

Chichester College Group

**Higher Education Student
Fees and Withdrawals Policy**

2026 - 2027

1.0 Introduction

Students are ultimately responsible for payment of all tuition fees regardless of the funding source, except in cases where a formal sponsorship agreement is in place. In such cases the sponsor assumes liability for the fees. Tuition fees become due at the start of the academic year in which students have enrolled / re-enrolled.

2.0 OfS Regulatory Requirements

As a registered provider with the Office for Students (OfS), Chichester College Group ensures that:

- Information about fees, refunds, and withdrawals is transparent and accessible;
- Students are protected under the Group's Student Protection Plan, which outlines measures in the event of course changes, closures, or provider exit;
- The Group complies with CMA guidance for Higher Education and maintains fair and lawful consumer practices.

Students can access the Student Protection Plan and Transparency Information via the CCG website.

3.0 Right to Amend Fees

Chichester College Group (CCG) reserves the right to review and amend Higher Education (HE) tuition fees on an annual basis. Any increases will:

- Be communicated clearly to applicants in advance of enrolment;
- Comply with consumer protection law and Office for Students (OfS) requirements;
- Not normally exceed the rate of inflation (as measured by CPI), unless otherwise permitted by government regulation or necessitated by exceptional external circumstances.

4.0 Loans

Where a Student Loan has been applied for, a deposit of £100 is charged on 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.

5.0 Self Financing students

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.

Where a learner withdraws, or is excluded due to non-payment, before all instalments have been received, the value of all future instalments must still be paid, and CCG will seek to recover any outstanding balance.

6.0 Deferral of Studies or Place (non-franchise courses)

Students who wish to defer either their start date (pre-enrolment) or their studies (post-enrolment) must submit a formal written request, including the reason for deferral. This must be approved by the relevant HE Programme Lead.

- Before the course starts:
Where a deferral is approved before the course begins, any deposit paid will be carried forward to the next academic year. Tuition fees will not be charged for the deferred year. However, tuition fees relate to the year of enrolment and not the year of application and may therefore be higher than the originally quoted amount.
- After the course has started:
Students deferring after enrolment may still be liable for a proportion of their tuition fee. The amount will be based on:
 - The number of terms started;
 - The tuition fee payment profile used by Student Finance England (SFE);
 - Any tuition already delivered.

For example:

- Withdrawal or deferral in Term 1: 25% of annual fee payable;
- In Term 2: 50%;
- In Term 3: 100%.

Students are strongly advised to consult the HE and Finance teams before deciding to defer, particularly if tuition fee or maintenance loans are in place. Students must also inform Student Finance England (SFE) directly of any change in circumstances.

7.0 Repeating a course

Where a student is required to repeat all or part of a course, the relevant fee will be payable. This will be calculated based on the academic credit value of the repeated study

as a proportion of the fee due for the full academic year. For example, where a 20-credit course unit is repeated, one sixth (20/120) of the annual tuition fee will be charged.

The fee for any repeated study will be based on the current fee rates applicable to that academic year (subject to permitted inflationary adjustments).

8.0 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 after 28 days from non-franchise HE courses will be charged for the number of terms attended, in line with the Student Finance England payment profile.

For students enrolled on franchised higher education programmes, where the validating university requires full-year tuition fees to be paid regardless of withdrawal date, the College is obliged to pass on this cost.

Students will be informed of this liability at enrolment and are strongly advised to consult the HE and Finance teams before making any decision to withdraw.

9.0 Appeals and Complaints

In the first instance, students who wish to appeal or lodge a complaint regarding the withdrawal process should contact SalesLedger@chigroup.ac.uk. Once the institution's internal procedures have been exhausted, students may escalate the matter to the Office of the Independent Adjudicator (OIA).

Policy review area	HE/Finance
Lead manager	Director of Higher Education & Head of Finance
Review cycle	Annual
Next review	May 2027