



2024 Tuition Fee and Refund Policy (HE24)

HE24 Tuition Fee and Refund Policy v1.2

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Revision History

Version Number	Date	Type of Amendment	Amendment Details
1.0	July 2020	Amendment	Needed to incorporate changes as a result of merger with ERC
1.1	December 2022	Amendment	Refund and Compensation section included
1.2	June 2024	Major Amendment	Align invoicing for all sites. Update payment dates for self-funding students. Update overseas student. Removal of BSC Nursing. Clarified section 8 on non-payments

Description

This policy sets out the Higher Education Tuition Fee and Refund Policy for TEC Partnership. This applies to all courses at level 4 and above, such as Foundation degrees, Bachelors degrees, Higher Nationals, PGCE, Cert Eds and Masters. In using this code of practice other documents may need to be considered. This Code of Practice applies to all constituent parts of TEC Partnership where higher education is being delivered.

If you need any further advice on how the regulations work, you should contact the HE Quality Office.

HE Quality Office heqa@tecpartnership.ac.uk

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This document is available in alternative forms

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1.0 Introduction

The scope of this policy covers tuition fees for Higher Education courses for the academic years 2023/24, 2024/25 and 2025/26. It covers the colleges Grimsby Institute of Further and Higher Education (GIFHE), Scarborough TEC (STEC), East Riding College (ERC), and Skegness TEC.

Tuition fee income remains a substantial source of income for the Partnership and there is a continuing need to strike a balance between the needs of the Partnership to earn an economic return and also to reflect the importance of providing a significant resource to enable members of the local community to access cost-effective, good value training and education programmes, delivered locally, which provide opportunities for personal growth and employment.

It is the student's responsibility to ensure that they have the means to pay their tuition fees. Failure to organise/pay in a timely manner may result in withdrawal or suspension from the course. TEC Partnership reserves the right to take any reasonable steps to recover any sums due in respect of unpaid fees, which may include using an external debt collection agency. Enrolment on to a course will be refused where the learner has outstanding fees relating to previous enrolments.

2.0 Fees

Higher Education tuition fee rates are determined on an annual basis by each college within the group. By enrolling onto the programme students are contractually required to pay the tuition fees and other fees relating to the programme and bound by these Regulations.

All students enrolling at TEC Partnership will be invoiced for the full cost of the course until payments have been received from Student Loan company, employer or staff development fund.

Extensive support and guidance is provided for all students to apply for student finance.

3.0 Returning to Study Following Suspension of Studies

The following charges will be applied:

- Resume studies in Trimester 1 or Semester 1 will be charged 100% of the course fee
- Resume studies in Trimester 2 or Semester 2 (Jan-March*) will be charged 75% of the course fee
- Resume studies in Trimester 3 or Semester 2 (Apr-May*) will be charged 50% of the course fee

*Localised/specific programme semester dates may vary

4.0 Exam Fees

Examination fees are included in the tuition fee.

5.0 Material Fees

Some courses carry charges for materials, which could include uniforms, studio space, kits and books. These are not normally covered by a tuition fee loan from Student Loan Company.

6.0 Tuition Fee Liability

Additional material and studio fees will be charged in full and are not adjusted in line with student status or attendance.

7.0 Withdrawing, Suspending or Transferring

Fee liability periods are set in line with the tuition fee loan payment periods set by Student Loan Company (SLC) and are determined by student status/attendance on the programme within the periods.

For students enrolled across TEC Partnership, the following charges will be applied:

- Last attendance within 14 days of the course start date or enrolment date, whichever is the later – No fees
- Last attendance prior to December 31st - 25% of the yearly fee charged
- Last attendance between January 1st and the start of the Easter Break - 50% of the yearly fee charged
- Last attendance after the Easter break – 100% of the yearly fee charged

8.0 Tuition Fee Payments

It is the responsibility of the student

- To ensure sufficient funding is in place to cover fees and living costs for the duration of the enrolment
- To ensure that all fees chargeable are paid by the due date
- To immediately advise the finance department if any fees will not be paid by the due date

If the SLC or sponsor does not pay the fees or subsequently revokes its decision the student is liable for the fees. If no confirmation of payment from SLC has been confirmed by October, individual circumstances are investigated and guidance is provided. Where no progress is made, the student will usually be expected to start paying their tuition fee in three instalments on the following dates:

- October
- January
- April

If payments are not received, students may be withdrawn or suspended from their studies. Any student with a tuition fee debt will not be permitted to enrol onto the next year of their programme of study, or any new programme, until the debt has been paid in full, or a satisfactory repayment schedule has been agreed.

Certificates will be withheld for students with a tuition fee debt at the end of their programme of study until debt is paid in full. TEC partnership reserves the right to pursue outstanding tuition fees via debt collection agencies.

Students who are enrolled on a Masters degrees who have taken out a Postgraduate Loan from SLC will receive this payment from the Student Loans Company directly once they have enrolled on the

course. This amount must be paid to TEC Partnership by the student within 5 days of receipt. Failure to pay the fees will result in withdrawal from programme of study.

Students who are self-funding will agree a payment plan on enrolment to the programme.

No concessions are available for HE courses; however discretionary funds are available for those students able to demonstrate hardship caused by their attendance on their course, this is not for the payment of tuition fees. Students may contact Learner Services for support.

Details of fees charged for each course can be found on the college websites as follows:

GIFHE and Skegness TEC: <https://grimsby.ac.uk/degree-level/fees-and-funding/>

Scarborough TEC: <https://scarboroughtec.ac.uk/higher-education/higher-education-fees-and-funding/>

East Riding College: <https://www.eastridingcollege.ac.uk/study-with-us/course-fees>

9.0 Students Sponsored by Employers

Students being sponsored by their employer are required to provide TEC Partnership with a letter of authorisation from their employer on letter headed paper. The enrolment form will be processed with full charge to the student until a copy of authorisation is provided. Once provided an invoice will be issued to their employer, which is payable within 30 days.

Should a student leave an employer part way through a course and the employer refuses to pay, the student undertakes to assume responsibility for the payment of fees.

10.0 Staff Employed by the TEC Partnership

All staff must complete a staff development form where the course is a requirement of their job role. The enrolment form will be processed with full charge to the student until a copy of an authorised staff development form/email is provided. Any member of staff who is enrolling to HE study for their own personal development, and is financing this themselves, is not required to complete a staff development form.

11.0 Overseas Students

Tier 4 students are not accepted

12.0 Refunds and Compensation

This section details the circumstances in which a refund or remedy may be applied in the unlikely event that the TEC Partnership is unable to provide continuation of study and or is in breach of contract. It should be noted that the TEC Partnership is committed to ensuring that wherever possible, all students are able to complete their studies and that a remedy under these Regulations is to be considered a last resort.

For changes to and discontinuation of a course:

1. The TEC Partnership may sometimes make changes to a course, or occasionally have to discontinue a course.
2. In the event that the TEC Partnership is forced to change the publicised location of a course, where a student incurs additional travel costs as a result, the TEC Partnership will approve the re-imbursement of the affected student's reasonable additional travel costs upon production of receipts.
3. Where the TEC Partnership makes a change to a course (which may include the discontinuation of an individual module) and the student is not happy with that change, the student can leave the course with reference to the process set out at paragraph 1.1.7 below. The student's fee liability will then normally be calculated in the same way as referred to in section 'Tuition Fee Liability'. However, in the unlikely event of a change (or module discontinuation) that is likely to have a serious adverse effect on the student (for example by prejudicing their future choice of career), the TEC Partnership will consider their fee liability on a case-by-case basis.
4. It is extremely unlikely that the TEC Partnership would discontinue an entire degree course prior to completion and the TEC Partnership will always seek to 'teach out' any courses which are due to be discontinued. Where teach out is not possible the TEC Partnership will help to facilitate the transfer of affected students to an alternative course provider in the UK. In the event that a student has to transfer provider, the TEC Partnership will make refunds to affected students in respect of any element of the course that has been paid for but not taught, as appropriate.
5. In circumstances where transfer of provider occurs under paragraph 4, if the tuition fees payable to that alternative course provider are higher than those that were payable to the TEC Partnership, the TEC Partnership will pay the difference in those fees upon production of evidence of the fees payable for the first twelve months of study at that alternative provider. Where a student transfers in their final year of study, the TEC Partnership will pay any increase in tuition fees for the remainder of that final year (excluding any resit or repeat periods of study). Any difference in tuition fees will be paid directly by the TEC Partnership to the alternative course provider unless the student is funded via Student Finance in which case the sum will be paid directly to the student.
6. If a student's course is discontinued before they have completed, and if none of the alternative arrangements offered by the TEC Partnership under paragraph 4 are acceptable to the student, the TEC Partnership will refund to the student in respect of any element of the course that has been paid for but not taught, as appropriate. The method of refund is as set out in paragraph 4 (Breach of Contract) below.

Breach of Contract:

1. The TEC Partnership recognises that there may be rare instances where it fails to meet a contractual obligation that it owes to a student. In such circumstances, both the TEC Partnership and the affected student will seek to work together to remedy the issue. In most cases, the remedy will not involve financial compensation. For example, if a substandard service has been delivered, the student may be offered a repeat performance of part or whole of the course at a reduced price.
2. Where appropriate in accordance with the principles of consumer and contract law, the TEC Partnership may refund a proportion (or all) of the tuition fees that have been paid by a student and/or make a payment to compensate the student for loss or damage suffered as a result of the TEC Partnership's failure to meet its contractual obligations and may include provision for: • maintenance costs • lost time • additional tuition costs • travel costs as a result of relocation of provision.
3. If a student has a complaint in relation to the TEC Partnership's performance of its contractual obligations, then they should raise this under the Student Complaints Policy & Procedure. If a

complaint is upheld then the TEC Partnership will seek to implement the most appropriate remedy as soon as practicable.

4. Approved refunds will strictly be paid in the same method and to the same account as the money was originally received. To comply with the TEC Partnership's money laundering regulations evidence of payment and copy bank statement may be required to verify details. All refunds and compensation payments will usually be paid within 14 days of the agreement that the payment is due.

13.0 Payment Options

Payment can be made in full with payment by credit/debit card or bank transfer preferred. Cash or cheques will only be accepted in exceptional circumstances.

Non-payment of fees will be chased by the 10 days from the date of the invoice unless a payment plan has been set up. If the payment plan is cancelled at any time alternative payment arrangement must be made by contacting the finance department.

Any queries regarding the payment of fees must be directed to the credit controller in the finance department

14.0 Support and Advice

Support and advice is available for students who are not clear how this policy applies to them or if they have concerns over their ability to pay. Students should seek advice and guidance from the Learner Services or Finance teams as early as possible to help avoid escalation of the problem.

Contact details are as follows:

GIFHE: Telephone: 0800 328 3631, email: headmissions@grimsby.ac.uk

Scarborough TEC: Telephone: 0800 328 3631, email: headmissions@grimsby.ac.uk

East Riding College: Telephone: 0345 120 0044, Email: guidance-services@eastridingcollege.ac.uk

