

FEES POLICY 2023/24

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Version No:	V7
Lead responsibility:	Barrett-Bell Ltd Directors

Distribution to:

All Staff	<input checked="" type="checkbox"/>
SLT only	<input type="checkbox"/>
Teaching Staff/Tutors	<input type="checkbox"/>
Administration Staff	<input type="checkbox"/>
Other (please specify)	<input checked="" type="checkbox"/> Students

Key Contacts:

Barrett-Bell Ltd Directors	01438 727667
Amanda Hogg Operations Manager	01438 727667

This Policy supersedes any previous Policy of this name or instructions that pre-date this edition.

FEES POLICY 2023/2024

1. Introduction

This Fees Policy is intended to make clear to students and others how all major aspects of fee-setting and collection will operate, alongside arrangements for recovery and penalty in the event of financial default.

Course fee rates apply for all academic sessions between 1st August and 31st July of the following year. The payment of fees is the responsibility of the student. In the event of Advanced Learner Loans refusing a student's funding application, the student will be held personally liable for payment.

Please note that Barrett-Bell Ltd reserve the right to alter the timing and/or location and/or content of the course but will advise you of any changes at all times.

2. Setting of Fees

The Education Skills Funding Agency (ESFA) set the fee rates for this course annually, which cover: Tuition, Registration, Examination and Certification.

This Policy applies to all students registered on a course at Barrett-Bell Ltd.

Barrett-Bell Ltd reserves the right to correct administrative errors and to recover any associated shortfall in fees, but will consider exceptional circumstances on a case-by-case basis.

3. Legal Entitlement To Funding

Adult students aged 19-23 (must be aged 19 or older on 31st August within the 2023-2024 funding year) at the start of their course, who do not currently hold a full level 3 qualification, who are enrolling onto a full level 3 qualification may be eligible for a fee concession as part of their legal entitlement to funding. To receive this concession, the student must be enrolling on a course with a learning aim listed in the ESFA's legal entitlement listing for 2023-2024. Additionally, some students aged 24+ will also be eligible to receive this concession but they must be undertaking a learning aim listed in the National Skills Fund qualification listing. To be eligible for the concession the student must not hold a full level 3 qualification or above. Barrett-Bell will discuss your legal entitlement with you before the course enrolment and inform you of the funding we have available and if we are unable to facilitate your funding entitlement then we can signpost you to other organisations via the National Careers Service. If a learner chooses to apply for a loan rather than exercising their entitlement to AEB funding, this may mean that they give up their right to exercise their entitlement to AEB funding in the future.

For detailed information of funding criteria and eligibility, please visit:

<https://www.gov.uk/government/publications/advanced-learner-loans-funding-rules-2023-to-2024/advanced-learner-loans-funding-rules-2023-to-2024>

4. Liability For Payment

If Barrett-Bell Ltd do not receive funding from Advanced Learner Loan on your behalf, it is your responsibility to rectify any issues they may have with your application, otherwise you will be personally liable for payment.

In the event of Advanced Learner Loans refusing a student's funding application, the student will be held personally liable for payment.

All fees due must be fully discharged before completion of your award or qualification.

Table 1 shows the qualifications and course fees:-

Table 1

Funding	Qualification	Course Fee	Interest Charge
Advanced Learner Loan Funding	City & Guilds Level 3 in Gas Engineering (Pathway D)	£5,421.00	Check the Advanced Learner Loan website. www.gov.uk/advanced-learner-loan

5. Finance Payment Arrangements

Applications for funding need to be made direct to Advanced Learner Loans (<https://www.gov.uk/advanced-learner-loan/how-to-apply>) and a new application must be made for before the start of your course.

If Advanced Learner Loans agree to fund a student, they will notify the ESFA who will confirm the funding to Barrett-Bell Ltd. Fees will be paid directly to Barrett-Bell Ltd.

If you are having difficulties with your funding application, our administration staff can offer advice and guidance.

For more information on Advanced Learner Loans, please check their website for details <https://www.gov.uk/repaying-your-student-loan>

6. Learner Eligible for Co Funding

For courses part funded by the government the fee will be 50% of the listed un-weighted funding value, except where market conditions dictate otherwise. Additional costs may be applied for exams, materials or other fees.

7. Payment Issues

Whilst we recognise that the majority of students have their funding in place or pay their fees promptly and in full, we occasionally have issues with non-payment / no loan in place. This section details financial procedures that students are expected to comply with and the consequences of non-compliance. These procedures are applicable to all students.

- **Once enrolled** the student is responsible for the payment of fees from the start date of their course and any other associated charges, including any amounts due from third parties, which are not paid. Failure to settle fees on time will mean that Barrett-Bell Ltd will withdraw access to learning facilities and this may ultimately lead to deregistration from the course.
- **The student is responsible** for ensuring that their application for funding from Advanced Learner Loans are made before the start of their training and will remain liable for the cost of that course, to the extent it is not covered by Advanced Learner Loan payments. Application for the Advanced Learner Loans can be made at <https://www.gov.uk/advanced-learner-loan/how-to-apply>
- **Any requests by the ESFA or Advanced Learner Loans** for further documentation and/or information must be complied with as soon as possible to ensure eligibility and prior to the start of the course on-site at the provider's premises.
- **Returning students with debt:** students who fail to pay their course fees debts from a previous academic year or who have been referred to a debt collection agency will not be permitted to re-enrol. All debts must be paid in full before an individual can return to undertake another course.
- **Debt Policy and procedures:** We aim to ensure that all students are treated fairly. Failure to pay course fees on time means enrolment may be revoked. If a student is unable to pay any fees or charges by the appropriate due date, they should contact our administration staff at the earliest opportunity, as we may be able to help. We will be sympathetic and assist where we can, however the quality of teaching is dependent upon funding, therefore we must act to recover all outstanding debts.
- **External debt collection agencies:** Barrett-Bell Ltd reserves the right to refer debt in respect of any ex-student to an external debt collection for recovery.
- **Refunds:** Barrett-Bell Ltd will continue to collect outstanding fees from students who withdraw from any course following the 14 day cooling off period from the start of the course and refunds will only be available if we cancel a course. Fees will only be refunded in exceptional circumstances and will be considered on a case by case basis.
- **Verbal recommendations and comments** by staff cannot be relied upon in relation to course fees. The student will remain fully liable for the fees unless advised in writing by Barrett-Bell Ltd. We will only refund or reduce fees in circumstances where Barrett-Bell Ltd have caused a change in arrangements (e.g. changing the course or the start date) or as a result of a settled dispute. If you are in any doubt please contact our administration staff before making a decision to withdraw from the course, we may be able to sign post you to support to enable you to complete your training.
- **Students who benefit from course fee loans** should particularly note that a mid-course withdrawal will in most cases leave them liable for significant fees. Their withdrawal does not mean they do not have to pay for the period they have attended. Again, in most cases

the best advice is to remain on the course and gain your qualification.

- **If a student is asked to leave** by Barrett-Bell Ltd due to poor behaviour or non-adherence to the student code of conduct, the student remains liable for any outstanding fees.
- **Barrett-Bell Ltd** are under no obligation to reinstate an individual's registration for the current academic year or any subsequent academic year once it has been terminated, even after full payment of outstanding fees and charges.
- **Cooling off period:** Learners are given a 14 day cooling off period should they start the course and decide it is not for them. If this is the case then they must inform the admin team and follow the withdrawal procedure as directed.
- **Withdrawal:** Course fees and charges are determined on the basis of enrolment status and attendance. This means that if a student stops attending but does not inform Barrett-Bell that they are withdrawing from the course, they will be marked as absent but may still be liable for course fees. If a student decides to withdraw from a course we advise they discuss any difficulties with their tutor, and contact our administration staff for information on the withdrawal procedures.
- **Anti-money laundering regulations:** Barrett-Bell Ltd will not accept any payment from persons or organisations unless they relate to a valid charge, levied or impending. This is to comply with UK Money Laundering regulations. Any suspicious payments and or refund requests may be reported to the appropriate regulating body.

8. Withdrawal Procedure

Students considering withdrawal from their course are advised to contact the administration team by phone, email or in person. (01438 727667 for Stevenage).

A copy of our Withdrawal Procedure can be obtained from our administration team and can also be found in the student handbook. It is important that you read this carefully and seek advice if unsure about any aspect of the procedure. The date of withdrawal will be taken as the date of receipt of the email/letter, and will affect the course fees calculated and charged by both Barrett-Bell Ltd and Advanced Learner Loans.

Students who decide to terminate their studies before completion, must inform the Operations Manager – Amanda Hogg - in writing of their decision to leave and must receive acknowledgement of this being received.

By email - Amanda Hogg – amanda@barrettbell.co.uk

By post – Amanda Hogg, Barrett-Bell Ltd, Unit L Gunnels Wood Park, Gunnels Wood Road, Stevenage, SG1 2BH

Office Opening hours:

8.30 to 16.30	Monday to Thursday
8.30 to 16.00	Friday

This is Barrett-Bell Ltd's evidence of the withdrawal date, failure to do so may mean that the student will remain responsible for the full tuition fee.

If you have taken out an Advanced Learner Loan then you must inform them immediately of your date of withdrawal, otherwise you may be charged the full course fees. Barrett-Bell Ltd will continue to collect outstanding fees (up to the date of withdrawal) from students who withdraw and refunds will only be available if we cancel a course. Fees will only be refunded in exceptional circumstances and will be considered on a case by case basis.

9. Break In Learning

In exceptional circumstances, students may request a break in learning from the course. A break in learning can only be agreed with the student and Operations Manager – Amanda Hogg.

If a student decides to request a break in learning, it is important that they inform the Operations Manager – Amanda Hogg – in writing and must receive acknowledgement of this being received.

By email - Amanda Hogg – amanda@barrettbell.co.uk

By post – Amanda Hogg, Barrett-Bell Ltd, Unit L Gunnels Wood Park, Gunnels Wood Road, Stevenage, SG1 2BH

If you have taken out an Advanced Learner Loan, you must inform them immediately of the date of your break in learning, otherwise you may be charged for additional course fees, and you must reinstate the loan on your return.

10. Cooling Off Period

As statutorily required, learners who start the course will have a 14 day cooling off period from the date they start their course should they decide the course is not for them. No tuition fees will be incurred during this time but the learner must inform Barrett-Bell and follow the withdrawal procedure no longer than 14 days from starting the course.

11. Complaints

In the event of any matter of interpretation or application of this Policy, students may bring a complaint under Barrett-Bell Ltd's Complaints Procedure. Information regarding the student complaints procedure can be obtained from our administration staff.

12. Bursary

Barrett-Bell Ltd does not currently access any bursary money.

13. Learner rights and responsibilities

Barrett-Bell Ltd does all it can to enable Learners to learn. Learners must adhere to the regulations stated above.

Where Learners do not follow the above procedures and then seek to re-join courses or seek

reparation for missed time or early cessation of attendance, then Barrett-Bell will follow the regulations and guidelines issued by the ESFA, Advanced Learner Loans companies.

Any Learner who believes their case to be impacted by 'exceptional circumstances' may request a review and any changes to the normal administration of this Policy would be at the sole discretion of the Directors. Only requests submitted within a reasonable timescale and supported by accurate data/documentation will be considered. The Directors decision is final.