

Chichester College Group
Fees and Withdrawals Policy
2024-2025

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1.0 Introduction

Students are ultimately responsible for the payment of all tuition fees irrespective of how these are funded. Tuition fees become due at the start of the academic year in which students have enrolled / re-enrolled.

Chichester College Group reserves the right to make such alterations to the described courses, fees, tutors, venues & services as may prove necessary.

2.0 Payment of fees

Tuition fees must be paid in full at time of enrolment unless the following applies:

- A loan application has been approved by Student Finance England
- An application to pay fees by instalments has been agreed (see paying by instalments)
- A valid sponsor form has been submitted and approved
- An application for a bursary has been approved

2.1 Loans (Further and Higher Education)

Where a Student Loan has been applied for, a deposit of £100 is charged at enrolment. It is the student's responsibility to apply for their tuition fee loan in a timely manner, ensuring that they have entered the correct programme and fee information, for each year of study. Deposits will be refunded upon confirmation that the loan application was successful and that Student Finance England will pay the tuition fees in full.

Chichester College Group will update Student Finance England (SFE) on the status of current enrolments on a regular basis. SFE uses this data to confirm ongoing support for each student. They will only continue to pay the college while the student remains on-programme.

2.2 Paying by Instalments

Where a course is 13 weeks or longer in duration and the overall fee is over £100, an instalment plan can be offered. In such cases the total fee will be spread evenly over the relevant number of instalments to a maximum period of 12 months. All fees must be paid in full, two months before the end of the course and the initial deposit must be paid before commencement of the course.

To pay by instalments the learner is required to submit a completed direct debit mandate at the time of enrolment. Instalment plans are not available for companies where they are sponsoring student/students or for payment of compulsory supplements.

Direct debits will be collected on the 1st of each month (or closest working day thereafter). Where enrolment is prior to the 15th of the month, the first Direct Debit payment will be taken on the 1st of the following month e.g. the student enrolls by 15th November, the first instalment date will be 1st December.

If the Direct Debit arrangement is cancelled by the learner, any outstanding balance becomes payable in full. The Group reserve the right to withdraw the student from the course if instalment schedules are not adhered to.

If a learner withdraws, before all instalments have been received, all future instalments must still be paid, and CCG will seek to recover any outstanding balance.

2.3 Employer/Sponsor payments

If a learner's employer or sponsor is paying all or part of the fees the employer/sponsor must complete the Group sponsor form which must be signed by a senior responsible person of the organisation such as a Company Director. The student cannot sign the sponsorship form themselves unless they are the Company Director or duly authorised individual for the organisation. Until the Group has received the form, the learner is liable for the fees and can set up an instalment plan in line with this policy. In signing the sponsor form, the sponsor/employer will remain liable for the fees identified on the form regardless of any change in circumstance/relationship with the student.

Where a learner ceases to be employed by the company originally registered as their sponsor, the employer/sponsor remains liable for all outstanding fees.

2.4 Bursaries

All applications are judged on their individual merit, awards made will reflect the nature of the application and the overall availability of funding support. If support is declined, learners will be expected to pay the course fee in line with this policy. Full details can be found in the CCG Student Finance Policy.

2.5 Payment Methods

Payment of tuition fees can be made through the following methods:

Credit or debit card (by phone or in person), by Bank Transfer or on the Group Online Store

Bank transfer details:

Lloyds Bank

Account name: Chichester College Group

Sort code: 30-91-97

Account number: 01924620

SWIFT/BIC code: LOYDGB21233

IBAN: GB69 LOYD 3091 9701 924620

Please make sure that Student ID number and name are quoted as a bank reference when making a payment.

3.0 Withdrawals, refunds, transfers, deferrals and late starters

As a general rule the Group does not adjust fees for withdrawals or give refunds. Exceptions are listed below:

Withdrawals:

One day Courses

No refund will be granted to students who withdraw from a one-day class less than 14 days before the start date.

In all other cases, if a student cancels their place more than 14 days prior to the course commencement a £50 administration fee is due.

Course duration of 13 weeks or more (excluding Higher Education students)

Where a student withdraws within the first 28 days following course commencement a £50 administration fee will be due. If a student attends beyond 28 calendar days from the course commencement, **the full fee is payable**.

Courses with a duration of less than 13 weeks

No refunds will be given where a student withdraws from the course less than 14 days prior to commencement or once the course has started.

In all other cases, if a student cancels their place more than 14 days prior to the course commencement a £50 administration fee is due.

It is the student's responsibility to inform the college in writing that they are leaving their course.

Where a student feels that there are exceptional circumstances that prevent them from continuing with their studies, a written application for fee review can be made to a senior CCG representative. Each case will be judged on its merits. Applications must be made within one month of the withdrawn date held on the central student records database. Supporting evidence must be provided with the application. Applications should be emailed to salesledger@chichester.ac.uk

Higher Education course withdrawals

Due to the complexities of Student Finance England funding and the impact a withdrawal may have on any future loan applications, students are advised to consult both the HE and Finance teams before making a final decision to withdraw.

Where a student withdraws within the first 28 days following course commencement a £50 administration fee will be due. Students withdrawing from HE courses after 28 days will be charged for the number of terms attended, in line with the Student Finance England payment profile.

Bespoke commercial courses

Refunds for bespoke commercial courses will be given on notice being received by Chichester College Group 14 days prior to the course commencing less an administration fee of 20% of the course cost. Any set-up costs incurred by the Group will be charged in full and should be agreed with the customer prior to the contract being signed.

Refunds

If Chichester College Group cancels a course, either a full refund will be given, or the student given the option to transfer any payment to a future/alternative course within the same academic year.

CCG will endeavour to restrict the number of cancelled courses to an absolute minimum. We cannot however guarantee that a course will run, particularly if the number of students enrolled is insufficient to make it a positive learning experience.

Transfers:

Transfers are only permitted within the same Academic Year and must be approved in advance by the relevant Head of Learning and the Finance Department.

Where a student transfers from one course to another the following apportionment of fees will be calculated: -

- 1st Term Transfer - 100% of new course
- 2nd Term Transfer - 34% of original course + 66% of new course
- 3rd Term Transfer - 66% of original course + 34% of new course

Late Starters:

Late starter tuition fee arrangements for full year courses are as follows: -

- Students joining at any time during Term 1 will be liable to pay the full year's course fees
- Students joining during Term 2 will be liable to pay for two thirds of the full year's course fees
- Students joining in Term 3 will be liable to pay for one third of the full year's course fees.
- There is no reduction for late starters for courses that are less than 36 weeks in duration

4.0 International students

Please refer to the International Student Fees & Withdrawals Policy [here](#).

5.0 Apprenticeships

For detailed government information on the funding of apprenticeships please click on the link below:

[Hire an apprentice \(apprenticeships.gov.uk\)](https://apprenticeships.gov.uk)

To discuss your specific circumstances, please contact the CCG apprenticeship team on 01243 812948 or by email: apprenticeships@chichester.ac.uk

6.0 Default on instalment plans/payment of fees

If a student, employer or sponsor has outstanding debt on their account no further enrolments will be permitted until the debt is repaid in full.

Where an account is clear, but a previously agreed payment plan was not adhered to, Chichester College Group reserves the right to refuse the offer of a new payment plan or to request a higher deposit prior to enrolment.

If a payer fails to pay the required course fees or defaults on an agreed instalment plan, CCG Finance team will make contact to collect payment in full. Where such payment is not forthcoming, and no acceptable payment proposal is agreed, learners may be removed from the course. Outstanding balances will be pursued and may be passed to a debt collection agency; payers will be advised that this may affect their ability to secure credit in the future.

Where CCG incurs additional costs arising from debt recovery procedures (referral fees to debt recovery agencies and/or legal representation costs) these will be passed to the payer and CCG will seek to recover them alongside the original outstanding debt.

Students with unpaid fees may have the following sanctions imposed:

- exclusion (notified by letter or e-mail)
- non-processing / non-grading of examinations and assessments;
- refusal of enrolment or re-enrolment;
- will not receive an invitation to award ceremonies;

The Group will take legal action in order to obtain a County Court Judgement to recover the amounts due.

Policy review area	Finance
Lead manager	Head of Finance
Approval	Group Leadership Team
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