

**Title:** Tuition Fees Policy (Higher Education)**Type:** Policy**Purpose:** This document outlines the policy for tuition fees, examination fees and other fees payable by Higher Education students.**Scope:** This policy applies to Higher Education students. It is effective from 27<sup>th</sup> May 2022.**Responsibility:** The Vice Principal Finance is responsible for this Policy.**Legal Context:** Guidance issued by the Office for Students and the Consumer Rights Acts 2015 and related consumer legislation.

## 1. Introduction

The College is committed to ensuring that its course fees are fair and represent value for money. The College also commits to providing potential learners with clear information about its fees, concessions and payment methods.

### Scope

- This policy covers tuition fees, examination fees and other fees payable by Higher Education students.
- Tuition fees are reviewed and set annually by the Principal and the Executive Management Team (EMT) in accordance with any guidance issued by the Office for Students. In exceptional circumstances (i.e. to reflect market factors), fee adjustment may be made following approval by the Principal.
- Fees are set for year 1 of the course and remain unchanged for its duration.
- This document is effective from 27<sup>th</sup> May 2022.

### Disclaimer

Applicants are required to declare their fee status when they complete their UCAS application or via the online application form for part time applicants, selecting from a number of options including UK home, EU (with settled status) or overseas (non-EU) fee status. The Admissions Officer checks information in the application relating to fee status, including the nationality, country of residence, address and declared fee status. Where the combination of information provided suggests that the fee status declared by the applicant may be incorrect or insufficient information is provided the College carries out a fee status assessment. The College does not exercise discretion when determining applicants' fee status. The College reserves the right to amend an applicant's fee status after the formal offer has been issued.

### National Fee Guidelines

- 'Home students' are those who, have settled status in the UK, including EU, EEA and Swiss nationals granted settlement under the EU settlement Scheme.
- All other students will be treated as 'Non-Home/International students', and the fee status of these students will be assessed at the point of enrolment.

## 2. Tuition and Other Fees Charged

- For all students' full fees will be charged and fees will be set annually. Fees are set for year 1 of the course and will remain unchanged for the duration of the course. Bursaries for some students from lower income backgrounds are available in line with our Access and Participation plan. Further details are available from the Student Services who can also explain the process and help prepare the application.
- For students on franchised courses the tuition fees are set by the Partner University and not Solihull College & University Centre.
- Students who wish to pay via the Student Loan system must apply for the loan as soon as possible. If a student has not had their Student Loan application approved by the SLC by 1st December, an invoice will be sent to the student for payment. Students whose tuition fees are being paid directly by a sponsor or third party must provide written evidence of this at or before enrolment. Should the Sponsor fail to pay any part of the fees, the student is responsible for the payment. Students not in receipt of a Student Loan may pay their fee by instalments – see section 3 below,
- Students who need to repeat a full academic year will be charged the same fee as their first attempt. Students repeating part of an academic year will be charged a pro rata rate based on the number of modules for the academic year in which they commenced the programme.
- The Student Loans Company defines withdrawal as: '*A withdrawal refers to the point at which scheduled learning, teaching and assessment activities and other on-going engagement ends, in agreement with the provider.*' A suspension is by mutual agreement, between the student, the College and the validating bodies. All students regardless of study level and funding considering withdrawal or suspension should consult with their Course Leader and HE student Finance team for advice regarding the financial consequences before making a decision. Students will need to agree a withdrawal or suspension and complete the relevant documentation prior to each main holiday period (Christmas and Easter), if they wish to avoid the following percentage of fee liability:
  - Prior to the start of week 3 of teaching, as indicated on their Course Calendar = NIL
  - Start of week 3 of teaching up to the end of January = 25%
  - From the start of first week of February to last week of April = 50%
  - From the start of first week of May and after = 100%

## 3. Payment by Instalments

- Arrangements for instalment payments are in place to support students to pay their fees who do not have a student loan. Payments must be paid from a UK bank account. Students wishing to pay by instalments must pay their fees over a maximum of three direct debit payments. The final payment must be received by the first week of May. When paying by instalment students will be expected to pay by direct debit. For instalment plans which are not paid by direct debit a £15 administration fee is also payable. For students who fail to pay fees by the due date the Deputy Principal/Dean of Higher Education and Research may agree a revised instalment plan with the student in order to ensure collection of the fees due.
- The College will take action to pursue unpaid debts including using the services of a debt collection agency and the exclusion of students from their programme when fees remain unpaid.

## 4. Fee Refunds

- Students have the 'Right to Cancel' their application to study within 14 days of accepting their place to study. Once applicants have accepted an offer to study at Solihull College & University Centre, students will be able to cancel their acceptance within 14 days without giving any reason. The cancellation period will expire after 14 days from the date on which the offer is accepted, which is the date on which your contract with the College began. The College will make the reimbursement without undue delay within 14 days of receipt of the notification of cancellation where possible.

- After the 14 day cancellation period referred to above students may be entitled to a refund after paying some or all of their tuition fees, if they withdraw from the course before the completion of their programme. Refund calculations are based on a student's last date of attendance or engagement. Fee due are calculated in accordance with section 2 of this policy and a refund given for any payments received in excess of the fees due. Students who have undertaken a loan will not be entitled to a direct refund as this is processed by the Student Loan Company.
- Additional circumstances for refund as are as follows:
  - The College closing a course
  - Fees have been wrongly assessed
  - If there are very exceptional circumstances for withdrawing from a course (see below).
- In exceptional circumstances, other than those outlined above, refunds may be given If a student reasonably believes that their circumstances are exceptional, they should complete a refund application form and support the application with written evidence i.e. a letter from their employer or medical certificate. The decision whether the circumstances relied on are exceptional will be made by the Vice Principal Finance acting reasonably.
- Where the criteria for a fee refund have not been met, the College has discretion to provide a letter of credit that can be applied towards the fee of a future course at the College.
- The College is committed to abiding by UK legislation concerning the requirements of the 2002 Proceeds of Crime Act and 2003 Money Laundering etc. Refunds for fees are made to the person who originally paid the tuition fee and by the same method as the original payment.

## 5. Fees for Non-Completion

Students who, through their own volition, have failed to complete their learning programme within the agreed contract period may be required to pay any additional costs associated with an extension. Additional costs are identified in course leaflets.

## 6. Changes to or closures to our courses

The College will only make changes to courses, or close courses after the acceptance of an offer, in limited circumstances. Please see terms and conditions for HE enrolment for more details.

## 7. Force Majeure

The College will not be liable for events outside of our reasonable control which we could not have foreseen or prevented even if we had taken reasonable care. Events outside our control include, without limitation, industrial action, over or under demand from students, staff illness, significant changes to our funding or to Government direction to higher education, severe weather, fire, terrorism civil disorder, political unrest, epidemic or pandemic disease, government restrictions and concern with regard to the transmission of serious illness. In such circumstances, the College reserves the right to change or cancel parts, or all, of a course or courses.

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