



New City College Fee Policy 2023/24

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1. Background

- 1.1. This Policy sets out the requirements for the charging of fees and the rationale behind the College's fee structure.
- 1.2. Fees in some cases are subject to government guidelines, via the Education and Skills Funding Agency (ESFA), Greater London Authority (GLA) and the Office for Students (OfS) which provide the statutory framework in which the fees are decided for Home or International learners.
- 1.3. The Fee Policy is supplemented by detailed procedures and guidance (together 'the Guidance') which is updated annually to reflect the changing requirements from the funding bodies, including rates, eligibility for fee waivers etc.
- 1.4. The Fee Policy, together with the Guidance, is designed to provide clear criteria for course charges and to avoid ambiguity and inconsistency, must be applied by all subcontractors working with NCC.
- 1.5. The setting of course fee levels, any incentives to support recruitment are approved by the Senior Management Team (SMT).

2. Scope

- 2.1. The Fee Policy encompasses all fees and charges associated with courses offered by New City College including those for:
 - Under 16-year-olds
 - 16-18-year-olds
 - 19+ year-olds
 - 24+ on level 3 or higher programs
 - Employers
 - International learners
 - Learners on commercial courses
 - Higher Education learners
 - Apprentices
- 2.2. All fees are charged on an annual basis and reviewed annually unless otherwise stated.

3. Intent

- 3.1. The intent of the Fee Policy is to ensure that the method of calculation of all fees charged to learners and employers is fair and transparent.
- 3.2. The Fee Policy is designed to explain the procedures for setting fees and for deciding on the level of fees.
- 3.3. Learners should be aware from the Policy of how to claim a refund and appeal against refund decisions.
- 3.4. The over-riding principle is that learners should pay fees in accordance with the ESFA, GLA and OfS policies.

4. Payment of Fees

4.1. Payment of Fees - General

- 4.1.1 All learners are expected to pay, or make arrangements for an Advanced Learner Loan or Student Loan, to pay their fees in full at or before enrolment, or in line with specific course conditions, payment can also be made in full at the time of enrolment or Sponsors/Employers can be invoiced on production of a letter at enrolment confirming liability of fees. In exceptional circumstances the College will allow payment by instalments.
- 4.1.2 Fees are payable on or before enrolment or, for courses running over more than one year, at the start of each academic year.
- 4.1.3 Non payment as per your agreed fee payment schedule will result in immediate withdrawal from your course.

4.2 Advanced Learner Loans

- 4.2.1 The ESFA and GLA sets out the circumstances in which an adult learner's programme will not be funded. In these circumstances, the learner may either pay the fee due in accordance with this policy and the guidance, or take out an Advanced Learner Loan from the Student Loan Company (SLC) to fund their course.
- 4.2.2 At enrolment if a learner can demonstrate that they have applied for an Advanced Learner Loan and that their application has been approved, no further upfront tuition fee is payable. However, should the learner withdraw after the 14-day cooling off period, they will become liable for the balance of course fees not covered by the loan.

4.3 HE Courses and Student Loans

- 4.3.1 The College is registered with OfS and is therefore in receipt of grant funding from OfS for courses approved by OfS. This also means that learners enrolled on these courses are able to access a tuition fee loan from the Student Loan Company (a Student Loan).

4.4 Advanced Learner Loan and Student Loan learners

- 4.4.1 The learner will be required to pay the full fee **immediately**, unless payment by instalments is agreed if:
- there is no application for an Advanced Learner Loan or Student Loan; or
 - approval is not received within 4 weeks of the first day of learning; or
 - the loan is subsequently cancelled or withdrawn for any reason.
- 4.4.2 For the avoidance of doubt, if the learner does not comply with 4.4.1, the learner will be withdrawn immediately.
- 4.4.3 If as a result of 4.4.1, the learner is required to pay the full fee immediately, but subsequently a loan is approved, the College will refund the fees paid up to the amount of the loan approved.

4.4.4 If a learner withdraws from a course after the second week of a full-time course or the second class of part-time course, **the learner will be required to pay the difference between the fee due for the course and the amount paid by way of the loan.**

4.4.5 The implications of clauses 4.4.1 to 4.4.5 need to be explained to prospective learners before or during enrolment to reduce the risk of misunderstanding.

4.5 Commercial (Full cost courses)

4.5.1 Learners on full cost courses are expected to pay the course fees in full, there will be no fee remission.

4.6 Payment by Instalment

4.6.1 The College offers instalments plans for Home (non-international) learners. The operation of these is set out in the Guidance.

4.6.2 For the avoidance of doubt:

- If the learner withdraws from their course, they will remain liable for any outstanding balance, if the withdrawal is after the 14-day cancellation period;
- If the learner defaults on any instalment, the balance of the outstanding fee is payable in full immediately;
- If the learner defaults on any instalment, they may not be entitled to pay fees for future courses by instalment.

4.7 International Learners

4.7.1 The requirements for International Learners in 2023/24 for paying a course fee, including deposits, timing of payment and instalment plans are set out in specific guidance.

5. Basis of fees

5.1 Courses funded by the ESFA, GLA and OfS will be charged according to the Funding Guidelines given in the current specifications for Further Education Colleges.

5.2 Tuition fees will not be charged to learners aged 16-18 in full-time or part-time education funded through the ESFA. For the purposes of the ESFA Funding Guidance '18' means under 19 on 31 August in the calendar year when the learner commences a programme of study. Certain categories of learners aged 19 and over are also exempt from tuition fees. Please refer to Annex 1 for guidance.

5.3 The maximum tuition fee payable for ESFA funded provision will be as stipulated by the relevant funding body.

5.4 The maximum amount for an Advanced Learner Loan will be determined by the funding value as set out in the ESFA Funding Guidance and related documentation.

5.5 The maximum for an HE course will be the fee permitted by OfS before approval from the Office for Students is required.

5.6 The College may vary fees below the maximum levels set out to reflect market conditions, competition and other factors.

5.7 The elements making up the fees payable and who has to pay are set out in the Guidance.

6. Fee Refunds and Cancellations

- 6.1 The College will only refund fees in exceptional circumstances, details of which are set out in the Guidance. For courses regulated by OfS also refer to the Higher Education Refund and Compensation Policy and the Terms and Conditions for Higher Education Courses, which are available on the College website.
- 6.2 Refunds will be processed within two weeks of the Finance Team receiving confirmation of the approved refund due.

7. Sanctions

- 7.1 The College will follow a standard credit control policy to seek recovery of fees due, including contacting the learner by texts, email, telephone or in person to secure settlement.
- 7.2 In the event that a learner fails to pay the fees due after [such](#) follow up, the College will apply the following sanctions, progressively:
- withdraw a learner's IT and library access;
 - suspend access to the College;
 - prevent progression to the next year/session;
 - exclude the learner from the College;
 - exclude the learner from access to work placements (forming part of the programme);
 - requests for certification of attendance and references will be refused.
- 7.3 In addition, the College may refer the debt to a third party agency for collection, all agency related costs incurred by the College will be charged to the learner.

Annex 1: Fee Policy Guidance Notes 2023/24

The New City College Fee policy 2023/24 confirms that all fees are due at the time of enrolment, however there are a number of exceptions to this rule. In exceptional circumstances, learners may pay fees using one of the available instalment plans. On appropriate courses, learners may also fund their studies with either an Advanced Learner Loan or Higher Education Student Loan from the Student Loans Company.

College Membership Fee

- Learners aged 19 and above on the 31 August are required to pay a college membership fee of £30 at the time of enrolment (except for OfS related courses).
- Learners aged 19 who are enrolled on a qualification that they started last year do not pay a member fee.
- Learners aged 19-23 with an EHCP do not pay the membership fee.
- The membership fee is non-refundable.
- Learners referred by Job Centre Plus are not required to pay the membership fee.

Registration, Material Charges and Deposits

- Some courses attract registration, material charges and/or deposits, students will be made aware when they apply, the charges are payable at enrolment.

Instalment Plans

- Instalment plans are only available on full year courses.
- Instalment plans are not available where the fees total less than £300.
- **Instalment plans are for tuition fees only**, the payment of the £30 membership fee and the assessment/exam fee are payable at enrolment.
- Where the annual fees are over £300, 6 instalments only are available (October to March).
- All instalment plans are to be paid via Direct Debit. The Direct Debit mandate must be completed and agreed at the time of enrolment.
- Learners must also pay a deposit of 20% of the tuition fees at enrolment.
- If a learner withdraws from a course, the balance of any unpaid fees are then payable in full, specific conditions apply for courses regulated by OfS.

Advanced Learner Loans

- Advanced Learner Loans are available to fund most level 3 and above Further Education courses.
- All learners aged 19 and over have the option to fund fees with an Advanced Learner Loan (subject to eligibility).
- Learners aged between 19 and 23 may be entitled to claim 'First Full Level 3' funding on eligible courses where the learner has not already obtained a full level 3 qualification.
- Learners aged between 19 and 23 who already hold a full level 3 qualification may choose to fund their studies with an Advanced Learner Loan (subject to eligibility).
- Loans must be fully approved by the fourth week of study. Learners with no approved loan after this date will be asked to pay the fees in full or to set up an instalment plan to remain on the course. If a loan is subsequently approved and paid to New City College, then any fees paid by the learner will be refunded.
- Learners without a loan or instalment plan in place four weeks after the start of the course will have their access to college restricted/suspended and will be withdrawn after a further three weeks if there is no change in their circumstances.

- If a learner withdraws from a course, the balance of any unpaid fees is then payable in full.
- Learners taking out an Advanced Learner Loan are not required to pay assessment fees.

Higher Education Fees and Loans

- Higher Education Student Loans are available for most Higher Education Courses.
- Loans must be fully approved by the end of the fourth week of study. Learners with no approved loan after this date will be asked to pay the fees in full or to set up an instalment plan. If a loan is subsequently approved and paid to New City College, then any fees paid by the learner will be refunded. Learners without a loan or instalment plan in place four weeks after the start of the course will have their access to college restricted/suspended and will be withdrawn.
- Where a learner withdraws after the 14-day cancellation period ends and is paying via monthly instalments, no refund of fees paid will be made but no further tuition fees will be charged.
- Where a learner pays annual tuition fees in advance and withdraws from the course then the learner will receive a refund for the remaining months of the course on a pro-rata basis.
- Where the fees are paid for by a loan from the Student Loans Company (SLC), the College will inform the SLC that the learner has withdrawn from their course and claim no further funding. Once instalments have been paid by the SLC they are non-refundable.
- OfS related course Learners are not required to pay exam fees.

Employer to Pay

- Where a learner has an employer or sponsor who has agreed to pay fees upon receipt of an invoice, the learner must produce a letter from their Employer/Sponsor requesting that they be invoiced for the value of the fees. The letter/email must contain the following information:
 - The letter must be on official company headed paper;
 - Includes the full name of the learner;
 - The value that they require to be invoiced;
 - Include the words 'Please invoice';
 - Must be the original document and not a photocopy/scanned copy;
 - Must be signed by an authorized officer;
 - The learner will be required to pay any difference between the invoice value and the value of the fees, membership fee and other amounts due;
 - New City College will take all reasonable steps to invoice and follow up on invoice payments, however if an invoice remains unpaid, the learner will be required to pay any outstanding fees, membership fee or other amounts due in full;
 - If a learner withdraws from a course, the balance of any unpaid fees are then payable in full.

International Students

- Full international fees for all courses to be paid by learners who are not eligible to be funded by the ESFA, there are no reductions or fee waivers applicable.
- All fees must be paid before the course start date or in two instalments (50% at enrolment and the remaining 50% within a month of enrolment), and in any event in line with UKVI guidance.

Refunds (applies to all except for OfS funded courses)

- Refunds are only payable where the college is at fault (for example where a course is closed).
- If a learner withdraws from a course, no refund of payments already made will be authorized and any outstanding fee balance becomes due.

First Full Level 2 and 3 Entitlement

- Fees may be remitted for learners aged between 19 and 23 if they have not previously gained a full Level 2 or 3 qualification.
- Not all qualifications are eligible for Level 2 and Level 3 entitlement.
- Learners who are not eligible for a Level 2 or Level 3 entitlement must pay any fees chargeable for their course. Advanced Learner Loans are available for most Level 3 courses for learners aged 19+.
- The college will be advised of any learners who claim a first full level 2 or 3 entitlement but already hold a full level 2 or 3 qualification. Any learners identified will be required to make full payment for any outstanding fees.

Free Courses for Jobs

- A number of Level 3 qualifications are now eligible to be fully funded as part of the Government's Lifetime Skills Guarantee to help adults obtain Level 3 qualifications in areas of need.
- Not all Level 3 qualifications are eligible to be funded by the National Skills Funding
- Most eligible learners are able to take only one substantial Level 3 National Skills Fund qualification
- Learners who are not eligible for National Skills Funding must pay any fees chargeable for their course or take out an Advanced Learner Loan if applicable
- The college will be advised of any learners who claim National Skills Funding but have already exhausted their eligibility. Any learners identified will be required to make full payment for any outstanding fees.

Low Income Threshold

- Employed learners on an individual income of less than £23,302.50 a year for those with a home postcode in the GLA area and £18,525 for those outside London, may be eligible for full funding on courses up to level 2 at the time of enrolment.
- Evidence of income dated within the prior three months will be required at the time of enrolment.