



Forster
Community College
Inspiring Learning and Supporting
Communities to Prosper

Fee Policy
2015-16

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A BACKGROUND

Fees are set to ensure that when public funding is taken into account the College is able to at least cover the full costs of each programme of study.

It is also an expectation of some of the College's funding bodies that fees or "contributions to the cost of learning" are charged under certain circumstances, detailed within this policy and supporting funding guidance documents published by the College's funding bodies.

A summary of this policy and accompanying procedures is explained on enrolment by the duty admissions officer.

B POLICY AIMS

To ensure that fees are set consistently, fairly and with transparency across Forster Community College.

C POLICY OBJECTIVES

Applicants to learning programmes at Forster Community College and College staff involved in the learner admissions process will understand:

- The different elements which constitute College fees.
- When and how College fees are payable.
- The regulations, imposed either by external bodies or by Forster Community College itself, with regard to concessionary fees.
- Forster Community College's refund policy.
- The appropriate channel through which matters of financial hardship may be raised.

D POLICY

No element of the policy is to change more than once a year except where significant changes in Government policy will impact on the delivery of a programme of study.

All elements of the policy are to be reviewed at least annually.

No change to the policy is to disadvantage any individual learner part way through an agreed programme of study unless significant in year change in government policy occurs and the College has no choice in relation to the fees.

College fees are to comply with funding bodies or other College adopted Government funding initiatives and, in conjunction with public funding, be designed to cover the full costs to Forster Community College of delivering education and training to all learners.

Fees are published, where appropriate, on the College website.

E REFUNDS/TRANSFER

The College operates a no refund policy for cancellations by an employer or learner.

You may claim a refund only when the course has been cancelled by the College or at the discretion of the CEO.

Any requests for a refund should be made in writing to the CEO.

Where a refund is requested on medical grounds a doctor's note will be required and should, where possible, be submitted with the letter requesting the refund.

Where a refund is requested on the grounds of quality they must follow the College Complaints Procedure.

Where the course is cancelled by the College, prior to the start date, a full refund will be made.

The above will apply for any requests for refunds unless alternative terms are agreed in writing at the time of negotiation or where the College identifies this in its offer to the public.

F PAYMENT METHODS

The College will accept cheques, made out to Forster Community College Ltd, Credit/Debit Cards or cash.

G PAYMENT SCHEDULE

Payments should be made as agreed and signed for on individual learning agreements, service level agreement or other form of agreement. It is usual for 100% of the fees to be received by the College before the start of any agreed programme of learning. In special circumstances alternative arrangement may be agreed with an individual or company at the discretion of the CEO.

H COMPLAINTS

Complaints concerning failure to comply with policy or published procedures should be made in accordance with the College's Complaints procedure. This is available on the College website.