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Student Fees Procedure	FIN003	V6

DEPARTMENT	Finance		
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Student Fees Procedure

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Procedure Statement

The Tuition Fees Policy outlines the key principles that must be followed. This procedure provides further clarification on the application of the Tuition Fees Policy. Additional information is highlighted in dark blue writing for ease of reference.

Scope

The fees policy and procedures encompass all fees and charges associated with courses offered by Activate Learning.

Definitions

Abbreviations used throughout this document are:

- **AL** – Activate Learning
- **FE** – Further Education
- **OFS** – Office for Students
- **DD** – Direct Debit
- **DfE** – Department for Education
- **HE** – Higher Education
- **SLC** – Student Loans Company
- **ALL** – Advanced Learner Loan

Student Fees and Charges

1. General

- 1.1** This Policy will be reviewed by Finance Department and approved by Corporation on an annual basis.
- 1.2** Fees are charged annually. However, for FE courses with an available loan, the total fee for the entire course is quoted and charged upfront so students can apply for the full loan amount. If a student is paying themselves, is denied a loan, or is not using an Advanced Learner Loan, fees will revert to being charged annually.
- 1.3** AL will endeavor to not change course fees from those which are published, however, reserves the right to do so, prior to the start of the course.
- 1.4** Apprenticeship is charged in-line with DfE and The Institute for Apprenticeships and Technical Education (IfATE).
- 1.5** It is the responsibility of the student to provide the correct information and evidence for fee assessment purposes. If it is found that information provided at enrolment was incorrect, fees will be amended based on the revised information.

2. Further Education

- 2.1** Students non-funded and co-funded will be charged in line with DfE Policy.
- 2.2** In the case of co-funded, students may be liable for residual fees depending on funding status.
- 2.3** Fees for courses subject to Advanced Learner Loans, although these will generally align with the loan value advised by the DfE; AL reserves the right to set fees higher or lower as necessary.
- 2.4** If a student transfers to a course with a higher fee, they will be liable for paying the difference in cost.
- 2.5** Fee remission is available on programmes funded through Tailored Learning, in accordance with 'local flexibility' rules under the Adult Skills Budget.
- 2.6** Non-regulated employability programmes funded through Tailored Learning will not carry tuition fees; however, learners will still be assessed for eligibility.
- 2.7** The total fees charged to a student will depend on their age, previous qualifications and financial circumstances. The below table gives further breakdown:

Student type	Charges for	No charges for
16–18-Year-Old	Mandatory visits and residential trips Optional materials and equipment that can be retained. Optional residential trips	Tuition fees First sitting of examinations Consumables and the use of equipment

19-24 with learning difficulties/disabilities	Mandatory visits and residential trips Optional materials and equipment that can be retained. Optional residential trips	Tuition fees First sitting of examinations Consumables and the use of equipment
19+ without fee remission	Tuition fees First sitting of examinations Materials, consumables, and the use of equipment Mandatory visits and residential Optional residential trips	
19+ on fee remission	Optional materials and equipment that can be retained. Optional residential trips	Tuition fees First sitting of examinations Consumables and the use of equipment Mandatory visits and residential trips
19+ Advanced Learner Loans	Tuition fees Optional residential trips	First sitting of examinations Materials and consumables Mandatory visits and residential trips
Higher Education Students	Tuition fees Material fees, equipment, or clothing (the cost of which will be published to the student prior to enrolment) Optional activities and visits, where the indicative cost will be published to students in advance of enrolment	First sitting of examinations Mandatory visits or trips
Non-Government funded Students	Tuition fees First sitting of examinations Materials, consumables, and the use of equipment Mandatory visits and residential trips Optional residential trips	

3. Higher Education

3.1 The OFS provides a national framework in which tuition fee levels are agreed.

3.2 HE students are not entitled to fee remission.

3.3 Higher level qualifications delivered as part of an Apprenticeship programme are to be funded through Apprenticeship eligible funding routes only.

4. International

4.1 International students require a visa, prior to studying in the UK.

4.2 Students must pay 50% of the fees to reserve their place on the course. The remaining balance must be paid prior to or at enrolment, following visa approval.

4.3 If the students visa application is rejected, fees will be refunded subject to an administration fee.

5. Under 16 Years Old

5.1 Fees incurred for students who are under 16 and enrolled at a school, will be paid directly by the student's school.

5.2 Fees incurred for students who are not on a school roll (including international), will be funded by DfE.

6. Apprenticeships

6.1 All fees related to Apprenticeship programmes are subject to contracting terms laid out by IfATE, and DfE funding requirements.

6.2 Apprenticeships are funded via the Levy or Non-Levy Government funding routes.

- 6.3** If a levy employer incurs apprenticeship fees more than their “Pot” value they will be invoiced for fees not recovered, in accordance with the government apprentice levy rules.
- 6.4** A **non-levy** employer is required to pay a contribution towards their Apprentice. Employers must not pass any fees onto the apprentice, as laid out in the government guidelines.
- 6.5** If an apprentice withdraws or changes employer, the fees will be adjusted based on the time attended.
- 6.6** If an employer fails to pay their apprenticeship contribution within agreed timescales AL reserves the right to suspend the Apprentice. This may lead to the student being unable to obtain their qualification.
- 6.7** Higher level qualifications supported through the apprenticeship programme are to be funded through Apprenticeship eligible funding routes only.

7. Awarding Body Registrations and Examinations

- 7.1** We do not enter external applicants who are not enrolled at AL unless there are extenuating circumstances, and these can be accommodated without disruption to our enrolled students.
- 7.2** Students entered for re-sit examinations are liable for the examination fees regardless of age. Unless through an Apprenticeship where the contract with their employer details re-sit charges.
- 7.3** Some students are required to register with professional awarding bodies as part of their course. This must be done directly with the awarding body and may incur additional costs. The courses that are subject to these conditions are mainly professional courses, such as AAT, IPD and CIM.
- 7.4** When examination and registration costs are payable direct to the examining body, it will be made clear in the Activate Learning prospectuses and/or course fact sheets.

8. Payment of fees

- 8.1** Full fees must be paid at enrolment. Payment of student fees are the responsibility of the student, as laid out in the “Fees” section under “Learning Agreement” of the enrolment form.
- 8.2** Payment plans may be arranged, subject to meeting specific criteria and payment of a 30% deposit at enrolment. In most instances students are expected to settle all sums due at the point of enrolment. The following exceptions have been agreed to help students who wish to spread the cost of their course:
- **Students applying for a Bursary:** A bursary towards a course will generally be 50% of the total course fee. Therefore 50% must be paid at enrolment and a direct debit mandate must be completed for remaining course fees to be collected should a bursary application be denied.
 - **FE Students paying by payment plan** must pay 30% (25% for HE) of their course fees at enrolment and submit a completed DD mandate for future payments to be taken in monthly installments (DD criteria must be met – see below).
 - **Students Applying for a loan to fund their course** must provide evidence that a loan has been approved or that a loan application is pending (from SLC for HE; or Advanced Learner Loan for FE). Further information can be found below.
 - **Students who are being funded by their employer** are required to provide a signed letter of sponsorship for settlement of fees at point of enrollment (see guidance below).
 - **AL Staff whose course is being internally funded** must provide a copy of their approved “Learning and Development Request form” or a signed letter of sponsorship from the budget holder paying for the course.
- 8.3** If a student withdraws from the course, they will remain liable for the course fee.
- 8.4** All payments are to be paid to Advice and Admissions, the Contact Centre, or Finance who can record this on the student record. Under no circumstances should other departments take payment. Failure to adhere to this may result in disciplinary action.
- 8.5** All fees for Cycle Academy are payable in advance of the course date.

9. Direct Debit Guidance

- 9.1** Students may request to pay course fees by Direct Debit instalments, subject to the following conditions:
- 30% of the course fee is paid at enrolment.

- A direct debit mandate is completed at point of enrolment and given to the enrolment personnel.
- The student must have a U.K. bank account.
- The course must be delivered over 15 weeks or more.
- The course fee must be:
 - £250.00 or over for a short plan, or
 - £500.00 or over for a long plan.
- The remaining 70% of the course fee is paid over:
 - 7 equal instalments of 10% each for long plan, or
 - 2 equal instalments of 35% each for short plan
- The course must be paid in full at least one month prior to the end date of the course, otherwise fewer instalments may be required, which will increase the monthly direct debit amount.

9.2 HE students may request to pay course fees in instalments subject to the following conditions:

- The student must have a U.K. bank account.
- The course must be delivered over 10 weeks or more.
- The course fee must be over £500.00.
- Fees must be paid in four instalments in line with Student Finance England payments; 25% on enrolment, followed by 3 further instalments of 25% each, taken on a bi-monthly basis.
i.e. 25% at enrolment in September, 25% in November, 25% in January and final 25% in March.
- In line with Government guidelines, no administrative fee will be charged for students paying by instalments.

Please refer to Appendix 1, for schedule of monthly instalments for the academic year.

9.3 All direct debit payments will be taken on, or immediately after, the 1st of the month.

9.4 AL is required to inform the payer, in advance, of the value and dates of the payments to be taken. A letter will be emailed to the payer/account holder for the DD. If the student is not the payer, please be aware that this advance notice letter will require AL to share some of the student's information, namely student name, course title, campus, and value of the course fees being paid by DD.

9.5 If a direct debit is cancelled by a student all-outstanding fee will become payable immediately.

9.6 If a direct debit is rejected due to a lack of funds, a student will be provided with a 7-day grace period to settle the instalment and continue with the instalment plan. If the installment value remains outstanding, all fees will become payable immediately.

9.7 If a direct debit payment is refused more than twice, the option for the student to pay via an instalment plan will be withdrawn and any outstanding amount will become payable immediately in full.

9.8 In exceptional circumstances other payment plans may be considered, providing the initial deposit of 30% has been paid and the direct debit plan being proposed will see the course paid in full at least one month prior to the end of the course date. This must be approved by the Revenue Manager.

10. Student Loan Guidance

10.1 Students are responsible for their Loan application and ensuring their Loan has been approved.

10.2 Loans are provided through a 3rd party, not Activate Learning.

10.3 If a student chooses to take out a loan, they will be subject to the terms and conditions laid down by the loan company.

10.4 If the loan has not been approved at point of enrolment, a direct debit mandate must be completed and handed in at enrolment. This will be held until we receive confirmation that the loan has been approved. The onus is on the student to provide this to the college.

10.5 If the College does not receive confirmation the loan has been approved within 8 weeks of the course start date, the student will be liable for the fees and the first instalment will be collected by direct debit on, or shortly after, 1st of the following month.

10.6 If / when the loan is approved the fees paid by the student will be refunded to them, providing they do not owe other money to the college.

10.7 There may be instances when approvals of loans from the Advance Learner Loan company may be delayed through no fault of the student. In these instances, if the student can evidence a complete application has been submitted, the direct debit collection will not be initiated.

11. Sponsorship Guidance

11.1 Students are responsible for obtaining the letter from their sponsor. However, should the sponsor default on payment, the student will be liable for the fees.

11.2 Where a sponsor letter is being provided the following information is required on company headed paper (this includes AL Group Service staff):

- Students' name
- Course name
- Academic year
- Value being contributed.
- Invoice address
- Email address for submission of invoice
- Signed by manager (or for AL Group Staff, budget holder)

11.3 Invoice terms are 30 days from date of invoice.

12. Bursaries

12.1 Students may be eligible for support with tuition fees. Please refer to "Student Finance Policy and Procedure", or HELP office team for Higher Education.

13. Accommodation

13.1 Accommodation charges will be charged in line with the "License to Occupy".

13.2 The student may be asked to leave the accommodation in the event of non-payment.

14. Methods of Payment

14.1 The accepted methods of payment are:

- Most major Debit or Credit Cards (excluding American Express).
- Bank transfer. Please use student ID as reference.
- Online payment via portal or enrolments site.
- Loan (via Student Loan Company for HE; or Advanced Learner Loan for FE)
- Direct Debit, if eligible and subject to deposit being paid at enrolment

15. How to Pay

15.1 AL will require your student ID to find your account. This can be found on your lanyard and is generally an eight-digit number.

15.2 To make a card payment over the phone please call 0800 612 6008.

15.3 You can make payment in person at your local campus Advice Centre.

15.4 If you wish to set up a direct debit plan you can speak to your local campus Advice Centre or by calling finance on 01865 551 598.

15.5 To pay via bank transfer, please use the bank details at the bottom of your invoice.

16. Non-payment of Fees

16.1 Enrolment will be denied to students with outstanding fees from prior academic years or previous courses.

16.2 In cases of non-payment, AL may block card and ALO access. While an account remains blocked, the student shall not be permitted to attend classes or access learning resources.

16.3 AL reserves the right to withdraw a student from their course in the event of non-payment.

16.4 AL reserves the right to take any reasonable steps to recover outstanding debts related to unpaid fees, including initiating legal proceedings. AL may also seek reimbursement for reasonable costs

incurred during the debt recovery process.

17. Student Withdrawals

17.1 Application for withdrawal must be applied for via the faculty coordinator in the first instance.

17.2 Non-attendance does not constitute withdrawal.

17.3 FE Full-time Courses

17.3.1 If a student withdraws from a course funded through ALL, their fees will be adjusted based on how long they attended, following DfE and Student Finance England guidelines.

17.3.2 Students who withdraw within two weeks of the course start date will receive a refund of fees paid.

17.3.3 If a student withdraws after more than two weeks, there is no entitlement to a refund unless there are extenuating circumstances. This is at the discretion of the Faculty Director.

17.4 FE Part-time Courses (15 weeks or less)

17.4.1 Students enrolled on a part-time course may withdraw from a course up to two weeks prior to the start date. A refund of fees paid will be given less an administration charge.

17.4.2 Students withdrawing after this date are not entitled to a refund. However, in extenuating circumstances, this may be reviewed by an appropriate Faculty Director.

17.4.3 An administration fee of 20% of the course fee (minimum £10) will be applied and recorded on the refund form by the faculty, with the charge noted against the relevant course code.

18. HE Courses

18.1 Students withdrawing from HE Courses may be liable to pay a proportion of the fee, in accordance with SLC.

18.2 For full-time students this becomes liable at the start of each term.

18.3 For part-time students will becomes liable after two weeks of the course start date, then at the start of the following 2 terms.

18.4 The values that withdrawn students are liable for are:

- 25% of the tuition fee if they suspend or leave in term 1.
- 50% of the tuition fee if they suspend or leave in term 2.
- 100% of the tuition fee if they suspend or leave in term 3.

19. Fee Refunds

19.1 If AL cancels a course, which is yet to start, fees paid will be refunded.

19.2 Refunds will be issued to the original payer; if the student paid, the refund will be to the student, if an employer or loan company paid, the refund will be made to the respective organisation.

19.3 In the event a course is full, and no alternative is acceptable, the student can be refunded via the normal student refund request route.

19.4 The table below further details the circumstances when a student can request a fee refund:

Reason	Value of Refund	Evidence Required
Withdrawing for a serious medical reason	The refund will be calculated, pro rata, according to the number of weeks attended	A doctor's certificate needs to be submitted with the application for a refund on medical grounds
The student has never attended the course or withdraws within two weeks (courses longer than 15 weeks)	A full refund will be processed	The student should request the refund in writing

- 19.5** Refunds will be given to a student when payment is confirmed to come from another source, such as employer, bursary, or student loan. If the student owes any money to the college, this amount will be deducted first. Refunds will only be processed after the required evidence is provided.
- 19.6** Costs will be deducted from refunds to cover any costs and registration fees.
- 19.7** Refunds will be processed weekly via BACs or Web Payment. Bank details must be provided to the Sales Ledger team, within the Finance Department.

20. Complaints

- 20.1** Complaints will be dealt with in accordance with AL's [Customer Comments, Suggestions and Complaints Policy and Procedure](#).
- 20.2** Disputes in relation to Apprenticeships will be handled as outlined within the employer contract.

21. References

This procedure should be used in conjunction with the "[Student Fees Policy](#)".

Here are links to the most useful Further and Higher Education information.

- DfE funding guidance for 16 to 18 year olds <https://www.gov.uk/guidance/16-to-19-education-funding-guidance>
- DfE funding guidance for students aged 19+ <https://www.gov.uk/government/collections/sfa-funding-rates>
- Student Finance England for Higher Education courses <https://www.gov.uk/student-finance>
- Student Loan Company website <http://www.slc.co.uk/>
- SLC's A Guide to terms and conditions 2025 to 2026 [Student loans: a guide to terms and conditions 2025 to 2026 - GOV.UK](#)
- Apprenticeship levy guidance <https://www.gov.uk/guidance/manage-apprenticeship-funds>

Appendices 1. – Fee Instalment Plans for the Academic Year

Instalments commence from the month of enrolment not the course start date.

All payments (except initial payment) will be taken by direct debit on or shortly after the 1st of each month.

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Months to pay
Sept	30%	10%	10%	10%	10%	10%	10%	10%										8
Sept	30%	35%	35%															3
Sept HE	25%		25%		25%		25%											4
Oct		30%	10%	10%	10%	10%	10%	10%	10%									8
Oct		30%	35%	35%														3
Oct HE		25%		25%		25%		25%										4
Nov			30%	10%	10%	10%	10%	10%	10%	10%								8
Nov			30%	35%	35%													3
Nov HE			25%		25%		25%		25%									4
Dec				30%	10%	10%	10%	10%	10%	10%	10%							8
Dec				30%	35%	35%												3
Dec HE				25%		25%		25%		25%								4
Jan					30%	10%	10%	10%	10%	10%	10%	10%%						8
Jan					30%	35%	35%											3
Feb						30%	10%	10%	10%	10%	10%	10%	10%%					8
Feb						30%	35%	35%										3
Mar							30%	10%	10%	10%	10%	10%	10%	10%%				8
Mar							30%	35%	35%									3
Apr								30%	10%	10%	10%	10%	10%	10%	10%%			8
Apr								30%	35%	35%								3
May									30%	10%	10%	10%	10%	10%	10%	10%%		8
May									30%	35%	35%							3