



MORLEY COLLEGE LONDON

Fees and Refunds Policy

POLICY OWNER: Director of Finance
APPROVAL: Governing Body
LAST APPROVAL: 16 July 2019
NEXT REVIEW: 31 July 2023

Equality Analysis Screening

Equality analysis is a way of considering the effects on different groups protected from discrimination by the equality act. Consider if there are any risks within this policy that will adversely affect a particular group or a variety of groups. Are there any changes that need to be made to the policy itself or additional actions that need to be made to mitigate the risks? The protected characteristics are:

- Race
- Gender
- Disability
- Age
- Sexual Orientation
- Gender reassignment
- Religion and Belief
- Maternity and Pregnancy
- Marriage and Civil Partnership

Risks identified:

The level of fees set and rates for concessions could disproportionately affect those in higher age groups and those with disabilities because of lower disposable incomes of those groups. Similarly those in lower age bands doing higher level loan-funded courses may be disproportionately affected as they may also have lower incomes.

Evidence used:
(data, consultation)

De facto circumstances (senior fees and receipt of benefits are criteria for concession fee eligibility).

Does this policy need a further action before it can be approved?
(changes made to policy or further equality analysis needed)

No

MORLEY COLLEGE LONDON

Fees and Refunds Policy

1. INTRODUCTION AND PURPOSE

The Fees and Refunds policy provides a basis on which the fees, charges and refunds the College makes to its students are arrived at, the circumstances in which some students may not be required to pay fees or charges, and the conditions under which the College will refund to students fees and charges they may have already paid, or make compensatory payments.

2. MORLEY COLLEGE LONDON IN CONTEXT

The College seeks to generate appropriate course fee income to cover the cost of delivering courses in accordance with relevant current guidance, and its Pound Plus Policy and to contribute to the overhead costs of the College.

The College has been operating for many years within the context of reducing further education budgets for adults. This operating environment has led to an expectation of a greater contribution towards the costs of education and training from individuals and employers, particularly for intermediate and higher level skills. This has led to the introduction by the government of Advanced Learner Loans for students aged 19 or older studying courses at level 3 and level 4. Since 2017/18, the College has also delivered HE provision funded from fees.

The College has an Equality and Diversity policy and seeks to ensure that arrangements for fees, charges and refunds are consistent with this.

The College administers student support funds and bursaries to provide financial help to students whose access to, or completion of, education or training is inhibited by financial constraints or barriers. Student support funds and bursaries are funded in part from the College's core funding as well as from donations to the College. Many courses also offer concessionary fees.

3. POLICY STATEMENT

Tuition Fees and Related Charges

a) ESFA (Education and Skills Funding Agency) and GLA (Greater London Authority) Funded Courses for Students aged under 19

Students meeting eligibility criteria, who are enrolled on a study programme and aged under 19 on 1 September of the year of study, will not be charged a tuition fee.

The College receives no funding for students who are under 19 on accredited courses – however they may in some circumstances be enrolled on unaccredited courses at the College's discretion.

b) ESFA Funded and Loan-Supported Courses

Eligible learners enrolling on eligible provision aged 19 or over on 1 September studying on non-regulated or on Entry Level, Level 1 or Level 2 courses will be charged a tuition fee calculated in line with ESFA guidance, unless they are eligible for fee remission (see Appendix A). A course may offer a concessionary fee rate (see Appendix B).

The College retains the right to set tuition fees for unregulated courses at the discretion of the Principal to reflect market demand, the College's positioning in the market after external competitor analysis or the direct cost of specific provision. Rates will be set with the objective of providing optimum revenue after taking account of such market limitations using a clearly defined range of flexed variances from the agreed rate card.

Fee rates will be determined each year as part of the College's curriculum planning process. The base prices will be increased in line with inflation.

Fee rates for individual new courses will be determined from a "rate card", set out in Appendix C, according to the nature of the course, the expected class size and the market environment. A course may offer a concessionary fee rate in line with the College's policy on concessions.

Level 3 and above courses are not supported by ESFA funding unless the student qualifies for fee remission and will therefore generally be charged a tuition fee reflecting the full funding per student as calculated from the Funding LARS database. Eligible students enrolling on eligible provision will, however, be able to apply for Advanced Learner loans for all or part of the tuition fee due. The fees quoted for students on these courses are quoted for the full duration of the course.

Eligible students enrolled on Higher Education (HE) courses will be able to apply for a loan from the Student Loan Company (SLC) to cover part or all of their course fee. The College has TEF (Teaching Excellence Framework) Provisional status and currently charges the basic fee allowable under this award.

Where students opt to take an advanced learning or HE loan for less than the full fee or choose not take up a loan they will be responsible for payment of the balance of the full tuition fee.

Tuition fees for individual courses will be published by the College in the college prospectus and/or on the college website, and will take account of any material or supplementary charges (as detailed in sections f) and g) below).

c) Students Ineligible for ESFA Funding

Students on ESFA funded courses who are ineligible for ESFA funding, including overseas students from outside the European Economic Area (EEA), will be expected to pay a tuition fee of twice the published rate.

d) Full Cost Courses (i.e. courses not funded by ESFA or supported by Advanced Learner Loans or HE loans)

Rates for individual new courses will be selected from the College "fee rate card" according to the best match for the course, reflecting the anticipated class size, the costs of delivering the course and the market environment. Rates will be set with the objective of providing optimum revenue after taking account of such market limitations in line with the College Pound Plus Policy. The fee rate card categories are listed in appendix C.

Fee remissions are not allowed; a course may offer a concessionary fee rate in line with the concessions guidance in appendix B.

e) Variation of Tuition Fees

All fees are agreed as part of the Curriculum Review and Validation (CRV) process and all fees must be based on the agreed College fee card rate and fit within the banded flex categories. A course may be moved to a new base rate through the

CRV process subject to full justification. Senior Management Team (SMT) may seek to reduce the number of fee rates or introduce new rate levels to meet the needs of new courses and changing delivery models.

f) Examination Fees

No examination and assessment charges will be charged to eligible learners aged under 19 on 1st September or to learners for whom no fee has been charged

For learners for whom a fee has been payable, an additional charge will be payable to cover examination costs unless it has been explicitly stated that these are already covered by the course fee.

The College reserves the right to levy a charge where the student wishes to re-sit an exam to improve a pass grade.

g) Material and Supplementary Charges

Additional charges may be levied, where appropriate, on a course-by-course basis to reflect the specific requirements of the course. These charges cover items including but not limited to protective clothing, kits, tools, books, learning materials and a basic allowance of consumable materials.

Such charges may be added to the hourly rate determined from the "rate card" to produce the published fee for the course.

Charges for such items included in the published fee are not made where the learner is aged under 19 on 1st September or is on a funded course where the learner is eligible for fee remission. These charges are also deemed to be included within the fee where the fee given in the "rate card" is determined on a whole course rather than hourly basis (e.g. Advanced or Higher Learning courses).

Where students, including those aged 16-18 at enrolment, wish to use materials beyond the basic allowance included within the fee, the College will charge for the additional materials at an agreed rate and must be paid for in advance of using the materials.

Remissions and Concessions

Students accessing the concessionary fee discounts may be required to produce satisfactory documentary evidence of their entitlement to the concessionary rate.

A list of the fee remission categories (those groups who are not required to pay a fee) is given in Appendix A, and of concessionary (those groups eligible for a reduced fee) or discount categories in Appendix B.

Staged payments

Where the total fee on enrolment is greater than or equal to £200, students may be permitted to pay course fees in stages. If a student withdraws, unless otherwise stated, the student will remain liable for all outstanding fees at the point of withdrawal. The standard number of staged payments will be three per term. The maximum number of staged payments is 12 and the period of staged payment must not fall outside one year.

Refunds and compensation

The College aims to ensure that all students receive an outstanding learning experience and that students are supported to complete their courses. However in

some circumstances refunds or compensation payments will be applicable. Full details are provided in Appendix D.

Discounts and special offers

From time to time the College reserves the right to offer promotional discounts or special offers to students. Full terms and conditions will be available separately for each discount or promotional offer.

It should be noted that refunds will not normally be available where a promotional offer has been applied.

Discounts and offers may be strictly time limited. In the case of late discounts, where students have already booked they will not be permitted to cancel and re-enrol to take advantage of the discount or offer.

4. POLICY OBJECTIVES

This policy provides a framework for staff involved in setting fees, charges and refunds to ensure consistency and fairness of approach and clarify the extent of public subsidy which supports the College's courses, and to provide transparency to students and other stakeholders where needed.

5. SCOPE OF POLICY

This policy applies to all staff and registered students of Morley College London in addition to partners of the College.

6. RESPONSIBILITY STRUCTURE

The Senior Management Team and Heads of Schools are responsible for leading and monitoring the implementation of the Policy.

7. PRACTICAL IMPLEMENTATION

The policy will be implemented through the College's Curriculum Review and Validation process.

8. COMMUNICATION AND TRAINING

The policy will be communicated to staff involved in the fees, charges and refunds setting process through the College's internal committee structures and will be made available to all via the College's intranet and website.

9. REVIEW AND MONITORING OF POLICY

The Policy will be reviewed every four years or sooner if changes in the rules governing public funding require it. Monitoring of the individual rates set under the policy will be undertaken annually as part of the curriculum review and validation process.

APPENDIX A – FUNDING AND FEE REMISSION ELIGIBILITY

A summary of 'eligible students' as interpreted by the College is set out below.

Eligible Students

Most individuals will be eligible for funding if they:

- are a citizen of a country within the European Economic Area (EEA) or other countries determined within the EEA, including those with bilateral agreements such as Switzerland, or have the Right of Abode in the United Kingdom (UK), and
- have been ordinarily resident in the EEA (as above) for at least the previous three years on the first day of learning.
- A non-EEA citizen is eligible for funding if they have permission granted by the UK government to live in the UK, which is not for educational purposes, and have been ordinarily resident in the UK for at least the previous three years before the start of learning.
- Any individual with any of the statuses listed below, is eligible to receive funding and are exempt from the three-year residency requirement rule, the college must see the learner's immigration permission in these circumstances.

Refugee Status

Discretionary Leave to Enter or Remain.

Exceptional Leave to Enter or Remain

Indefinite Leave to Enter or Remain

Humanitarian protection

Leave Outside the Rules

The husband, wife, civil partner and child of any of the above

Asylum seekers are eligible to receive funding if:

- they have lived in the UK for six months or longer while their claim is being considered by the Home Office, and no decision on their claim has been made, or
- they are in the care of the local authority and are receiving local authority support under section 23C or section 23CA of the Children Act 1989 or section 21 of the National Assistance Act 1948

Family members of European Union (EU) citizens who do not have EU passports themselves can be eligible, please ask for clarification.

Remitted Fees

Those entitled to full fee remission are currently assumed to be:

- students aged under 19 on 1st September 2017
- students enrolling for English and Maths courses up to and including level 2 for individuals aged 19 or over who have not previously attained a GCSE grade A*-C or grade 4 or higher, and/or

- first Full Level 2 Courses, where students are 19-23
- first Full Level 3 Courses where students are 19-23

Students on an accredited course may be entitled to full fee remission if:

- they receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only
- they receive Employment and Support Allowance (ESA) and are in the work-related activity group (WRAG)
- they receive Universal Credit, earn either less than 16 times the national minimum wage / national living wage a week or £330 a month (this is subject to change) and are determined by Jobcentre Plus as being in one of the following:

All Work-Related Requirements Group
Work Preparation Group
Work-Focused Interview Group

- Learners who are employed and in receipt of a low wage will be fully funded where the course is:
 - accredited; or
 - provision leading to accreditation – English to Speakers of Other Languages (ESOL), Maths and Information Technology, and Preparation for Work and Study

A discretionary zero fee applies to Learner with Learning Difficulties and Disabilities (LLDD) courses.

APPENDIX B – CONCESSIONARY RATE ENTITLEMENTS

- Students on courses which the College determines should offer concessions and who are in receipt of income based benefits, but who do not qualify for full remission will be offered a concessionary rate which will normally be a percentage of the published full fee as determined annually as part of the curriculum review and validation process.
- Students on courses which the College determines should offer a senior fee, who are over 65 years of age and whose individual income is below £17,000, will be offered a senior fee rate which will normally be a percentage of the published full fee as determined annually as part of the curriculum review and validation process. The senior fee will typically be a higher percentage of the full fee than the normal concessionary fee and not be available for evening classes. Students whose main income is the state pension will be offered the concessionary rate as described above.
- Staff (employees on the College's payroll) will receive 100% fee remission where the enrolment is a part of an agreed programme of staff development and has been approved in advance by the Director of Finance.
- Where staff wish to take courses for personal enrichment outside normal working hours, subject to eligibility criteria staff and volunteers may access a discount on the quoted full fee. See the Staff Discount Procedure for further details.
- Students enrolling on a course from half-term or later for term-long courses, or from later than half way through a course for other courses will be eligible for a 30% discount on the full fee.

APPENDIX C –SUMMARY OF TUITION FEES FOR 2019/20

The standard hourly fee rates set out below have been agreed by the Senior Management Team in accordance with the Governing Body's Fees and Refunds Policy.

FEE CATEGORIES 2019-20

Centre for Essential Skills

New Category	CATEGORY NAME	COURSES (examples)	Standard rate
H2	ESOL, other accredited Essential Skills and Community based	All ESOL accredited/non-accredited courses	£3.54
H3	EFL	All EFL courses and some small group languages	£11.44

School of Humanities and Applied Sciences

New Category	CATEGORY NAME	COURSES (examples)	Standard rate
H6	Complementary Health classes	All non-accredited comp. health courses	£8.92
H7	Complementary Health classes ext. accredited	Hypno etc.	£10.64
H9	Fitness classes	All non-accredited fitness classes, e.g. Yoga, Shiatsu, Pilates etc.	£7.49
H10	Unaccredited Business		£12.61
H13	Accredited Business Courses		£5.65

School of Music and Performing Arts

New Category	CATEGORY NAME	COURSES (examples)	Standard rate
M1	Music, standard group size	Instrument playing, singing, appreciation etc.	£8.16
M3	Music, large group size	Choirs, Ensembles etc.	£7.56
M4	Music, very large group size with accompanist	Choirs, Ensembles etc.	£4.68
M9	Drama	Acting, Theatre and Performance skills	£7.41

School of Visual and Digital Arts

New Category	CATEGORY NAME	COURSES (examples)	Standard rate
V2	Art classes, studio based with model or technician	P&D, Sculpture etc.	£11.22
V8	Sculpture intensive	-	£17.09
V9	Fine Art Mentoring Course	-	£17.54

Cross School Provision

New Category	CATEGORY NAME	COURSES (examples)	Standard rate
F1	SLDD; Maths and English	Courses in all Schools for SLDD e.g. Drama Music, Arts etc. Lit, Num, GCSEs	£0.00
F2	Humanities off-site; Art workshop, studio based, technician led	Walk London with us P&D, Sculpture, Jewellery, Ceramics, Textile, Print, Fashion, Photography etc.	£7.12
F3	Dance all; Drama professional training	All dance courses Master classes	£8.00
F4	Music and dance, standard group size with accompanist; Art classes, classroom based	Instrument playing, singing, appreciation etc. Art History	£8.94
F5	Languages, Humanities and Science; Music professional training; Art classes, studio based	All Languages and Humanities non- accredited courses Opera School, Opera Diploma etc. P&D, Sculpture, Jewellery, Ceramics, Textile, Print, Fashion, Photography etc.	£9.40
F6	Complementary Health CPD; Metal Sculpture	All non-accredited fitness classes, e.g. Yoga, Shiatsu, Pilates etc.	£13.75
C2	Level 2 accredited (non priority)	Counselling, C&G Dip Beauty, C&G Photography 1-2, (not E&M GCSEs)	£13.88
C3	Level 3 accredited - not loan funded	C&G Photography 3	£6.95
C4	Accredited - loan funded	Access, Art Foundation etc.	matrix
C5	Premium and short courses		£14.52
C6	Digital technology		£8.69
C7	Digital technology advanced		£12.09

APPENDIX D: REFUNDS & COMPENSATION (subject to review by Policy Committee)

The full impact of learning is achieved through course completion. However, in the instances where refunds are applicable they will be applied as outlined below. In addition, in some circumstances the College may consider the payment of compensation, as outlined below.

Refunds of course fees (excluding advanced learning or HE courses)

Refunds for courses are only granted in certain circumstances which are detailed below. Refunds will normally be issued by the Finance Department within 14 working days of the request being received by the College. Exam fees are non-refundable, unless otherwise stated.

- Student requests refund before start of the course: Written notice of withdrawal (or by e-mail) must be received by the College at least 10 working days before the start of the course. The student will receive a refund of fees paid, less a cancellation fee in accordance with their course fees. Exam fees where paid will be refundable.

Refund amount (course fee)	Student cancellation fee
Up to £100	£10
£101-£200	£20
£201-£500	£30
Above £500	£50

- Cancelled course: If the College cancels a full course of study the students will receive a full refund, usually within 14 working days. If the College cancels a course after two or more sessions have been completed, a pro rata refund will be offered.
- Cancelled session: If a session cannot go ahead then the College will try to make up the lost session. If this is not possible, or a student is unable to attend the re-scheduled session, then the student will be entitled to claim a refund. Where the refund due amounts to £12 or more the College will automatically make the refund. Where the value of the refund is less than £12 students who wish to claim the refund should email the relevant school administrator (or apply in writing) after the course has finished, quoting the course code and date of the missed session(s). Unclaimed refunds are donated to the College bursary fund.
- Refunds will not be payable and extra sessions will not normally be provided if the cancellation is for reasons outside the direct control of the College (e.g. because of very bad weather conditions, industrial action, security alert etc.). Students will normally be notified by telephone or email when a session is cancelled, where the student has provided up to date contact details. The College is not able to refund travel expenses incurred when a session is cancelled and the student has not received the notification.
- Student requests refund due to change in day or time of a course: If Morley makes a change to the day or time of the course and the student is unable to attend due to the change, then a full refund will be issued, or a pro-rata refund if some sessions have already been attended. Students should submit a request on these grounds to the Departmental Administrator. Exam fees where paid will be refundable.

- Occasionally refunds may be given under exceptional circumstances, at the College's discretion, such as a disability-related or medical reason, jury service, etc.
- Morley reserves the right to change course tutors or venues from those advertised. Changes to the tutor or venue would not be considered a valid reason for a refund to be granted.
- For a refund request in response to a student complaint, the Student Complaints Procedure should be followed.

Employer-funded provision

- Where an employer or other sponsor is funding a student's course fees, the above refund provisions will apply. Where e-vouchers are issued, these may be transferrable between employer-sponsored students.

Refunds for Advanced and Higher Learning provision

- In the event that the College fails to deliver the agreed provision, or where there is evidence that the College has not followed an Awarding Organisation's policies and procedures, including appropriate registration, any self-funded fees will be repaid and student loans will not be activated. In April 2018, the funding and regulation of higher education was taken over by the Office for Students (OfS). The OfS require a Student Protection Plan incorporating risks to continuation of study for the College's students, including compensation. For further information see the Student Protection Plan and the Higher Education and Advanced Learning Course Closure Policy. Students may access the Office of the Independent Adjudicator (OIA) at www.oiahe.org.uk.
- Other compensatory remedies may be considered on a case by case basis such as payment of additional travel costs (for students affected by a change in location), commitments regarding bursaries, compensation for maintenance costs and lost time where continuation of study is not possible or students have to transfer. Claims for such compensation will be dealt with through the College's Student Complaints Procedure.
- Cancelled session: If a session cannot go ahead then the College will make up the lost session over the course of the year; no refund or partial refund will therefore be payable.
- If a loan-funded student withdraws from the course either before the start of the course or during the course, the College's attendance records will ensure that loan funding ceases - the College will notify the Student Loan Company of a Change of Circumstance and the student's loan balance would be adjusted accordingly. The College will not actively seek to recover the remaining course fees from the student.
- For all courses lasting a year or more, if a self-funded student who is paying their fees in staged payments withdraws from the course, the student will be liable for the accrued fee at the point of withdrawal. The College will not actively seek to recover the remaining course fees from the student.
- If a self-funded student requests a refund before the start of the course, a written notice of withdrawal must be received at least 10 working days before the start of the course. The Student will receive a refund of fees paid less a cancellation fee (£50 for fees in excess of £500).

APPENDIX E: STAGED PAYMENT AGREEMENT TERMS AND CONDITIONS

Eligibility

- A student who wishes to take up the staged payment option must apply at the time of enrolling on the course(s).
- Staged payment agreements are available to students where the total fee on enrolment is greater than or equal to £200.00.

Collection of payment

- All payments will be collected directly from the card on the dates shown in the payment schedule.
- In the event that a payment is not collected successfully the student is required to make payment for all outstanding fees immediately. Should payment not be received within 14 days the college reserves the right to exclude the student until full payment of all amounts outstanding is received.
- The student will be liable for any charges incurred as a result of non-payment and the College reserves the right to add these charges to the balance owed.

Cancellation

- The student will remain liable for all outstanding fees in the staged payment agreement except for any refund which has been approved by the College (refer to the Refund Policy for further information).