

**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 Cambridgeshire and Peterborough Combined Authority (CPCA) and Education and Skills Funding Agency (ESFA) guidance on those individuals who are eligible to take advantage of funding or concessions identified in the 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 Centre Manager, the Finance & Data Manager and the Principal have responsibilities to ensure implementation of this policy within their area of work.

The Finance & Data Manager will regularly review fee income and enrolments through reports to the Finance, Property & Staffing Committee to ensure courses are being accessed. Reports will be monitored by the Principal and the Finance, Property & Staffing Committee. Curriculum Leads will closely monitor enrolments to ensure courses are viable The Principal is responsible for the maintenance, regular review and updating of this policy. The Senior Management Team and Curriculum Team will be consulted on any changes, which will be agreed by the Board of Trustees, who may also request a review of the policy when issues are identified. The Principal is responsible for the implementation of an effective Fees, Refunds, Bursaries & Cancellations Policy and this policy is endorsed by the Finance, Property & Staffing Committee who recommend its approval to the Board of Trustees. The policy is reviewed by the Principal on an annual basis and any amendments approved by the Board of Trustees on the recommendation of the Finance, Property & Staffing Committee. Management staff and tutors are designated to implement aspects of the policy relevant to their roles.

**4. Definitions**

CPCA – Cambridgeshire and Peterborough Combined Authority

ESFA – Education and Skills Funding Agency

**5. Policy**

Within City College Peterborough there are three types of delivery:

1. Qualifications & Skills 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 & Skills for Life – Delivery in this category does not 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 & Skills for Work and Communities & Skills for Life courses**

Courses within our Qualifications & Skills for and Communities & Skills for Life areas mostly carry some form of government funding allocated to the service via 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 Cambridgeshire and Peterborough Combined Authority (CPCA) and Education and Skills Funding Agency (ESFA).  These can be found [here](https://cambridgeshirepeterborough-ca.gov.uk/how-we-deliver/library/skills-library/) (CPCA) and [here](https://www.gov.uk/government/publications/adult-skills-fund-funding-rules-for-2024-to-2025) (ESFA).

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 CPCA and ESFA’s Funding Rules, which can be found [here](https://cambridgeshirepeterborough-ca.gov.uk/how-we-deliver/library/skills-library/) (CPCA) and [here](https://www.gov.uk/government/publications/adult-skills-fund-funding-rules-for-2024-to-2025) (ESFA).

1. Learners who are eligible for full funding from the CPCA and ESFA 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 and ESFA will be partly funded by the CPCA and 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 CPCA and ESFA regulations. This is only for learners on government funded provision and is subject to eligibility and availability of funds. Our policy is published here.

**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 & Skills for Life Courses**

Fees for these courses are as published. They are either wholly or partly subsidised by the CPCA or ESFA. Where fees are charged, these are in line with the CPCA funding rules.

**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.  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**

The total course fee is set, taking into account the following considerations:

1. Eligibility of the student.
2. Level of funding provided.
3. Qualification rate as per CPCA and ESFA’s funding rates.
4. Type of course e.g. Qualifications & Skills for Work, Communities & Skills 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 materials 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 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-sits 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 | Failed exam or assessment | Exam no show fee of £30 charged for external L1 and L2 reading exam only |
| Distance Learning Courses | Learner enrols, receives course materials, and is registered but fails to continue with the course without good reason. | £125 fee to cover costs (fully funded learners only i.e. that paid no fee for the course) |
| Functional Skills English and Maths | Failed/missed exam or assessment | Exam no-show fee of £35 charged.  Please refer to the course entry policy for information about re-enrolling on a course to extend learning for another year. |
| Essential Digital Skills Qualifications | Failed assessment  Planned assessment date is missed/not attended | An assessment no show fee of £35 will be charged if an additional assessment session is required |

**5.3 Payments**

Acceptable payment terms are:

* 1. In cash, cheque, credit or debit card at City College Peterborough, by credit or debit card through our online booking system or over the phone.
  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 under £100.
  3. Pay by instalments, 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 before the courses ends 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 you are liable for the full course fee regardless of when you leave the course and irrespective of your payment method. It is important that you make the payment(s) by the date(s) stated to secure your place on the course and for you and fellow learners to benefit from this facility.

**5.4 Refunds**

Automatic refunds will only be given 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 no refunds will be given.

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 Principal.

All refunds are made according to how payment was originally received.

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

Refunds for leaving a course due to a learner’s medical condition will only be given on proof of a doctor’s certificate. The learner will receive 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**

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 inadequate.
* The course tutor is unable to continue teaching and no suitably qualified replacement tutor is available.

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 you 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 you of this. Under the following circumstances you will have 7 days from the date of our notification to request a refund (either pro-rata if the course has started, or in full if it has not started) if you are 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 Policy

Learner Handbook

Information, Advice & Guidance offer

Recruitment & Assessment Policy / Course Entry Policy

**Document control sheet.**

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| Revisions | |
| 09/05/2024 | Additions: Reviewed without change  Amendments:   * Section 5.3, point 1: Removed the words by ‘direct debit’. * Section 5.3, point 2 has been clarified. * Added CPCA in where we were just referencing ESFA. * Included missing links where relevant. |