

## **P922 Higher Education HNC/D Fee and Refund Policy**

### **1. INTRODUCTION**

- 1.1 Peterborough Regional College (PRC) is committed to providing students with clear, accurate and timely financial information relating to their study on their Undergraduate or Post Graduate course.
- 1.2 This document sets out the PRC policy concerning the charging, remission and refund of fees and associated charges relating to teaching of HNC/D Higher Education courses.
- 1.3 This policy is reviewed annually unless revisions are required due to policy or legislative changes. It reflects revisions agreed by the HE Academic Board. Student opinion is sought via committee.
- 1.4 Fees are set in line with government policy and are submitted each year to OFFA the independent regulator of fair access to higher education in England [www.offa.org.uk](http://www.offa.org.uk)

### **2. PURPOSE**

- 2.1 The purpose of this policy is to outline details of our tuition fee policy for all students studying on a HNC or HND.
- 2.2 This document sets out the terms under which fees are paid to PRC whether by students, employers, sponsors, the Student Loans Company, or as part of an education contract.
- 2.3 Students will be asked to agree to the terms of this policy as part of the enrolments process at the start of each year of study.

### **3. SCOPE**

- 3.1 This policy is applicable to new and continuing students studying a HNC or HND course whether chargeable under the new or old fee regime.
- 3.2 There are course related costs for stationery, books (although the Library facilities have core texts and extensive virtual resources), non-mandatory trips or visits, personal computer, media equipment if you wish to specialise in a specific area (although video and photograph cameras are bookable for students on the designated courses without charge) and a nominal fee is charged to join a society.
- 3.3 Students are expected to pay for accommodation, gym and recreational facilities if this is not part of your course of study, and travel if required as this is not covered in your tuition fee.
- 3.4 All compulsory fees are advertised in advance of enrolment. Additional costs, for example payment for events or trips, are in addition but are not compulsory.

### **4. RELATED DOCUMENTS**

- 4.1 This policy is based on the expectations outlined by the Competition Markets Authority to ensure PRC demonstrate the relevant baseline regulatory requirements of the HE sector and ensure compliance with:
  - Consumer Protection from Unfair Trading Regulations 2008 (CPRS)
  - Consumer Contracts (information, Cancellation and Additional Charges)

Regulations 2013 (CCRs)

- Unfair terms legislation (at the date of publication, the relevant legislation is the Unfair Terms in Consumer Contracts Regulations 1999 (UTCCRs)).
- The Office of Independent Adjudicators

It must stay abreast of the above.

<http://www.ucp.ac.uk/policies/>

Policy 920 Higher Nationals Recognition of Prior Learning (PRC)

Policy 981 Higher Education Complaints Process (PRC)

Policy 940 Higher Education Removal of Course, Curriculum Revisions (PRC)

Policy 960 Higher Education Academic and Assessment Regulation Policy (PRC)

Policy 980 Higher Education Fitness to Practise (PRC)

HE Student Charter (All HE students)

Terms and Conditions of Admissions and Enrolment

<http://infozone.peterborough.ac.uk/policies>

Policy 822 Recruitment of Tier 4 sponsored migrants

<http://www.peterborough.ac.uk/policies-statements/>

Policy 101 Equality and Diversity

## **5. RESPONSIBILITIES**

- 3.1 Any member of staff involved in offering financial information, advice and guidance to prospective and current students must adhere to this policy. This therefore includes: administrative (e.g. finance, reception), support (e.g. admissions), academic (e.g. course leaders and lecturers), and marketing and management staff.

## **6. RISK ANALYSIS**

- 6.1 PRC is committed to the provision of comprehensive, open and transparent information ensuring accurate, relevant, and current procedures are followed enabling applicants to make an informed decision. Failure to have this policy in place or non-adherence may result in inconsistency practices leading to dissatisfaction and poor reputation as well as failure to demonstrate the expected base line regulatory requirements of a HE provider.

## **7. EQUAL OPPORTUNITIES IMPACT ASSESSMENT**

- 7.1 All new policies must undergo an Impact Assessment. Failure to do so will result in the policy not being approved. A template Equality Impact Assessment form is available on [J:\Policies\Equality impact assessment \(2\).doc](J:\Policies\Equality impact assessment (2).doc)

**Section one:** Screening for impact consists of three pages (this is mandatory and must be signed and dated and attached to the new policy)

**Section two:** Full assessment (this only needs to be completed if there are equality issues within the Policy)

## **8. DATA PROTECTION**

- 8.1 In order to apply this Policy, the College may record details of the amounts received from customers and it will store that data for a period of six years. Information collected is treated as confidential by all staff involved in this process and is not divulged unnecessarily or inappropriately. PRC may be required to release certain information to UK authorities upon request in order to assist those authorities with the prevention and detection of fraud

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Equality Impact Assessment: (Section one) and/or (Section two)

Approved: (Draft or Principal) Review date: 30/07/2019

or other crimes. We will release the requested information on receipt of an appropriate request from UK authorities such as (but limited to) the police, Home Office (for immigration and related matters), local authorities, and the Department for Work and Pensions. We may use anonymised data collected as part of an individual's application and enrolment for the purpose of fulfilling statistical and reporting requirements.

## 9. PROCEDURE

### Annual Revision of Fees

- 9.1 Students on programmes of study of more than one year should be aware that tuition fees increase every year in line with inflation. Any annual rise in tuition fees will be notified to students before the start of the academic year to which the increase applies. Students affected by any increase will not therefore be obliged to continue with their course if they do not wish to pay the increased fees.

### Help and Advice on Payment

- 9.2 Advice and guidance on fees is published on our website [www.ucp.ac.uk/financial/](http://www.ucp.ac.uk/financial/).
- 9.3 HNC/D Students who encounter difficulty in paying an agreed tuition fee are advised to contact the PRC Finance Office 01733 762110.

### Calculating Tuition Fees

- 9.4 The tuition fee charged per student is determined by the residential status, mode of study, course and the student attendance.
- 9.5 **Residential Status:** Students are assessed as either being a Home/EU or international fee payer during the admissions process. The definition of which can be found at [www.ukcisa.org.uk](http://www.ukcisa.org.uk). If PRC is unable to determine the residential status of an applicant a questionnaire will be sent to the applicant requesting additional information (see Appendix A). The Admissions Team reserves the right to amend an applicant's fee status after a formal offer is made.
- 9.6 **Mode of Study:** Part time students will be charged according to the number of credits pro rata to the applicable full time tuition fee (see Appendix B).
- 9.7 **Course:** Tuition fees vary depending on if the course is a HNC or HND; undergraduate or postgraduate programme. The fees for each are published on our website [www.ucp.ac.uk](http://www.ucp.ac.uk) and information about fees are provided to student in their offer letter prior to enrolment.
- 9.8 **Students Attendance:** The tuition fee amount charged may be reduced if a student withdraws, intermits and transfers course before the fee liability points outlined in 9.25.
- 9.9 Students required to repeat all or part of a period of study are liable to pay a tuition fee based on the number of credits being repeated.

### Fee Liability

- 9.10 All students are liable to pay tuition fees. When a student enrolls they are accepting personal liability and payment of course fees, even if it is intended that these will be paid by someone else, for example an employer or Student Finance England.

- 9.11 If the student is studying on a course which lasts for more than one academic year, the student must ensure that in each academic year the tuition fees are paid when registering on the course subject to 9.14 - 9.17.
- 9.12 All students must ensure that they pay 100% of their tuition fee on or before they enrol each academic year unless the student has entered into an authorised instalment payment arrangement or can provide proof of third party funding. This includes Student Finance England tuition fee loan agreements. Failure of a sponsor paying will result in the student becoming liable to pay their tuition fee.

#### **Payment of Tuition Fees**

- 9.13 **Student Finance England (SFE) Loan:** Tuition fees are paid directly to PRC for students who are in receipt of a Student Finance England tuition fee loan. If payment is not received from SFE the student becomes liable to pay any tuition fee due.
- 9.14 **Employer Sponsor:** Students being funded by an employer must provide evidence before they are permitted to enrol. Fees are payable in full on receipt of an invoice. If a sponsor does not pay within 30 days of the date of the invoice the student becomes liable to pay any tuition fee due. Sponsorship may be declined if the employer has outstanding fees to pay to UCP/PRC. Evidence can be in the form of a sponsor letter confirming the student's details and fee payment. The letter must be signed and on company headed paper with the following information:
- Student Name
  - Course
  - Year of study
  - How much they are paying
  - Purchase order if applicable
- 9.15 **Self-Financing:** Students may pay by instalments. Payments by instalments are managed through a third party organisation called FlexEd on PRC's behalf. FlexEd charge an administration fee per instalment. Students will need to sign a declaration (see Appendix C) and pay an initial instalment at the time of enrolment, then arrange directly a payment plan for the balance with FlexEd. Payment by instalments does not reduce the commitment of students to pay the tuition fee in full. Students who are in default on instalment agreements will be required to pay subsequent fees before any future enrolment is accepted.
- 9.16 **Method of payment:** Self-funding students enrolling at PRC for a HNC or HND course must make full tuition fee payment, or pay a deposit and set up instalment payments, to the PRC Cash Office on or before their first lesson.

#### **Accredited Prior Learning**

- 9.17 RPL/ APL/ APEL is the term used to describe the process for admitting students with prior learning acquired through formal study, through work, and through experience. There are costs for applicants who are successfully admitted with prior learning. The charge is £250 which is payable at enrolment. The advantage to an applicant of being admitted with credit is the volume of work will normally be reduced.

#### **Sanctions for Non-Payment**

- 9.18 Students who have an outstanding debt and wish to continue with their studies will be prevented from enrolling on their course until such time that the debt is paid in full or an acceptable agreement has been reached.
- 9.19 The payment of fees is the responsibility of the student and, in the event of a student's

- sponsor fails to make payment, the student will be held personally liable for payment.
- 9.20 Defaults on payment are treated seriously and may lead to withdrawal of services or exclusion from study.
- 9.21 Students who have their study terminated as a result of non-payment of fees will not be permitted to continue their studies or attend graduation.
- 9.22 PRC may refer debts to a debt collection agency if there is failure to reach agreement on payment. Such action will incur further costs that are liable to the student.

#### **Changes to a course or a Course is Discontinued**

- 9.23 If a course is cancelled all tuition fee payments made in connection with that course will be refunded to the person/organisation who made payment by the same payment method used.
- 9.24 If a student is not happy with a substantial change that has been made to a course the student may choose to leave the course. A substantial change is the discontinuation or a module/unit or timetabling changes. This will be assessed and any refund approved on a case-by-case basis during a formal exit interview. The students tuition fee liability will be calculated in the same way as outlined in 9.32.

#### **Cancelation of an Application to Study**

- 9.25 Applicants have a statutory right to cancel their application with us under the Consumer Contracts Regulations 2013. At any stage of their application they can cancel their place. They must notify the Admissions Office of their cancellation by updating their UCAS record or contacting us directly. The applicant will not incur any costs or fee liability if they cancel before they enrol.

#### **Withdrawal**

- 9.26 Students intending to withdraw from a course once they have enrolled must contact a Student Adviser for an exit interview and to complete a withdrawal form. Students must also seek advice from Student Finance England (if applicable) before they withdraw to ensure that they are aware of the fee consequence of their decision.
- 9.27 Fees paid will be reimbursed using the same means of payments as used for the initial transaction unless expressly agreed otherwise. The refund will be made to you no later than 14 days after the day on which we are informed of the decision to cancel the contract.
- 9.28 If a student withdraws from the course, the SFE ceases making payments to PRC immediately. Therefore the student shall be liable for any remaining fees not paid by SFE. The student will be invoiced with payment due in 30 days.
- 9.29 If a student's last date of academic engagement is within the first three weeks of their studies, each academic year, they will not incur tuition fee liability for that year of study.
- 9.30 If a student's last date of academic engagement is after the first three week of their studies, each academic year, there will be a financial implication which will be discussed in detail at enrolment and during a student's exit interview. SFE may not pay the students full tuition fee liability if they withdraw after three weeks. This will mean the student will be re-invoiced for a portion of their fees.

### 9.31 Tuition Fee Liability Point-

<i>Student Starting 20 September 2019</i>	<i>Amount Due</i>
<b>Until 11 October 2019 (week 3)</b>	0%
<b>12 October 2019 - 17 January 2020</b>	50% (Note- SFE will only pay half of this fee)
<b>18 January 2020 – 7 February 2020</b>	100% (Note- SFE will only pay half of this fee)
<b>7 February 2020 – 31 August 2020</b>	100%

  

<i>Student Starting 20 January 2020</i>	<i>Amount Due</i>
<b>Until 7 February 2020 (week 3)</b>	0%
<b>8 February 2020 – 15 May 2020</b>	50% (Note- SFE will only pay half of this fee)
<b>21 September 2020 - 5 October 2020</b>	100% (Note- SFE will only pay half of this fee)
<b>6 October 2019 – 16 January 2021</b>	100%

### Course Changes and transfers

9.32 Students who change course and are consequently registered for a different course, or who change the mode of study may be required to pay a different fee. Additional fees must be paid as part of the transfer process and before the new course or mode of study is undertaken. A Transfer Form must be completed and a copy including fee information must be provided to the PRC Cash Office. No change of course or mode of study can take place without academic approval.

### Repeating Study

9.33 Students who repeat/retake a course or unit (as distinct from having a referral) must pay the appropriate fee which will be as defined in the fee schedule relating to the academic year in question.

9.34 Students who repeat a module/unit or year of study and are funded by SFE will need to check their future funding entitlement before committing to their study.

### Intermission of Study

9.35 Registered students may apply for a period of intermission of up to 12 calendar months during which they may suspend their studies. Any period of intermission must be authorised in writing and in advance by the appropriate Student Advisor. It is expected that students will liaise with SFE or their employer to resolve any financial or funding issues.

9.36 The students tuition fee liability will be calculated in the same way as outlined in 9.19.

### Discontinuation

9.37 Students may be withdrawn by PRC in the following circumstances:

- Failure to maintain satisfactory attendance;
- Failure to re-enrol by the start of a new academic year;
- Failure to return following an agreed period of intermission;

The students tuition fee liability will be calculated in the same way as outlined in 9.32.

### Refunds

9.38 If a student leaves before they complete their course it is the student's responsibility to seek fee advice and apply for a refund if applicable.

9.39 All refund claims must be made in writing on the appropriate form, which may be obtained from PRC. All claims must normally be made within 28 days of the date of withdrawal.

- 9.40 All claims must be supported by evidence of payment
- 9.41 Refunds only apply to the tuition fees paid in the academic year in which the student leaves.
- 9.42 In the event that any payment of fees is to be refunded (either fully or in part) the refund will be made to the card account or bank account from which the original payment was made. Any refund of Fees for a Student who is sponsored, is returned to the sponsor not to the student.

### **Complaints**

- 9.43 Students who consider this Policy has not been correctly applied in their case, or who have a concern about the accuracy of the fee they are being charged, or the decision about the termination of their studies and cancellation of their registration at PRC on financial grounds, may bring a complaint under the Complaints Procedure by presenting relevant evidence to support their concerns. The Higher Education Complaint Process procedure can be found at [www.ucp.ac.uk/policies/](http://www.ucp.ac.uk/policies/)

## Appendix A: Fee Questionnaire

### PRC Higher Education Fee Assessment Questionnaire

To ensure that you pay the correct course fee to our College (international or home) please complete this form to help us assess your fee status.

Copies of documentation confirming your immigration status in the UK must be returned with this form. For example, the photo page of your passport, entry clearance stickers, stamps from UKVI (Home Office), Biometric Resident Permit (both sides) plus any other documentation you feel are appropriate to this fee assessment.

If you would like further details of the UK Government eligibility requirements we would recommend that you visit the UKCISA website at [www.ukcisa.org.uk](http://www.ukcisa.org.uk)

#### PERSONAL DETAILS

Student ID (If Known):

Family Name:

Other Names:

Date of Birth:

Address:

Email Address:

Telephone Number:

Nationality (Citizenship)\*

*\* If you have citizenship of two or more countries please list them both/all*

#### FAMILY DETAILS

- Please state the nationality of your: Mother:  
Father:  
Spouse/civil partner:  
Children:  
Grandparents:
- Do any of your family live in the UK/ European Economic Area or Switzerland? Yes:  No:   
**If 'Yes'** which family member **and** in which country do they live?
- Are you financially dependent on this family member? Yes:  No:



## CURRENT IMIGRATION STATUS

4. Are you a 'British Citizen' or 'Commonwealth national with Right of Abode? Yes:  No:

5. Do you have 'Indefinite Leave to Enter/Remain' in the UK? Yes:  No:   
(If yes, please provide evidence)

6. Do you have a time limit (visa) on your stay in the UK? Yes:  No:

7. Date last visa was issue? \_\_/\_\_/\_\_\_\_\_

8. Expiry date? \_\_/\_\_/\_\_\_\_\_

9. Please tell us the type of visa you have:

(e.g. Tier 4/Tier 2/ Tier 1/ Dependant/EEA family member)

10. Have you been granted Refugee status by the Home Office? Yes:  No:

**OR**

11. Are you, the child, or spouse of someone granted refugee status? Yes:  No:

12. Have you been refused Refugee status but granted one of the following:

Exceptional leave to remain/enter Yes:  No:

Humanitarian protection Yes:  No:

**OR**

13. Are you the child or spouse of someone refused refugee status but granted Exceptional leave or Humanitarian Protection? Yes:  No:

14. Have you been granted 'Discretionary leave to remain' in the UK? Yes:  No:

**If none of the categories above applies to you, or your status is likely to change before the start of the course, please give details in section 8 of this form and provide supporting evidence.**

## CURRENT RESIDENCE

15. Please state the country where you live:

16. Please state the town or region you live in:

17. When did your residence begin in the country named above? \_\_/\_\_/\_\_\_\_\_

## PREVIOUS COUNTRY OF RESIDENCE

18. Please give details of the country/countries in which you have been resident for the past six years:

Country	Date residency began	Main reason for residence (e.g.: living with family, work, study)

19. If you **would** have been ordinarily resident in the UK and Islands or EEA/Switzerland during the last three years but for the fact that you, your spouse or your parent was temporarily working abroad, please give details (including length of times spent abroad and the nature of the work). You should also send copies of employment contracts/letters from employers for the period of time spent working abroad.

20. Are you currently resident in the UK? Yes:  No:

If **YES**, please complete the rest of this section:

21. Have you, your spouse or your parents worked in the UK?

a. Self Yes:  No:

b. Spouse Yes:  No:

c. Parent Yes:  No:

22. Are you, your spouse or parents looking for work in the UK? Yes:  No:

## OTHER INFORMATION

23. Please use the box below to add any other relevant information  
- continue on a separate sheet if necessary

## CONFIRMATION

I certify that, to the best of my belief, the information I have provided is complete and true.

Signed:

Date:

\_\_/\_\_/\_\_\_\_

**Data Protection Act 1998:** I agree to the University processing personal data contained in this form or other data which the University may obtain from me or other people. I agree to the processing of such data for any purposes connected with my studies or my health and safety whilst on the premises or for any other legitimate reason including communication with me following the completion of my studies. In addition, I agree to the University processing personal data described as Sensitive Data within the meaning of the Data Protection Act 1998 such processing to be undertaken for any purposes indicated in the Declaration.

If you require any assistance with this questionnaire please contact your Admissions Officer. The completed questionnaire **and supporting documents should be returned to your Admissions Officer.**

If any information supplied by you is found to be incorrect we reserve the right to reassess your fee status at any time. Fees will be amended accordingly.

**For office use only:**

## Appendix B: Tuition Fee Rate

### UK and EU Students Annual Fee for students starting on or after 2018/19 \*

Fee Band	Students who start in 2018/19 or 2019/20	Students who start in 2017/18
<b>A-</b> HNC/D Full Time	£6,000	£6,000
<b>B-</b> HNC/D Part Time over 2 years	£3,000 per year	£3,000 per year
<b>C-</b> HND Part Time over 3 years	£4,000 per year	£4,000 per year

### Unit Retake Fee\*

Fee Band	Students who start in 2018/19 or 2019/20	Students who start in 2017/18
<b>D-</b> Unit Retake Fee (per unit)	£650	£650

\* Please note fees may be subject to an inflationary increase  
Please note that if you fail a unit, you may incur re-sit costs

See more at: <https://www.peterborough.ac.uk/policies-statements/>

## Appendix C: FlexEd Instalment Plan Declaration

# Choice of Payment Method Declaration Form

The College is delighted to be able to offer you a choice of how you pay your course fees. You can pay your fees in full in one payment prior to the start of your course. If your course extends beyond one academic year, you will need to pay the full amount, not in annual instalments.

Alternatively, you can choose to pay in instalments using our FlexEd Pay Plan option. This is administered on the College's behalf by a company called Oriel Receivables Limited, trading under the name of FlexEd. Under this option, you will be able to pay an initial instalment of 1/3<sup>rd</sup> of the total course fee prior to the start of the course, spreading the remaining balance over the first year of study. The last instalment must be paid a minimum of three months before the end date of the first year of the course, and must be a minimum of three instalments.

Whilst the FlexEd Pay Plan is free of interest, there is a £6 administration charge for each instalment collected by FlexEd. So for example if you decide to pay in six instalments, this will incur a £36 administration charge. This is fully recoverable with the first instalment paid to FlexEd. Should you choose the FlexEd Pay Plan, once FlexEd receive this declaration they will contact you to agree the schedule of instalment payments directly.

If you withdraw from your course early, please note you will be liable for the full balance of fees still outstanding at the point of withdrawal, as per your Student Agreement. You have the option to claim a refund according to the terms of the College Refund Policy should you think you have fair reason to do so. The College will only consider a refund in exceptional circumstances.

Should you for any reason be unable to meet the agreed schedule of payments, please contact FlexEd immediately to discuss? Should you default on your payments then you will incur a further 10% administration fee on the outstanding balance of your account. In addition, should initial efforts by FlexEd to recover outstanding amounts due fail, The College reserves the right to authorise FlexEd to take further action and any associated costs will also be chargeable to you. A full copy of FlexEd's terms and conditions is available on their website (Please note that the terms and conditions explained above are additional to the minimum insisted upon by FlexEd and agreed with the College).

Please tick the appropriate box and sign below

I wish to pay in full in advance

I wish to pay by monthly instalments using FlexEd Pay Plan

**Print Name** .....

**Signature** .....

**Dated**.....

Issue 01 last updated 8<sup>th</sup> June 2017