



Work Instructions and Expectations for:

Establishing and communicating annually CWA education and training fees

Academic Year: 2023/24

Review Cycle *Please specify	1-year cycle	Responsible Department	Student Services
Procedure Owner *overall responsibility	Vice Principal Corporate Services		
Responsible Person (if different to above) *responsibility for maintaining document, communicating changes and staff training where appropriate	Assistant Principal Student Services		
Types of provision this procedure applies to	<input checked="" type="checkbox"/> 14-16 <input checked="" type="checkbox"/> Study Programmes	<input checked="" type="checkbox"/> 19+ <input checked="" type="checkbox"/> Higher Education	<input checked="" type="checkbox"/> Apprenticeships
Revision Record			
Rev. No.	Date of Issue	Reason for Revision	
1	July 2021	Annual update	
2	July 2022	Annual update	
3	June 2023	Annual update	

E, D & I Statement

This procedure has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment., Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.



Policy

The College of West Anglia annually reviews and communicates to its users any fees that relate to the delivery of education and training provision. The fee setting process is subject to review to ensure compliance with ESFA guidance, compatibility with competitors/partners, inflation and business and other benchmarks. Where the College works collaboratively with other institutions, a joint fees policy that differs from this policy may be applied.

Procedure

Purpose

This document sets out the framework for fees charged to private individuals attending training courses run by the College and those initiating training for themselves on behalf of their employer or sponsor (including 'Alternative Provision' for key stage 4 school links). The policy is subject to government and funding agency rules which may give rise to changes during the academic year, including initiatives with devolved authorities and funding partners where incentivisation approaches may apply. Provision delivered through Partners are also in the scope of this policy, including those delivered in validated arrangements with Higher Education Institutions (HEIs).

This document does not apply to corporate clients (businesses/employers organising training) for their employees, with whom the College will quote fees and terms individually. This we typically refer to as 'Commercial Training'.

Scope

All training courses delivered by the College where fees may apply to individuals or cohorts, including those that may be related to funding outside of that provided by the Education and Skills Funding Agency (ESFA) or via government-sponsored student loans. Such projects in the past have included those sponsored by the European Social Fund (ESF).

Note: *Study Programmes (16-18-year olds) and those aged 19+ with certain entitlements will typically be in receipt of free education provision for the respective academic year Individual Learner Record (ILR) only. Those aged 19+ will be expected to provide relevant evidence of their eligibility. This entitlement may change in the following academic year or be subject to change from the funding provider at a later stage.*

Definitions

Education and Skills Funding Agency (ESFA)

The ESFA brings together the former responsibilities of the Education Funding Agency (EFA) and Skills Funding Agency (SFA) to create a single agency accountable for funding education and skills for children, young people and adults.



Individual Learner Record (ILR)	The individualised learner record (ILR) is the primary data collection about an institution's further education and work-based learning activity. The ILR relates directly to specified individual student activity that is contracted each academic year through the signing of a learning agreement.
European Social Fund (ESF)	A European Union investment programme focussed on four cohesion themes that promote employment, social mobility and inclusion, combating poverty and education/skills.

Actions and responsibilities

The **Vice Principal Corporate Services** will:

- Report annually any updates to this Work Instruction document to governors via the Finance and General Purposes (F&GP) committee around June
- Ensure SMT agree by the end of March each academic year any course fee increase proposed for the following academic year. In particular, the establishment of the rate for higher education will be agreed formally by SMT in minutes

The **Assistant Principal Student Services** will:

- Collaborate with the Assistant Principal Funding and Performance and the Admissions and Business Support Manager in January each year to establish the mechanisms to set course fees for the following academic year

The **Admissions and Business Support Manager** will:

- Ensure established fees for each course are correctly and clearly displayed on the College website and within any other appropriate formats (e.g. course prospectus/leaflets) and communicated accurately to the end user.
- Ensure all students are informed of the fees they will be charged prior to enrolment and, for higher education students, communicate this by Easter prior to their academic year start date or in their formal offer letter, whichever comes first
- Ensure robust assessment processes are in place for student services staff to establish and advise appropriate fees and funding eligibility for individual students.

The **Assistant Principal Funding and Performance** will:

- Liaise with curriculum managers to ensure appropriate fee rates and eligibility for funding is established for each course (typically via the 4Cast curriculum planning tool) based on current funding guidance.
- Monitor the qualification proposals as part of the curriculum planning cycle to ensure eligibility for funding is realistic.
- Monitor and adjudicate with the Achievement and Exams Officer any fees required for individuals requiring an examination resit.



Further Information and Guidance

Students taking part in government funded programmes must have the intention of taking the exam/assessment prescribed for their course; otherwise they will be charged at full cost (i.e. the tuition rate set by the funding agency for that qualification plus any College exam and admin fees).

Course Fees

A course fee will be charged to all students who do **not** meet the ESFA criteria to be fully funded. This fee will include, as appropriate:

- Tuition costs
- The costs of examinations and assessments
- A contribution towards College administration costs
- The cost of some consumable materials supplied by the College as part of the course
- The costs of any mandatory field trips or external visits required as part of the course

Fully funded Students

This category applies to ESFA funded programmes and typically includes all 16-18-year olds plus some students aged 19+ who meet certain eligibility criteria. Students in this category will not be charged a course fee.

Co-funded Students

Students aged 19+ enrolled on ESFA funded programmes who are not eligible to be fully funded will be charged a course fee.

For full time and some significant part time courses, this fee will be set following agreement by SMT each academic year. This fee will apply to each student for each year of the course.

The fee charged to co-funded learners should not exceed 50% of the fully-funded unweighted rate for the learning aim. In the unlikely case that the fee charged to a learner exceeds 50%, the difference will be returned to the student, without a need to apply for a refund.

For all other ESFA-funded programmes, the course fee will be specific to each course.

Unfunded Students



Unfunded students include 16-18-year olds who do not meet fully funded eligibility criteria (typically due to not meeting residency requirements) and students aged 19+ enrolled on courses not directly funded by the ESFA. These include courses which are approved by the ESFA as eligible for Advanced Learner Loans.

Fees for courses eligible for an Advanced Learner Loan will be set at the maximum loan rate set by the ESFA rounded down to the nearest £50.

Fees for all other courses not eligible for ESFA funding will be specific to each course.

Fees for unfunded 16-18-year olds on study programmes will correspond to the programme size adjusted for programme weighting in line with ESFA study programme funding.

Additional Costs and Variations to Fees

1. For fully funded students and students paying for their course with an Advanced Learner Loan (ALL), essential equipment, clothing and educational visits will either be supplied or covered within the educational programme. However, some programmes may recommend the purchase of additional equipment and materials and offer the opportunity to join additional trips during the course. Students will be advised of these in advance of enrolment.
2. For co-funded students and unfunded students not paying through an ALL, students may be required to supply tools, equipment, clothing, materials etc. for their course. These fees are not included in the course fee and the College will publish its best available estimate of the cost of these in relevant publicity material.
3. Detailed course fees are available on the College's website or by request from Student Services. Published fees and courses are subject to unforeseen changes
4. The College reserves the right to charge additional fees where the College incurs additional cost in relation to a student, which is not covered either by government funding or the standard course fees. Examples could include additional transport costs, the cost of additional tuition as a result of non-attendance of scheduled classes, re-issue of an exam certificate due to a name change etc.
5. Students are not usually allowed to enroll for part of a course. In exceptional cases where this is permitted, a reduced course fee may be agreed, prior to commencement of the course. This will be a proportionate charge. Where a student finishes early, no reduction will be given.
6. Where a student needs to re-take or extend the duration of a course, an appropriate additional fee will be set. This will be a proportionate charge. It will only be possible to extend a course if the student is considered capable of passing the course. This is subject to the approval of the course director.
7. For certain programmes, fees are set by or negotiated with external agencies and sometimes paid for by those agencies. These currently include but are not restricted to



- Programmes for school aged students sponsored by local authorities or schools
- Programmes carried out under contract with external agencies
- Partnership work
- Higher Education

Exam fees, appeals and post-results services

8. The College does not charge exam fees to students aged 16 to 18. However, it will recharge exam cost to students in the following circumstances:
- Where poor attendance or failure to complete work (including practical tasks and work experience) is likely to result in the student not achieving the qualification
 - Where the student fails without good reason to sit the examination or hand in a marked assignment or portfolio for which the College has paid an awarding body registration fee
 - Where students withdraw from a programme and after their exam/registration fees have been paid
 - Where the student wishes to lodge an appeal with the awarding body regarding an issued result
 - Where the student requests a post-results service (such as review of marking or access to scripts)
9. In certain circumstances, the College may permit or sponsor students to re-sit an exam or access post-result services. This could be whilst they are still studying with us or it may be after their course has finished. Typically, the College will pay for exam entry where a student has failed previously following a meaningful attempt to pass or where a justified error has taken place around the examination component either by the student or a staff member. If a student has passed previously but wishes to improve their grade, then a fee will normally be set for this.

Accommodation and transport costs

10. The course fee does not include accommodation costs (where relevant), meals or the costs of travel between home and the College. Where the College arranges transport for students, the costs of that travel are payable by the student directly to the local authority or to the College. Student Services will advise each student as appropriate.

Payment of fees

11. For courses lasting for more than one year, fees are charged on an annual basis (with the exception of unfunded students paying for their course with an ALL, where the fee will be for the whole course) and will be set in advance. Second



year fees will usually not exceed first year fees plus inflation but may be subject to government directives on fee increases and are subject to extra costs for field trips and external visits that are part of the course requirements for that year.

12. Fees under £150 are payable on enrolment in each year of the course.
13. The following payment methods are accepted:
 - Most major credit or debit cards
 - Cheques backed by a banker's card or supported by proof of the name and address of the student
 - Cash
14. Course fees over £150 and up to £1,500 may, on request, be paid in equal monthly instalments over three months, provided the student:
 - Signs a standing order to their bank, which must be a British bank, to pay instalments on the due dates
 - Provides adequate evidence of the validity of their bank account details
 - Pays the first instalment of minimum £150 on enrolment and subsequent instalments one and two months after the start of the course
15. Annual course fees over £1,500 may be paid in equal termly instalments. Instalments are due at the start of each term. Higher Education course fees on Anglia Ruskin University validated courses are payable in accordance with Anglia Ruskin University policies.
16. In exceptional circumstances other payment terms may be negotiated on an individual basis approved by the Vice Principal, Corporate Services.
17. Where a student indicates they intend to pay for their course via an Advanced Learner Loan, the College will not directly charge fees providing an approved loan application is in place within 2 months of the course start date. Students who do not meet this deadline will be invoiced for the full course fee, with payment terms as per clause 15. Should a loan be approved retrospectively, the College will cancel this invoice and refund any payments made by the student once payment has been triggered by the Student Loan Company.
18. Student Loan Company payments will be made direct to the College in equal monthly instalments spread over the duration of the course.
19. Where the College has received adequate, written confirmation from an employer or other sponsoring organisation agreeing to pay a student's fees, it will invoice those fees directly to that organisation. If, however, that organisation fails to pay, the student remains liable to pay the course fees. Where a student is sponsored by an employer this will be recorded on enrolment.
20. The College will pursue vigorously any unpaid fees. It is College policy to exclude students who fail to pay fees for their training programmes.



Refunds of fees

21. Students may claim a 100% refund of the course fees paid if the College has cancelled a course or changed its timetable significantly so that the student can no longer attend. This will also apply if the course content has changed significantly from that published such that the course is no longer appropriate for the student.
22. Students enrolled on one course but wishing to transfer to a different course within the first four weeks (or the probationary period for full-time courses) may set the fees paid on the first course against the fees due for the second.
23. Students aged 16 to 18 who enroll on a full-time course in the summer but who subsequently decide not to take up the place and never attend College will be entitled to a refund of any additional fees paid at enrolment. Students aged 19 and older in the same situation will be entitled to a refund of any fees paid less an admin fee and any non-refundable deposit that may apply.
24. Where the College decides that a full-time student aged 19 or older cannot continue on a course after an initial probationary period / first 6 weeks of course, a revised fee will apply equal to one third of the original course fee. Any fees greater than this amount already paid to the College by the student will be refundable. No refunds will be given where the payment to the College has come from the Learner Support Fund on behalf of the student.
25. Students aged 19 or older who withdraw from a full-time course during the first half-term for any reason not covered above will be liable for a fee equal to one third of the original charge (exclusive of any non-refundable deposit paid in advance of the course). Any fees greater than this amount already paid to the College will be refundable. If paying by instalment, the College will not pursue the 2nd and 3rd instalment payment. Withdrawal during the second half term will incur a revised fee equal to two-thirds of the original fee charged.
26. Students whose fees are being paid in the form of an Advanced Learner Loan will not be entitled to a refund of any fees paid to the College by the Student Loans Company.
27. Students who withdraw from a course for reasons other than those above remain liable for the fee. Refunds will not normally be given.
28. Refund requests can be made to student services by completing the refund request form on our website. All refunds will be considered against the relevant criteria and a final decision will be agreed with senior management (or a nominated representative). All requests will be responded to within two weeks of receipt.

Fee advice and financial counselling

29. Student Services can advise students on fees and can direct students to appropriate sources of confidential advice for students on the financial aspects of their courses.



30. Other College staff do not have the authority to advise on these or agree discounts or other special arrangements.

Students still at school under 16 and at least 14/Alternate Provision

31. The College does not normally accept students of school age (i.e. under 16 at the start of the relevant academic year) on its courses. These are identified typically as 'home schooled'. This may be allowed in exceptional circumstances and where the school, local authority or parent agrees to fund their programme or where the College is able to draw down ESFA funding.

32. Formal arrangements will be made for whole cohort provision from partner schools through what is referred to as 'Alternate Provision'. Fees and a Service Level Agreement will be subjected to SMT review around Easter each academic year.

Promotion campaigns

33. Fees may be waived for promotional or other reasons if authorised by SMT members.