

Fees Policy

2023/2024

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1. Purpose

- 1.1. This policy provides a framework for charging students fees for their tuition. It sets out the sources of funding for learners, including grants, loans, fees and payments from support funds. It makes this information accessible to learners, staff, governors, subcontractors and other stakeholders.
- 1.2. **Capital City College Group (CCCG) has adopted a policy of free tuition for all funded students on courses up to and including Level 2.**

2. Scope

- 2.1. This policy covers all CCCG provision except for courses and qualifications delivered through partnership arrangements with sub-contractors. Sub-contractors are responsible for their own policy on fees and financial contributions from individual learners.
- 2.2. The Executive Principal or nominated Vice Principal and the Executive Director, Growth & Partnerships have discretion to vary fees and the rules by which they are applied, provided always that they remain within the rules set by the funding bodies. This discretion includes:
 - college-wide additional fees and/or exemptions
 - changes for specific courses, and
 - exceptional fee waivers for individual learners.

3. Free Tuition Policy

- 3.1. CCCG serves a wide range of learners, many of them from highly deprived areas of London. It seeks to remove barriers to learning as far as possible. One of the ways it does this is by eliminating fees paid by the learner. It has adopted a policy of free tuition for all funded students on courses up to and including Level 2. This means that **no funded student will be charged a fee for these courses.**

Students at Level 3 and above who receive funding through the ESFA or GLA will also have free tuition.

Free tuition is funded as follows:

- All learning for 16-18 year olds is fully funded by grant income.
- Adults on courses up to and including Level 2 who are unemployed or on low income are fully funded by grant income.
- Adults on courses up to and including Level 2 whose income exceeds the limit for full grant funding but who are eligible for discretionary learner support funding (dLSF) are funded at the lower "co-funded" rate from grant income, but have the cost of their learning topped up by the value of the course fee from the dLSF.
- Adults on courses up to and including Level 2 whose income exceeds the limit for dLSF are funded at the lower "co-funded" rate from grant income, and the Group bears the cost of the shortfall.

4. Funding Rules and Fees

4.1. Sources of Funding:

The Group receives funding from:

- the Education and Skills Funding Agency (ESFA) for 16-18s on study programmes, plus 19-24s with an Education, Health & Care Plan (EHCP) and home educated 14-16s attending part-time at the college.
- the Greater London Authority (GLA) for adults (19+) within London, through the Adult Education Budget (AEB) and Free Courses for Jobs (FCfJ).
- the ESFA for adults in non-devolved areas outside London, through the AEB and FCfJ.

Students resident in devolved areas outside London are not fundable by CCCG.

- Adult Learner Loans provided by the Student Loans Company (SLC) for some adults studying Level 3 programmes.
- HE Tuition Fee Loans provided by Student Finance England (SFE) for some adults studying higher education programmes.
- Learner Support Funds for 16-18s, adults and loan funded learners
- Schools for Key Stage 4 learners (under 16).
- The ESFA for non-levy funded apprenticeships (plus an employer fee contribution)
- Employer levy payments for levy funded apprenticeships
- Student fees for commercial courses and overseas/international learners who are not funded, plus students on loan-funded courses who do not take out a loan.

All these funding sources apply rules to their funds which the Group is obliged to follow. In most cases, there is an audit regime to test compliance and a threat of clawback if funds are improperly applied. See section 5 below.

4.2. *Student Eligibility for Funding:*

To be eligible for funding students must be over 16 and **Home learners**. Home learners must meet residency criteria in the UK, as determined by the Education (Fees and Awards) Regulations 1997 and varied each year by regulations from the ESFA and the HE Office for Students (OfS).

The regulations include nationals of the European Economic Area (EEA), Gibraltar and Switzerland who have pre-settled or settled status under the UK's European Union Settlement Scheme (EUSS) with 3 years residency in either those countries or the UK **and** have been in the UK prior to 31st December 2020.

Irish nationals are eligible if they have lived in the UK, the EEA, Gibraltar or Switzerland for 3 years prior to the start date of the course.

Individuals with certain types of immigration status and their family members, as defined in the ESFA/GLA funding rules, may also be eligible to receive funding and be exempt from the three-year residency requirement rule. Residency status must also last for at least 12 months from the start date of the course.

The regulations include other overseas nationals holding a Home Office status with 3 years residency in the UK, provided their residency status lasts for 12 months after the start date of the course.

Home learners also include asylum seekers meeting certain criteria with no "Restrictions to Study" on their Home Office Bail 201 document.

Home learners can be:

- **Fully Funded.** All the cost of tuition is paid from grant funding.
- **Co-Funded.** A lower level of grant funding is paid, excluding a fee element. For learners on funded courses up to and including Level 2, CCCG will not charge the learner a fee. It will recover the fee element from dLSF wherever possible.

- **Advanced Learner Loan-Funded.** All/some of the cost of tuition is paid from an Advanced Learner Loan administered by the SLC.
- **Higher Education Loan-Funded.** All the cost of tuition is paid from a HE Loan administered by SFE.
- **Unfunded.** Students on loan-funded courses who do not take out a loan are required to pay a fee for the full cost of their tuition, including, examinations, checks (DBS) and materials. Under-16s enrolling on a twilight or evening course are also unfunded and pay a special fee. See s6.1 below. Full cost courses have no concessions, although in some cases they are eligible for Advanced Learner Loans.

Learners not classified as “Home” are charged fees at the overseas or international rate (see section 6.3 below).

4.3. *Course Fees:*

The group sets “home” fees for every course with, a limited applicability. They are only actually charged to unfunded learners. However, they are also used to set the level of claim against the dLSF for eligible co-funded learners.

- **Tuition Fees.** Tuition fees reflect the cost of delivery of the qualification or course and normally exclude costs related to materials, learning resources, trips and equipment.

Examination and Materials fees are no longer set separately, except in the case of some Hospitality courses for adults. In other cases, if needed, they may be added to the main course fees, except courses where you can apply for an Advanced Learner Loan or a Higher Education Tuition Fee Loan.

The College will not charge for a DBS (Disclosure and Barring Service) check where a learner is fully funded and it is a requirement to participate in learning.

For students who transfer from one course to another, the fee for the course transferred from is cancelled and the fee for the course transferred to is payable in full.

Fees for commercial courses and overseas/international students are higher and are set separately. See section 6 below.

4.4. *Additional Fees:*

There are some additional services where learners are normally charged a fee, although this may be waived at the discretion of the Executive Principal, the relevant Vice Principal or the Executive Director, Growth & Partnerships:

- For additional materials/resources not essential to completion of the course.
- For examination resits where the learner is not enrolled on a course, or in certain other circumstances.
- For exams-related costs such as appeals to awarding bodies, remarking and replacement certificates.
- For a replacement ID card when it has been forgotten or lost by the learner.
- For some discretionary trips and excursions.

5. **Funded Learners: Application of Funding Body Rules**

5.1. *Learners Aged 16-18 (16-24 with an Education Health & Care Plan, 14-16 Home Education):*

Home learners aged 16, 17 or 18, at 31 August at the start of the funding year in which they begin a funded learning programme, plus learners up to 24 who have an EHCP and home educated 14-16s attending part-time at the college are **fully funded** by the ESFA. No fees are payable by these learners.

Learners returning for a second year of a two-year further education course are fully funded on the same basis as their first year. However, this does not apply to learners progressing to a different course, or where the course is set up as two separate one year courses.

5.2. Learners Aged 19-23:

Home learners aged 19 to 23 inclusive on the **first day** that the qualification or course commences are funded by the ESFA or the GLA, depending on their home address. They may be **fully funded**, depending on their personal circumstances or the qualifications they study, as set out below. Note that these rules are subject to variations, in accordance with ESFA or GLA guidance, and apply from the beginning of a learner's programme to its end.

A Home learner aged 19-23 years old who meets one or more of the following criteria will be considered a **fully funded** learner:

Courses up to Level 2:

- Studying their first full Level 2 qualification.
- Studying a Level 1 course in order to progress to a Level 2.
- On provision to support progression to a first full Level 2.
- On provision up to and including Level 2, for those who already have a full Level 2, and are unemployed or earning a low wage.
- On provision up to and including Level 2 as part of the suite of English and Maths qualifications and do not already have a grade 4/C or higher.
- Studying Essential Digital Skills up to and including Level 1.
- Studying ESOL learning aims up to and including Level 2 and are unemployed or earning a low wage.
- Studying on provision up to and including Level 2, living in London and earning a low wage.
- Studying on provision up to and including Level 2, living outside London and earning a low wage.
- Studying a traineeship.

Courses at Level 3 and above:

- Studying their first full Level 3 qualification
(2 A-levels A-E grade, or L3 Sub Dip/Foundation Dip/Extended Dip/Technical Cert)
- Without a first full Level 3 qualification or higher, studying on a course eligible for FCfJ and have not been previously funded to study on a FCfJ course.
- With a first full Level 3 qualification, unemployed or earning a low wage, studying on a course eligible for FCfJ and have not been previously funded to study on a FCfJ course.
- Resident in London, studying on a course eligible for the Level 3 London Recovery Flexibility and unemployed or earning a low wage.
(Access courses are not in scope for the Level 3 flexibility).
- Resident in London and studying on a course eligible for the non-formula London Recovery Flexibility.
- The GLA funds a limited number of level 4 courses for qualifications that support skills gaps in London for learners who are unemployed or earning a low wage.

Other level 3 and above qualifications are **Advanced Learner Loan-Funded or Self-Funded**.

5.3. Learners Aged 24 Years and Older

Home learners aged 24 and older on the **first day** that the qualification or course commences are funded by the ESFA or the GLA, depending on their home address. They may be **fully funded**, depending on their personal circumstances or the qualifications they study, as set out below. Note that these rules are subject to variations in accordance with ESFA or GLA guidance and apply from the beginning of a learner's programme to its end.

A Home learner aged 24 and older who meets one or more of the following criteria will be considered a **fully funded** learner:

Courses up to Level 2:

- On funded provision up to and including Level 2 and are unemployed or earning a low wage.
- On provision up to and including Level 2 as part of the suite of English and Maths qualifications and do not already have a grade 4/C or higher.
- Studying Essential Digital Skills up to and including Level 1.
- Studying ESOL learning aims up to and including Level 2 and are unemployed or earning a low wage.
- Studying on provision up to and including Level 2, living in London and earning a low wage.
- Studying on provision up to and including Level 2, living outside London and earning a low wage.
- Studying a traineeship.

Courses at Level 3 and above:

- Without a first full Level 3 qualification or higher, studying on a course eligible for FCfJ and have not been previously funded to study on a FCfJ course.
- With a first full Level 3 qualification, unemployed or earning a low wage, studying on a course eligible for FCfJ and have not been previously funded to study on a FCfJ course.
- Resident in London, studying on a course eligible for the Level 3 London Recovery Flexibility and unemployed or earning a low wage.
Access courses are not in scope for the Level 3 flexibility.
- Resident in London and studying on a course eligible for the non-formula London Recovery Flexibility.
- The GLA funds a limited number of level 4 courses for qualifications that support skills gaps in London for learners who are unemployed or earning a low wage.

Other level 3 and above qualifications are **Advanced Learner Loan-Funded or Self-Funded**.

Armed Forces:

- Armed forces personnel, Ministry of Defence (MoD) personnel or civil and crown servants, who reside in London, are funded where the learning takes place in England. We will class members of the British armed forces on postings outside of the EU, including their family members, as ordinarily resident in the United Kingdom.
- Members of other nations' armed forces stationed in England, and their family members, aged 19 and over, are funded if the individual has been ordinarily resident in England for three years and resides in London. We will not fund family members that remain outside of London.

- Armed forces leavers studying their first full Level 2 or Level 3 qualification who have either left the British armed forces in the past 10 years after completing four or more years of service, or been medically discharged from the British armed forces due to an injury in active service, after completing basic training, are funded.

5.4. Definitions for 5.2-5.3

'Unemployed' means learners who can demonstrate, with evidence from within the last 3 months, that they are either:

- Receiving Jobseeker's Allowance (JSA), including National Insurance credits only
- Receiving Employment and Support Allowance (ESA), not PIP or DLA
- Receiving Universal Credit and not working
- Receiving Universal Credit, and their earned income from employment (disregarding benefits) is less than £617* a month (learner is sole adult in their benefit claim) or £988* a month (learner has a joint benefit claim with their partner).
- Individuals who can demonstrate that they are out of work and are not in receipt of benefits and want to be employed, and/or are seeking exceptional support with social integration, including those with no recourse to public funds.
- Offenders who are released on temporary licence (RoTL) and studying outside a prison environment and not funded by the Ministry of Justice.
- At the College's discretion, learners on ESA Support or Income Support who want to be employed or move into more sustainable employment who earn either less than 16 times the appropriate age-related rate of the National Minimum Wage/National Living Wage per week; or £617* per month (individual claims) or £988* a month (household claims).

'Low Wage' means learners who can demonstrate, with evidence from within the last 3 months, that they are earning less than £23,302.50* per annum in London, or £20,319.00* outside London.

* These values are set by the ESFA/GLA and may be subject to change in-year.

No Home student will be charged a fee for funded courses up to and including Level 2. All home students on courses up to and including Level 2 outside the categories above are co-funded. In cases where their income exceeds the limit for full grant funding but they are eligible for discretionary learner support funding (dLSF), CCCG will top up its income by the value of the course fee from the dLSF. If they exceed the dLSF limit, CCCG will waive the course fee.

CCCG will carry out a funding assessment in order to assess which funding category the learner falls into. We will need to see full statements of evidence of benefits received and low wage.

5.5. Advanced Learner Loans

Home learners aged 24 and over studying for level 3, level 4 or higher level qualifications (excluding Higher Education qualifications), plus those aged 19 to 23 studying for a qualification at these levels who already have a full Level 3, can apply to be **Advanced Learner Loan-Funded**.

The Student Loans Company (SLC) is responsible for administering Advanced Learner Loans. Full details of the eligibility criteria for Advanced Learner Loans and the application process are available from the Student Loans Company website, <https://www.gov.uk/advanced-learner-loan>.

It is the responsibility of individuals choosing to finance their study via Advanced Learner Loans to secure their loan with the SLC; the college can offer guidance and support, but the responsibility to complete the applications process sits with the learner.

Where learners have applied for a loan from the SLC to pay for their intended course's tuition fees, written confirmation from the SLC must be presented by the learner, or the College must be able to see approval by the SLC for the loan application on the SLC's portal. Learners will be issued with a Learning and Funding Information Letter (LaFIL) by the college, at the point of enrolment. This is required to apply for a loan.

Loan applications to the SLC should be completed within the relevant 'qualifying period', as follows:

- Courses < 14 days in duration, qualifying period = 1 attendance
- Courses between 2 weeks and 24 weeks (14 days to 167 days) duration, qualifying period = 14 days from learner's first attendance on the course
- Courses greater than or equal to 24 weeks (168 days or more) duration, qualifying period = 42 days from learner's first attendance on the course

Individuals who choose not to apply for a loan, or whose loan application to the SLC is either

- not submitted within the qualifying period, or
- not agreed by the SLC by the end of the term during which the course starts

will be considered by the college to be **unfunded** and will be personally liable for the full published course fees for their chosen programme(s) of study if they wish to continue to study with us.

If the learner withdraws from the course and the SLC stops payment of course fees before the final instalment, the learner will be liable for any remaining course fee up to the end of the calendar month in which they withdraw.

Some courses are part funded by an Advanced Learner Loan and have a premium tuition fee which the individual will have to self-fund.

Any part of, or the whole of the fee, not covered by an Advanced Learner Loan for any reason, is treated in the same way as a full-cost fee. See sections 6.2 and 7 below.

5.6. Higher Education

Home learners studying for Higher Education qualifications can apply to be **Higher Education Loan-Funded**. There is no fee remission for any age group to study Higher Education courses.

Fees for full time Home learners studying at CCCG are capped at £6,000 per annum; and part time fees at £4,690. The OfS definition of full-time/part-time is used. Where learners are enrolled by a University partner and CCCG provide sub-contracted services, fees are determined by the University. Where applicable, module resits are charged at £950 and examination resits at £595.

It is the responsibility of individuals choosing to finance their study via HE Loans to secure their loan from Student Finance England (SFE). A financial assessment letter showing the contribution to be paid by the SFE is required as evidence. In certain circumstances SFE evidence may not be available at enrolment, in which case written evidence of an application being made to the SFE is accepted, as an interim measure.

The rules on whether a home EU/EEA/Swiss student is eligible to apply for an SFE loan depend on the arrival date in the UK and the year that the course started. Students should contact SFE directly for confirmation. All SFE tuition/maintenance loans are subject to eligibility criteria.

Individuals who choose not to apply for a loan, or whose SFE funding is not approved, will be considered by the college to be **unfunded** and will be personally liable for the full published course fees for their chosen programme(s) of study if they wish to continue to study with us.

In respect of **Higher Education Loan-Funded** students following a standard academic year:

- Nothing will be charged if they withdraw/suspend before the 12th October.
- 25% of the annual fee will be charged if they withdraw/suspend on or after October 13 and before January 4.
- 50% of the annual fee will be charged if they withdraw/suspend on or after January 5 and before April 11.
- 100% of the annual fee will be charged if they withdraw/suspend on or after April 12.

5.7. Apprentices

No fees are charged directly to apprentices. Apprenticeship fees are charged to employers, the value of which depends on whether they pay the Apprenticeship Levy.

5.8. London Learner Survey

All learners funded by the GLA are required to complete the London Learner Survey as a condition of funding/enrolment, and to demonstrate that they have done so before they receive their ID card.

6. Non-Funded Learners

6.1. Learners Aged Under 16

There is a single date when young people can legally leave school. That date is the last Friday in June for those young people who have completed year 11. For the purposes of this document 'under 16' means of 'compulsory school age'.

School age home learners enrolling on a twilight or evening course will be charged the hourly fee rate of **£10.50 per guided learning hour** where the course is unrelated to their school programme. The enrolment of school age learners requires the prior approval of their school and their parent/guardian/carers.

Where school pupils of compulsory age wish to follow part of their programme at college, and the school has indicated their approval, the college will charge the school for the cost of this provision.

6.2. Commercial and Full Cost Courses

All full cost courses must have the authorisation of the Executive Principal, the relevant Vice Principal or the Executive Director, Growth & Partnerships. Course proposals must be costed by the budget holder and agreed with the Chief Financial Officer before any commitments are made. Provision must be made for charging both direct and indirect costs.

There is no free provision on commercial courses. All learners, regardless of age and home status, pay the full fee for commercial courses.

6.3. Overseas and International Learners

All non-Home learners must pay the overseas or international tuition fee rate for their course.

An overseas student is defined as one who does not meet the 3 year residency rule for ESFA, or whose visa does not cover them for at least 12 months from the start date of the course if the course is funded through the GLA, or if the student has visa restrictions.

An international student requires a Confirmation of Acceptance of Study (CAS) from our International Team and will have one of the following visas – Student Route Visa, Visitor Visa (for Study Purposes), Short Term Study Visa (6-11 months for English), Youth Mobility Scheme Visa and Diplomatic Exemption Visa (18+ only).*

Fees charged to International students are fully inclusive of tuition fees and the cost of the first attempt of any approved examination, except for English as a Foreign Language (EFL) courses where any examination fees are charged in addition. Learners will be charged re-sit fees for any further attempts of examinations. Any agreed additional learning support will also be charged as an addition.

International fees are set for all courses we anticipate international students to study on. Where an International student wishes to enrol on an advertised course without published international fee the international office should be contacted for the fee.

International Fees set for the 2023-24 academic year per programme category are as follows. For specific course fees please check with the international team:

Type/Age	Course Type	Tuition Fees/£
International students of all ages	A levels (2 years) A levels (1 year Intensive)	£8,500 -£10,500 per year
International students of all ages	Level 3 Course: BTEC Extended Diplomas, Access to Higher Education and UAL Level 3 Diplomas	£7,500 to £8,500 per year
International students of all ages	HE Courses: BA Degrees, Foundation Degrees, and BA Top-up Degree	£9000 per year
International students of all ages	HNC and HND Courses	£8,500 per year
International students of all ages	General English Courses and IELTS	£750 - £5,580 12 – 36 weeks, 8-16 hrs pw

7. Payment of Fees

7.1. Methods of Payment

Credit or debit cards payable at reception and direct payment into the college's bank account can all be used to pay fees. Payments by cash or cheque are not accepted.

We do not take payments over the phone. Students who prefer to pay by a debit or credit card and cannot attend the college's reception, should send an email to receivables@capitalccq.ac.uk and the team will arrange to email a secure payment link.

From September 2023 we hope to be able to permit learners to make payments online through our websites.

7.2. Instalment Plans

All fees become due at enrolment; however, the college recognises that some students may be unable to pay their fees in full at enrolment.

Home students may be entitled to pay by instalments where they are enrolling onto a course which lasts 18 weeks or more and their total course fees exceed £500. At the discretion of the Executive Director, Growth & Partnerships this facility may be extended on a case-by-case basis to International students.

All eligible students enrolled on a full year course will be required to pay 25% of their total course fees at enrolment. The balance will be spread equally across 5 monthly instalments (15% each), with the first payment due on the 1st, one month after the enrolment month. So, for example, a student enrolling on 17th August would pay 25% on that date, then 15% on each of 1st September, 1st October, 1st November, 1st December and 1st January. A student Statement will be issued once the first payment has been made.

Students studying on a short course of e.g. 18 weeks who are eligible to pay by instalments will have their repayment dates revised so that fees are paid in full at least one month prior to the end date of their course.

Students who are self-funding and do not pay their payments on time will have their instalment plan revised so that all fees are due immediately.

Students applying for **Adult Learner Loan Funding** or **Higher Education Loan Funding** are not eligible for instalment payments and must pay the whole of their personal fee contribution at enrolment and provide evidence of any application/award to/from the Student Loans Company.

Initial confirmation of registration to release maintenance loans and or grants takes place once the course starts and we see at least one positive mark on registers.

Students relying on a HE loan to pay tuition fees may be eligible for an enhanced discretionary instalment plan. Their first instalment of 25% becomes due 10 days after their registration and attendance is confirmed to SFE. The second payment of 25% becomes due once their second semester attendance is confirmed. The third and final payment of 50% becomes due 10 days after their third semester attendance is confirmed.

Business organisations, sponsoring students' fees, are generally not eligible for instalment payments unless at the discretion of the Chief Financial Officer or nominated employee. All organisation invoices become due for payment 30 days after the date of issue.

In general, international students are expected to pay all their fees at enrolment; however, in exceptional circumstances the college may allow payment in instalments. Applications for international student instalment plans must be made to the International Officer before students attempt to enrol.

7.3. Payment by Employers or Sponsors for non-Apprenticeship courses

A learner may have made an agreement for course and other fees to be paid by their employer or sponsor. This is an agreement made between those two parties. This section does not apply to apprenticeships, where the agreement for fee payment is between the employer and CCCG.

Students whose fees are being paid by their employer/sponsor must supply written confirmation of sponsorship at enrolment. The confirmation must be on Company headed paper, be unconditional, state the name of the student & course, the amount of sponsorship and be signed by an authorised signatory (not the student). If your employer/sponsor is only paying part of your fees you will be liable to pay the remainder yourself. Instalment plans are not available to Employers/Sponsors.

If the learner has left the employment of the company that had agreed to pay the fees but is still attending the course, then the learner will be liable for any outstanding fees. It may be possible that the learner has changed employment and the new employer is willing to pay the fees. In this event, it is acceptable for the liability to the College to be transferred, provided that the new employer confirms its willingness to pay the fees in writing on its official letterhead.

In all cases, if the employer or sponsor does not pay the promised fees, then the learner is liable.

7.4. Outstanding Fees

Learners must be advised that any fees outstanding beyond their due date for settlement may prejudice their continuance on the course, entry for an exam, resit of an exam, the award of any certificates and progression to the next level of course.

All outstanding fees from current or previous academic years must be paid in full before a learner can progress onto the next year of their course or a new course at the College.

Learners who do not pay their fees may be referred to a debt collection agency, as set out in the College's Debt Recovery Procedures.

7.5. College Refund Policy

CCCG has a 'no refunds' policy, however, refunds may be considered if any of the following circumstances exist:

- The college terminates a course which has already started
- The college is not able to provide an advertised course
- The college changes the time or location of a course from that advertised
- The college cancels an examination
- The college recommends a student transfers to a course with a lower fee
- The college has overcharged a student or assessed their fees incorrectly
- Medical conditions, certified by appropriate medical professionals, resulting in the student having to leave the college completely during their study (this does not apply to HE learners on a Break In Learning).
- The student notifies the college, in writing, that they are withdrawing at least 7 days before the course starts

If after enrolment the student decides to withdraw from their course for any other reason they will not get a refund. If we have agreed for them to pay in instalments, then they must pay all unpaid instalments immediately.

Refund applications will only be considered if received on a correctly completed form, available from all college centres on request. Where refunds are declined CCCG may issue a credit note or voucher for another college course, as an alternative.

Where the college terminates a course which has already started, the student will receive a full refund of all amounts paid. We will consider full or partial refunds in some other cases, for example where learners have paid the full fee and we are unable to deliver the full qualification/ experience as marketed or expected within a reasonable timeframe. (This would not apply if we delivered via a different methodology or at a different centre). The decision will be made on a case-by-case basis by the Executive Principal or nominated Vice Principal or the Executive Director, Growth & Partnerships.

All other refunds will be subject to deductions for classes already attended, the examination fee where the college has already registered your entry, unpaid student membership fees, unpaid fees in respect of other programmes of study and an administration fee of £30.

Refunds will be made to the person or organisation who has made the payment to the College, be this the individual learner, a sponsor or the Student Loans Company.

For Higher Education courses only:

- CCCG will make payments to learners to cover any additional travel costs incurred by them if they are affected by a change in the delivery location of their course, or will make funding available to offset these additional costs.
- If it is not possible for CCCG to continue to deliver a course, we will make a payment to cover any additional maintenance costs and/or lost time incurred by a learner. CCCG will also make a payment to cover any tuition and/or maintenance costs incurred by a learner where these are of a greater value than they would have incurred had CCCG continued to deliver a course for which they were enrolled.

7.6. Refunds for International Students

For international students whose visa application is refused, any deposits paid will be refunded less an £100 administration charge; except where the applicant has knowingly falsely represented themselves, submitted fraudulent documentation or failed to disclose material facts. Where the College believes the refusal is due to a UK Visas and Immigration (UKVI) mistake, then the refund will only be made on completion of an Administrative Review, initiated by the student.

All UKVI decision letters should be forwarded to the International Office within 4 days of receipt. Deposits will not normally be refunded in any other circumstances. If you successfully obtain your visa but elect not to study at CCCG then you will forfeit your entire deposit.

7.7. Print Credit Refunds

Refunds for pre-paid print credits will be considered. In the event a credit balance exists when a student leaves the college, an overpayment or positive balance will be considered for refund on receipt of a formal request for repayment. The student must submit a request for refund to finance and the refund will be assessed and repaid after approval by the Finance Director.

7.8. Disclaimer

The college will do all that it reasonably can to provide the educational services as described on its website, in the prospectus or in other documents issued to appropriately enrolled students. Sometimes circumstances beyond the control of the college mean that it cannot provide such services. Examples include (but are not limited to):

- Industrial action by college staff or third parties
- The departure of college staff (in this situation the college will provide cover wherever possible)
- Power failure
- Acts of terrorism
- Lockdowns or other restrictions due to pandemic diseases
- Damage to buildings or equipment

The college will not provide a refund of fees paid in the event of such circumstances.

In the event that a course has to be taught remotely or moved to another centre students will not automatically be entitled to a refund. They will need to make a case to the Executive Principal which will be considered on its own merit.

8. Bursary Funds

8.1. 16-18 Bursary Scheme

Learners aged 16-18 who experience hardship and can be identified as being in need of financial support, may be eligible for a bursary. Learners in the following groups may be eligible for and receive the maximum bursary of £1,200 a year:

- Young people in care.
- Care leavers.
- Young people claiming Income Support or Universal Credit in their own name.
- Disabled young people who receive both Employment and Support Allowance and either Disability Living Allowance or Personal Independence Payment in their own name.

To receive the maximum bursary, the learner's course must last 30 weeks or more. For courses of less than 30 weeks, a pro-rata amount will be calculated based on the length of the course. Payments are dependent on good attendance and punctuality standards.

Students on apprenticeship programmes, or paid learning or training, cannot get a bursary. However, students on a traineeship programme are not paid so they are eligible.

Other students facing genuine financial difficulties may be awarded a bursary at the discretion of the college.

The college reviews its approach to the distribution of bursary funds on an annual basis to ensure that the funds are allocated to best support learners facing genuine financial hardship. Bursary payments are made dependent on individual learners maintaining acceptable levels of attendance and progress.

8.2. AEB Discretionary Learner Support Funds

Adults funded through the GLA or ESFA AEB may be eligible for support through the Discretionary Learner Support Fund (dLSF). There are two strands at CCCG: Hardship funding, which is general financial support for financially disadvantaged learners to support participation; and childcare funding for learners aged 20 or older on the first day of

learning who are at risk of not starting or continuing learning because of childcare costs. Eligibility rules apply. Eligible co-funded learners will have the cost of their learning topped up by the value of the course fee from the dLSF.

8.3. Advanced Learning Loans Bursary Fund

Learners funded by an Advanced Learning Loan may be eligible for support through the Loans Bursary Fund. This fund is to provide support for eligible learners with hardship & childcare fees. Funding rules emphasise that priority is to be given to vulnerable groups, but can also be used to help other disadvantaged learners. Assessment of learner needs is required and learners will be means-tested. Evidence that learners are in receipt of the loan is required. Loans bursary funding cannot be used “to cover costs and charges for items without which a learner could not complete their course.”

9. Implications

9.1. Financial Implications

This policy has significant impact on college income, and estimates of its cost are made during the annual budgeting process. There is a balance between fee income remitted or uncollected, and the associated increase in demand for free grant-funded courses. Calculations in have shown the net effect to be positive.

9.2. Equality Implications

Many of the group’s learners, particularly those with protected characteristics, are economically disadvantaged and find payment of college fees difficult. This policy endeavours, within the funding rules which govern the Group’s operations, to mitigate this. It does this through the Free Tuition Policy, whereby all funded learners up to and including Level 2 are free of charge. Free tuition is believed to have a considerable positive impact on access. We also make provision for payment plans where fees are unavoidable.

Note, however, that a comprehensive analysis of the equality impact of fees would be a complex piece of research and has not been carried out.

**Table 1: Summary Table of Government Contributions
19–23 year-olds**

Provision	Notes and Eligibility	Funding
English and maths, up to and including level 2	Must be delivered as part of the legal entitlement qualifications	Fully funded
Essential Digital Skills Qualifications up to and including level 1	Must be delivered as part of the Digital legal entitlement qualifications	Fully funded
First full level 2 (excluding English and maths)	First full level 2 must be delivered as part of the legal entitlement qualifications. Level 2 provision from the local flexibility offer will not be funded for 19-23 year olds who do not have a first full Level 2. See the local flexibility and legal entitlements section.	Fully funded
Learning aims up to and including level 2, where the learner has already achieved a first full level 2 or above	For those eligible unemployed, on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for low wage, asylum seekers or out of work and outside benefit arrangements	Co-funded
Learning aims to progress to a full level 2 – up to and including level 1	Must be delivered as entry or level one provision from local flexibility	Fully funded
Level 3 legal entitlement (learners first full level 3)	First full level 3 must be delivered as part of the legal entitlement qualifications	Fully funded
Level 3 Free Courses for Jobs offer	Learners without a full level 3 or above can access a qualification on the Free Courses for Jobs offer qualifications list	Fully funded
	Learners who already hold a level 3 or higher and meet the definition of unemployed or on a low wage	Fully funded
Additional level 3 covered under London Recovery Flexibility	Flexibilities apply to level 3 qualifications in 2022/23 as part of the London Recovery. See the London recovery flexibilities level 3 section.	Fully funded
Additional level 3 not covered under London Recovery Flexibility	Learner funded through an Advanced Learner Loan. For more information refer to ESFA guidance	Loan-funded

19–23 year-olds Continued

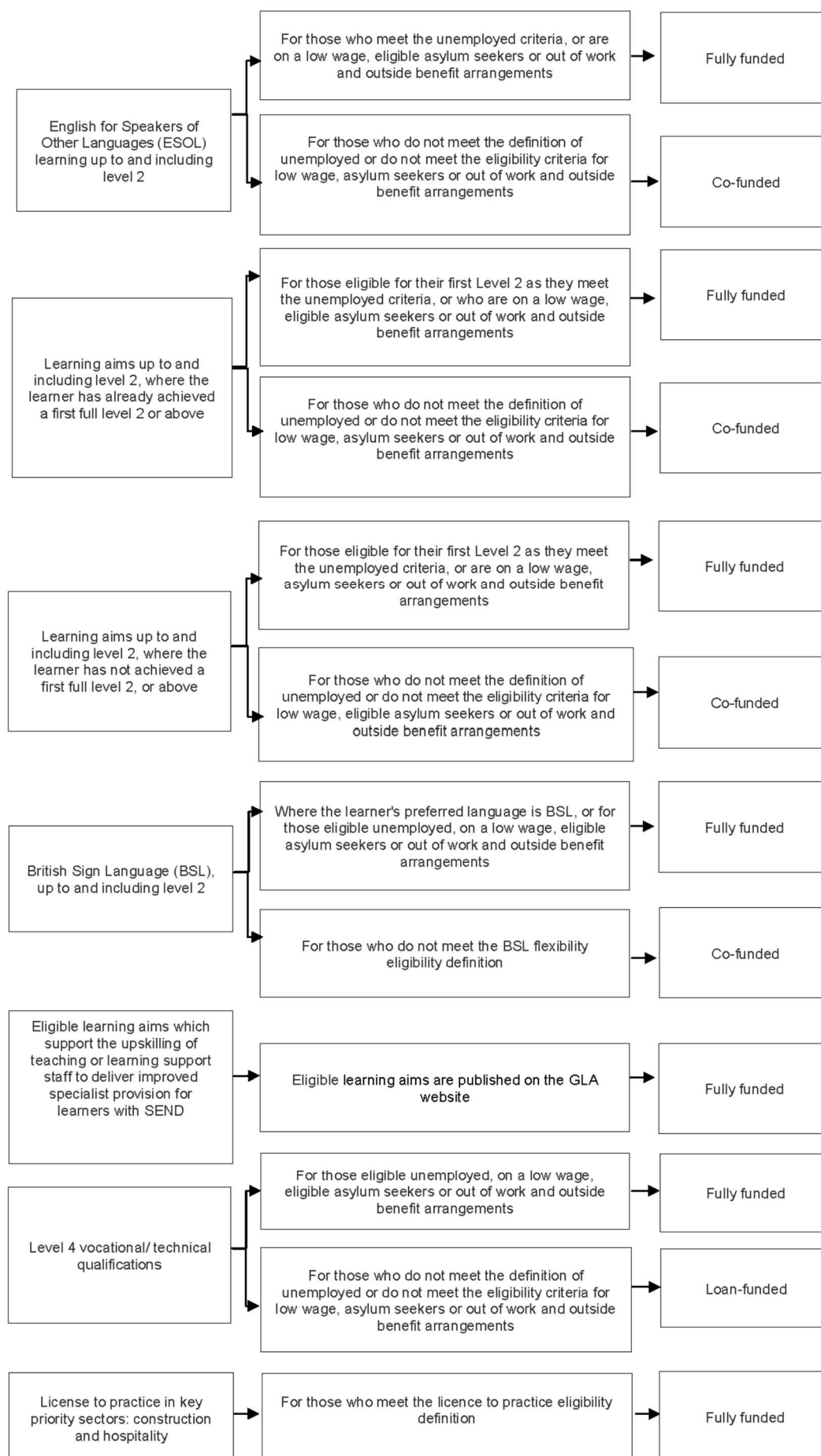
Provision	Notes and Eligibility	Funding
English for Speakers of Other Languages (ESOL) learning up to and including level 2	For those eligible unemployed, on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for low wage, asylum seekers or out of work and outside benefit arrangements	Co-funded
British Sign Language (BSL), up to and including level 2	Where the learner's preferred language is BSL, or for those eligible unemployed, on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the BSL flexibility eligibility definition	Co-funded
Eligible learning aims which support the upskilling of teaching or learning support staff to deliver improved specialist provision for learners with SEND	Eligible learning aims are published on the GLA website	Fully funded
Level 4 vocational/ technical qualifications	For those eligible unemployed, on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for low wage, asylum seekers or out of work and outside benefit arrangements	Loan-funded
License to practice in key priority sectors: construction and hospitality	For those who meet the licence to practice eligibility definition	Fully funded

NOTE: Once a learner has been funded by free courses for jobs (FCFJ) in line with the funding rules, they will have exhausted their eligibility for the FCFJ offer.

24+ year olds

Provision	Notes and Eligibility	Funding
English and maths, up to and including level 2	Must be delivered as part of the legal entitlement qualifications	Fully funded
Essential Digital Skills Qualifications up to and including level 1	Must be delivered as part of the Digital legal entitlement qualifications	Fully funded
First Full Level 2 (excluding English and maths)	For those who meet the unemployed criteria, or are on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for low wage, asylum seekers or out of work and outside benefit arrangements	Co-funded
Learning to progress to level 2	For those eligible for their first level 2 as they meet the unemployed criteria, or are on a low wage, eligible asylum seekers or out of work and outside benefit arrangements	Fully funded
	For those who do not meet the definition of unemployed or do not meet the eligibility criteria for low wage, asylum seekers or out of work and outside benefit arrangements	Co-funded
Level 3 Free Courses for Jobs offer	Learners without a full level 3 or above can access a qualification on the Free Courses for Jobs offer qualifications list	Fully funded
	Learners who already hold a level 3 or higher and meet the definition of unemployed or on a low wage	Fully funded
Additional level 3 covered under London Recovery Flexibility	Flexibilities apply to level 3 qualifications in 2022/23 as part of the London Recovery. See the London recovery flexibilities level 3 section.	Fully funded
Additional level 3 not covered under London Recovery Flexibility	Learner funded through an Advanced Learner Loan. For more information refer to ESFA guidance	Loan-funded

24+ year olds Continued



NOTE: Once a learner has been funded by free courses for jobs (FCFJ) in line with the funding rules, they will have exhausted their eligibility for the FCFJ offer.

Table 2: Level 3 Pathways

Chart 1: 19 to 23-year-olds

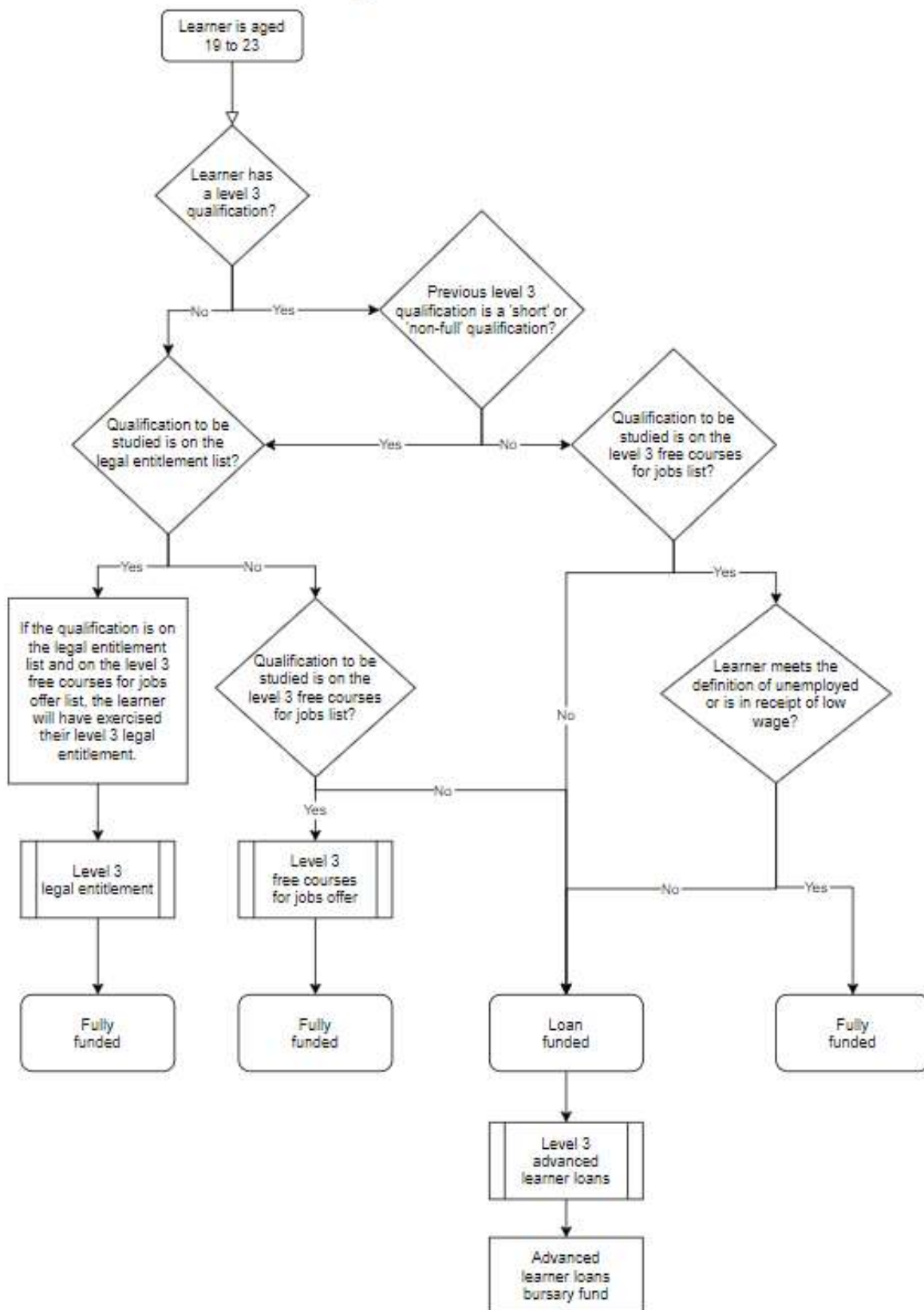


Chart 2: 24+

