

Fees and Refunds Policy 2021-22

Lead Responsible:	Director of Management Information, Systems & Admissions
Approval Dates for Revisions:	
Academic Board/College Leaders	
Equality Impact Assessment	
Governor Committee: AC/FR/AU/SG/ES	
Governing Body	
Effective Date:	September 2021
Annual Review Date:	Summer 2022
Original Filename:	Z:\Executive Support\VP\Policies\Fees and Refunds\2021-22\Fees and Refunds Policy 2021-22.docx

About this Policy

1. This policy aims to ensure that the College's fee strategy and fee setting structure is transparent and equitable.
2. It provides information and guidelines for setting, collection and amending fees so that responsibilities and obligations of those paying and collecting fees are clear and unambiguous.
3. The College supports and follows guiding principles set out by the Education and Skills Funding Agency (ESFA), the Mayor of London Greater London Authority (GLA), Higher Education Funding Council of England (HEFCE), the Student Loans Company (SLC) and Student Finance England (SFE).
4. The College reviews its tuition, assessment and material fees each year in conjunction with local labour market intelligence, local authority strategies and the aims of the centralised government agencies through which funding and financial support is provided.
5. The College, through its fee structure and provision of financial support, strives to be as inclusive, fair and as transparent as possible.
6. The College aims to provide accurate, current advice and guidance in relation to the fees, the circumstances whereby the education provided will be free and the financial assistance that may be available if required.
7. The College will not devise or be prescriptive in an individual's financial plans which will always be the sole responsibility of the individual.

Learners Aged 14 to 16 Years Old

8. The date when a young person can legally leave school in England is the last Friday in June for those who have completed Year 11. For the purposes of this policy, and in accordance with the ESFA funding regulations, 'under 16' means aged under 16 on 31 August 2021. The College will provide tuition to those who are aged 14 to 16 years old.
9. The ESFA will not directly fund the College for 14 to 16 year old learners. For those 14 to 16 year olds who are enrolled full time in a school and who wish to follow part of their programme at Capel Manor College a fee will be agreed directly with the school.
10. Where a young person of compulsory school age wishes to enrol on a full time programme, and that young person has previously been in provision funded by a local authority (a maintained school, an academy or free school, college, alternative provision or "education otherwise") a fee will be agreed with the relevant local authority (LA).
11. There will be no tuition fee in the following circumstances:
 - a. The College will only recruit those learners classed as Electively Home Educated (EHE) onto part time courses. For these learners there will be no tuition fee.
 - b. Where a learner is entitled to free school meals and or a child of service personnel and or in care or recently left care they will be entitled to Pupil Premium Funding. For these learners there will be no tuition fee.

Learners Aged 16 to 18 Years Old

12. For those learners who are 16, 17 or 18 on 31 August 2021 there will be no tuition fee.
13. For those learners who were 16, 17 or 18 on 31 August 2021 and have become 19 years old during their learning programme there will be no tuition fee.
14. Capel Manor College will not recruit 16-18 Year Old learners who are already enrolled with another education provider.
15. Capel Manor College will not recruit 16-18 Year Old learners onto Higher Education programmes.
16. Those learners whose attendance falls below 90% for all courses may be charged for all of their awarding body registrations and exams.
17. Registration and exam fees will also be charged for any resits.

18. There will be no resit charges for any English or maths exams. If any special arrangements for such resits are required and specialist staff are scheduled to provide this assistance a fee will be charged if the learner does not attend the exam session.

Learners Aged 19 Years and Older

19. For those learners who are aged 19 or older on 31 August 2021 who enrol onto a course between 1 August 2021 and 31 July 2022 a fee may be payable depending upon the course and the individual's personal circumstances.
20. For 19-23 Year Old learners there is a legal entitlement to a first full Level 2, a first full Level 3 and English & maths qualifications. There will be no fees charged for these courses. Please see Appendix I: Full Level 2 & Full Level 3 Qualification Definition.
21. For those learners aged 19 years and older who have not previously achieved a GCSE grade A* to C or grade 4 and above in either English and maths, under the legal entitlement, there will be no charge for GCSE English Language, GCSE maths, Functional Skills English or maths from entry to Level 2 and or approved stepping-stone qualifications.
22. For those learners over the age of 19 who are in receipt of Jobseeker's Allowance (JSA) or only National Insurance credits or Employment & Support Allowance (ESA) and are in the work-related activity group (WRAG) or receive Universal Credit and earn less than £338 a month (or £541 if joint benefit claim with partner) and are either in the Work Preparation Group (WPG) or Work-Focused Interview Group or WRAG there will be no fees charged.
23. For those learners who wish to pursue a qualification directly relevant to their employment prospects which enables their progress into sustainable employment and who earn less than £338 a month (or £541 if joint benefit claim with partner) and are in receipt of one of the following benefits, there will be no fee charged:
- Council Tax Benefit
 - Housing Benefit
 - Income Support
 - Working Tax Credit (only an unemployed dependant)
 - Pension Credit
24. For those learners who live outside the Greater London Area and earn less than £16,009.50 per year before tax and wish to enrol onto a course up to and including Level 2 there will be no tuition fee. Depending upon the course materials and registration fees may be charged separately.
25. For those learners who live in the Greater London Area and earn less than £20,572 per year before tax and wish to enrol onto a course up to and including Level 2 there will be no tuition fee. Depending upon the course materials and registration fees may be charged separately.
26. Please see Appendix 2: Guide to Determining if a Fee is to be paid or a loan taken out.
27. To decide whether a fee is payable or not the College must rely on the information provided by the learner and, therefore, it is the learner's responsibility to ensure that the information provided is as accurate and complete as possible.
28. The decision to charge a fee will be made before the course starts and will not change even if the learner's personal circumstances change once the course has begun.
29. All awarding body registration charges, professional body registration charges and all exam fees will be charged separately to the advertised tuition fee. Additional charges will be made if the learner resits an exam or if a learner wishes to take any related proficiency tests that are not a compulsory element of the qualification.
30. There will be no resit charges for any English or maths exams. If any special arrangements for such resits are required and specialist staff are scheduled to provide this assistance a fee will be charged if the learner does not attend the exam session.
31. The fee charged will be for the qualification applied for. If a learner subsequently moves onto a different qualification a separate fee may be payable.
32. For those courses of a year or less in duration all fees are payable in full when the learner enrolls onto a course. If a course spans more than one year the fee for that year will be payable at the start of that academic year. Please see Appendix III: Substantial Qualification Fee 2020-21.

33. Full details of fees for full and part time students are agreed by Governors annually and published in Governing Body papers.

Advanced Learning Loans

34. Those learners who are aged 19-23 on 31 August 2021 who enrol onto a Level 3 or higher level course between 1 August 2021 and 31 July 2022 and who are not employed and have previously achieved a full level 3 or above qualification will need to pay the advertised full cost fee or apply for a loan.
35. Those learners who are aged 24 or older on 31 August 2021 who enrol onto a Level 3 or higher level course between 1 August 2021 and 31 July 2022 will need to pay the advertised full cost fee or apply for a loan.
36. Those learners who pay either all or part of the course fee through a loan will be charged the exam fee and for materials if appropriate.
37. A learner may apply for a loan through the Student Loans Company to pay the advertised full cost fee.
38. Please see Appendix II: Guide to Determining Fee or Loan
39. A learner who wishes to pay for their course through a loan must provide evidence that they have applied for a loan before enrolling.
40. A learner who requires to pay the full cost fee for their Level 3 course will still be entitled to their legal entitlement for maths and English and will not pay a fee for these courses.
41. The minimum loan value a learner can apply for is £300.
42. On those rare occasions where the maximum loan value may not cover the full cost of the course the total fee value including exam fee and materials must still be paid to the College.
43. The Student Loan can only be used for a full qualification and not individual units of a qualification.
44. If the Student Loan Company does not approve a loan the full cost for the course must be paid by the learner.
45. The Student Loan Company will provide up to a maximum of four loans per learner.
46. The Student Loan Company will write off the loan for an Access to HE Diploma when the individual completes the course and progresses onto a Student Finance England funded HE course.
47. Before applying for a loan it is important that a learner considers their own circumstances and all available options for paying for a course. This is not the responsibility of the College.
48. If you wish to apply for a loan the College will provide you with a Learning and Funding Information Letter (LAFIL) to help you make your application.

International Students

49. A student will be classified as 'international' if he or she has not been permanently resident in the UK, EU or an EEA Country for the last three years as at 1 September 2021.
50. All international students will need to provide proof to the UK Border Agency that they have sufficient funds to meet the College's advertised International Tuition Fee and support themselves throughout the duration of the course.
51. The College will determine a learner's "fee status" (whether they are classed as an international learner) based upon the evidence supplied by the learner and referenced against the Education (Fees & Awards) Regulations 1997 as amended by the Education (Fees & awards) Amendment Regulations 2006 and UKCISA.
52. International students will be required to pay a £1,000 deposit to obtain their Confirmation of Acceptance of Studies (CAS).
53. The full International Student Fee is payable on enrolment.
54. A number of courses will require the learner to pay a materials fee or additional charges at the time of enrolment.
55. These courses and the associated fees are clearly identified within the course details as published in the relevant prospectus or available from the College website.
56. Learners who are eligible for fee remission may apply for assistance in paying these charges.

Financial Support

57. Financial assistance may be available to help the student with their studies at the College. All financial assistance is subject to the availability of funds and will be allocated in accordance with our priority groups.
58. Please see the “Discretionary Learner Support Funds Regulations for Assistance” for more information.

Tuition Fee Refunds

59. A full refund of all Tuition, Registration, Exam and or Materials fee will be made to the learner if the College takes the decision to close the course they are enrolled onto.
60. No refunds are paid for any Tuition, Registration, Exam and or Materials fees for any course.
61. The College will recover the full cost it will incur in registering the learner with the awarding body.
62. In cases of particular hardship or other exceptional circumstance, a refund may be granted at the discretion of the Vice Principal.
63. Such refunds will only be available for the tuition fee paid and will follow the below payment schedule:
- 40% refund payable for students who withdraw before 23/12/2021.
 - 20% refund payable for students who withdraw after 03/01/2022 but before 07/04/2022.
 - 0% refund payable for students who withdraw after 08/04/2022.
64. All such refunds will be subject to a £25 administration charge.

Failure to Pay Fees

65. The College will advise and support learners experiencing financial difficulty as outlined above.
66. If any monies remain unpaid the learner may be suspended and or withdrawn from the course if they fail to meet agreed timescales to pay the outstanding fees.
67. If any monies remain unpaid at the end of the academic year (31 July 2022) the learner will not be permitted to enrol to the next level or stage of their course or any other course offered by the College.
68. All outstanding debts will be passed to the College’s partner debt recovery agency.

Appendix I - Qualification Definitions

Full Level 2

Level 2 is the level of attainment which, is demonstrated by:

- a General Certificate of Secondary Education in five subjects, each at grade C or above, or grade 4 or above, or
- Technical Certificate at Level 2 which meets the requirements for the 16 to 19 performance tables, or
- other technical and professional qualifications which are part of the Regulated Qualifications Framework (RQF) and required as part of the legal entitlement for the Level 2 entitlement which must be at least 150 guided learning hours (glh)

Full Level 3

Level 3 is the level of attainment which is demonstrated by:

- a General Certificate of Education at the advanced level in two subjects, or
- a General Certificate of Education at the advanced subsidiary (AS) level in four subjects, or
- a Quality Assurance Agency Access to Higher Education (HE) Diploma at Level 3, or
- a Tech level; or Applied general qualification at Level 3 which meets the requirements for the 16 to 19 performance tables, or
- other technical and professional qualifications which are part of the RQF and listed as part of the legal entitlement for the Level 3 entitlement which must be at least 300 glh

Appendix II - Guide to Determining Fee or Loan

Fee, Loan or Full Cost

The below table summarises when a fee is liable or when the learner will need to either pay full cost or take out a loan:

Provision	19-23 Year Olds	24+ Unemployed	24+ Other
English and maths up to and including Level 2	No Fee*	No Fee*	No Fee*
Level 2	No Fee* (If First & Full)	No Fee*	Fee to be paid
Learning to Progress to Level 2	No Fee*	No Fee*	Fee to be paid
Learning to Level 2 where a First & Full Level 2 or above previously achieved.	Fee to be paid if employed	No Fee*	Fee to be paid
	No Fee* if unemployed		
Learning up to and including Level 2 where a First Full Level 2 or above has already been achieved and gross annual salary is less than £17,004 if live outside of the GLA or £20,962 if live inside the GLA.	No Fee	No Fee	No Fee
Level 3	No Fee* (If First & Full)	Loan** or Full Cost	Loan** or Full Cost
	Loan** (previously achieved First & Full Level 3 or above) or Full Cost		
Level 4	Loan** or Full Cost	Loan** or Full Cost	Loan** or Full Cost
Level 5	Loan** or Full Cost	Loan** or Full Cost	Loan** or Full Cost
Level 6	Loan** or Full Cost	Loan** or Full Cost	Loan** or Full Cost
Traineeship	No Fee*	N/A	N/A
*Must be delivered as one of the qualifications required for the legal entitlement.			
**Must be qualifications designated for loans.			

Fully Funded, Co-Funded or Loan Status by Provision

Provision	19-23 Year Olds	24+ Unemployed	24+ Other
English and maths up to and including Level 2	Fully Funded*	Fully Funded*	Fully Funded*
Level 2	Fully Funded* (If First & Full)	Fully Funded*	Fee to be paid
Learning to Progress to Level 2	Fully Funded*	Fully Funded*	Fee to be paid
Learning to Level 2 where a First & Full Level 2 or above previously achieved.	Fee to be paid if employed	Fully Funded*	Fee to be paid
	Fully Funded* if unemployed		
Learning to Level 2 where a First Full Level 2 or above has already been achieved and gross annual salary is less than £17,004 if live outside of the GLA or £20,962 if live inside the GLA.	Fully Funded	Fully Funded	Fully Funded
Level 3	Fully Funded* (If First & Full)	Loan Funded**	Loan Funded**
	Loan Funded** (previously achieved First & Full Level 3 or above) or Full Cost		
Level 4	Loan Funded**	Loan Funded**	Loan Funded**
Level 5	Loan Funded**	Loan Funded**	Loan Funded**
Level 6	Loan Funded**	Loan Funded**	Loan Funded**
Traineeship	Fully Funded*	N/A	N/A
*Must be delivered as one of the qualifications required for the legal entitlement.			
**Must be qualifications designated for loans.			

Appendix III – Substantial Qualification Fee 2021-22

The below table summarises the fees of the College's substantial qualifications for ESFA funded learners, Student Loans or those paying full cost for 2021-22. All qualification fees are for one year unless otherwise stated.

	19-23 Students	Student Loan	Full Cost
Entry Level Diploma	£ 1,500.00	-	£ 1,500.00
Level 1 Diploma	£ 1,880.00	-	£ 1,880.00
Level 2 Diploma	£ 2,220.00	-	£ 2,220.00
Level 2 Top Up Diploma	£ 1,540.00	-	£ 1,540.00
Level 3 Certificate	-	£ 1,740.00	£ 1,700.00
Level 3 Subsidiary Diploma	-	£ 3,085.00	£ 3,045.00
Level 3 Advanced Technical Certificate Hort	-	£ 3,085.00	£ 3,045.00
Level 3 Diploma (1 year tuition)	-	£ 4,540.00	£ 4,500.00
Level 3 Extended Diploma (2 year tuition)	-	£ 8,840.00	£ 8,800.00
Level 3 Top Up Diploma	-	£ 1,540.00	£ 1,500.00
		£ 40.00	
RHS Level 3 Certificate	-	£ 1,740.00	£ 1,700.00
Garden Design Level 3 Certificate (Day)	-	£ 1,740.00	£ 1,700.00
Garden Design Level 3 Certificate (Evening)	-	£ 1,740.00	£ 1,700.00
Garden Design Level 3 Diploma	-	£ 3,430.00	£ 3,390.00
Access to HE	-	£ 3,680.00	£ 3,640.00
Capel Access to Floristry	-	£ 5,090.00	£ 5,050.00
Level 4 Floristry Higher Diploma	-	£ 3,540.00	£ 3,540.00
Higher Education	-	-	£ 7,540.00
Overseas (including non-EU nationals)	-	-	£ 7,840.00
Saddlery (including International fees)	-	-	£ 11,740.00

Fees for less substantial qualifications are based upon a fee per hour banding model.