

FEE POLICY 2021-22

SCOPE AND PURPOSE OF POLICY

The purpose of the Fee Policy is to outline the approach for the charging of tuition and other fees to students and users of College Services.

In accordance with the Learning and Skills Act 2000 (The Act) the College has a duty through Welsh Government (WG) to secure:

1. the provision of proper facilities for: education (other than higher education) suitable to the requirements of persons who are above compulsory age but have not attained the age of 19 on or before 31 August in any academic year; and
2. the provision of reasonable facilities for education (other than higher education) suitable to the requirements of persons who have attained the age of 19, and associated training and organised leisure time as defined in the Act.

In so doing, the College is required to provide a schedule of fees and concessions which will encourage participation and inclusion in education and training, whilst ensuring that the College protects its assets and makes best use of public funds, and ensures financial security.

This Fee Policy is required to ensure that a fair and consistent approach is adopted for the charging of fees to learners in the College.

POLICY STATEMENTS

The Fee Policy will inform staff, students and any other stakeholders how course fees and refunds are managed and delivered. It will provide a means of communicating how the aims of the College's strategic and operational plans relate to fee charges.

GENERAL FEE CONDITIONS – APPLICABLE TO ALL LEARNERS

- Course fees will be reviewed annually. Course fees are charged for each year of study, and will be published on the College website on the information page for that course, and in the published College prospectus.
- Failure to make scheduled payments may result in access to College facilities (including IT access) being withdrawn, being prevented from progressing to the next stage of study, being prevented from attending classes, and, in the case of HE learners, being prevented from graduating.
- Fees must be paid at the time of enrolment. Fees can be paid by:
 - (a) Cash
 - (b) Debit and credit cards
 - (c) Direct debit payments (see section 13)
 - (d) Student Finance Wales/Student Loans Company (SLC) following receipt of a student's financial notification for a Higher Education course. If the student has not had their financial support confirmed at the time of enrolment, then they must provide evidence of their application for an SLC loan; acceptable evidence would be a letter/ email from the SLC confirming receipt of application
 - (e) Employer invoice, supported with letter of authorisation from the employer. The letter of authorisation must be on the Employer's headed paper.
- If a sponsor/employer refuses to pay, the student will be liable for any outstanding fee. If the sponsor does not settle the invoice in line with the College's usual payment terms, the student will be invoiced. Instalments are not offered for Higher Education courses.
- Fees will be collected prior to the commencement of the course. Academic staff will not be involved in collecting fees and handling money, but they will be expected to convey information to learners in classes regarding fees. Heads of Department are also expected to provide relevant information to Finance such as information on student enrolment and cancelled courses.
- If a learner enrolls on a course after the start date of the course they will be charged the full fee for the course.
- Course fees or deposits are not transferable from one term/year to another, or from one person to another.
- All enquiries relating to Direct Debits will be referred to the Finance Department.

- The College reserves the right to pass on any overdue debt to a third-party debt collection agency.
- Any student who has unpaid debt from prior years and is seeking to re-enrol at the College will be required to make arrangements to settle the outstanding debt before being accepted. Any payments made by the student will be allocated against the oldest debt first.
- Any exceptional circumstances not covered by this policy will need to be considered and approved by the Executive before a decision is made regarding the fee to apply.
- The fee charged to a learner will not be waived or amended from that stated in the published prospectus for that course, except in line with the agreed fee remissions stated in this policy.

FEE REMISSIONS

Course fees will not be payable by students meeting the criteria below:

Type of course	Category of student	Evidence required
FE funded courses	Those under the age of 19 *	Proof of age
FE funded courses	Asylum Seekers	Proof of Asylum Seeker status
FE funded courses	Looked-after Children	Local authority documentation
FE funded courses	Unemployed and/or claiming a specified benefit *	<p>Proof of receipt of one of the following benefits: Universal Credit; Housing Benefit; Jobseeker's Allowance (JSA); Carers Allowance; Employment and Support Allowance (ESA).</p> <p>The following benefits are not eligible for fee remission: Pension Credit; Child Benefit; Council Tax Reduction Scheme; Statutory Sick Pay (not an exhaustive list).</p>
Personal Learning Account funded course	Employed adults meeting PLA eligibility criteria	Proof of employment and evidence of applicable PLA criteria being met
Basic Skills, Essential Skills Wales, and ESOL qualifications up to and including level 1	All *	None
Full-time Access courses	All *	None
Part-time Welsh, literacy, numeracy, GCSE English, GCSE Maths	Full-time learners	Enrolled on a full-time course

* Although course fees are not payable, students in these categories are required to pay a registration fee. The normal registration fee is £30, discounted to £10 for part-time courses lasting 10 weeks or below. These courses may also require other fees to be paid, such as equipment, studio, professional membership fees, and, for certain part-time courses, exam entry fees. Further information on additional fees can be found in course information pages on the College's website. Financial support towards additional fees may be available (subject to eligibility) through the College's Financial Contingency Fund.

Part-time learners pursuing multiple part-time courses are not eligible to claim the status of a full-time learner.

PART-TIME COURSES

Course fees for part-time courses will apply to courses which do not attract Welsh Government funding; course fees will apply to all students, with no fee remission available. Course fees will comprise a registration fee (see above), tuition fee, and exam fee (where applicable); details of fees can be found on the College's website,

Reduced or waived course fees may be applicable where remission criteria shown above are met.

ONLINE COURSES

Where applicable, course fees for online courses must be paid prior to the commencement of the course and the distribution of course materials or providing log-on information.

TRANSFER BETWEEN COURSES

It may be possible for learners to transfer from one course to another. Transfers will be subject to agreement between both the relevant departments, and the payment of any additional fees. There should be no more than three weeks between the withdrawal from the initial course and the commencement of the new course.

If the new course is of a higher value, the difference must be paid before starting the course. If the new course is of a lower value then no refund will be made. Transfers to a course which commences more than 3 weeks after withdrawal from the initial course will not be possible; the student will be required to withdraw and re-enrol, and will be subject to the refund policy set out in section 12.

FURTHER EDUCATION LEARNERS – ADDITIONAL COSTS

A list of additional costs per course is available and an applicant will be informed of these prior to enrolment. There will be no refund relating to additional costs if a learner withdraws from College.

PRINTING

Payment will be required for printing costs over and above the standard allowance. Further details are available at the College's Success Centres.

PUBLIC TRANSPORT

Students who are eligible to receive subsidised public transport are required to make a financial contribution towards the cost of this. A non-refundable deposit will be payable prior to the transport pass being ordered, with the remaining fee payable on collection. There will be no refund of public transport costs if a learner withdraws from College. Replacement for lost passes will be charged, with payment required in advance of ordering the replacement pass.

HIGHER EDUCATION COURSES

Fees for Higher Education (HE) courses that operate as part of a franchise agreement with a partner University are set in line with the fees of the partner organisation, and are reviewed annually.

For HE courses that are run directly by the College, fees are set in line with the market rate for the course, and are reviewed annually.

Students are charged annual tuition fees for all HE courses, except for those funded through PLA or other government funding, and those that make up part of a Higher Apprenticeship framework. Tuition fees for franchised HE courses will be set in agreement with the University, which validates and has overall responsibility for the programme. Students may have all or part of their tuition fees paid via a tuition fee loan from the Student Loans Company, dependent upon certain criteria. Should a student not apply for any type of financial support towards tuition fees, or choose to leave within the duration of the course, they will still be responsible for tuition fees.

Students must agree the method of payment of tuition fees at enrolment, at which time the College will confirm the necessary procedures and timescales for payment.

Fees for HE course fees are published on the website, following HEFCW agreement of partner university fee plans (where applicable).

STUDENT FINANCE - TUITION FEE LOAN

Eligible students can take out a loan from the Student Loans Company (SLC) to pay tuition fees. The student must make arrangements with the SLC in advance of enrolling on their programme of study. Information on eligibility can be found

The student must provide evidence of their application for an SLC loan at the time of enrolment. Acceptable evidence would be either a financial award letter detailing the contribution paid by the SLC towards the student's fees or, in recognition of late applications, a letter/ email from the SLC confirming receipt of application. Students with only confirmation of receipt of application must provide a financial award letter within 60 days. Failure to do so will mean the student becomes liable for the full tuition fee.

If students choose not to take out, or are not eligible for, full fee support, fees must be paid in full before enrolment, unless an instalment plan is agreed. Applications for payment by instalment must be made at least 30 days before enrolment by contacting HEadminteam@cavc.ac.uk.

INTERNATIONAL STUDENTS

All international students must comply with the Terms and Conditions for International Students, which are available from the International Office.

EXAMINATION RESITS

GCSE English, Maths and Welsh

Full-time learners may re-sit English, Mathematics and Welsh GCSEs once without being charged the exam entry fee if they have previously achieved a GCSE grade D in the subject being re-taken. For any additional resits, exam entry fees are payable by the learner in accordance with the rates charged by the awarding body.

Part-time learners

Part-time exam fees are included in the course fee unless the learner is required to make the entry with the board directly, in which case learners will be required to pay the exam entry fee directly to the exam board, and the course fee adjusted accordingly.

Any re-sit fee will be payable by learners in accordance with the rates charged by the Awarding Body.

Late entry fees

For all re-sits, any late entry fees charged by the awarding body will be payable by learners unless incurred due to the fault of the College.

REFUNDS AND COURSE CANCELLATION

Refunds will be at the College's discretion and will not normally be given in circumstances other than those outlined below.

The College will endeavour to run all classes on time and to schedule. In the event of an act of nature or third party where classes need to be cancelled or postponed to ensure the safety of students and staff, refunds will not be given.

Further Education courses (full- and part-time)

College cancelled Course	Full refund
Student cancels prior to commencement of course	Refund less £50 administration charge
Student cancels after commencement of course	No refund

International students (excluding Higher Education)

College cancels Course	Full refund
Visa rejected	Refund less administration fee of £500
Student withdraws	No refund

English for International Students

College cancels course	Full refund
Student cancels course after enrolment	No refund

Part-time commercial courses

College cancels course	Full refund
Cancellation by participant 2 weeks prior to course start date	Full refund
Cancellation by participant 1 week prior to course start date	50% refund
Cancellation by participant with less than 1 week's notice	No refund

Higher Education courses

A student's liability for fees is dependent on their fee status (Home or International), their franchising university regulations and the date of withdrawal. The following is intended to show the minimum possible liability but students are advised to check their actual liability with the college/franchising university:

Reason for withdrawal	Student's liability for payment of fees
College cancels course	None
Student withdraws within 2 weeks of course start date	None
Student withdraws after 2 weeks but within Term 1	A minimum of 25% (note: check individual university regulations)
Student withdraws in Term 2	A minimum of 50% (note: check individual university regulations)
Student withdraws in Term 3	100%

It is the learner's responsibility to ensure he/she is withdrawn from the programme. As the fee charged is dependent on the last date of attendance, specific attention should be paid to the date of withdrawal.

Students who have taken out a tuition fee loan will not be entitled to a refund directly from the college. CAVC will notify the SLC of the student's tuition fee liability and the SLC will amend the student's tuition fee loan liability accordingly.

Refund process

Where a student is eligible for a refund in accordance with this policy, the student will be required to complete the "Learning Programme Amendment Form" and send to the Finance Department. All refunds will be made by BACS and may take up to four weeks. Evidence of payment may be requested prior to a refund being processed.

INSTALMENTS

Course fees over £250 are eligible for instalments. 25% of the Course fee is required as a deposit at enrolment and three subsequent monthly direct debit payment each of 25% will be required.

Where a course lasts less than three months and the fee is in excess of £250, monthly instalments will be increased in order that the full fee is paid by the completion of the course.

Instalments are not available for learners that have been withdrawn for non-payment of fees.

ROOM BOOKINGS

Payment for room bookings will be made either at the time of booking, or via invoice.

DAY NURSERY

Fees for the Day Nursery at Colcot Road and all associated costs are available separately from the Day Nursery Manager.

Fees will be collected monthly on the 15th of each month, comprising two weeks in advance and two weeks in arrears. Full details of a fee payment plan, changes in days required, and voucher schemes are available from the Day Nursery Manager.

AMENDMENT OF FEES

Please note that the College reserves the right to amend from time to time the fees outlined in this policy. Please check with the appropriate Manager for up-to-date fees.

EXCEPTIONS

In exceptional circumstances, and with the written approval of a member of the College Executive, the College may choose to exercise discretion in the application of this policy.

RESPONSIBILITIES

The Governing Body will be responsible for ensuring that:

- The Policy is reviewed on a regular basis (as per the policy terms of review) and appropriate advice is given on content. The Main Board approves the policy.

Senior Management are responsible for:

- Reviewing this Policy and the attached procedures.
- Monitoring the application of the procedures, supporting staff to act within the policy and responding effectively to any areas of concern.

- Ensuring that relevant college procedures and practices eg admissions, examinations etc embed principles of this policy and any associated procedures.
- Ensuring that the delivery of the curriculum does not contravene the requirements or spirit of this policy.

The Dean of Quality Improvement is responsible for:

- Providing appropriate training and development for staff and learners at all stages of the learner journey.
- Ensuring that appropriate steps are taken to monitor data linked to this policy and that this data is used to inform and improve practice.

All Staff are responsible for:

- Attending CPD events on this policy.
- Acting within the requirements of the policy.

Learners are responsible for:

- Making themselves aware of the policy
- Providing feedback on the policy in learner focus groups and via other opportunities.

LEGISLATION AND GUIDANCE

Equality Act 2010

EQUALITY AND DIVERSITY STATEMENT

In accordance with College procedures, this Policy was written with consideration of the impact of individuals as per the Equality Act.

HEALTH AND SAFETY IMPLICATIONS

There are Health and Safety implications for this policy in relation to safety in the work place e.g. the salon or the workshop. The policy also needed to consider the issue of security and the identification of everyone across College. These aspects have been considered as part of this policy.

WELSH LANGUAGE STANDARDS

This policy provides opportunities for persons to use either the Welsh or English language. The duties which come from the Standards mean that organisations should not treat the Welsh language less favourably than the English language,

together with promoting and facilitating the use of the Welsh language is making it easier for people to use in their day-to-day life.

LINKED POLICIES

Admissions Policy
Equality and Diversity
Bullying and Harassment

LINKED PROCEDURES

Enrolment procedures
Finance procedures
Equality and Diversity
Bullying and Harassment.

COMMUNICATION AND STORAGE

This policy is published on the company website.
This policy is stored on the company intranet.
This policy is shared with learners.

GLOSSARY

None

APPROVAL, CHANGE AND REVIEW

This policy is reviewed every year.

There is a Welsh version of this document available.

Date approved: TBC

Approved by: Executive

Review date: 1/06/2022

Responsible Manager: Group Financial Controller

Executive Lead: Deputy Chief Operating Officer

Accessible to Students: : Yes
