

# Tuition Fee Procedure

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Responsibility for Contents	Director of Operations
Responsibility for Review	Student Administration Manager
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Review Date	May 2023
Primary Contact	Student Administration Manager

## **1.0 Procedure Statement**

The College will administer tuition fees in a fair, consistent and straightforward manner for all learners.

The default position of the College, as noted in relevant publications, is that tuition fees are required to be paid prior to, or on enrolment. Under specific circumstances however, learners may pay tuition fees by instalment.

## **2.0 Responsibility for the Implementation of this procedure**

- Student Administration Staff
- Student Administration Manager
- Student Administration Officer - Fees
- Finance Staff

## **3.0 Introduction**

The purpose of this procedure is to advise learners of the College procedures relating to tuition fees and to outline the responsibility of administrative staff involved in the assessment, completion and processing of Tuition Fees and Instalment Plan requests to pay tuition fees by Direct Debit/Payment Plan.

This procedure does not apply to Commercial tuition fees relating to courses delivered by the College's Commercial and Skills Team. Tuition fee arrangements for International learners are also out with the scope of the procedure and are outlined in the international process and procedures documentation.

The option to pay by instalments is only available to learners who are paying their own tuition fees. It does not apply where an employer or sponsor is paying learners' tuition fees.

The College will only accept payments by instalment where the learner has completed a Direct Debit Mandate or Payment Plan.

## **4.0 Procedures**

The procedure for paying tuition fees by instalments is dependent on the mode of study.

### **4.1 Full-time Learners**

The number of instalments will depend on the total tuition fees due and the length of the course.

Learner completes a Direct Debit Mandate or Payment Plan which gives instalment dates and the amounts required to be paid each month.

## **4.2 Part-time/Evening/Flexible Learners**

The option to pay by instalments is open to learners only where the:

- Fees are £150 or more. Fees can be paid in instalments by Direct Debit or Payment Plan, with an initial payment of 30% of course fees required to be paid before enrolment.
- Learner completes a Direct Debit Mandate or Payment Plan which gives instalment dates and the amounts required to be paid each month.

## **4.3 Change of Instalment Plan**

Once a Direct Debit or Payment Plan has been arranged, the college will not normally consider changes to details unless there are exceptional circumstances. Any request to change details must be submitted in writing to the College's Finance department. Learners will receive a reply in writing within 15 working days.

## **4.4 Failure to Adhere to Direct Debit/Payment Plan**

Where a learner makes arrangements to pay tuition fees by instalments and a Direct Debit or Payment Plan request is rejected, the college will contact the learner to obtain payment by an alternative method.

Failure to comply with alternative arrangements to pay tuition fees may result in a learner being withdrawn from their course and a proportional invoice for tuition received being calculated and issued.

The college has the right to withdraw a learner from their course for reasons such as lack of attendance, progression, disciplinary action (after any reasonable adjustments because of illness, disability or any other protected characteristic) or non-payment of tuition fees as agreed. Learners will still be liable for any payments still to be made under their Direct Debit or Payment Plan.

## **4.5 Appeals**

If a learner wishes to appeal their tuition fees, they should do so in writing to the Student Administration Manager at [student.records@forthvalley.ac.uk](mailto:student.records@forthvalley.ac.uk). All appeals will be dealt with based on the information received. A response will be communicated within 15 working days of the appeal being received.

## **5.0 Other relevant policies**

Other policies and procedures that are relevant to the Tuition Fee Procedure are:

- Tuition Fee Refund and Withdrawal Procedure
- Fee Waiver Policy
- Equalities Policy

## 6.0 Impact Assessment

This procedure has been screened to determine equality relevance for the following equality groups: gender, race, disability, sexual orientation, religion or belief, age or other characteristics. The procedure is considered to be equality relevant for these groups. A full impact assessment will be completed when the procedure is reviewed at the procedure review date.

We welcome feedback on this Procedure and the way it operates. We are interested to know of any possible or adverse impact that this procedure may have on any groups in respect of gender, race, disability, sexual orientation, religion or belief, transgender status, age or other characteristics. This procedure will be evaluated for impact assessment at its next review. If you wish to give feedback relating to this Procedure please email: [equality@forthvalley.ac.uk](mailto:equality@forthvalley.ac.uk)