority will require that details of tuition fees for each year of each programme are included in publicity and marketing materials and disclosed to potential students prior to making a formal application. In order to comply with this requirement Higher Education tuition fees will be set annually in advance. Fees for 2020/21 entry will be set and published by the end of July 2019.

Continuing Students

Tuition fees charged to students continuing on the same programme will not rise by more than RPIX each year.

Errors and omissions excepted; the tuition fees actually charged to students will not exceed the published fee.

4.6 Students Funded by Student Loans

Students funding their courses through a student loan, either fully or partially will need to provide evidence of the loan approval before their enrolment can be completed.

If a student fails to provide the required evidence within four weeks of starting the course, the college reserves the right to invoice the student for the whole amount and/or require the student to leave the course.

4.7 Liability

The College reserves the right to invoice the student for any difference between their fee liability and payments made on their behalf.

5. COMMUNITY LEARNING

Adults aged 19 or over on the 31st August 2019, are eligible to participate in Community Learning provision. Community Learning is funded through the ESFA with a fee paid by the student (where applicable).

5.1 Types of Community Learning

There are four main categories of Community Learning:

- **Publically Advertised Programme**

These courses are accessible to all Lancashire resident adults, delivered through the main college sites and community venues within Lancashire. Students on this provision are required to pay a course fee.

- **Targeted Programme**

Targeted programme courses are delivered in partnership with a range of agencies including schools, community and voluntary organisations.

The targeted programme aims to meet the learning needs of adults within the specific target groups detailed below and also contributes to local strategies for improving health, well-being and stronger communities through the delivery of Family Learning, Employability Programmes, English and Maths (excluding ESOL) and provision for learners with a learning disability/difficulty.

Courses delivered via this programme are free to the student.

Target groups include:

- Learners with sensory impairment or other physical disability
- People living in areas of high deprivation
- People recovering from drug or substance misuse
- People suffering from mental ill health
- People who are unemployed
- People whose English, maths and language skills are below Level 2
- People with learning disabilities
- People with low skills and/or no or outdated qualifications
- People at risk of redundancy

- Offenders and ex-offenders
 - Unpaid carers
 - Volunteers
 - Vulnerable and older learners
 - Working with families
- **Lancashire Time Credits**

Lancashire Time Credits are a way of thanking people for the time that they give to their local community. Students can use Lancashire Time Credits to attend particular programmes which are highlighted in LAL's Publically Advertised Programme brochure. (See Appendix 4 for more details).

5.2 Community Learning Course Fees

The course fee is the fee charged for the delivery of the learning activity. This fee represents only a proportion of the full cost of the course, with the remainder being paid for with grants from the ESFA.

Students will be expected (when required) to provide their own resources or, where available, purchase them from LAL. This is called the Materials Fee and is payable in full by all students. Students who utilise their Lancashire Time Credits to attend programmes will also be required to pay the Materials Fee.

In certain circumstances students, including those attending programmes using Lancashire Time Credits may be charged for examination/registration costs; typically this may occur in situations where students are re-sitting examinations.

Fees are payable at the beginning of each course as part of the enrolment process. Course fees are charged at £6.00 per hour. The table below provides details of the charges for the different types of community learning provision.

Band	Course (Type)	2019/20 Fee (£)
A	Targeted Learning and publically advertised English, Maths and LDD	£nil
B	Publically Advertised Programme (except English, Maths and LDD)	£6.00 per hour
C	Courses in English for Speakers of Other Languages (ESOL)	£1.00 per hour
D	Lancashire Time Credit Vouchers	£nil

5.3 Fee Remission for Publicly Advertised Programme

It is acknowledged that course fees are a significant disincentive to enrolment. Therefore in line with government priorities, certain courses and learner criteria will enable students to have a reduction in fees.

Students in households in receipt of any of the benefits detailed below are eligible for fee remission and will pay a maximum course fee of £18.00 for up to 2 courses per year, after which normal course fees shall apply.

- Carer's Allowance
- Child Tax Credit

- Council Tax Credit
- Disability Living Allowance
- Employment Support Allowance (WRAG)
- Housing Benefit
- Income Support
- Job Seekers Allowance (JSA)
- Pension Credit
- Personal Independence Payment
- Working Tax Credit
- Universal Credit

Students in receipt of other benefits that are not stated above and are in financial difficulty should apply for support through the College Bursary Funds.

6. APPRENTICESHIPS

From the 1st May 2017, new funding arrangements came into effect for Apprenticeships. Employers with a pay bill over £3 million each year must pay the Apprenticeship Levy from 6th April 2017 using their levy pot.

Non-levy paying employers share the cost of training and assessing their apprentices with government – this is called ‘co-investment’. From April 2019, these employers pay 5% towards the cost of apprenticeship training and the government pays the remaining (95%). This applies to any new Apprentices from 1st April 2019.

Where an Apprentice does not have a Level 2 in English and Maths, the Government will fully fund Apprentices to achieve Level 2 qualifications in these subjects as part of their Apprenticeship.

Employers will agree the contract value of each Apprenticeship and a Payment Schedule outlining the cost of the Apprenticeship along with funding and payment arrangements will be completed which form part the contractual agreement between the College and the employer.

7. FEE PAYMENT

7.1 Examination/Registration and Tuition Fees

Where 19+ students do not meet the criteria for a waiver outlined in 3.1, or they are undertaking a self-financing course, tuition and examination/registration fees will be payable at enrolment.

7.2 Miscellaneous Fees

Payments due in respect of these items will be included within the course descriptions (for part-time courses) available from Student Services. Such fees will be payable by all non-fully funded students however they may be eligible to apply for financial support from the College’s Bursary funds.

7.3 Fee Instalments

With the exception of part-time ESOL courses (see below), fees must be paid in full at enrolment where the total due from a student is less than £150 and/or the course duration is less than 20 weeks. Where these conditions are met students may pay by instalments in

accordance with the arrangements outlined below:

- 50% of total fees to be paid at enrolment and 50% by the end of the 2nd month after the programme starts (except students on part time ESOL programme).
- If an instalment fee remains unpaid by this due date, a £20 late fee will be charged and the full balance invoiced to the student.

For part time ESOL courses costing over £90 payment can be made in 2 instalments. A minimum of 50% of course fee is to be paid at enrolment followed by a further final instalment at the end of the 2nd month after the programme starts. A £10 administration fee applies and learners must enrol in person to sign their instalment agreement.

7.4 Direct Debit

The student will be required to complete the Bank's direct debit mandate. They will need to provide their bank's name, address, account number and sort code. They will also be required to provide identification evidence in the form of a valid passport or driving licence and a recent utility bill showing their current residential address.

25% of the total fee is to be paid at enrolment followed by 3 equal monthly direct debit collections (on or around 15th of the month) i.e. each monthly direct debit collection will be 25% of the total fees due. The first of these collections will be scheduled to take place in the month following the start of the programme.

In the event that a late enrolment means the scheduled first direct debit cannot be collected, 50% of the total fee must be paid at enrolment followed by 2 monthly direct debit collections.

Each student's circumstances must allow for a minimum of 2 monthly direct debit collections to be made; it is not permissible for there to be only 1 collection.

The final direct debit collection **cannot** be scheduled to occur **after** the end date of a student's programme. In practice this has the effect of requiring that fees are paid earlier/fully at enrolment for short programmes. Failure to meet the agreed direct debit deductions may result in a £20 admin charge.

7.5 Other Payment Methods

Other payment options are available i.e. cash up to the sum of £500, debit/credit card or cheque.

7.6 Employer/Sponsor to Pay

Where a student provides satisfactory evidence (i.e. a letter or email compliant with the College's enrolment procedures) that their course fees are to be paid by an employer/other sponsor, they may enrol without payment of a fee. The employer/sponsor will be invoiced for the full amount of course fees due.

In the event that an employer/sponsor subsequently defaults, the student will be held liable for the outstanding course fees; this does not apply to Apprenticeships.

7.7 Overseas Students

Students from outside the UK/EU who do not meet the ESFA's criteria as being eligible for funding, will be charged tuition fees calculated on a full cost recovery basis. For overseas

students following a full-time programme, the total fee due for 2019/20 is £8,000. This fee is payable in 2 equal instalments (50% of total fees to be paid at enrolment and 50% by the end of the 2nd month after the programme starts).

Overseas students following a part-time programme in 2019/20 will be charged a rate of £8.50 per guided learning hour plus examination and registration fees. These fees are due for payment in full at enrolment.

7.8 International Students

International students are those that require a visa to study at college. Colleges are now required to register with the UK Border Agency in order to be able to accept international students. It is not currently proposed that the College will have any international students in 2019/20.

7.9 Asylum Seekers

Asylum seekers aged 19+ are not automatically eligible for publicly funded FE provision although they may be eligible if certain conditions are met. Those aged 16-18 will remain eligible for funding.

7.10 Advanced Learning Loan Provision

Students studying on qualifying funded provision will be eligible to take out a loan with the Student Loan Company providing they meet the loan company's eligibility criteria.

7.11 Higher Education

Students on higher education programmes will normally be eligible to take out a loan with the HE Student Loan Company providing they meet the loan company's eligibility criteria.

Alternatively individuals that choose to pay the College directly are eligible to spread the payment either by direct debit (over 4 months) or by instalment based on invoices being raised in September, January and April to align with the maintenance grant payment profile.

7.12 Employer Apprenticeship

7.12a Levy Paying Employers

Where an Apprentice is employed by an Apprenticeship Levy paying employer, payment for the Apprenticeship will be collected on a regular basis via the Employer's Digital Apprenticeship Service account.

Where an Employer's Digital Apprenticeship Service account has insufficient funds, the Government will take responsibility for making necessary payments to providers with the employer being required to make a 5% co-investment payment to the provider (or in certain exceptional circumstances the ESFA).

7.12b Non-Levy Employers

Where Non-levy paying employers share the cost of training and assessing their apprentices with government – this is called ‘co-investment’. From April 2019, these employers pay 5% towards the cost of apprenticeship training and the government pays the remaining (95%). This applies to new Apprenticeships from 1st April 2019.

Two means of payment will be available to Non-levy employers: invoicing and direct debit.

Invoicing

Up to a value of £250, employers will be required to settle invoices in full within standard terms (30 days from invoice date).

Where the invoice value is > £250, employers will have the option of paying via instalments as follows:

- 1) First £250 to be paid within standard terms (30 days from invoice date).
- 2) Remaining balance above £250 to be paid in up to 3 further equal instalments at 90, 150, and 210 days from invoice date respectively, subject to a minimum instalment payment of £100.

Direct Debit

Subject to the actual programme start date, collections will commence in the month the programme starts or the following month. The total amount due will be collected via 10 equal instalments (on or around the 15th of each month), with the exception that the first collection will be for a minimum of £100.

8. COLLEGE BURSARY FUNDS

Students who are studying an ESFA funded course, either fully or co-funded, or funding their course with an Advanced Learner Loan may be eligible for additional financial assistance (e.g. childcare, equipment, books) through the College Bursary Funds subject to an individual means test. Further information is given in the College’s Distribution of College Bursary Funds Policy.

9. REFUND GUIDELINES

The College’s full Refund Policy is available on the College websites.

9.1 ‘Home’/EU FE Students

Students will only be eligible for a refund of fees in the following circumstances:

- The course has been cancelled by the College.
- The student withdraws prior to attending the course. This does not apply for 1 day courses.
- A refund is applied for due to long term illness; appropriate evidence must be provided for consideration by the Student Services Manager. If the student has attended any classes, the refund of tuition fees will be on a termly/pro-rata basis. If an examination

- entry has not been made, this fee will be refundable.
- There are individual exceptional circumstances, as approved by a member of the Senior Leadership Team (SLT).

Exam fees will be refunded where entries have not been made to the examination board.

9.2 Higher Education

Students who withdraw from any higher education programme within two calendar weeks of first enrolment will not be liable for tuition fees for that programme and any fees paid will be refunded; however an admin fee of £20.00 will be payable to cover enrolment.

Full-time Home/EU Students

For this purpose, full-time is defined as undertaking 90 credits or more of planned study within the year in question. The year is defined according to start date of the student's studies. For example, for a student beginning his/her studies at the beginning of Semester 2 in January 2019 the year would begin in January 2019 and end in January 2020.

UK/EU Students in Receipt of Tuition Fee Loans

Withdrawal/Suspension in term 1: 25% of the total tuition fee is charged.
Withdrawal/Suspension in term 2: 50% of the total tuition fee is charged.
Withdrawal/Suspension in term 3: 100% of the total tuition fee is charged

These amounts are in line with the amount of the total tuition fee loan available from the Student Loan Company.

UK/EU Students Not in Receipt of Tuition Fee Loans

Withdrawal/Suspension in term 1: 33% of the total tuition fee is charged.
Withdrawal/Suspension in term 2: 67% of the total tuition fee is charged.
Withdrawal/Suspension in term 3: 100% of the total tuition fee is charged

Exceptions: this section does not apply to short courses and single modules (which are non-refundable), or to fees for any module(s) that have been completed at the time of withdrawal or suspension.

Part-time Home/EU Students

If a part-time student withdraws or is suspended from a Higher Education programme during the academic year fees will be charged for all modules that had already started at the date of withdrawal/suspension. If, for a student funded by a Student Loan, this results in a shortfall between the fees charged and payments from the Student Loans Company, the student will be liable for that shortfall.

International Students

International students will not be eligible for a refund of fees paid, regardless of withdrawal date.

Notes:

- 1) If the awarding partner for a student's programme has a policy that differs from the above **and** the terms of the agreement between the College and that partner require its fee/refund policies to apply to College students then the fee/refund policies of that

awarding partner will take precedence.

- 2) There are circumstances where Higher Education students may have a statutory right to greater refunds than provided for above, for example under consumer rights regulations. Wherever this is the case, refunds will be made in line with students' statutory rights.

9.3 Employer Apprenticeship

In the event, for whatever reason, of an apprentice withdrawing early from the programme prior to completion, an amended total cost due will be calculated pro rata based on the actual compared to expected programme end date. Any overpayment arising from this calculation will be refunded to the employer (within 30 days of programme end date) subject to a £30 administration fee charge.

9.4 Community Learning

Lancashire Adult Learning will refund **all fees** paid by students when the College:

- Cancels the course because we are unable to recruit a sufficient number of students to make the course economically viable.
- Permanently change the course to a different time and/or place from that advertised so that it is no longer convenient to you.
- Makes a significant change to the course aims and objectives.

Any course fees and examination/accreditation fees you have paid will be refunded in full, or if preferred, a transfer of fees to another course will be arranged.

9.4a Student Reasons

For Community Learning programmes, Lancashire Adult Learning will refund **course fees only** when a student requests a refund:

- **At least two full weeks before the beginning of a course.**
- Less than two weeks before the beginning of the course because of serious illness or hospitalisation.

Where there are individual exceptional circumstances which are outside the control of the student, a student may appeal to the Vice Principal by contacting Lancashire Adult Learning, Unit 1 Northlight House, Glen Way, Brierfield, Nelson, BB9 5NH. The Vice Principal's decision is final.

The course fee will be refunded, less an administration charge of £20.00. If the course fee is less than £20.00, there will be no refund but no further administration charge will be made.

No refund will be made when:

- A student cancels an enrolment after the course has started.
- A student changes his/her mind about a course less than 2 weeks prior to course start date.
- The course becomes inconvenient to the student less than 2 weeks prior to course start date.
- A student has missed some sessions, including because of illness.

9.5 Direct Debit Payments

Where a course has been cancelled by the College, we will suspend the direct debit mandate and arrange a refund for any payments already made.

If the student withdraws after the course has commenced, they are still responsible for the payment of their tuition fees. However, exam fees will be refunded if their entry has not been sent to the examination board.

Where an individual requests a refund of fees, a £20.00 administration charge will be made by the College. This is not charged if the course is cancelled by the College.

9.6 Non-Payment of Fees

The College may suspend continued study and/or prevent future enrolment on additional courses if any fees are outstanding. The College reserves the right to take legal action in the event of any outstanding fees.

10. DISSEMINATION

This document will be available as follows:

Nelson and Colne College Extranet
Nelson and Colne College Website
Lancashire Adult Learning Website
Accrington and Rossendale College Intranet
Accrington and Rossendale College Website

11. MONITORING AND REVIEW

11.1 The policy will be reviewed annually.

12. MANAGEMENT RESPONSIBILITY

12.1 The Deputy Principal has management responsibility for this policy.

FIRST FULL LEVEL 2 ENTITLEMENT

Eligible Learners

The entitlement applies to learners who:

- are aged 19-23 on the day the course commences
- have not yet achieved a full Level 2 qualification (for clarity it is not necessary to have already achieved a Level 1).

Eligible Qualifications

To be eligible for the entitlement an eligible learner must be working towards one of the following qualifications identified as eligible for funding by the ESFA on the Learning Aim Reference Service (LARS).

- a full Level 2 qualification which meets the legal entitlement criteria for level 2 on LARS.

Examples of qualifications which would preclude remission on the grounds of Level 2 entitlement are given in the prior attainments table (Appendix 3).

Level 2 qualifications that are not part of the legal entitlement are not eligible for full fee remission on the basis of level but may be co-funded. The student may also be eligible for fee remission by reason of unemployment or low income (see section 3.1a)

FIRST FULL LEVEL 3 ENTITLEMENT

Eligible Learners

The entitlement applies to learners who:

- are aged 19-23 on the day the course commences
- have not yet achieved a full Level 3 qualification (for clarity it is not necessary to have already achieved a Level 2).

Eligible Qualifications

To be eligible for the entitlement an eligible learner must be working towards one of the following qualifications identified as eligible for funding by the ESFA on Learning Aim Reference Service (LARS).

- a full Level 3 qualification which meets the legal entitlement criteria for level 3 on LARS.

Examples of qualifications which would preclude remission on the grounds of Level 3 entitlement are given in the prior attainments table (Appendix 3).

Level 3 qualifications that do not meet the legal entitlement criteria for level 3 on LARS are specifically excluded from the entitlement.

PRIOR ATTAINMENT LEVELS (EXAMPLES)

Previous Highest	Qualification Examples	Is the student entitled to tuition fee		
		Entry Or Level 1	Full Level 2 (aged 19+)	Full Level 3 (aged 19-24)
Level 1 Qualification	4 GCSEs at A-C or lower, or grade 4 or higher 4 O Levels/CSEs or fewer 1 AS Level	No	Yes	Yes
Level 2 Qualification	The following qualifications are now designated full at Level 2: <ul style="list-style-type: none"> • Five GCSEs at grade 4 or higher, or C and above. • Technical Certificates at Level 2 which appear in the 2018 16 to 19 performance tables. • Other approved technical and professional qualifications at Level 2 which are part of the RQF and listed as a requirement of the legal entitlement, which must be at least 150 glh 	No	No	Yes
Level 3 Qualification	The following qualifications are now designated full at Level 3: <ul style="list-style-type: none"> • Quality Assurance Agency for Higher Education (QAA) Access to Higher Education Diplomas at Level 3. • Two A levels. • Four AS levels. • Tech Levels at Level 3 which are in the 2018 16 to 19 performance tables. • Applied general qualifications at Level 3 which are in the 2018 16 to 19 performance tables. • Certain Tech Levels and Applied general qualifications at Level 3 which appear in the 2017 16 to 19 performance tables. • Other approved technical and professional qualifications at Level 3 which are part of the RQF and listed as a requirement of the legal entitlement, which must be at least 300 GLH. 	No	No	No
Level 4 Qualification	Teaching qualifications (including PGCE) First degree	No	No	No

LANCASHIRE TIME CREDITS

About Time Credits

Time Credits have been developed from a time banking/social currency initiative as a tool for building stronger communities, encouraging citizens to be active and effective members of their local communities by giving their time to help and support individuals and organisations.

How LAL Learners Can Earn and Spend Lancashire Time Credits

Following a volunteer course, a LAL learner who undertakes a volunteer placement can earn one 'Time Credit Note' for every hour they volunteer. One Time Credit Note is equal to 1 hour of learning against identified courses in the publically advertised brochure*.

How LAL is Recognised as A 'Spend' Partner

Anybody who has earned Time Credit Notes with other organisations can use these against identified course in the publically advertised brochure*.

*It is not possible to use Time Credits as part payment for courses.

* If learners choose an accredited course to spend with their credits, additional examination fees will apply.

* Those courses where Lancashire Time Credits apply are no more than 6 weeks in duration.