

Charging & Remissions Policy

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Policy Owner	CFO
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Applies To (job roles relevant to)	N/A
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Equality Impact Assessment	

Policy Purpose:

Provide a framework within which the Trust's learner fee setting, fee refund and overdue fee processes are devised and operated. The Policy also sets a framework for ensuring that comprehensive guidance and information regarding fees is available and accessible to (prospective) learners, their parents, staff, Local Committee members, and Trustees.

Links to other policies:

- Attendance Policy
- Learner Fee Instalment Policy

Document History

Version	Approved by	Date Approved
1.2	Trust Board	09.12.25

Introduction

The purpose of this policy is to provide a framework within which the Trust's fee setting, fee collection, refund and overdue fee processes are devised and operated. The Policy also sets a framework for ensuring that comprehensive guidance and information regarding fees is available and accessible to (prospective) learners, their parents, staff, Local Committee members, and Trustees.

Individual colleges within the Trust operate within this policy framework.

2. Approval of Trust Fees Policy

The Trust Fees Policy and any subsequent amendments to this Policy will require the approval of the Trust Board. The Policy will be reviewed annually.

3. The Trust's Fee Setting Processes

In setting fee rates for courses the Trust considers a broad range of factors, including but not limited to, DfE and DWP guidance, financial viability, demand, the curriculum plan and competitor pricing. The Trust reserves the right to use a mixed approach in deciding fees and will consider factors of acceptable cost recovery, market forces and government policy.

The Trust reserves the right to cancel any course or change the fee rate where the costs of delivery, or low numbers, may result in a course not being financially viable.

There will be an annual review of fees.

Fees will usually be published on each college's website.

3.1 Full Cost / Commercial

The Trust runs some courses which are not subsidised by Government funding. Colleges can charge fees so the courses make a required level of financial contribution.

Once prices are set, courses will only run if demand is sufficient to generate the required level of contribution.

3.2 Additional Fees and Charges

The Trust will be clear in its fee guidance to learners of all costs.

The Trust reserves the right to charge learners for items including, but not limited to the following:

- music tuition unless the tuition is a requirement of the DfE-funded programme that the student is following
- materials/ uniforms & kits unless the items form part of a requirement of the DfE-funded programme that the learner is following
- trips
- printing & copying
- replacement ID cards

- travel on college- procured bus services.
- learners taking part in sporting competitions who breach rules of the competitions and hence cause the trust to incur fines from the competition organisers will be charged for those fines
- re-sit exam fees.

3.3 Fees Waived

Any categories of fees waived by the Trust that exceed funding body fee remission guidelines will be reviewed annually, and any new proposed changes to categories of fees waived will require the approval of the Trust Executive Team.

4 Guidance on Fees

Details of all course fees, and types of financial support available will be published on individual college websites. The Trust will ensure that all interested parties have access to clear information about fees.

4.1 16-19 Provision

The Trust will follow the DfE funding guidelines available on the Gov.uk website. <https://www.gov.uk/guidance/16-to-19-education-funding-guidance>

Where the DfE fund courses the Trust will not charge learners for tuition, registration or examination fees except where:

- A learner fails, without good reason (it is for the Trust to determine what constitutes a good reason), to sit the examination, or to submit outstanding work for accreditation, for which the Trust has paid.

4.2 Adult Learners

The Trust will charge adult learners in line with the latest funding guidance, which can be found by following the links below:

[Adult skills fund: funding rules - GOV.UK](#)

- Adult learners who are not fully funded (“co-funded learners”), will be required to pay a contribution to their course fees. The fee contribution required will normally be set in line with published funding guidance.
- In many cases, learners will be eligible for a loan from the Student Loans Company to pay for their course.
- For all learners, materials fees reflecting actual costs may also be charged.
- For all learners, mandatory equipment charges may be charged.

4.3 Post Exam Service Fees

Colleges may charge learners for post exam services, such as clerical checking or re-marking of papers. These charges will vary according to current awarding organisation fees published on their respective websites each year.

For more information, please contact the college exams team.

4.4 School Age Learners

Where 14-16 learners study at a college under a programme agreed with local schools / other partners, fees will be set in accordance with 3.1.

5. Payment of Fees

Where fees are payable, in the majority of cases they must be paid for in full at enrolment. Learners may request an Instalment Plan to enable payment to be spread, subject to the criteria set out in the Trust Student Fee Instalment Policy.

For Adult learners paying by Advanced Learner Loan, or employer-funded methods, evidence of funding must be provided at enrolment e.g. a letter from employer or from the student loan company. Evidence must be provided prior to commencing the course.

5.1 Payment methods

Learners can pay for fees by any of the following methods, except where Wisepay is mandated:

- **Wisepay** – this is the normal payment method
- **Credit or debit card**, either at college reception, or payment link sent by email.
- **Instalments**, subject to the criteria set out in the Trust Student Fee Instalment Policy
- **Employer Funded**. Learners whose employer has agreed to pay their fees are required, at enrolment, to produce an Employer's Authorisation Form or letter from their employer to confirm their commitment to pay the fees. The Trust will issue an invoice to the employer which must be paid on receipt of invoice.

5.2 Advanced Learner Loan (Learner aged 19+ studying a course that is eligible for Loan funding)

Where fees are payable, any learner who has not paid or brought in sufficient evidence at enrolment will not be guaranteed a place on the course and will not be allowed to start the course.

Learners retain ultimate responsibility for the payment of their fees, even where they have a student loan or sponsorship agreement in place. If another organisation, such as an employer, has agreed to pay the learner's fee but then does not do so, the learner will become liable to pay the fee instead.

This applies if the learner tells the College that they have applied for an Advanced Learner Loan but does not complete the application, or if the loan application is subsequently refused. In these situations, the learner remains liable for payment of outstanding fees.

5.3 Payment of overdue fees

Non-payment of fees of any type by the due date by either the learner or their employer, may result in the following actions:

- the learner will not be allowed to continue the course
- learner will not be entered for an examination
- learner's access to resources such as art rooms, computer or sports facilities will be withdrawn.

All outstanding fees must be paid in full before a learner can progress onto the next year of their course or start a new course at college.

Where a learner is having problems with the payment of fees, they must contact the college at an early stage. We will consider whether to offer alternative payment plan options.

If a learner falls behind on payments, or fails to follow revised payment plans, the trust will take legal action which may include seeking County Court Judgement or referral to a debt collection agency.

5.4 Financial Support

For learners on low incomes undertaking government subsidised courses, the college may be able to offer financial support for payment towards costs associated with your course. Learners requiring information about financial support should in the first instance refer to the college website.

5.5 Refunds

1. Where a course is cancelled by the college, the college will refund all fees that have been paid, in full
2. Where a learner withdraws from a course, fees remain payable. Requests for fees to be waived, and refunds to be made will only be considered in the following circumstances:
 - a) For courses of less than six weeks duration, an application to withdraw and request for fees to be waived and refund given is made in writing within 5 working days of the course start date.
 - b) For courses of more than six weeks duration, an application to withdraw and request for fees to be waived and refund given is made in writing within the first 2 weeks of the course start date.
 - c) Withdrawal is due to the exceptional personal circumstances of the learner that prevents continued participation in the course. If a waiver of fees is requested under this heading, the college will require evidence to confirm the exceptional personal circumstances

In both instances a £20 administration fee will be deducted from any refund made.

5.6 Cancellation of Courses

For cancellation by the college of courses **over 22 weeks** in duration, the college will provide a minimum of 15 working days' notice.

For cancellation of courses **up to 22 weeks** in duration, the college will provide a minimum of 5 working days' notice

6. Staff choosing to access college courses

Staff choosing to access college courses are required to pay fees in line with this policy, unless it has been identified as a development need as part of their appraisal to enable them to carry out their role, and has been approved by the Group Director People to be funded.