

Fees and Refunds Policy 2023-24

1 Overview Information

Policy Manager:	Director of Information Services
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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.

International Students

8. Capel Manor College is not approved to provide sponsorship to international students. Under limited circumstances, where an individual has the right to live, work and/or study in England without the support or sponsorship of the College, but is not entitled to government funding to support their studies, they will be required to pay the International Fee.

Learners Aged 14 to 15 Years Old

9. 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 2023. The College will provide tuition to those who are aged 14 to 15 years old.
10. The ESFA will not directly fund the College for 14 to 16 Year Old learners. For those 14 to 15 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.
11. The College is unable to offer provision to young people under the age of 16 who are not on school role or outside of its collaborative arrangements with schools.

Learners Aged 16 to 18 Years Old

12. For those learners who are 16, 17 or 18 on 31 August 2023 there will be no tuition fee for full time programmes of study.
13. For those learners who were 16, 17 or 18 on 31 August 2023 and have become 19 years old during their learning programme there will be no tuition fee for full time programmes of study.
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. However, 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 2023 who enrol onto a course between 1 August 2023 and 31 July 2023 a fee may be payable depending upon the course, the individual's personal circumstances and their place of residence.
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 £617 a month (or £988 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 £617 a month (or £988 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 £20,319 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 £23,302.50 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.
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, unless arrangements are made at the point of enrolment for payment by instalments (please see

below). 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 2023-24.

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 2023 who enrol onto a Level 3 or higher level course between 1 August 2023 and 31 July 2024 and who are not employed and have previously achieved a full level 3 or above qualification, unless eligible for specific government subsidies, 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 2023 who enrol onto a Level 3 or higher level course between 1 August 2023 and 31 July 2024 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.

Paying by Instalments

49. The College offers learners the option to pay fees totalling £500 or more in up to 4 separate instalments. The offer of an instalment plan is made at the discretion of the Director of Admissions, and subject to continued prompt payment of the amount due for each instalment.
50. For courses lasting 30 weeks or more, the standard instalment plan will require a payment of 40% of the total fee at the point of enrolment, followed by 20% at the start of October, 20% in November, 20% in February.
51. For shorter courses and those starting later in the academic year, an instalment plan with 3 monthly payments will be offered.
52. Any variations to the standard offer of instalment plans must be agreed in advance by the Director of Admissions, and will not exceed 4 payments due within the scheduled dates for the course.
53. Learners are responsible for the timely payment of all instalments, and any failure to make a payment on time will be subject to the College process for failure to pay fees (see below)

Financial Support

54. Financial assistance may be available to help the learner with their studies at the College. All financial assistance is subject to the availability of funds and will be allocated to priority groups in accordance with our published policies and guidance.
55. Any application for financial support with the cost of tuition, materials or registration fees should be made in advance of the start of the course.
56. Please see the “Discretionary Learner Support Funds Regulations for Assistance” for more information.

Tuition Fee Refunds

57. A full refund of all Tuition, Registration, Exam and or Materials fees will be made to the learner if the College takes the decision to close the course they are enrolled onto, or makes a substantial change to the offer which results in the student being unable to attend.
58. A full refund of Tuition, Registration, Exam and or Materials fee will be made in the event that a learner cancels their enrolment to a course within 14 days of enrolling and paying their fees, and has not attended any classes.
59. Any request for a refund of tuition fees, where 14 days have passed, or following attendance to classes, will be made at the discretion of the Director of Admissions, and only on the basis of individual financial hardship or other extenuating circumstances.
60. Discretionary refunds will only be made for the tuition fees paid at the point of withdrawal from the course and will follow the below payment schedule:
 - 40% refund payable for students who withdraw within 10 weeks of starting the course.
 - 20% refund payable for students who withdraw after 10 and before 20 weeks of starting the course.
 - No refund for anyone withdrawing after 20 weeks of the course.
61. Credits for payments not yet made by the student, but due to be paid, will follow the above schedule, and students will remain responsible for the payment of any remaining outstanding balances.
62. Once a course has started, no refunds will be given for registration, exam and or materials fees.

Failure to Pay Fees

63. The College will advise and support learners experiencing financial difficulty as outlined above, and may be able to offer limited financial support for the payment of outstanding fees in the case of financial hardship.
64. If any monies remain unpaid at the start of a course, or following a missed instalment payment, the learner will be suspended and or withdrawn from the course.
65. If any monies remain unpaid at the end of the academic year (31 July 2024) 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.
66. 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

Learners 19 to 23 Years olds: Living Outside of the Greater London Area

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	Notes and Eligibility	Funding
English and maths up to and including level 2	Must be delivered as part of the legal entitlement qualifications	Fully funded
Essential digital skills and digital functional skills qualifications up to and including level 1	Must be delivered as part of the digital legal entitlement qualifications	Fully funded
First full level 2 (excluding English and maths)	First full level 2 must be delivered as part of the legal entitlement qualifications. Level 2 provision from the local flexibility offer will not be funded for 19- to 23-year-olds who do not have a first full level 2. See local flexibility and legal entitlement section.	Fully funded
Level 3 legal entitlement (learner's first full level 3)	First full level 3 must be delivered as part of the legal entitlement qualifications	Fully funded
Level 3 free courses for jobs offer	Learners without a full level 3 or above can access a qualification on the free courses for jobs offer qualifications list	Fully funded
	Learners who already hold a level 3 or above and meet the definition of unemployed or who are in receipt of low wage	Fully funded
<p>NOTE: Once a learner has been funded by free courses for jobs (FCFJ) in line with the funding rules, they will have exhausted their eligibility for the FCFJ offer.</p>		
Level 3 advanced learner loans	A learner who has already achieved a full level 3 and exhausted their eligibility for the free courses for jobs offer	Loan funded
Learning aims to progress to a full level 2 - up to and including level 1	Must be delivered as entry or level 1 provision from local flexibility	Fully funded
Learning aims up to and including level 2, where the learner has already achieved a first full level 2 or above (local flexibility and legal entitlements)	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded
English for speakers of other languages (ESOL) learning up to and including level 2	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of low wage	Co-funded

Learners 24 Years Old and over: Living Outside of the Greater London Area

A learner is classed as being 24+ for funding purposes if they have turned 24 by the first day of learning. 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	Notes and Eligibility	Funding
English and maths up to and including level 2	Must be delivered as part of the legal entitlement qualifications	Fully Funded
Essential Digital Skills Qualifications up to and including level 1	Must be delivered as part of the Digital legal entitlement qualifications	Fully Funded
First full level 2 (excluding English and maths)	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully Funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of a low wage	Co-Funded
Level 3 Free Courses for Jobs Offer	Learners without a full level 3 or above accessing a qualification on the level 3 Free Courses for Jobs offer qualification list	Fully Funded
	Learners who already hold a level 3 or above and meet the unemployed criteria or who are in receipt of a low wage	Fully Funded
	Where 24+ learners are not eligible for the level 3 Free Courses for Jobs offer, providers must refer to the Advanced Learner Loans rules	Loan Funded

NOTE: Once a learner has been funded by Free Courses for Jobs (FCFJ) in line with the funding rules, they will have exhausted their eligibility for the FCFJ offer.

Learning to progress to level 2 (Local flexibility and legal entitlements)	For those eligible for their first level 2 as they meet the unemployed criteria or who are in receipt of a low wage	Fully Funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of a low wage	Co-Funded
Learning aims up to and including level 2 where the learner has already achieved a first full level 2 or above (Local flexibility and legal entitlements)	For those who meet the unemployed criteria or who are in receipt of a low wage	Fully Funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of a low wage	Co-Funded
Learning aims up to and including level 2 where the learner has not achieved a first full level 2 or above (Local flexibility and legal entitlements)	For those eligible for their first level 2 as they meet the unemployed criteria or who are in receipt of a low wage	Fully Funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for learners in receipt of a low wage	Co-Funded

Learners 19 to 23 Years olds: Living Within the Greater London Area

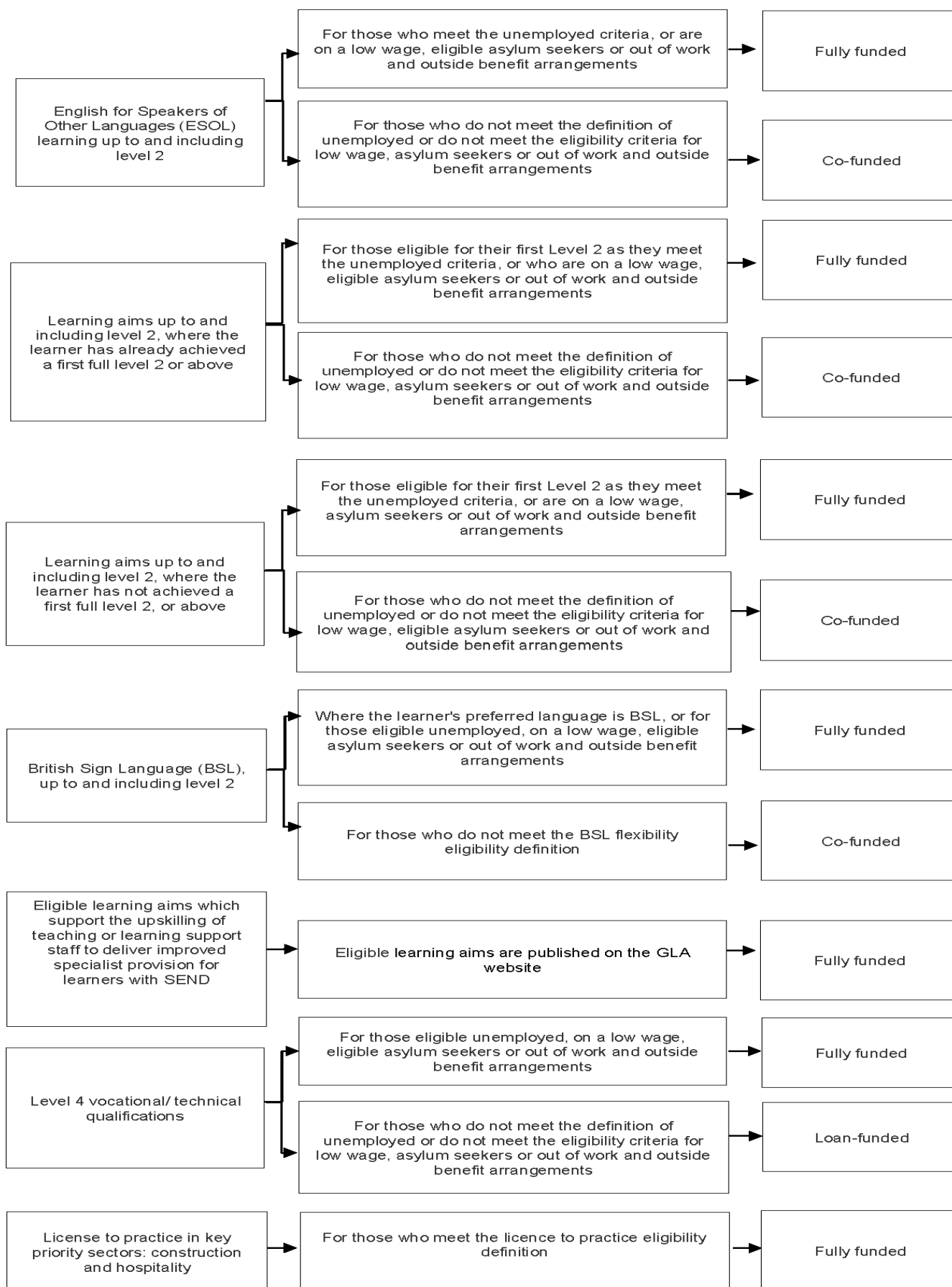
The below table summarises when a fee is liable or when the learner will need to either pay full cost or take out a loan:

Provision	Notes and Eligibility	Funding
English and maths, up to and including level 2	Must be delivered as part of the legal entitlement qualifications	Fully funded
Essential Digital Skills Qualifications up to and including level 1	Must be delivered as part of the Digital legal entitlement qualifications	Fully funded
First full level 2 (excluding English and maths)	First full level 2 must be delivered as part of the legal entitlement qualifications. Level 2 provision from the local flexibility offer will not be funded for 19-23 year olds who do not have a first full Level 2. See the local flexibility and legal entitlements section.	Fully funded
Learning aims up to and including level 2, where the learner has already achieved a first full level 2 or above	For those eligible unemployed, on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for low wage, asylum seekers or out of work and outside benefit arrangements	Co-funded
Learning aims to progress to a full level 2 – up to and including level 1	Must be delivered as entry or level one provision from local flexibility	Fully funded
Level 3 legal entitlement (learners first full level 3)	First full level 3 must be delivered as part of the legal entitlement qualifications	Fully funded
Level 3 Free Courses for Jobs offer	Learners without a full level 3 or above can access a qualification on the Free Courses for Jobs offer qualifications list	Fully funded
	Learners who already hold a level 3 or higher and meet the definition of unemployed or on a low wage	Fully funded
Additional level 3 covered under London Recovery Flexibility	Flexibilities apply to level 3 qualifications in 2022/23 as part of the London Recovery. See the London recovery flexibilities level 3 section.	Fully funded
Additional level 3 not covered under London Recovery Flexibility	Learner funded through an Advanced Learner Loan. For more information refer to ESFA guidance	Loan-funded

Learners 24 Years Old and over: Living Within the Greater London Area

A learner is classed as being 24+ for funding purposes if they have turned 24 by the first day of learning. 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	Notes and Eligibility	Funding
English and maths, up to and including level 2	Must be delivered as part of the legal entitlement qualifications	Fully funded
Essential Digital Skills Qualifications up to and including level 1	Must be delivered as part of the Digital legal entitlement qualifications	Fully funded
First Full Level 2 (excluding English and maths)	For those who meet the unemployed criteria, or are on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for low wage, asylum seekers or out of work and outside benefit arrangements	Co-funded
Learning to progress to level 2	For those eligible for their first level 2 as they meet the unemployed criteria, or are on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for low wage, asylum seekers or out of work and outside benefit arrangements	Co-funded
Level 3 Free Courses for Jobs offer	Learners without a full level 3 or above can access a qualification on the Free Courses for Jobs offer qualifications list	Fully funded
	Learners who already hold a level 3 or higher and meet the definition of unemployed or on a low wage	Fully funded
Additional level 3 covered under London Recovery Flexibility	Flexibilities apply to level 3 qualifications as part of the London Recovery. See the London recovery flexibilities level 3 section.	Fully funded
Additional level 3 not covered under London Recovery Flexibility	Learner funded through an Advanced Learner Loan. For more information refer to ESFA guidance	Loan-funded



Appendix III – Substantial Qualification Fee 2023-24

The below table summarises the fees of the College's substantial qualifications for ESFA funded learners, Student Loans or those paying full cost for 2023-23. All qualification fees are for one year unless otherwise stated.

	19-23 Students	Student Loan	Fee
Entry Level Diploma	£ 1,670.00	-	£ 1,670.00
Level 1 Certificate	£ 798.00	-	£ 798.00
Level 1 Diploma	£ 2,130.00	-	£ 2,130.00
Level 1 Diploma (top up)	£ 1,320.00	-	£ 1,320.00
Level 2 Certificate	£ 1,540.00	-	£ 1,540.00
Level 2 Diploma	£ 2,520.00	-	£ 2,520.00
Level 2 Top Up Diploma	£ 1,740.00	-	£ 1,740.00
Level 3 Certificate	-	£ 1,970.00	£ 1,970.00
Level 3 Subsidiary Diploma	-	£ 3,500.00	£ 3,500.00
Level 3 Advanced Technical / Extended Certificate	-	£ 3,500.00	£ 3,500.00
Level 3 Diploma (1 year tuition)	-	£ 5,120.00	£ 5,120.00
Level 3 Extended Diploma (2 year tuition)	-	£ 10,035.00	£ 10,035.00
Level 3 Top Up Diploma	-	£ 1,740.00	£ 1,740.00
Professional Gardener	£ 930.00	-	£ 930.00
The Fruit and Vegetable Gardener	£ 930.00	-	£ 930.00
The Hard Landscaping Gardener	£ 930.00	-	£ 930.00
Maintenance Gardener	£ 930.00	-	£ 930.00
RHS Level 3 Certificate	-	£ 1,970.00	£ 1,970.00
Garden Design Level 3 Certificate (Day)	-	£ 1,970.00	£ 1,970.00
Garden Design Level 3 Certificate (Evening)	-	£ 1,970.00	£ 1,970.00
Garden Design Level 3 Diploma	-	£ 3,890.00	£ 3,890.00
Access to HE	-	£ 4,150.00	£ 4,150.00
Capel Access to Floristry	-	£ 5,770.00	£ 5,770.00
Level 4 Floristry Higher Diploma	-	£ 3,990.00	£ 3,990.00
Higher Education	-	-	£ 9,250.00
Overseas (including non-EU nationals)	-	-	£ 8,900.00
Saddlery (including International fees)	-	-	£ 13,330.00

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