

Fees and Refunds Policy and Procedure 2025-26

Myerscough College is committed to a framework for setting fee levels, charges, refunds and waivers which are fair, equitable and clear. It is the policy and intention of Myerscough College to determine fee levels, waivers and refunds that encourage access to courses whilst ensuring financial viability. This policy follows the guidelines set by the Public Funding bodies and other relevant funding bodies, where applicable, for the charging of fees.

The purpose of this policy is to provide a framework within which the College's fee and refunds setting processes are devised and operated. This policy outlines the factors that influence the level of fees, charges, refunds and waivers made by the College for its education, training and commercial services and seeks to ensure that:

- the College's approach to tuition fees, other charges and refunds is fair, equitable and clear and based on relevant guidance;
- any barriers to participation presented by tuition fees and associated charges are mitigated by providing flexible payment options and/or by assisting students to access appropriate financial support;
- all obligations in respect of payment of fees are clearly shown; and • any refunds and waivers are fair and applied in a timely fashion.

This policy applies to all students and customers at all Centre's of Myerscough College. All College staff must abide by this Policy.

The policy also sets a framework for ensuring that comprehensive information and guidance regarding fees is available and accessible to prospective students, staff and Governors. The College's Tuition Fees Policy and any subsequent amendments to this policy require the approval of the Governing Body.

1.0 Principles

- 1.1 The College's approach to setting tuition fees and associated charges is reviewed on an annual basis. Such review will take account of any changes to the government funding policies, changes in the College's costs in providing programmes and market conditions, as appropriate. Any changes recommended will be referred for approval to the Governing Body.
- 1.2 In setting fees for courses, the College considers a broad range of factors, including, but not limited to, published guidance from funding and relevant regulatory bodies, the cost of awarding body registration and examination fees. Commercial fees will be based on market prices, financial viability and demand.
- 1.3 The College reserves the right, once fees are agreed, to be flexible in discounting in order to be able to tactically respond to demand and changes in market opportunities. The College will not make in year changes to increase course fees once a student enrolls for that year's course.
- 1.4 The College reserves the right to cancel any course or change the fee rate where the costs of delivery may result in financial loss and, or, cancel any course that is not financially viable due to lack of students enrolling.

2.0 Residency and Eligibility Rules

- 2.1 Each funding body sets their own residency and eligibility rules and it is the College's responsibility to assess a student's status in accordance with the appropriate rules and record the outcome of the assessment.
- 2.2 Individuals will only be eligible for funding if they meet the criteria set out by the funding body.
- 2.3 Where a student does not meet the residency or eligibility criteria for funding eligibility, they usually will be required to pay the full unfunded fee for their course.

3.0 Further Education Courses

- 3.1 The College will follow the ESFA funding guidelines available on the Gov.uk website. ESFA funding agreements for young people aged 16 to 19 rules and those aged 19 to 24 with an Education Health and Care Plan (EHCP):

[Advice: funding regulations for post-16 provision 2024 to 2025 - GOV.UK](#)

[https://www.gov.uk/government/publications/advice-funding-regulations-for-post-](https://www.gov.uk/government/publications/advice-funding-regulations-for-post-16provision)

[16provision](#) Adult Skills funding rates:

[Adult skills fund: funding rules for 2024 to 2025 - GOV.UK](#)

3.2 Tuition fees vary according to a student's age, level of study, qualifications on entry, type of programme being studied, home postcode and where and how the course is delivered.

3.3 The College will apply fee remission as outlined in the latest version of the ESFA funding rules (which may be subject to change), see section 6.0.

3.4 Students aged 16-18 (excluding apprentices) who meet the following criteria will not be charged a tuition fee. Students who start their full or part time study programme aged:

- 16-18 (i.e. under 19 on 31 August in the teaching year when the study programme commenced); or
- 19-24 and have an Education Health Care Plan (EHCP); and
- meet the student eligibility requirements in the section **Scope of the 16 to 19 funding model** of the Funding Guidance for Young People 2024 to 2025:

[Funding guidance for young people 2024 to 2025 rates and formula - GOV.UK](#)

3.5 Continuing students who are over 18 and began a Further Education (FE) course before the age of 19 will normally have their fees waived. However, any start of a new learning aim is subject to fees.

3.6 The ESFA provides varying levels of funding for non-Apprentice students aged 19 and over through the Adult Education Budget (AEB) outside of devolved authority areas:

- for some students the cost of their learning will be fully funded by the ESFA;
- for some students the cost of their learning will be co-funded (i.e. partially funded), with the student or their employer / sponsor expected to contribute the balance of the fee;
- some students will not be eligible for any Government funding for their learning and either the student or their employer / sponsor will be expected to pay the full fee;

- depending upon the course and eligibility, some students who are required to pay the full fee for their learning, may have the option of applying for an Advanced Learner Loan (see section 4.0) from Student Finance England administered by the Student Loans Company to pay for their course.

3.7 The list of qualifications that are eligible for funding can be found in section 2 of the Adult education budget funding rules:

[Adult skills fund: funding and performance management rules 2024 to 2025 - GOV.UK](#)

3.8 The minimum fee level for adult (19 plus) further education courses is set at the fee remission value as determined by the Education and Skills Funding Agency (ESFA). Currently, this is 50% of the un-weighted rate for the qualification per year, plus examination fees and course specific charges for those aged 19+ who are studying at, or below level 2.

3.9 For students on Level 3 and above qualifications and aged 19-23 with a prior attainment of a level 3 qualification and students aged 24+ the fee level is set at a minimum of 100% at the weighted rate for the qualification per year. Where the student is “topping up” and has already achieved elements of the qualification, the college will reduce the amount charged and will apply Recognition of Prior Learning (RPL).

3.10 Students aged 19 and above who enrol to designated level 3 or above qualifications and are liable to pay tuition fees under this fees policy may be eligible to take out an Advanced Learner Loan to contribute in full or in part to the costs of their fees, see 4.0 below. The tuition fees for courses eligible for funding are listed on the Find A Learning Aim Reference Service (LARS) and are the weighted rate, as per the link below:

[Find a learning aim](#)

3.11 Students aged 19 and above may also be eligible for funding for a Level 3 qualification via Free Courses for Jobs. The courses that are funded are identified via the link below. It should be noted that although some courses are available regardless of where a learner lives, there are some courses that are only available to those living in Liverpool City Region.

<https://www.qualifications.education.gov.uk/Search>

3.122 Adult students aged 19 and above who are resident in one of the ~~new~~ Mayoral Combined Authority areas where the College does not have agreed allocation, will not be able to enrol on funded courses at the College unless they pay the

Full Cost Unfunded fee. The College currently has an allocation with the Liverpool City Region Combined Authority, –through which learners who are resident in Greater Manchester Combined Authority area can also be funded. For further details please refer to:

Adult education devolution - GOV.UK

The funding rules relating to Liverpool City Region Combined Authority learners are available via the link below: [https://www.liverpoolcityregion-ca.gov.uk/policydocuments#ASF_\(formerly_AEB\)](https://www.liverpoolcityregion-ca.gov.uk/policydocuments#ASF_(formerly_AEB))

4.0 Advanced Learner Loans

4.1 Advanced learner loans provide a source of fees and support to help people aged 19 and over undertake general and technical qualifications, at levels 3, 4, 5 and 6, and who are not covered by the ESFA Funding outlined in 3.0.

4.2 By taking out a loan, a learner is taking direct responsibility and financial liability for their learning. In return the College is obliged, as part of our agreement with the learner, to deliver high-quality learning and support to enable the learner to successfully achieve their desired outcome. It is important that learners receive all the key information about what the loan is for and are signposted to sources of further information to help them decide if they wish to apply for a loan. It is also imperative that information is provided in the Learning and Funding Information Letter about the qualification, our fee and the actual loan amount for their chosen qualification. Loans are not means tested. Students must be living in the UK on the first day of their course, have been living in the UK, Channel Islands or Isle of Man for 3 years before the start of the course and be a UK national or have “settled status”.

4.3 The College has an Advanced Learner Loans allocation and is therefore able to offer the option to eligible students of applying for an Advanced Learner Loan to pay for their tuition fees.

4.4 All students who wish to apply to Student Finance England for an Advanced Learner Loan will need to apply for the full value of the loan they require for the duration of their course. Advanced Learner Loans will cover the full cost of the course and are paid directly to the College from Student Finance England who administer the loans system and are responsible for assessing whether a loan is eligible. Information can be found and applications made online at: <https://www.gov.uk/advanced-learner-loan>.

4.5. Details of Advanced learner Loans Funding can be found in the Advanced Learner Loans Funding Rules:

[Advanced learner loans funding rules: 2024 to 2025 - GOV.UK](#)

4.6 To apply for a loan, courses must be eligible as detailed in the Advanced Learner Loans qualifications catalogue, any fee not eligible for a loan must be funded by the student or sponsor. Fees are for the whole course, including registration / exam fees and facilities and resources fee, additional qualifications are not part of the course fee. Fees are charged as in 3.11 above.

5.0 International FE Student Tuition Fees

5.1 For funding purposes, an “overseas” learner is defined as one who does not meet the criteria defining a “home” learner as set out in the Adult Education Budget: draft funding and performance- management rules. Overseas learners are not eligible for ESFA funding, and the College may charge the full cost fee

for courses as listed on the Find A Learning Aim Reference Service (LARS), as per the link in 3.11 above and add on a 20% administration fee

5.2 International students must pay all their fees in advance (tuition, residence, facilities & resources or any other fees) of pre-enrolment in each academic year.

6.0 Remission of Tuition Fees

6.1 All students will be charged a tuition fee, unless evidence is provided to claim 100% tuition fee remission in accordance with the ESFA regulations as detailed below. The categories of learners who are entitled to fee remission are:

- Tuition fees cannot be charged to students aged 16 to 18 (subject to course and student eligibility as per ESFA funding guidance for young people in full time or part time education by either ESFA - funded institutions or their subcontractors. For the purposes of the funding agreement and this document, ‘18’, means ‘under 19 on 31 August in the teaching year when the student commences a study programme’.
- It is intended that such students must continue to receive free tuition in any consecutive subsequent year of study on the same study programme as recorded in their learning agreement.
- No tuition fees can be charged for provision funded by the ESFA for students with learning difficulties or disabilities aged 19 to 24 who have an EHC Plan.
- For funding purposes, an ‘overseas’ student will be defined as one who does not meet the criteria defining a ‘home’ student as set out in the ESFA funding

regulations. Overseas students are not eligible for funding and these students can be charged full-cost tuition fees.

- All students whilst living in the Channel Islands and Isle of Man remain ineligible for ESFA funding as the funding responsibility for their programmes remain with their own independent governments.
- Wales, Scotland and Northern Ireland have their own funding arrangements. There may be exceptional circumstances where, a student resides in England to study when specialist provision is not offered locally. For institutions close to the borders some local areas within Wales and Scotland are expected to form part of their normal recruitment area as agreed by their ESFA territorial office.

7.0 Unit Re-take Policy - FE Students

7.1 When a student has failed an assessment, there is an entitlement to one free re-sit. There may be provision for a second re-sit of an assessment, and this is at the discretion of the Curriculum Area Manager, to be discussed with the Head of Quality and the Exams team. This only applies to external examinations. Internally assessed work must comply with the specific awarding organisation regulations.

At the point of acceptance to re-sit:

- All programme re-assessment fees are the cost of the assessment plus £15 Admin fee.

7.2 The failure of a re-sit will normally lead to the failure of the unit as a whole and, as a result, the student will normally have to retake the entire unit including all the learning support time.

- Unit cost: Cost of course as listed on LARS divided by the number of units

7.3 Those students who are required to take a unit for the first-time or re-take a unit by a route that is not the normal procedure, the charge will be calculated individually and will be based on the route requested by the student. These will be checked by the Head of Quality Assurance and approved by the Vice Principal and Deputy CEO.

7.4 All re-sits and re-assessments are only permitted in line with the awarding body regulations. Re-sits and re-assessments relate to examinations, assignments, classroom assessments or practical assessments, which each student must achieve in order to pass the course.

8.0 Examinations

8.1 Where the ESFA fully fund courses, the College will not charge FE students for registration or examination fees. This only applies if a qualification is fully funded. The College may charge for examinations and re-sits as follows:

- Where the required attendance or completion of work has not been achieved.
- Where the student fails without good reason to sit the examination for which the institution has paid.
- Where a student re-sits an examination resulting from an initial examination failure.
- Where a student re-sits an exam with the aim of achieving marginal improvements in grades.

8.2 *Examination Re-sits* (subject to awarding body regulations) - Students who wish to re-sit an examination without undertaking a further period of tuition will not incur a fee on the first occasion, provided that they re-sit the exam at the first available opportunity following the examination that they failed per and they are within 5% of the boundary. If this is not the case, a fee of the cost of the assessment plus £15 Admin fee examination will be charged.

8.3 *Functional Skills / GCSE / BTEC / City & Guilds Examination: Non Attendance* - A charge of £50 will be made for each Functional Skills / GCSE / BTEC / City & Guilds examination not attended (unless authorised or accepted for a reason covered by the Extenuating Circumstances Policy and Procedure).

8.4 *Fees for External Candidates* - The following charges will apply to external candidates who seek to undertake an examination at Myerscough and who have not received “guided learning” through the College:

- If internal examinations are already taking place, external candidates will be charged a fee of £40 per examination admin fee plus exam entry costs.
- If separate arrangements have to be made for external candidate(s), then the total charge will be £90.00 per hour (per 5 students or less) (i.e. Room £60.00 per hour and Invigilator £30.00 per hour) plus exam entry costs if applicable.

8.5 *Additional Qualification Assessment, Non-Attendance and Re-Assessment (subject to awarding body regulations)* - Non-attendance of pre-determined assessments for additional qualifications where External Examiners are required will carry a fee of £50. Re-assessment will also carry a £50 fee, to be paid prior to the second assessment for those that failed to attend (unless

authorised or accepted for a reason covered by the Extenuating Circumstances Policy and Procedure) in the first instance **plus** entry / reassessment fees.

9.0 Commercial and Adult Unfunded - Part Time and Short Courses

9.1 Tuition fees for commercial courses are set annually as part of the business planning process, taking into consideration the cost to deliver, the minimum class size and competitor tuition fee rates. Fees for commercial and un-funded courses are kept under review to ensure they maximise income, recognise market price sensitivities and maintain a percentage contribution to College overheads as set by the Vice Principal and Deputy CEO.

9.2 Fees must be paid in advance in full prior to the start of the course. Fees are always charged for commercial and funded programmes and no fee concessions or fee waivers shall apply.

9.3 Staff employed by the College and existing students attending Further Education, Higher Education or Apprenticeship courses with the College, will be eligible for a 10% discount on course fees for Commercial and Full Cost courses. Staff who attend any job-related commercial course will be expected to sign a Professional Qualification Training Reimbursement Agreement before attending the course. Partner institution UCLan employees attending a Further Education, Commercial / Full Cost or Apprenticeship course will be eligible for a 10% discount if they are attending as part their Professional & Personal Development approved by their line manager.

In a reciprocal agreement with Partner institution UCLan a 50% reduction of tuition fees is made to employees of UCLan, who are registered on a HE course which forms part of their personal and professional development plan and which is approved by their line manager and CPD.

10.0 Residential and Catering Fees

10.1 Residential and Catering Fees are set to fairly cover the costs of running and maintaining the accommodation and providing services. Fees are benchmarked on a yearly basis.

10.2 The accommodation charge made by Myerscough relates to accommodation in a hall of residence during term-time only or unless otherwise specified by Myerscough. At the time of acceptance of this contract, students are required to pay a room deposit of £200 to secure their accommodation. The room deposit will be deducted from the first instalment.

10.3 The annual catering and residential fees ~~are~~ are payable by instalments. Instalments to be paid either:

- a) 50% prior to collection of room key in September and 50% prior to collection of room key in January, or
- b) Seven separate instalments, the first prior to collection of room key in September and the remainder by standing order during the period October - March.

To arrange the payments by standing order, please contact the Finance Office on email salesledger@myerscough.ac.uk

For students paying their residential fees from a Student Finance maintenance loan or grant, payment will be collected in 3 equal instalments by direct debit.

10.4 Students who withdraw from Halls before the end of an academic year, with agreement from Myerscough, will be required to pay an accommodation charge for a period:

- 28 days if the student withdraws from both course and accommodation.
- Full year if the student withdraws from accommodation only.

In exceptional circumstances these charges may be waived by the Vice Principal and Deputy CEO

10.5 Non-payment of fees may result in the student losing access to College facilities and resources and could result in the student being removed from the course until the outstanding debts are settled. If in accommodation, student's may also be requested to vacate their room until payment is received.

10.6 Repayment agreements cancelled by the student without prior notice will result in all outstanding fees becoming payable immediately. The College reserves the right to charge a fee for failed Direct Debits/Standing Orders and returned/ dishonoured cheques.

11.0 Higher Education (HE) Fees

11.1 Refer to the separate HE Fees Policy on the College website.

12.0 Financial Support

12.1 Financial support is available for eligible students refer to the College's Bursary Policy on the website.

13.0 Payment of Fees and Refunds

- 13.1 All fees are payable at the point of or prior to enrolment for all students. All students will be expected to pay their fees at the time of enrolment. The College accepts payments by all major credit and debit cards, cheques and cash.
- 13.2. The College offers instalment payments by instalment plans. Instalment payments are allowed on long courses (usually over 20 weeks) with a minimum value of £100, with an initial payment of 25% of the course fee, providing that the final payment is due before the expected end date of the student on the course. The rest of the fee is payable over a maximum of 6 further payments, as determined by the Executive Director of Finance. In exceptional circumstances where a student has financial difficulty a longer payment term may be agreed by the Executive Director of Finance. An administration fee of £20 for both full-time and part-time students will be charged.
- 13.3. Payments by instalment can include the cost of examination and registration fees. The debt on the exam/registration fees will be reduced first, followed by the tuition fees.
- 13.4. Employers / sponsors are expected to pay in full by enrolment, unless paying by the invoice option. Employers have the option of choosing to pay by invoice, subject to the Learners / Employer providing a sponsor letter or a purchase order from the company confirming support is available at enrolment before they are allowed to enrol via the invoice option (on 30-day terms). This letter should be emailed to salesledger@myerscough.ac.uk or posted to Sales Ledger, Myerscough College, St Michaels Road, Bilborrow, Preston, PR3 0RY. Any transfer of fee liability from student to employer will require written confirmation of sponsorship from sponsor/employer.
- 13.5. Where examination or awarding body registration charges apply, students will be required to make payment in full before the entry can be processed. In exceptional circumstances, a student's fees (examination /registration fees and course specific charges) may be paid in full or part by application to the Discretionary Learner Support Fund.
- 13.6 Where a student has informed the College that they intended to take out an Advanced Learner Loan to cover fees they remain liable for the tuition fees until the loan has been approved and payments received by the College from the Student Loan Company. If the student fails to apply for the loan or it is not approved or ineligible, or they cancel the loan; then the student must make arrangements to ensure fees are paid. Failure to do so may result in the student being withdrawn from their course and action taken to recover outstanding debt.

13.7 The Vice Principal and Deputy CEO must agree any refunds to individual students. The standard policy is:

- FE – a full refund if student withdraws during first 42 days of a course (less administration fee), after that, full fees due, irrespective of any change in circumstances.
- Advanced Learning Loans – fees due as received from SLC.

13.8 Continuation on to further programmes of study is dependent upon the payment of all fees due. The student is ultimately responsible for ensuring that their fees are paid, even when a third party (e.g. an employer) intends to pay the invoice on their behalf.

14.0 Refunds and transfers

14.1. The College operates a no refund policy for cancellations of commercial courses or any self-funded course included in this Policy, by an employer or applicant, except in limited circumstances. All cancellations must be received in writing. For non-attendance of a course/training the full fee will be payable. Cancellations received more than 28 days prior to the start date will be subject to an administration charge of 10% of the course/training cost or £15 whichever is the greater. Cancellations received between 21-28 days prior to the start date will be subject to 50% of the course/training costs (unless the place/course is re-sold). For all cancellations received within 21 days prior to the start date the full cost will be payable. The Executive Director of Finance must agree to any refunds.

14.2 The College reserves the right to cancel or postpone any course, however, in the unlikely event that this happens we will endeavour to inform you of the situation and offer an alternative date as soon as possible.

14.3 Refunds of monies will be paid if:

- The College closes/cancels the course and no alternative date is available;
- The learner withdraws more than 28 days prior to the start date of the course;
- There are individual exceptional circumstances as approved by the Vice Principal and Deputy CEO; or
- A complaint is upheld and fees are reduced or waived as a result.

14.4 All refunds are subject to an administration fee (unless the College cancels a course). Refunds may take up to 3 weeks to process. Refunds are always made to the account/card from which the original payment came.

15.0 Failure to pay

15.1 Students are personally liable for payment of any tuition fees owed to the College. Failure to pay the agreed tuition fees or to pay agreed arrangements

may result in the student being withdrawn from the course, but still liable for any outstanding fees.

15.2 Students with outstanding debts will not be permitted to re-enrol for any further courses in either the current or future academic years until all debts have been paid.

15.3 The College will take reasonable steps to recover debts and to ensure the payments of fees are met and the following sanctions may be applied to those who default:

- withdrawal of College library and computing facilities
- termination of enrolment and exclusion from the College
- withholding certified transcript
- refusal to re-enrol
- delays in releasing certificates whilst accounts are finalised
- denial of attendance at awards ceremonies

In addition to those steps referred to above, the College reserves the right to refer students' unpaid accounts to external agencies to pursue payment and, in addition, the College may also exclude students from the College and/or seek recovery through the courts.

15.4 If a sponsor or third party fails to pay all or part of the tuition fee on behalf of a student, the student will become personally liable for payment of the outstanding amount on the date which it was due from their sponsor or the third party.

15.5 Repayment agreements cancelled by the student without prior notice will result in all outstanding fees becoming payable immediately. The College reserves the right to charge a fee for failed Direct Debits/Standing Orders and returned/ dishonoured cheques.

15.6 The College will take all reasonable steps to advise and support students in financial difficulty. Any student who is in financial difficulty should seek advice from the Student Support team as soon as possible.

16.0 Discounts

16.1 No staff member or agent of the College must offer a discount on a course without the approval of the Vice Principal & Deputy CEO.

17.0 Responsibility

17.1 The Vice Principal and Deputy CEO will have overall responsibility for ensuring compliance with this policy.

17.2 It is the responsibility of all staff to adhere to the policy and to advise customers accordingly.

18.0 Related Documents

- HE Fees Policy
- Bursary Policy
- Residential and Catering Contract
- Living in Halls Booklet

19.0 Complaints

19.1 Anyone who considers this Policy to have been incorrectly applied in their individual case should contact the Finance Department at the College, in the first instance, using the following email: salesledger@myerscough.ac.uk. If still dissatisfied a complaint may be brought under the College Complaints Procedure. The procedure is available on the College website.



Document History			
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Publication:	Staff Intranet College Website		
Quality Assurance			
This Policy and Procedure maps to the following external quality assurance frameworks			
Framework		Framework Section Reference(s)	
Common Inspection Framework			
MATRIX			
QAA			
QIA			
SFA			

All Myerscough College Policies are subject to screening for Equality Impact Assessment

Equality Impact Assessments are carried out to see whether the policy has, or is likely to have, a negative impact on grounds of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, marriage or civil partnership, sex or sexual orientation.

Myerscough College not only fulfils its legal position in relation to current and future equality legislation, but additionally goes beyond compliance in providing and promoting “Opportunities for all to succeed”, free from any aspect of discrimination, harassment or victimisation.

All staff have a duty of care to look after the interests of and support their colleagues. *This policy takes account of* our commitment to eliminating discrimination, identifying and removing barriers and providing equal opportunities for our learners, staff and visitors to ensure that no one feels excluded or disadvantaged.

Safeguarding, Child Protection, Prevent and Missing from Education

All staff have a responsibility to support and promote the College’s commitment to providing a safe environment for students, staff and visitors. Additionally, all staff have a responsibility to report any safeguarding or Prevent issues to the Designated Senior Lead for Safeguarding and Prevent.