Gloucestershire College

Quality Controlled Document

Policy: **Tuition Fees 2026-27** **Date: July 2026**

Approved by: **Andy Bates – CFO**

1 Purpose

This Policy sets out the principles and criteria the College will use to determine, apply and collect fees and charges for courses of study. It also details the circumstances in which fee waivers, fee concessions and refunds may be granted.

The College's course fees are set annually in accordance with the requirements of its funding, regulatory and monitoring bodies. These include the DfE (Department for Education), the Office for Students (OfS) and Devolved Authorities.

The College takes all reasonable steps to ensure that fee information released to the public is accurate at the time of publication. However, the College reserves the right to amend fees and correct errors in fee information where these have been advertised incorrectly, including on the College website and other publications. To support equality of opportunity the College will:

- Provide information and assistance in applying for financial support for course fees;
- Provide instalment payment options in cases of financial hardship;
- Provide a range of student support services that include information and guidance on courses, progression, funding, fees, bursary funds and financial support;
- Wherever possible, enable and facilitate students to access other funds available to contribute to the fees and charges of those students who would otherwise have difficulty in paying these costs.

This policy should be read alongside the College's Student Protection Plan, which explains the arrangements in place to protect students' continuation of study and financial interests where there is material disruption to higher education provision, including provision delivered through partner organisations.

2 Responsibility

The Chief Financial Officer is responsible for policy compliance and implementation.

3 Scope

This Policy covers all fees and charges that the College will levy for courses of study and details circumstances where fees may be waived or concessions offered.

When setting fees, the College will:

- Comply with the terms of its funding agreements;

- recognise trends in the marketplace to ensure prices remain competitive and represent good value in relation to the quality of provision; and
- wherever possible, enable and support students to access other sources of funding that may contribute towards fees and charges where they might otherwise have difficulty meeting these costs.

Unless otherwise stated or expressly covered by a student's grant funding, the fees do not include the cost of course books, study materials or examination re-sits or charges associated with retaking modules.

Where the College delivers higher education provision through an approved partner organisation, the College, as the OfS registered lead provider, remains responsible for tuition fee arrangements, student financial protection, and the application of this Tuition Fee Policy. These arrangements, including refunds and related financial matters, will be managed in accordance with this Policy and the College's approved subcontracting arrangements. The College will ensure that students receive clear and accurate information regarding fees, funding arrangements, and the respective roles and responsibilities of the College, any approved delivery partner, and the student.

4 Definitions

(i) Liability

When enrolling on a course, all students shall be made aware of any fees due from them in respect of a course for which they are applying. Where students' courses are fully funded by funding bodies or employers (Apprenticeships), the student shall have no liability for learner fees provided they have provided accurate information relevant to the fee concession received.

The College makes every attempt to correctly assess fees due at the point of enrolment, however in some circumstances e.g. an incorrect assessment, a change of course after enrolment or omitted information may mean that this assessment is incorrect. The College reserves the right to re-evaluate fees based on new information and charge the learner accordingly.

For levy paying employers, in the event that there are insufficient funds available for the levy to fully settle the amount due to the College, the employer of the apprentice will be responsible for the settlement of any amount outstanding.

Although in certain instances a learner may qualify to receive financial assistance towards the payment of fees, for example from the Student Loan Company, the responsibility for the payment of those fees remains the learner's sole responsibility.

5 Full Fee Exemptions and Fee Waivers

Some learners may be fully or partially exempt from tuition fees due to their personal circumstances or the programme of study they are undertaking. Where learners meet the criteria set out below, tuition fees and, where applicable, examination fees may be waived in accordance with funding rules and College policy.

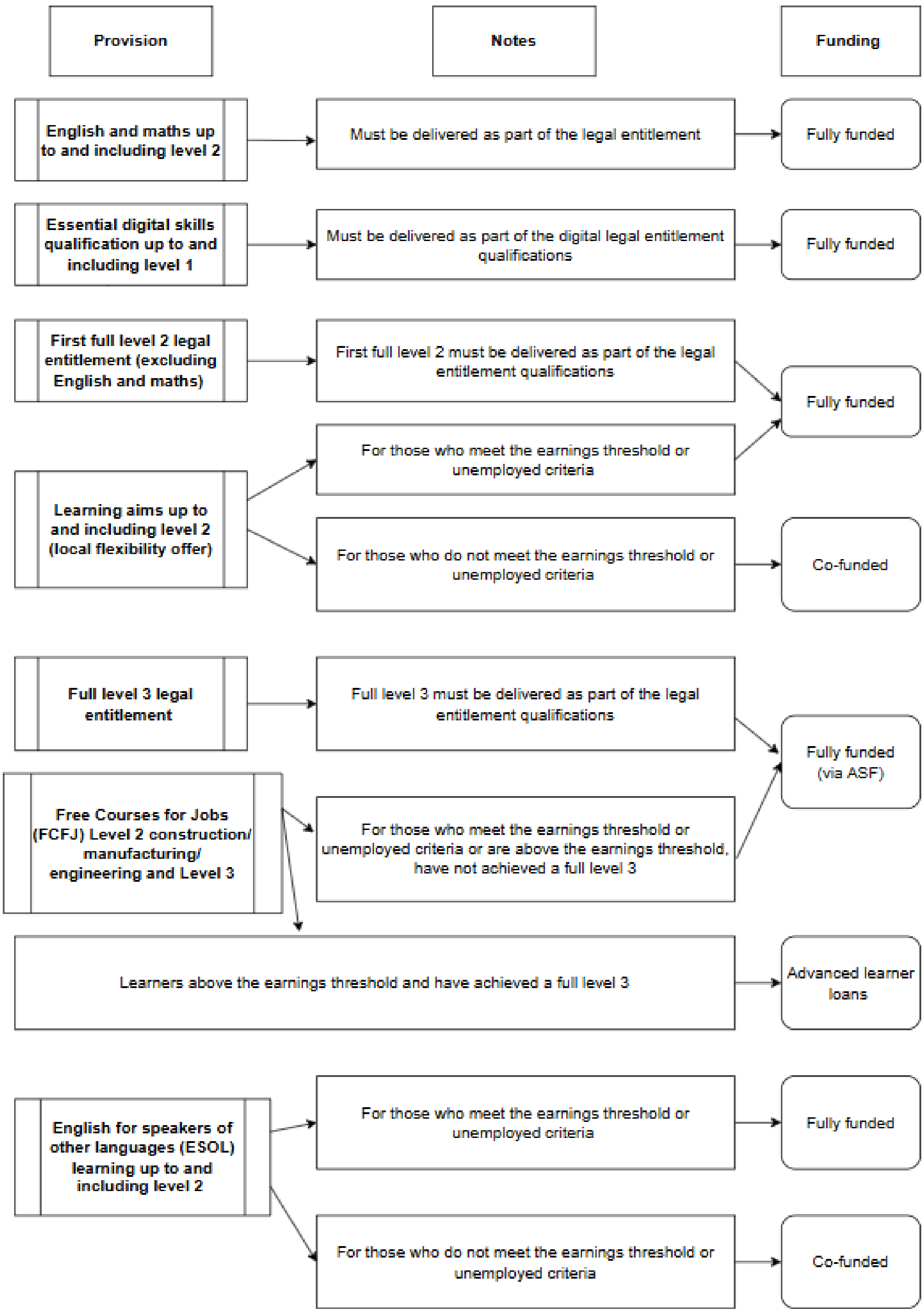
Note: Fee waivers do not apply to full cost programmes.

The categories are:

5.1 Eligible students aged 16-18. A 16-18-year-old learner is defined as a student aged 16, 17 or 18 on 31 August in the calendar year when they begin a programme of study.

5.2 Eligible students aged 19 to 23.

Chart 1: 19 to 23-year-olds



5.3 Eligible students aged 24+:

Chart 2: 24+

Provision	Notes	Funding
English and maths up to and including level 2	Must be delivered as part of the legal entitlement	Fully funded
Essential digital skills qualification up to and including level 1	Must be delivered as part of the digital legal entitlement qualifications	Fully funded
Level 2 and learning up to a level 2 (local flexibility and access to level 2 legal entitlement qualifications as a policy addition)	For those who meet the earnings threshold or unemployed criteria	Fully funded
	For those who do not meet the earnings threshold or unemployed criteria	Co-funded
Free Courses for Jobs (FCFJ) Level 2 construction/ manufacturing/engineering and Level 3	For those who meet the earnings threshold or unemployed criteria	Fully funded
	For those learners who do not meet the earnings threshold or unemployed criteria	Advanced learner loans
English for speakers of other languages (ESOL) learning up to and including level 2	For those who meet the earnings threshold or unemployed criteria	Fully funded
	For those who do not meet the earnings threshold or unemployed criteria	Co-funded

6 Residency criteria

6.1 Individuals will be eligible for Adult Skills Funding if they meet one or more of the following residency criteria:

- EEA nationals (other than Irish nationals) living in the UK with pre-settled or settled status under the EU Settlement Scheme and are ordinarily resident in the UK.
- Non-UK nationals who have permission granted by the UK government to live in the UK (not for educational purposes only) and are currently ordinarily resident in the UK.
- Non-UK national who is also a non-EEA national who has obtained pre-settled or settled status under the EU Settlement Scheme and is ordinarily resident in the UK.
- A 'family member' (husband, wife, civil partner, child, grandchild or dependent parent or grandparent) or a UK or EEA national, if they (the principal) have obtained pre-settled or settled status under the EU Settlement Scheme (where required to do so) and is ordinarily resident in the UK.
- Anyone or the husband, wife, civil partner, or child with the below:
    - Refugee status
    - Discretionary / Exceptional / indefinite Leave to Enter* / Remain
    - Humanitarian protection
- Asylum seekers who have:
    - lived in the UK for six months or longer while their claim is being considered by the Home Office, and no decision on their claim has been made
    - In care of the local authority and receiving support under s23C or s23CA Children Act 1989
- Other criteria that might apply:
    - Irish national, leave outside the rules, section 67 of the immigration Act 2016 leave, Calais leave to remain, stateless leave, refused asylum and are appeals, in local authority care or supported under section 4 of the immigration and Asylum Act 1999, children of Turkish worker, members of the armed forces, British Nationals evacuated from Afghanistan under operation pitting / evacuated before 6^{th} Jan 2022. For more guidance refer to the Adult Skills Fund: funding rules 2026 to 2027.

6.2 In addition to the groups above, the DfE will also consider the following groups of 16-18 year old learners as eligible for DfE funding:

- 16-18 year olds who are accompanying parents who have the Right of Abode or leave to enter or remain in the UK, or 16-18 year olds who are the children of diplomats.
- 16-18 year old dependents of teachers coming to the UK on a teacher exchange scheme.
- 16-18 year olds entering the UK (where not accompanied by their parents) who are British Citizens (but not holders of British Overseas passports), or 16-18 year olds whose passports have been endorsed to show they have the Right of Abode in this country (holders of passports describing them as British Overseas

Citizens have no automatic right of abode in the UK, nor do other non-EEA nationals).
- All 16-18 year asylum seekers (but not any accompanying parents or guardians also seeking asylum in UK).
- Any unaccompanied asylum seekers aged 16-18 who are placed in the care of social services.

7 <u>Unemployment criteria</u>

7.1 The College will update the Universal Credit thresholds to align to any revisions made by the DfE and Department for Work and Pensions (DWP).

For funding purposes, we define a learner as unemployed if one or more of the following apply, they:

- receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only
- receive Employment and Support Allowance (ESA)
- receive UC, and the annual gross salary is under £26,800
- are released on temporary licence, studying outside a prison environment, and not funded by MoJ

The College will use their discretion to fully fund other learners if either of the following apply. The learner:

- receives other state benefits (not included in the list above) and the annual gross salary is under £26,800
- is not receiving any benefits, wants to be employed, and the College is satisfied identified learning is directly relevant to their employment prospects and the local labour market needs.

7.2 The College may fully fund learners who are unemployed, employed, or self-employed, up to and including level 2 and the level 3 offers, if they earn below £26,800 annual gross salary.

The College must have seen evidence of the learner's gross annual wages in these circumstances. This could be a wage slip or a UC statement within 3 months of the learner's learning start date, or a current employment contract which states gross monthly/annual wages. Please note this is not an exhaustive list, but you must evidence your decision to award full funding to an individual who would normally be eligible for co-funding.

8 <u>Full Time Programmes</u>

8.1 <u>Higher Education (Office for Students) Programmes</u>

8.1.1 The tuition fees for full-time HE programmes regulated by OfS (Foundation Degree, Higher Nationals) starting in the 2026/27 academic year will be UP TO £9,790 per year (120 credits).

8.1.2 The tuition fees for part time HE programmes regulated by OfS in the 2026/27 academic year will be calculated proportionately based on UP TO £9,790 per year per 120 credits.

8.1.3 Students undertaking programmes delivered through approved subcontractual arrangements will be charged tuition fees in accordance with the published fee arrangements for the relevant programme. Gloucestershire College remains responsible for the management of tuition fee arrangements, refunds and the application of this Policy in respect of all higher education provision delivered under subcontractual arrangements. The College will ensure that students receive clear, accurate and timely information about tuition fees, funding arrangements and any financial implications throughout the student lifecycle.

8.1.4 From the 2026/27 academic year onwards, the following targeted bursaries will be available to eligible students enrolled on full-time higher education programmes:

A) Gloucestershire Low-Income Household Bursary
A non-repayable bursary of £500 per academic year is available to students from households with an assessed annual income below £25,000. This bursary is intended to support students from low-income backgrounds, including those eligible for Free School Meals (FSM).

B) Care Leaver Bursary

A non-repayable bursary of £1,000 per academic year is available to students who have been in local authority care. This bursary also aims to support students who meet Free School Meals (FSM) eligibility criteria.

8.2 <u>Apprenticeship Programmes</u>

8.2.1 Employers who pay the Apprenticeship Levy will fund apprenticeship training through their digital apprenticeship accounts. Monthly apprenticeship costs will be deducted from available levy funds in line with the apprenticeship funding rules.

Where an employer's levy funds are insufficient to cover the full monthly cost of training and assessment, the employer will be required to co-invest at the prevailing non-levy co-investment rate as set out in the DfE funding rules.

8.2.2 Employers who do not pay the Apprenticeship Levy are required to contribute towards the cost of apprenticeship training through co-investment at the rate specified in the DfE funding rules (currently 5%), unless the apprentice or employer is eligible for full government funding.

However, some apprentices may be eligible for 100% government funding, meaning that no employer co-investment is required. This includes eligible cases where the apprentice is employed by a small employer (with fewer than 50 employees) and the apprentice is:

- aged 16–18, or
- aged 19–24 and is a care leaver or has an Education, Health and Care (EHC) plan (subject to funding rule eligibility criteria).

subject to the eligibility requirements and conditions set out in the apprenticeship funding rules.

8.2.3 Where apprentices meet the criteria for full government funding, no employer contribution will be required. Eligibility for full funding will be determined in accordance with the DfE apprenticeship funding rules applicable at the start of the apprenticeship.

8.2.4 Fees will be set within the maximum funding band for each apprenticeship standard, taking account of prior learning and delivery costs, in accordance with DfE requirements.

8.2.5 Where employer co-investment applies, the employer contribution will be charged at the rate specified in the DfE funding rules and cannot be varied by the College.

Employer contributions will be invoiced directly to the employer or collected via agreed instalment arrangements for the duration of the apprenticeship programme.

Payment terms will be set out in the College's contract with the employer. Failure to meet payment terms may result in suspension or withdrawal from the apprenticeship in line with contractual arrangements and funding rules.

8.2.6 Where employer co-investment applies, the College will invoice the employer for their contribution either as a single payment or through an agreed instalment plan based on the length of the apprenticeship programme. Instalment arrangements will normally include a minimum monthly contribution of £100, unless otherwise agreed in writing by the College.

9 Part Time Tuition Fees

9.1 Other part time tuition fees will be set under arrangements approved by the CFO.

10 Materials Fees / Residential Fees

10.1 Materials / residential fees will be agreed between the Vice Principal Curriculum and Quality and the Head of School. Materials fees shall only be set where there is a clear justification recorded in the curriculum planner. Where no approved justification is recorded, no fee will be charged.

10.2 Materials and residential fees are normally chargeable and will not be routinely waived. However, students experiencing financial hardship may apply for support through the College's Student Bursary or hardship funding schemes. Any support awarded will be subject to eligibility criteria and available funding.

11 Examination And Awarding Body Fees

11.1 All exam fees will, where possible, be included on the student record system. Students receiving a government waiver for tuition fees do not pay exam fees.

11.2 The following groups are exempt from examination and awarding body fees:

(i) Full-time or part time students aged 16 - 18.

(ii) Full-time students on prescribed HE programmes (Degree, HND).

(iii) Students entering Functional Skills or GCSE maths and English programmes.

The College will only pay for these students' first attempt; re-sit fees must be met by the students, with the exception of Functional Skills awards, where the College will meet the cost of a first re-sit if applicable. However, where attendance levels fall below 80%, students from the above groups will be charged examination and awarding body fees.

11.3 All other students are liable for their own examination and awarding body fees.

11.4 A College charge of £15, together with any late fees levied by the Examining Board concerned, will be made for examination entries received after the closing date (where such entries are accepted). These fees cannot be waived.

11.5 Payment of membership subscription to professional bodies is the responsibility of the student, excluding those on an Apprenticeship.

11.6 A charge of £100 per entry will be made for external candidates.

11.7 Learners failing to attend examination shall be liable for all costs associated with those examinations.

12 Overseas Fees

12.1 Overseas tuition fees for provision excluding EFL/TEFL and full cost programmes are available from Student Services.

12.2 Any students, including staff, who do not meet the definition of a 'home student' in accordance with UK residency and immigration eligibility rules (as defined by relevant UK Government guidance) will be charged at the overseas tuition fee rate.

12.3 Overseas students will be expected to make payments of their fees as follows:

- £1,000 deposit on application. Any deposit paid will be non-refundable unless your visa application is rejected. For refund information please see section 20;
- The balance must be paid in full before the course starts.
- Part time international students will be charged £15 per hour

13 EFL/TEFL Programmes

13.1 Fees for EFL/TEFL programmes will be determined on an individual basis by the EFL unit and agreed by the CFO.

14 ETA Fees

14.1 ETA fees will be negotiated by the ETA Unit, subject to approval by the CFO.

15 Under 16 Students

15.1 Full-time students under the age of 16 at 1 September 2026 should be referred to Student Services.

15.2 Part-time students cannot generally be enrolled and any exceptions to this must be agreed by the CFO.

16 Remote Learning

Fees will not be reduced or refunded due to student absence, including absence caused by illness or other reasons. This also applies where students are required to study from home because the College is delivering teaching remotely for any reason. No reduction in fees will be made where students take study leave at home before or during public examinations, or where a term is shorter than others (or is shortened), and this includes any periods spent studying at home.

17 Payment of Fees at Enrolment

17.1 Any student with fees outstanding from a previous academic year will not be enrolled onto further courses until payment has been made **IN FULL**, or a formal payment arrangement has been agreed with the Finance Department.

17.2 All students are responsible for making arrangements for their fees to be paid at enrolment. Students will not be enrolled unless their fees are paid in full at the point of enrolment, except in the following circumstances:

(i) They have entered into a direct debit agreement as set out in Section 19 below.

(ii) They have a letter from a sponsor agreeing to pay their fees. Fees are payable within 30 days of the commencement of the course.

(iii) They are enrolling on a full time HE funded programme. In these circumstances they must pay or have agreed payment arrangements with the College by 1st November. Those students who have not made appropriate arrangements at this point shall be excluded.

(iv) They are enrolling on a course eligible for an Advanced Learner Loan and they have declared they are applying for the loan. In these circumstances they must pay or have agreed payment arrangements with the College by 1st November. Those students who have not made appropriate arrangements at this point shall be excluded.

(v) They are receiving a tuition fee waiver on the grounds of a state benefit, or aged 16-18 who are also applying to Student Funds for assistance with other fees. In these circumstances, any fees due shall be payable or the student shall be excluded. If the student has not applied to the Fund within two weeks of enrolment, it shall be assumed that they will be meeting their fees in full and will be given six weeks to pay or make arrangements to pay.

(vi) Full time students re-enrolling with only a materials and residential fee to pay may enrol and must pay or have made arrangements to pay by 1st November.

(vii) Students may enrol with their exam fee outstanding. Students with fees outstanding from previous years will not be entered.

(viii) Fee refunds will only be made in exceptional circumstances once the student has started the course (refer to section 20).

18 <u>Force Majeure</u>

18.1 Force Majeure Event means any circumstance not within a party's reasonable control which affects it performing its obligations under this Agreement including, without limitation:

18.1.1 acts of God, flood, drought, earthquake or other natural disaster;

18.1.2 epidemic, pandemic, or other public health emergency;

18.1.3 any labour or trade dispute, strikes, industrial action or lockouts (other than in each case by the party seeking to rely on this clause);

18.1.4 interruption or failure of utility service;

18.1.5 terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations;

18.1.6 nuclear, chemical or biological contamination, or sonic boom;

18.1.7 any law or any action taken by a government or public authority; including restrictions, lockdowns, or legal prohibitions;

18.1.8 collapse of buildings, fire, explosion or accident.

18.3 If and to the extent that a party (Affected Party) is prevented, hindered or delayed in or from performing any of its obligations under this Agreement by a Force Majeure Event, the Affected Party shall as soon as practicable notify the other party in writing of the Force Majeure Event, its likely or potential duration, and the effect of the Force Majeure Event on its ability to perform any of its obligations under this Agreement.

18.4 Provided it has complied with clause 14.3, the Affected Party shall not be in breach of this Agreement or otherwise liable for any such failure or delay in the performance of such obligations while such Force Majeure Event continues to have effect. The time for performance of such obligations shall be extended accordingly.

18.5 The Affected Party shall use all reasonable endeavours to mitigate the effect of the Force Majeure Event on the performance of its obligations.

18.6 If the Force Majeure Event prevents, hinders or delays the Affected Party's performance of its obligations for a continuous period of more than 3 months, the party not affected by the Force Majeure Event may terminate this agreement by giving written notice to the Affected Party.

18.7 If a Force Majeure Event is prevailing or predicted at the date of this agreement an Affected Party will be entitled to relief under this clause only if at the date of this Agreement, the Affected Party had good reason to believe that it would be able to perform its obligations notwithstanding the Force Majeure Event.

19 Payment Arrangements

19.1 The Direct Debit terms offered are the same for full time and part time courses. Direct Debit payments will be collected on either the 5th or 20th of each month.

There is no minimum requirement for a Direct Debit, however monthly payments should set at a minimum of £10.

A weekly payment plan may be available in exceptional circumstances where Direct Debit payment is not possible. Weekly payment plans will normally be available for fees up to £100 and will be agreed by Student Services. For fees over £100, arrangements must be approved by the Finance Department.

For Direct Debits and Payment Plans:

- Course fees must be paid in full by the end date of the course; and
- A deposit of 20% is required at enrolment, unless otherwise agreed by the Finance Department

19.2 Extended instalment arrangements may be approved at the discretion of the Finance Department in cases where full payment would cause genuine financial hardship.

19.3 Direct Debit application forms are issued by and submitted to the Finance Department for approval before the payment arrangement is confirmed.

19.4 Students will not be enrolled until all their payment plan details are received.

20 Fee Refunds

20.1 Mainstream Programmes

(i) Students enrolling early who subsequently do not take up their place will be entitled to a refund of all fees, provided written confirmation of their decision is **received** by the Finance department within six weeks of the start of the programme.

(ii) Tuition fees will be refunded in full where the College cancels a course.

(iii) Tuition fees will be refunded in full where a course is discontinued because the number of students falls below the prescribed minimum determined by the College.

(iv) Refunds of examination fees or Examination Board registration fees will only be granted if the College recovers the fee from the Examination Board.

(v) If the student's sponsor has given a written undertaking to pay a student's fee, the sponsor remains liable to pay those fees, even if the student ceases to be an employee of the sponsor.

(vi) Refund applications received more than two months from the date of the student's last attendance will not be considered.

20.2 Commercial Full Cost Courses

Part Time Recreational Evening Courses

(i) Students enrolling whom subsequently do not take up their place will be entitled to a full refund if they notify the College, 10 working days prior to the start date of the course. For Notification after this date, there shall be no refund.

(ii) Students enrolling who subsequently do not take up their place may at the discretion of the College be permitted transfer from one part time recreational course to another prior to the start date, however no refund shall be made if there is any variance in course fee.

(iii) Students who start the course but withdraw after attending one of more classes shall not be entitled to a refund.

(iv) Fees will be fully refunded where the College cancels a course prior to the start date of that course.

Professional Short Course – Full Cost

(v) Students enrolling whom subsequently do not take up their place will be entitled to a full refund if they notify the College, 10 working days prior to the start date of the course. For Notification after this date, there shall be no refund.

(vi) Students enrolling whom subsequently do not take up their place may be permitted at the discretion of the College a substitute delegate.

(vii) Students who start the course but withdraw after attending one of more classes shall not be entitled to a refund.

(viii) Fees will be fully refunded where the College cancels a course prior to the start date of that course.

20.3 Other Full Cost

No refunds are granted for Full Cost provision although substitute delegates will be permitted.

20.4 International/EFL

(i) The College cannot give a refund of deposit or fees in a case of a change of mind after the start your course. You cannot, for example, reduce the number of hours you study per week and convert these into one-to-one classes. You cannot reduce the number of hours to study per day in order to lengthen the duration of your course.

(ii) All refund applications must be made at least two weeks before the course start date.

(iii) Any refunds can only be made to the original payer (the person who made the payment to the College) using the original method of payment (e.g., bank transfer, credit card).

Visa Refusals, Applicable to Student Visitor Visa (“SVV”), Extended Student Visitor Visa (“ESVV”) and Tier 4 Visas.

(iv) If your visa application is refused, Gloucestershire College will refund full fees minus 25% of any deposit paid. This will be retained and the rest will be refunded, subject to the College viewing satisfactory documentation. Exceptions to this are the instances outlined in points (v) and (vi) below where deposits and full fees will not be refunded.

(v) If your visa application is refused on the grounds that documents submitted were fraudulent, Gloucestershire College accepts no responsibility to refund any deposit or fees already paid.

(vi) Gloucestershire College accepts no liability for visa applications which are refused on the grounds of, or as a consequence of:

- incomplete or inaccurate visa applications being submitted.
- insufficient or inappropriate proof of funding being submitted
- inaccurate information submitted on the course application form
- dishonesty in the visa application/interview.

In all the instances outlined in point (vi) any deposit or fees already paid will be retained by Gloucestershire College.

(vii) In order to reduce risk of visas being rejected Gloucestershire College strongly recommends getting professional advice from the local immigration advisers. UK Visa & Immigration (or "UKVI") regulations are updated frequently, and it is the student's sole responsibility to ensure that they are familiar with the most up to date UKVI regulations. Students on a visa must familiarise themselves with UKVI regulations and at all times abide by the conditions of their visa.

(viii) If Gloucestershire College documentation is deemed as unsatisfactory and served as the reason for a visa refusal, Gloucestershire College is committed to refund in full.

20.5 Apprenticeships

Refund requests must be made in writing to Finance Department, Gloucester Campus, Llanthony Road, Gloucester, GL2 5JQ or sales.ledger@gloscol.ac.uk.

Requests will be considered on an individual basis in line with the College's complaints procedure.

Refunds may be made to an employer by credit note to be used for subsequent enrolments.

20.6 Higher Education Programmes as regulated by Office for Students (OfS) Programmes

(i) **Cancellation**

Students will have the statutory right to request in writing to cancel within 14 calendar days from the course start date (or, where later, the student's first date of attendance or engagement with the programme). Where a student commences study after the published course start date, the cooling-off period will commence from the student's individual start or attendance date.

In this instance, the College will reimburse and refund all payments received from the student within 14 calendar days from the date that the notice of cancellation was received.

The College will only submit the initial attendance confirmation to the Student Loans Company (SLC) via the SLC portal after the expiry of the 14-day cooling-off period or the student's first date of attendance or engagement with the programme, whichever is later.

Should notice of cancellation be received after the statutory 14 day period, then the College reserves the right to collect outstanding fees in line with section 20.6 ii below.

The College will refund students where it is necessary to close a class due to insufficient numbers or where the attendance of learners is made impossible or inappropriate by some action of the College. Should this action prove necessary, the refund will be processed as part of standard procedures. Refunds will not be paid to those students who have left the course voluntarily. Refunds will not be made for any kit or materials which are being retained by the student.

For a refund request in response to an issue or problem with your College course the Talkback Guidance and Policy should be followed. This is available on the College website. Emails can be sent to

Talkback@gloscol.ac.uk

(ii) **Student Withdrawals - refunds for self-funding students or those in receipt of SFE loans.**

Students enrolled to HE courses who completely withdraw from their course are not expected to return and shall receive a refund in line with the mechanism set out below. Approved refunds will strictly be paid in the same method and to the same account as the money was originally received.

The date of withdrawal will be the later of the student's last date of attendance or the date of receipt of written confirmation from the student of withdrawal from the course. It is the student's responsibility to formally notify the College of their withdrawal at the point at which they leave the course.

Once a withdrawal has been actioned, any outstanding fee shall remain on the student's account and shall be pursued by the College. Any remaining credit will be used to offset any debt on the student's account thereafter a refund will be issued.

The standard mechanism for calculating fee refunds for each year of study is as follows, and is dependent on the student's course start date (example dates are shown): **Withdrawal Date** (example given for Sept 2026 starts)	**Amount charged as a percentage of total fee**	**Amount refunded of total fee**
Cancellation period. Within 14 calendar days from course start date	0%	100%
After 14 calendar days from the course start (or, where later, the student's first date of attendance or engagement with the programme) to end of 1st term (e.g. for Sept 2026 start courses – by following 19th Dec 2026)	25%	75%
In the second term (e.g for Sept 2026 start courses – between 3rd Jan 2027 and 18th April 2027)	50%	50%
In the third term (e.g. for Sept 2026 start courses – 23rd April 2027 and thereafter)	100%	0%

There may be a different fee refund calculation in operation for some courses to take account of varying delivery patterns, modes of study etc. Such variations shall be determined by the VP Curriculum & Quality and must be approved by the CFO.

(iii) **Students supported with Tuition Fee Loans via SFE**

Students will be liable for fees until the College receives evidence of financial assistance from SFE towards the cost of tuition fees. No refund shall be made to the student until the College has received the appropriate fee from SFE. If SFE decide to no longer support a student tuition fee loan application, the student will remain liable for fees. Students will not be entitled for a refund on any overpayment of tuition fees. Any overpayments will be paid directly to SFE.

(iv) **Temporary Withdrawal from Studies for the remainder of the year**

Students who temporarily withdraw from an HE course at the College, are, by definition, expected to return, the cancellation period does not apply to temporary withdrawals. The fee to be paid for the year in which a student temporarily withdraws will be calculated according to the mechanism in para 20.6ii above. Refunds will not be issued for temporary withdrawals and any resulting credit will remain on the student’s account and be carried forward to the following year to count towards further fees charged.

Where a student withdraws part way through a term and re-enrols at the same point (during or after the same week the following year), they will be charged for any remaining study at the new fee rate, if applicable. If the student re-enrols for the full academic year, they will be charged in full at the new rate.

Students who temporarily withdraw their studies remain liable to pay any outstanding fees due to the College. Should a student not complete their course or wish to suspend their study for any reason such as intercalation or illness – it is the responsibility of the student to contact Student Finance England with regard to loan amounts and fees payable.

(v) **Sponsored Student Withdrawal**

A sponsor is a third party eligible body or organisation that will be responsible for payment of tuition fees. A sponsor will typically be an employer or government body. The College must receive satisfactory evidence of financial assistance from sponsors. Students will be liable for fees until the College receives evidence. It is the student’s responsibility to ensure any agreed sponsorship of tuition fees is paid within 30 calendar days of enrolment.

In the event that the student withdraws, the College will pursue collection as detailed in paragraph 20. Where the course fees have been paid by a sponsor and the sponsored student leaves before the start of the course, the sponsor will be allowed to transfer the fees paid to a replacement student. Once the sponsored student has started the course, refunds will not normally be made to sponsors, other than in exceptional circumstance. Where a student leaves the sponsor’s employment, any outstanding fees will be recoverable from the employer with whom the contract for support was agreed. A sponsor can make representation to the Principal or Chief Financial Officer, and a decision based on individual circumstances could include a refund by a credit note.

(vi) **Transfers**

Where a student transfers from an HE course to another course within the College, the fees paid for the original course will be transferred to the new course, subject to the rules set by SFE. Where the fee for the new course is higher than for the original course the balance of fees must be paid.

(vii) **Mitigating Circumstances**

In addition to the mechanism for fee refunds set out in this section, consideration shall be given to amending refund amounts to students who have to withdraw due to exceptional mitigating circumstances. The College shall consider each case on merit, however, academic and financial difficulties are not normally regarded as acceptable reasons for any refund. Such cases must be submitted to the Principal who will liaise with the relevant Head of School.

(viii) **Continuity of Study**

Unusually there may be occasions, after the start of a course, when the College puts in place a material change to delivery. These events are the exception rather than the norm, and in these circumstance the College will consider requests to cover additional significant financial disadvantage caused by the change. The College may request such documentary or any other evidence as it shall reasonably require before making a decision. Additional travel costs or other additional costs may be considered but are subject to agreement.

There may, by exception, be a circumstance where the College cannot preserve continuation of study for students on an HE programme, including where an approved delivery partner withdraws or is unable to continue delivery. The HE Student Protection Policy will be applied and where options for students are very limited, the College will consider appropriate compensation in line with the Office of the Independent Adjudicator (Remedies and Redress April 2018). The College will take into account significant financial disadvantage or disruption directly attributable to the non-preservation of continuation of study. Any such payments must be agreed by the Principal.

Where a student is undertaking higher education provision delivered through a subcontractual arrangement, any tuition fee liability, refund consideration or financial adjustment will be determined in accordance with the College's published refund arrangements, this policy, and the College's approved subcontracting arrangements. Students will not be required to seek refunds directly from a subcontracted delivery partner.

21 Discount Policy

21.1 The Principal is the delegated authority to approve discount policies throughout the year.

22 Variations

22.1 Any variation from the above policy must be approved in writing by the Principal, CFO or Vice Principal. No other member of staff has authority to waive fees (including materials fees) unless expressly delegated in writing by the Principal, CFO, or Vice Principal.

23 Student Transfers

23.1 Students transferring to a course with a lower fee will not be given a refund of the difference if it is the student's choice to transfer.

23.2 Students transferring to a course with a higher fee shall be charged the difference where it is £25 or greater.

24 Students Completing Early or Later

24.1 Students who complete their programme early shall not be given a refund of fees.

24.2 Students who complete their programme after the standard completion time and receive further tuition shall be charged a pro-rata fee based on the number of GLH offered.

24.3 Students who complete their programme after their standard completion time and do not receive further tuition shall be charged a pro-rata fee on the basis of 10 additional GLH.

25 Debt Collection Arrangements

25.1 It is essential if a student is having problems paying tuition fees or any other monies owed that they contact Student Services in the first instance to discuss options.

25.2 Non-payment of learner fees may may affect eligibility for College financial support

25.3 All sponsors will be invoiced within 60 days of enrolment.

25.4 All outstanding debtors will receive statements at the end of each month detailing amounts due and requesting payment.

25.5 The following sanctions may be imposed on those debtors not meeting payment terms:

(i) Withholding of certificates;

(ii) Not to issue any academic references;

(iii) Exclusion from the College;

(iv) not be allowed progression or enrolment in subsequent years;

(v) Referral to debt collection agencies, including the use of doorstep collection

25.6 The College will take all reasonable steps to collect outstanding debts and may ultimately take legal action to recover all outstanding amounts. In addition, if a debt collection or other agency has to be used to recover the debt, the learner may be liable for additional administrative fees payable to that agent of up to 20% of the debt outstanding.

26 In Workplace Training

26.1 Fees quoted above apply to learners enrolling onto published courses on an in-fill basis. All one-off / bespoke courses will be individually priced by the Business Development team.

Approved by: Andy Bates
Date for Review: July 2027