



MORLEY COLLEGE LONDON

Fees and Refunds Policy

POLICY OWNER:	Chief Financial Officer
FINAL APPROVAL BY:	Governing Body
Policy Category:	Student
Approved by Policy Committee:	23 May 2024
Approved by Governing Body:	15 July 2024
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1. INTRODUCTION AND PURPOSE

- 1.1. The Fees and Refunds policy determines the basis for fees, charges and refunds to students. It provides clarity on the circumstances where some students may not be required to pay fees or charges, the conditions under which the College will issue refunds of fees and charges already paid, and the scope for compensatory payments.
- 1.2. The aim of this policy is to ensure that:
 - 1.2.1. The College has a fees policy that is fair, equitable and clear, to ensure tuition fees and associated charges are based upon robustly calculated methods and that revenue is optimised.
 - 1.2.2. Any barriers to participation presented by tuition fees and associated charges are mitigated as much as possible by providing flexible payment options and/or assisting learners to access appropriate financial support to meet the cost of these.
 - 1.2.3. The College can respond flexibly to market forces and government policy, and comply with fee guidance issued by the Education Skills Funding Agency (ESFA), Greater London Authority (GLA), and the Office for Students (OfS).

2. MORLEY COLLEGE LONDON IN CONTEXT

- 2.1. The College seeks to generate appropriate course fee income to cover the cost of delivering courses in accordance with relevant current guidance and the College Pound Plus Policy and to support the financial sustainability of the College.
- 2.2. The College has been operating within the context of reducing real terms 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 accredited courses at Level 3 and some Level 4 (Advanced Level). Since 2017/18, the College has delivered Higher Education (HE) provision (Level 4+) funded from fees, mostly supported by HE loans.
- 2.3. The College has an Equality and Diversity policy and ensures that arrangements for fees, charges and refunds are consistent with this.
- 2.4. 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. This student support and bursaries are funded in part from the College's core funding as well as from donations to the College. Many courses also offer concession fees.

3. POLICY STATEMENT

3.1. Tuition Fees and Related Charges

ESFA and GLA Funded Courses for Students aged under 19

- 3.1.1. Further Education (FE) learners who are, with reference to the latest funding guidance, because of their age and/or employment status and/or prior qualification level, eligible for full funding for a course, are not to be charged tuition fees and do not normally pay examination/registration fees (see below) for that course. This includes Learners aged 19-24 who have a Learning Difficulty Assessment (LDA)

of the tuition fee due. The fees quoted for students on these courses are quoted for the full duration of the course.

- 3.1.10. 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.
- 3.1.11. Learners aged 19 or more enrolling on designated Level 3 or above programmes do not usually qualify for Government funding where they have already achieved a full level 3 qualification. In most cases these learners are eligible to apply for Advanced Learner Loans, which are paid directly to the College. The loan value will cover the combined costs of tuition and examination/registration fees. The loan will only be available for those courses advertised by the College with a "loan" fee type and learners will need to receive an Advanced Learning Loan letter from the College confirming course eligibility before they apply for the loan. Learners aged 19-23 taking a first full level 3 will remain eligible for full funding.
- 3.1.12. Introduced in 2021/22 as the National Skills Fund and extended and rebranded in 2022/23 as the 'Level 3 Free Courses for Jobs' offer, this initiative entitles any adult aged 24 and over who wants to achieve their first full level 3 qualification to be able to access a number of fully-funded courses. Additionally, learners who already have a level 3 qualification or higher, but earn below the London Living Wage annually or are unemployed, can also access these qualifications for free. The list of eligible qualifications is available at:
 - x <https://www.gov.uk/guidance/free-courses-for-jobs#courses-available>and those offered by Morley at:
 - x <https://www.morleycollege.ac.uk/help/national-skills-fund-london-recovery-flexibility/>
- 3.1.13. In addition, the London Recovery Flexibility for level 3 enables providers to fully fund Adult Skills fundable level 3 vocational qualifications beyond the legal entitlements or Free Courses for Jobs offer on learning programmes which are designed to provide progression into work. This is subject to the following eligibility requirements, where learners must be:
 - x unemployed or in receipt of a low wage; or
 - x out of work and outside of benefit arrangements; and are
 - x enrolled to level 3 qualification that meets the definition described in the GLA Funding Rules.
- 3.1.14. If an FE learner is ineligible for loan financing or chooses not to take up the loan, then the combined tuition and examination/registration fee will have to be paid for from their own resources along with any other course costs.
- 3.1.15. Learners who are aged at least 19 on the start date of the course may be required to pay materials or trip/visit fees, which are outside of the loan arrangements unless they are a mandatory part of the course.

- 3.1.16. Eligible students enrolled on HE courses will be able to apply for a loan from the Student Loan Company (SLC) to cover all or part of their course fee.
- 3.1.17. Where students opt to take an Advanced Learner or HE loan for less than the full fee or choose not to take up a loan they will be responsible for payment of the balance of the full tuition fee.
- 3.1.18. 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 the sections (3.1.32 to 3.1.35 below).

Students Ineligible for ESFA Funding

- 3.1.19. Students on ESFA/GLA funded courses who are ineligible for ESFA/GLA funding, including international students, will be expected to pay a tuition fee that reflects the full cost of delivery, excluding the benefit of UK Government Subsidy. This is calculated as twice the published rate. **This is referred to as the International Base Rate.**
- 3.1.20. The default categories in this policy apply to UK learners as well as learners (e.g. EU learners with settled status) who qualify for ESFA funding, as well as where the Government has granted additional concessions (e.g. Ukrainian nationals). The College is required to assess the status of all non-UK nationals prior to the start of their course. Where there is uncertainty over the status of non-UK nationals, guidance should be sought from Student Services. If insufficient evidence is provided to prove eligibility, then the learner will be liable for the International Base Rate.

International Students

- 3.1.21. The College does not have Tier 4 status for recruiting students. The College can accept international students if the individual is permitted to be resident in the UK and is not prohibited from studying. Such students would be expected to pay the International Base Rate.
- 3.1.22. The College can accept international students studying online courses from their country of residence. Fees paid must exclude the benefit of UK Government Subsidy and will be charged at the International Base Rate.

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

- 3.1.23. 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](#).
- 3.1.24. Fee remission is not allowed other than a concessionary fee rate in line with the concessions guidance in [Appendix B](#).
- 3.1.25. Some training programmes and courses are run by the College with no external funding and therefore a commercial rate must be charged either to participating learners or a sponsoring organisation. No fee remission applies to full cost

courses, and Advanced Learning Loans cannot be obtained for such courses. The standard basis for calculating fee rates is available from the Chief Finance Officer.

- 3.1.26. **Full Cost “infill” into mainstream courses.** There are some occasions when an external organisation (usually a school) wants to infill a single learner or a small

Students registering for courses residing in devolved authorities outside the Greater London Authority

- 3.1.36. There are currently nine devolved authorities within England as well as the Greater London Authority (GLA). The GLA now funds the Morley Adult Skills Budget Grant for London residents. All adult students not resident within a devolved authority continue to be funded through the ESFA, and Morley continues to receive a much-reduced grant for these. Adult students who are resident in a devolved authority other than the GLA are not eligible for funding.
- 3.1.37. Students who are resident within devolved authorities outside the GLA will be expected to pay the home fee, with the College foregoing the subsidy.

4. FEE REMISSION AND CONCESSIONS

- 4.1. Students accessing concessionary fee discounts may be required to produce satisfactory documentary evidence of their entitlement to the concessionary rate.
- 4.2. 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](#).

5. STAGED PAYMENTS

- 5.1. Where the total fee on enrolment is greater than or equal to £300, 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 no more than three per term. Course fees must be paid in full prior to the end of the course. The maximum number of staged payments is 3 and the period of staged payment must not fall outside one year. No interest or other charges are payable.

6. PAYMENTS BY A THIRD PARTY

- 6.1. Where a student's fees are to be met by a third party (such as their employer) the student must supply, at the time of enrolment, a letter from the company or Organisation **confirming that they will meet the full cost of fees to be paid**. In the absence of such confirmation, the student remains liable for the full cost of the course.

7. LEAVERS AND TRANSFERS

- 7.1. Heads of School/Curriculum are responsible to ensure student records are updated promptly for all leavers and transfers. This is to ensure timely information is available to support student refunds and/or additional payments and to ensure management information for course viability is accurate.

8. REFUNDS AND COMPENSATION

- 8.1. 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](#).

APPENDIX A – Funding and Fee Remission Eligibility Guidance

Eligibility for fee remission is determined by the Funding Rules published annually by the ESFA and the GLA. These are reviewed annually and subject to amendment over the course of the academic year.

This appendix is a guide to eligibility based on the current Funding Rules, and does not cover all circumstances. In the event of a conflict between this Appendix and the Funding Rules (which may be updated over the course of a year), the Funding Rules position takes precedence and will be applied.

The Impact of the UK Leaving the European Union

For the 2021/22 academic year onwards, the Department for Education (DfE) has changed funding eligibility rules for EEA students. The official announcement was made by Universities Minister, Michelle Donelan, on 23 June 2020 in a written statement to Parliament.

EEA nationals who were already resident in the UK in 2020 needed to apply for EU settlement status by 30 June 2021.

The rules only apply to new starts (on programmes of study) arriving from the EU without settlement status. From 1 August 2021 in England, EEA nationals will no longer be eligible for home fee status, for higher education student support, for further education or apprenticeship funding unless they have citizens' rights such as settlement status.

EEA nationals with settled status remain eligible for Home fees from August 2021, however the College is required to undertake "right to study checks" after the EU Settled Status Scheme (EUSS) closed on 30 June 2021. This applies to students who already hold a course offer.

EEA students who entered the UK after 31 December 2020 are not automatically eligible for

APPENDIX B – Concessionary Rate Entitlements

- x The College aims to improve access to courses through the use of concessions, but reserves the right to exclude courses from concessions, or to limit the level of concession available on specific courses.

- x The College reserves the right to not apply concessions in addition to courses that are already offered at a promotional or discount rate.

- x Students on courses where concessions apply, and whose individual income is less than the annual London Living Wage, but who do not qualify for full remission, will be offered a concessionary rate. This will normally be a percentage of the published full fee as determined annually as part of the curriculum planning process.

- x 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 Chief Finance Officer.

- x 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.

- x Students enrolling on a course from half-term or later for term-long courses, or from later than halfway through a course for other courses will be eligible for a 30% discount on the full fee.

APPENDIX C – Summary of Tuition Fees for 2024/25

The fee rates set out below are agreed and updated annually by the Senior Leadership Team and reviewed by the Governing Body.

Standard rates are updated annually to reflect inflation. Standard rates form the basis for course fee rates, which may be varied by set percentages to reflect market conditions.

APPENDIX D - Refunds and Compensation

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

Refunds of course fees (excluding advanced learning and 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 15 working days of the request being received by the College.

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 as shown in the table below.

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

If you purchased your course online or by telephone then the College offers a full refund within 14 days of purchase, or pro-rata for any delivered sessions if the course starts within the 14 day period.

Cancelled course: If the College cancels a full course of study, the students will automatically receive a full refund, usually within 15 working days. If the College cancels a course after two sessions have been completed, a pro rata refund will be offered based on the number of weeks cancelled as a share of the total course length. There will not be a student cancellation fee.

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. The College will automatically make the refund at the end of course. Students who wish to claim the refund in advance of the end of the course should email admin@morleycollege.ac.uk. quoting the course code and date of aied bassessi-1.7 (-)1.7 (s).7 (ou.)3.8

who is unable to attend as a result of the change will be entitled to claim a refund. If the change is made after the course has begun, any refund will relate to the number of sessions affected by the change. Students should submit a request on these grounds to admin@morleycollege.ac.uk.

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 will not be considered a valid reason for a refund unless the change of venue makes it impossible for the student to attend.

For a refund request in response to a student complaint, the Complaints Procedure should be followed.

Academic Transfer

Academic transfers are actioned where a student has started a course and a more suitable course is identified for academic reasons. This should be actioned within 14 calendar days of the course start date, but there may be exceptions based on academic progress.

If the fee is greater for the course being transferred into, the difference in cost must be paid by the student. A refund will be offered for the fee difference if course being transferred to is lower, within the conditions stated in this policy. The fee difference calculation will be based on the remaining weeks of the course from the transfer date.

Once the course has started, academic transfers based on the student's choice can only be actioned within 14 calendar days of starting the course, and only one course change will be permitted.

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.

- x Cancelled session: If a session cannot go ahead then the College will make up the lost session/learning over the course of the year; no refund or partial refund will therefore be payable.
- x 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.
- x 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.
- x 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

- x A student who wishes to take up the staged payment option must apply at the time of enrolling on the course (s).
- x Staged payment agreements are available to students where the total fee on enrolment is greater than or equal to £300.00

Collection of payment

- x All payments will be collected directly from the payment card on the dates shown in the payment schedule.
- x 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.
- x 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

- x 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)