

**Fees, Refund & Cancellation Policy**

**1. Policy Aims**

This Policy and Procedure is designed to set the framework of charges that are applied both for publicly funded and non-funded courses and to guide all staff involved in advice, guidance, enquiries, applications and enrolment to explain and justify the following:

* The total fees and charges for undertaking each course.
* The different elements which constitute such fees.
* When and how fees are payable.
* The regulations imposed by external bodies, with regard to the remission of fees.
* The college’s refund procedures.
* The appropriate support mechanisms to address issues of financial bursary (bursary or support).
* The College’s cancellation procedures.

**2. Policy Scope**

The College recognises its responsibility to the fact that all adults have the right to learn and that we maintain a fair and transparent policy for the setting of fees, refunds and cancellations. In establishing such a policy the College takes account of Government Policy, the needs of its local communities as well as local and national economic conditions.

It adheres to the ESFA (Education and Skills Funding Agency) guidance on those individuals who are able to take advantage of funding or concessions identified in the 2023/24 funding rules.

The policy recognises the value of employment and wellbeing courses including qualifications, units towards qualifications and non-accredited provision in supporting a wide range of residents who might not have traditionally benefitted from this offer. As well as recognising that there are residents who wish to pursue personal interest courses and widen their knowledge.

**3. Roles & Responsibilities**

The policy covers all learners and staff who are involved in advice, guidance, enquiries, applications and enrolment. All Curriculum Leads, the Adult Education Manager, the Finance Controller and Brook Street Principal have responsibilities to ensure implementation of this policy within their area of work.

The Finance Controller will regularly review fee income and enrolments through reports to the Leadership Team and Peterborough City Council as appropriate to ensure courses are being accessed. Reports will be monitored by the Principal. Curriculum Leads will closely monitor enrolments to ensure courses are viable. The Finance Controller is responsible for the maintenance, regular review and updating of this policy. The Leadership Team and Adult Education Team will be consulted on any changes, which will be agreed by Peterborough City Council as appropriate, who may also request a review of the policy when issues are identified. The Finance Controller is responsible for the implementation of an effective Fees, Refunds, Bursaries & Cancellations Policy and this policy is endorsed by the Leadership Team. The policy is reviewed by the Financial Controller on an annual basis and any amendments approved by the Leadership Team. Management staff and tutors are designated to implement aspects of the policy relevant to their roles.

**4. Definitions**

CPCA – Cambridgeshire & Peterborough Combined Authority – The combined authority was established as a Mayoral Combined Authority for the Cambridgeshire and Peterborough area.

The mission of the Combined Authority is to make life better, healthier, and fairer for all.

The Combined Authority works with our local councils, the [Business Board](https://cambridgeshirepeterborough-ca.gov.uk/who-we-are/business-board/) (Local Enterprise Partnership), local public services, Government departments and agencies, universities and businesses to grow the local and national economy. Devolution of the adult education budget has enabled the Cambridgeshire & Peterborough Combined Authority to take responsibility for delivering high quality adult education.

ESFA – Education & Skills Funding Agency – A government agency accountable for the funding of children, young people and adults. It is an executive agency sponsored by the Department for Education.

Learning for Life – This is an area of provision where courses will help support a learner’s sense of wellbeing, promote greater independence, reduce the digital divide and develop skills that support families learning together. This provision is also there to help engage learners back into learning.

Learning for Work – Courses within this provision will contribute directly to a learner’s potential to be employed or progress in their current employment or aid in securing more substantive and sustainable employment. Provision will be largely accredited and will include English, maths and digital qualifications.

Non-regulated learning - Non-regulated provision is defined by the ESFA aslearning with no external awarding organisation accreditation. It is designed, delivered and, in some cases, certificated by a provider.

**5. Policy**

At City College Peterborough we want to ensure that everyone is provided with an inspiring and inclusive learning experience where individuals are able to learn, connect, develop sills and achieve their goals in a supportive and welcoming environment.

We do this through our three types of delivery:

1. Qualifications & Learning for Work - Delivery in this category results in the award of an externally validated certificate for the learner. It also includes non-regulated learning activity which has similar quality assurance requirements and costs. Courses in this area attract government funding.
2. Communities & Learning for Life – Delivery in this category does not always lead to an externally validated certificate for the learner. A City College Peterborough certificate may be awarded on completion and subject to meeting the laid-down objectives and criteria for the course. Courses in this area attract government funding.
3. Personal Interest courses – Delivery in this category are courses that cover a variety of topics such as art, pottery or languages and do not attract any government funding.

**5.1 Qualifications & Learning for Work and Communities & Learning for Life courses**

Courses within our Qualifications & Learning for Work and Communities & Learning for Life areas mostly carry some form of government funding allocated to the service via the Cambridgeshire & Peterborough Combined Authority (CPCA) and the Education and Skills Funding Agency (ESFA).  Please note that fees are correct at the time of publication but may be subject to changes. In all cases fees are non-transferrable.  
If you wish to be considered for enrolment on a course that is government funded, you must meet the eligibility criteria as outlined below.

**5.1.1 Eligibility**

To be eligible for funding you must meet the eligibility rules of the Education and Skills Funding Agency (ESFA).  These can be found [here](https://cambridgeshirepeterborough-ca.gov.uk/wp-content/uploads/documents/skills/adult-education-budget/CPCA-Funding-Performance-Rules-2023-24-Version-1-Final.pdf).

This includes but is not limited to being permanently resident in the UK for the last 3 years and/or having the right to live in the UK for non-educational purposes.

**5.1.2 Level of Funding**

The level of funding available to a learner is dependent on the ESFA’s Funding Rules, which can be found [here](https://www.gov.uk/government/publications/adult-education-budget-aeb-funding-rules-2023-to-2024) and any local funding rules from CPCA which can be found [here](https://cambridgeshirepeterborough-ca.gov.uk/wp-content/uploads/documents/skills/adult-education-budget/CPCA-Funding-Performance-Rules-2023-24-Version-1-Final.pdf).

1. Learners who are eligible for full funding from the CPCA will not be charged a fee for the course, including exams, resources or awarding organisation registration and fees. City College Peterborough will meet the cost of the course from the government funding received.
2. Learners who are eligible for co-funding as specified by the CPCA will be partly funded by the ESFA with an additional contribution being paid by the learner or employer. Our published fees assume learners are eligible for co-funding. Where learners do not meet the eligibility for funding requirements, the actual fee payable will be higher than our published fees.
3. Managers reserve the right to waive learner co-funded fees in some situations and this may be extended to our sub-contracted delivery e.g. where this will enable more learners to access the learning they need.
4. Learners who do not qualify for funding are responsible for 100% of the cost of the course and will not receive or be eligible for any government support; including travel, childcare, adaptions, or additional learning support.
5. We will not fund a learner to repeat the same regulated qualification where they have previously achieved it unless it is:
   1. the requirement of an apprenticeship
   2. for any GCSE where the learner has not achieved grade C, or 4, or higher

**5.1.3 Learning Support Funds**

City College Peterborough offers learning support funds to assist with cases of hardship related, for example, to childcare (for those aged 20+) and transport, according to ESFA and CPCA regulations. This is only for learners on government funded provision and is subject to eligibility and availability of funds. Our policy is published [here](https://citycollegepeterborough.ac.uk/uploads/images/City-College-Peterborough-Adult-Course-Guide-14.08.23.pdf).

**5.1.4 Learners not eligible for funding**

Learners aged 18 and over who are not eligible for funding and wish to be considered for enrolment on a course that is government funded can apply, however you will need to pay the full cost of the course. We will provide a price on application. For example, a learner with an existing Grade C, or 4 or higher at GCSE Maths or English would not be eligible for funding, however they may apply to enrol on the course subject to paying the full cost of the course.  Note the actual fee payable will be higher than our published fees.

**5.1.5** **Community & Learning for Life Courses**

Community & Learning for Life courses specifically targeted at priority groups who most need but can least afford these courses have fee remission and are free. Where learners are able to pay, a fee will be charged to them that is set by the college taking into account the full costs of the course.

**5.1.6 Advanced Learner Loans for Level 3-6 qualifications**

You may be eligible for a 19+ Advanced Learning Loan if you are 19 years of age or over, have lived in the UK for 3 years or more and qualify under the UK government’s loan guidelines and studying for a level 3-6 qualification without having to pay a lump sum or large upfront fee.

For further information about the criteria and how to apply for a loan, check out the government’s website [here.](https://www.gov.uk/advanced-learner-loan/how-to-apply)

**5.1.7 Personal Interest Courses – Full Cost (not attracting government funding)**

These courses will be charged at a rate determined by City College Peterborough. We reserve the right to amend fees from time to time to reflect market rates. There is no concessionary fee available on Full Cost Courses, unless you are over 60 years of age and unwaged where you will receive a 20% reduction of the course fee.

Minimum numbers of learners on courses will apply to ensure these courses remain financially viable.

Learners/Employers are responsible for 100% of the cost of the course and will not receive or be eligible for any government support; including travel, childcare, adaptions or additional learning support. The eligibility criteria for government funded courses does not apply, although learners must be aged 18 and over.

**5.2 Fees**

We set our total course fee by taking into account the following considerations:

1. Eligibility of the student.
2. Level of funding provided.
3. Qualification rate as per ESFA’s funding rates.
4. Type of course e.g. Qualifications & Learning for Work, Communities & Learning for Life, Personal Interest

Personal Interest course fees set by City College Peterborough will aim to cover the full costs for delivering education and training, and a learner on these courses will not be funded by public funding.

Some of our courses include costs for the basic materials that may be required on the course but learners will be expected to provide themselves with any additional materials required to complete their course. Courses that require materials will have these listed in their course descriptions or course information sheets which you will be sent prior to the course starting.

Where a fee is payable by the learner, the means by which the payment is to be made must be agreed with the college prior to attendance on the course. Failure to meet this will mean exclusion from the course/cancellation of the booking.

**5.2.1 Exam & Re-sit Fees**

This policy advises learners of the charges they will incur if they:

* fail to sit a scheduled exam or assessment
* fail to submit required material in line with awarding body and Centre requirements
* do not achieve the pass mark and wish to retake the exam or assessment
* wish to resubmit assessment materials
* re-sit fees

For ease, ‘re-sit’ refers to the re-sitting of a failed exam, sitting a missed exam, re-taking another form of assessment, taking a missed assessment, submitting other assessed work past the original submission date or re-submitting assessed work that did not meet the requirements for the qualification.

Your course fee or the funding we claim to support this fee, includes a single attempt at achievement of the qualification through examination and/or other form of assessment as required by the Awarding Organisation.  If you are: unsuccessful, miss an exam/assessment, submit work later than the agreed submission date, and wish to ‘re-sit’ additional fees will be payable. These additional fees will include all or any of the following:

* payments to the Awarding Organisation for the re-sit
* administration charges
* invigilation charges where appropriate
* staff time for re-marking/assessing.

These additional fees cannot be covered by any other form of funding and you will need to make a payment by the agreed dates in order to be considered for a re-sit.

You will not be charged a no-show or re-sit fee for an exam or assessment that was cancelled or postponed due to the Covid-19 pandemic.

**Specific qualification guidance**

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| Qualification | Re-sit trigger | Costs |
| ESOL reading or writing | Failed/missed exam or assessment | Fee of £20 charged to cover costs and awarding organisation costs |
| ESOL speaking & listening online | Failed/missed exam or assessment | Entry Levels – fee of £45  Levels 1 & 2 - fee of £50  Charged to cover costs and awarding organisation costs |
| ESOL speaking & listening face to face | Failed/missed exam or assessment | Entry Levels – fee of £50  Levels 1 & 2 – fee of £60  Charged to cover costs and awarding organisation costs |
| Functional Skills English | Failed/missed element or assessment | Fee of £15 for each element charged to cover costs and awarding organisation costs |
| Functional Skills Maths | Failed/missed element or assessment | Entry Levels – fee of £15  Levels 1 & 2 - fee of £20  Charged to cover costs and awarding organisation costs |
| Counselling | Resit of the qualification | £115 to cover costs and awarding organisation costs. |

**5.3 Payments**

Acceptable payment terms are:

* 1. In full by cash, cheque, credit or debit card at City College Peterborough, by credit or debit card through our online booking system.
  2. Payment of 50% of total course costs as a non-refundable deposit at the time of booking. Full payment will be requested prior to the start of the course. This is available for courses where the total costs of the course exceed £150.
  3. Pay by instalments via a standing order, this can be arranged by speaking to our Customer Service team. The initial payment should be made at enrolment followed by 3 monthly instalments – this applies for courses over £100. Note: When payment by instalments is agreed, the learner is agreeing to full payment for the course and will be liable for full charges subject to the booking being made.
  4. Payment by invoice to the learner’s employer where the evidence of employer agreement is confirmed within 7 working days of the booking being made.
  5. ​Where a concession is being claimed that requires evidence, this must be submitted to the Centre within 7 working days of the booking being made. Failure to provide acceptable evidence will mean payment of full course fees being required or removal from the course/cancellation of booking.
  6. Where a learner joins a course after the start date, a pro-rata discount may be applied. Entry after the start date is at the discretion of the Curriculum Manager responsible for the course and is subject to the agreed learning aims being met and the impact on the existing group of learners. No discount is applicable for sessions missed after the learner has started.
  7. Where a learner refuses to settle outstanding fees City College Peterborough may:
* Seek legal recourse to the settlement of the fees, where the costs of such recourse are added to the learner fees.
* Refuse entry to examinations.
* Refuse entry to further courses supplied by City College Peterborough.

Please note that the learner is liable for the full course fee regardless of when they leave the course and irrespective of the payment method. It is important that the learner makes the payment(s) by the date(s) stated to secure their place on the course and for the individual and fellow learners to benefit from this facility.

**5.4 Refunds**

We unfortunately can’t always give an automatic refund, but will do so on the following grounds:

1. If the course is cancelled by the Service
2. The learner cancels their place on the course not less than 14 days before the commencement date.

Please note: The Policy does not apply to short courses of fewer than 2 sessions, e.g. Saturday courses, where unfortunately we are unable to give refunds.

1. The learner withdraws from a course due to illness and can produce a doctor’s certificate.

All non-automatic refund/credit requests must be made in writing to the Curriculum Manager and authorised by the Brook Street Principal.

All refunds will be made according to how payment was originally received by ourselves.

Refunds in cash always require an identification check of the refundee.

If as a learner you unfortunately fall ill during the course and have to leave due to a medical condition we will issue a refund, but we will proof of a doctor’s certificate. The amount of refund given will be a proportional refund of the fees paid in relation to the number of classes remaining. The refund will be dealt with from the date the doctor confirms the learner’s medical condition.

**5.5 Cancellation of courses**

We try to avoid cancellation of courses where we can, but our courses are arranged on a basis of estimated demand.

The Curriculum Manager may change the syllabus, the day and time of any course and may cancel courses where:

* Enrolment or attendance is considered below viability for the course.
* The course tutor is unable to continue teaching and we are unable to find a suitably qualified replacement tutor.

Where a session must be postponed, the Service will re-schedule the session and no refund of the learner’s fee will be made. Where the remainder of the course is cancelled, the Service’s liability is limited to a pro-rata refund of the learner’s fee.

Decisions to run courses based on learner numbers are made up to 2 weeks before the start date. If numbers are low, courses may be cancelled and the learner will be issued a full refund. Course minimum numbers can vary by course and can be amended by the college, without notice, depending on course viability.

Sometimes we must change the day, time or venue for a course. We will notify learners of this. Under the following circumstances a learner will have 7 days from the date of their notification to request a refund (either pro-rata if the course has started, or in full if it has not started) if the learner is unable to attend the course due to our change of arrangements:

* If the day of a course must change due to unforeseen circumstances.
* If the time of a course must change due to unforeseen circumstances (and the change is greater than 60 minutes).
* If the venue of a course must change due to unforeseen circumstances (and the replacement venue is more than 2 miles away from the original venue).
* If we decide it is in the interests of the safety of learners and/or staff, or under guidance from Public Health England and/or other Government departments, to move delivery of a course online then no refunds will be made as a result of this.

**6. Linked documents**

Learner Support Procedure

Learner Handbook

Information, Advice & Guidance offer

Recruitment & Assessment / Course Entry Procedure

**Document control sheet**

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| Revision issue date: | 28/03/2023 |
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| Revisions | |
| 29/06/22  28/03/23 | Additions: Reviewed without change  Amendments:  Substantive changes, the whole document needs to be read and understood. |
| 26/09/23 | Removed references to *governors*, replacing with the *leadership team* as appropriate. |