



TCFHE FEE POLICY

Version and review date	No change / Change details	Author / Reviewer	Approved by	Next review date
V1.0 Jan 2016	Policy issues as part of the College QA arrangement and SLC provisional oversight	Olanrewaju Sharafa	Theresa Mgbeobuna	Dec 2017
V2.0 Dec 2017	Policy issues as part of the College QA arrangement and SLC provisional oversight	Olanrewaju Sharafa	Theresa Mgbeobuna	Dec 2018
V3.0 Dec 2018	Policy issues as part of the College QA arrangement and SLC provisional oversight	Olanrewaju Sharafa	Theresa Mgbeobuna	Dec 2019
V4.0 Dec 2019	Policy issues as part of the College QA arrangement and SLC provisional oversight	Olanrewaju Sharafa	Theresa Mgbeobuna	Dec 2020

FEES POLICY

Policy Statement

Tower College of Further & Higher Education London will set the fees to be charged to its clients and learners in accordance with the following principles:

- To ensure the financial viability of its learning provision;
- To ensure that TCFHE'S approach to tuition and additional fees is fair, equitable and clear;
- To meet the published requirements of relevant funding and regulatory Bodies;
- To promote the widest participation in learning amongst the Communities which TCFHE serves;
- To ensure TCFHE is actively responding to market forces as well as government policy.
- To reduce or waive its fees in certain cases of financial hardship or employer contribution.

Working with Employers and Partners

TCFHE strives to ensure that its courses are competitive, financially viable and market-driven. Given the relative synergies achieved through partnerships with employers and other community partners, TCFHE'S fees for learners undertaking training through one of these partnerships will reflect the agreements and benefits derived from such partnerships. Each partnership is different, and it is therefore right and equitable to construct a fees schedule in line with the terms and arrangements of those partnerships.

Privately Funded Courses

The fees for courses and training programmes which are not covered by an existing partnership, not paid by an employer or sponsor and for which do not qualify for government funding are set by the Director of Finance in accordance with the principles outlined above.

19+ Advanced Learner Loans

The fees that TCFHE charge learners eligible for 19+ Advanced Learner Loans will be the same as the fees for learners who are ineligible and undertaking the same course. The only difference would be that the eligible learner will be able to pay for these fees via the loan. TCFHE will ensure that the total fees charged, including recruitment, registration, material and equipment for any course are not higher than the fee published by the Skills Funding Agency for that course.

Refunds

If TCFHE cancels a course, it will contact the learner and refund the full costs paid by the learner. If a learner withdraws from a course before the start date of the course the learner will be entitled to a refund of all amounts paid.

If a learner withdraws from the course after the course start date, or does not attend the course they have enrolled on, there will be no refund of payments made unless the learner has withdrawn due to a serious medical condition in which case a medical certificate specifically confirming that the person cannot continue the course as a result of his/her medical condition will have to be produced as evidence. A proportionate refund of tuition fees will then be made (based on the proportion of the course attended). Except on senior management discretion in

which case the College Managing Director must approve same; fees can only be refund on compassionate ground once learners have presented a written letter to state compelling reason to withdraw from the programme.

Learners undertaking a 19+ Advanced Learner Loans will be responsible for reporting their withdrawal from their TCFHE course to the Student Loans Company. Learners are also required to provide TCFHE with a written notice of withdrawal. Failure to do so will result in debt continuing to be accumulated. Any refund claims that arise from a 19+ Advanced Learner Loans after withdrawal should be taken up with the Student Loans Company directly.

In the event of a refund being authorised, registration fees will only be refunded if they have not already been paid to the relevant Examinations Board or Awarding Organisation. Refunds will normally be paid back to SLC who via the Change of circumstance tool or contact to provider help desk if the learners course end date have reached.

Free independent advice and assistance can be obtained from any of the following organisations:

Citizens Advice
www.citizensadvice.org.uk

National Debtline
Freecall 0808 808 4000, www.nationaldebtline.co.uk

Consumer Credit Counselling Service (CCCS)
Freecall 0800 138 1111, www.cccs.co.uk

Money Advice Service (19+ Advanced Learning Loans)
www.moneyadviceservice.org.uk/en/articles/loans-foradults-in-further-education-andtraining

Name	Stored
Tower College of Further and Higher Education Fee Policy.	Mesma/ Store

Appendix 2
REVIEWERS COMMENTS

