

Name of Policy

HIGHER EDUCATION FEE PAYMENT POLICY AND PROCEDURE

Purposes

To identify the policy and procedure for paying Higher Education tuition fees

Author / Job Title

Head of Higher Education

Equality Assessment By Whom

Head of HE

Date

07/2018

Version

6

Date of next review (month & year)

8/2019

Approved by

Senior Manager

Date

30.8.18

SMT

Corporation

Related policies or procedures or parent policy if applicable

Fees Policy (for current year)

Groups/bodies consulted in the development of the policy

To be published on College website

YES

HIGHER EDUCATION FEE PAYMENT POLICY AND PROCEDURE

1 HE Fees

Tuition Fees for Higher Education programmes at the College are reviewed on an annual basis. Higher Education programmes include part time and full time Higher National Certificates and Diplomas, Foundation Degrees, and PGCE/Cert Ed.

The Tuition Fees for Higher Nationals and Foundation Degree programmes are per year fees. Where a student plans to complete a Higher National Diploma or Foundation degree programme over a period greater than two years, or a Higher National Certificate over a period of more than one year, a pro rata tuition fee will be agreed in consultation with the Head of Higher Education. Fees for the current year can be found in Appendix 1. Where a full time¹ course is delivered in substantially less contact hours than the standard (12 hours per week for 33 weeks per year) in exceptional cases fees may be reduced in consultation with the Head of Higher Education.

Fees for the second year of a 2 year course will be the same as the first year so long as the years are consecutive and the duration of study between full time and part time has not altered.

Fees for second year or third year entry year to Top-up Degrees at a College or University other than Macclesfield College are not within the control of Macclesfield College and not included in this policy.

2 Fee Payment

Enrolment as a student at Macclesfield College is subject to the full payment of all fees due to the College.

At enrolment students must either:

- pay tuition fees themselves
- provide a letter from a sponsor (and purchase order where available) agreeing to pay the fees
- provide evidence they have applied for a tuition fee student loan.

3 Methods of payment

Preferred methods of payment are as follows:

- Student Loan payments direct from the Student Loans Company
- invoiced to employer of other agreed sponsor
- BACS transfer quoting student number / surname as payment reference (bank details below)
- most major debit / credit cards (excluding American Express)
- cheque (cheques should be made payable to Macclesfield College)
- standing order (consisting of initial deposit and administration fee on enrolment plus a maximum of three further monthly instalments; the standing order mandate form is available from Learner Experience ~~Customer Services~~)

The bank details of the College are as follows:

Bank: Royal Bank of Scotland

Address: 56 Chestergate, Macclesfield, Cheshire, SK11 6BU

Sort Code: 16-32-32

¹ A full time course is where a minimum of 120 credits are studied within one year

4 Queries

Any queries relating to payment of College fees should be addressed to the College Finance Office via email to salesledger@macclesfield.ac.uk, or by telephone 01625 410020

Any queries relating to student funding or applying for student loans or grants should be addressed to Student Services via email to wellbeing@macclesfield.ac.uk or by telephone to 01625 410018.

5 Non Payment of fees due to the College

- The College reserves the right not to re-enrol any student who has outstanding debt to the College from a previous academic year, this includes year 1 of a 2-year Higher Education course.
- The College reserves the right to suspend a student from attending classes during an academic year for the non-payment of tuition fees.
- Where the College has not received confirmation of Student Loan support or received a payment from the student or their sponsor by 1st November the student will be notified by letter by Finance, in consultation with The Head of Higher Education, that proceedings will start that will result in suspension of studies from 31st December unless confirmation from the Student Loan Company or sponsor, or payment has been received meanwhile. Suspension of studies will remain until confirmation or payment is received. (see Appendix 2)
- A student with outstanding fees due to the College may be excluded by the College from:
 - i. His/her examinations and/or have their qualification, results or award withheld and/or be prohibited from attending his/her graduation ceremony; and/or
 - ii. The College's premises and/or its educational services, including without limitation, its IT services (including the Virtual learning Environment and access to the internet via the College's IT facilities) and Library facilities, until the outstanding debt has been paid in full.
- Where an employer or sponsor organisation fails to settle fees on behalf of the student, the student remains liable for all outstanding fees and shall be required to settle any outstanding balance owed.
- In addition, the College will employ the services of a debt collection agency to collect any outstanding fees and/or to collect any monies left outstanding following withdrawal by a student from the College. Where the College employs the services of debt collection agencies to collect any outstanding tuition fees and/or other associated fees, the relevant student shall be responsible for paying the costs which the College incurs in doing so.
- Any fee payment which is subsequently dishonoured shall be deemed to be non-payment by the relevant student and paragraph 5(a) shall apply. A charge of £25 shall be added to the amount due from the relevant student to cover the College administration costs. If a student defaults on an agreed payment plan (including cancelling a Standing Order mandate without prior agreement) there will be a £25 administration fee.

- The College reserves the right, without notice to the student concerned, to deduct from any sums due or becoming due to that student from the College, all sums due from that student to the College.
- Any student experiencing difficulty paying his/her College fees should immediately contact the Student Services by either email wellbeing@macclesfield.ac.uk or, by telephoning 01625 410018, so that appropriate arrangements can be put in place to assist him/her in meeting his/her payment obligations.

6 Variation of fees

- Tuition fees are set annually, see appendix 1 for the current maximum fee. Up to date details relating to individual course tuition fees may be obtained from Learner Experience ~~Customer Services~~. The College reserves the right without prior notice to amend any of its fees.

7 Payment of fees

7.1 Tuition Fees (and any other associated fees) Self-paying students - all students are required to pay their tuition (and any other associated) fees in full before enrolling or to join the College instalment scheme. Alternatively a student may provide evidence (written confirmation) that fees will be paid by a College approved sponsor for example an employer.

- a. Self-paying students who have applied to their bank for a Career Development Loan to pay all or part of their tuition fees are advised to contact the Learner Experience team to arrange an instalment plan (Note. Applications for Professional and Career Development Loans will end on 25 January 2019).
- b. Where students are having their fees paid by a third-party they must provide a letter on headed paper from a College approved employer/sponsor which acknowledges that tuition fees and any other associated fees shall be paid. In addition, a Purchase Order may be provided, which will be quoted on subsequent College invoices). Payment should be made within 30 days of receipt of a Macclesfield College invoice. Where the undertakings given by the sponsor are not honoured by the sponsor, the relevant student shall remain personally liable for the total amount of fees outstanding.
- c. Funded students - Student Finance England letter should be taken to the enrolment session if applicable. When applying for a Tuition Fee Loan, students must ensure they have indicated that they are studying at Macclesfield College. Please note that if the College does not receive payment from the above, the student will be responsible for paying the fee.
- d. To entitle a student to enter into the College instalment scheme any self-paying student is required to complete the College instalment documentation and agree to pay 25% of the total fee on enrolment plus a £25 administration fee followed by 3 equal instalments.

7.2 Payments to external bodies

Any monies collected by the College and which are paid to external bodies are non-refundable.

7.3 Resit Examination Charges

Where students are required to resit coursework assessments or examinations, the College reserves the right to make a charge of £90.00 per unit/module to cover costs incurred.

8 Refund of fees

- a. The College Refund and Compensation Policy outlines the relevant procedures for any Higher Education refund requests (an extract of this is below).
- b. After the start of the academic year tuition fees will not normally be refunded although a credit note may be issued where the Vice Principal: Finance and Resources considers this appropriate. Requests for refunds resulting from exceptional or extenuating personal circumstances must be made in writing, to the Finance Manager initially, stating clearly the reason for the request, with accompanying supporting evidence as detailed in the Refund and Compensation Policy.
- c. The College will only process a claim for a refund of College fees when all other debts owed by the relevant student or on behalf of the relevant student to the College have been cleared.
- d. All refund requests must be made **in writing**, detailing the reason for the refund request and stating how the original payment was made. Any payment of a refund approved by the College will be made as follows in accordance with the original method of payment by the relevant student:
 - credit/debit card including on-line payment – approved refunds will be made directly back to the card from which it was paid
 - cheque
 - cash – approved refunds will be made by cheque.
- e. Please note, all refunds requested are subject to further investigation by the College and a student may be contacted to provide further documentation should the above not be acceptable to the College.
- f. This does not affect the consumer's statutory rights to change their mind about a fees payment and a refund requested within 14 days of the course start date.

9 Withdrawal / suspension from a course at the College

Deciding to leave College is a very serious decision. Before students do so they should contact their Programme Leader and Student Services to make sure this is an informed decision and in their best interest and they follow all the relevant procedures. Not doing so could have serious financial repercussions.

NB: Students who leave their course but who intend to return to the College at a later date are classed as '*suspensions*' and not '*withdrawals*'. The suspension must be approved with an agreed date of return with the Programme Leader and the Head of Higher Education and communicated to Student Services prior to the student leaving the course. It is the students' responsibility to initiate this communication.

The liabilities and guidelines in the event of withdrawal/suspension are as follows:

- a. **Withdrawals:** Students must notify their Programme Leader and the Head of Higher Education and confirm in writing their intention to withdraw. **The date of withdrawal will be taken from the date the official letter of notification is received from the**

student and not the last date of attendance. The Programme Leader will complete the appropriate documentation and notify the Finance Department, Student Services and MIS.

Irrespective of the Tuition Fee Loan payment dates the percentage of tuition owed will be as follows:

September starts

- Withdrawal prior to the end of September - Nil
- Withdrawal between 1 October and 31 December - 50%
- Withdrawal after 1 January - 100%

January starts

- Withdrawal prior to the end of January - Nil
- Withdrawal between 1 February and 30 April - 50%
- Withdrawal after 1 May - 100%

- b. **Suspensions:** Students must notify and agree their intention to suspend their studies with their Programme Leader and the Head of Higher Education prior to leaving the course. The Programme Leader can then complete the appropriate documentation for processing by the Finance Department, Student Services and MIS.

NB: It is not normally possible to agree suspension of studies retrospectively. Fees already paid will not be refunded on suspension, however additional fees will not be charged for the same period of study in the following year. Students choosing to return from a period of suspension earlier than the agreed date will be charged a pro rata fee for additional tuition, this fee to be paid prior to recommencement of study.

9.1 Payment of Tuition Fee Loans by Student Loans Company.

- a. Student Loans Company has cut-off dates which determine the liability to pay tuition fees in the event of a student withdrawing or suspending from a course. The following liability dates apply:

1 st Day for Autumn Term	25% fee liability
1 st Day of Spring Term	50% fee liability
1 st Day of Summer Term	100% fee liability

- b. Agreed suspension of studies relating to Student Loan Company funded students: students who apply to suspend their programme of study in one academic session, and who have the suspension approved by their Programme Leader and the Head of Higher Education, may return at the **same point** in the course the following academic session. The College reserves the right to charge an administration fee to cover additional costs incurred.
- c. **Fee liability will be calculated from the date the written notification of withdrawal or suspension is received from the student to the Head of Higher Education and not by the last date of attendance.**
- d. Any student wanting to transfer to/from Macclesfield College to/from another higher education provider is advised to discuss the financial implications with both institutions prior to requesting the transfer.

Maximum fee for a full time course, per year

2013 - 2014	£5,000
2014 - 2015	£5,000
2015 - 2016	£5,700
2016 – 2017	£5,700
2017 – 2018	£5,700
2018 – 2019	£5,800
2019 – 2020	£5,800

Letter of notification of non-payment of HE tuition Fees to be sent November 1st

Dear (student)

As a student on a Higher Education course you were made aware that it is your responsibility to make arrangements at the start of your course for payment of your tuition fees either through the Student Loan Company or by direct payment from yourself or sponsor in one payment or by instalments. Our records show these arrangements have not been confirmed and no payment has been received.

You must contact the finance office on 01625 410020 or email to salesledger@macclesfield.ac.uk to confirm payment arrangements before the end of November; failure to do so may result in you being suspended from the course.

The College can offer guidance if you require assistance to complete an application to the Student Loan Company.

If you are applying to the Student Loan Company and your application is not successful I must remind you that you will be responsible for paying your tuition fees for the course.

Dr Raja Toqeer
raja.toqeer@macclesfield.ac.uk
Head of Higher Education

Reminder of non-payment of HE tuition Fees and suspension of studies to be sent December 1st

Dear (student)

The College has previously written to you regarding none payment of Higher Education tuition fees and our records show these arrangements have still not been confirmed and no payment has been received.

This is a final notice that your studies will be suspended as from December 31st unless confirmation of payment arrangements, or payment, is received before then.

You must contact the finance office on 01625 410020, or email to salesledger@macclesfield.ac.uk or myself, as a matter of urgency.

The College can offer guidance if you require assistance to complete an application to the Student Loan Company.

If you are applying to the Student Loan Company and your application is not successful I must remind you that you will be responsible for paying your tuition fees for the course.

Dr Raja Toqeer
raja.toqeer@macclesfield.ac.uk
Head of Higher Education