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Student Fees Policy

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1. POLICY STATEMENT

- 1.1. This policy details how Activate Learning will apply fee charges for courses funded by the Department for Education (DfE), the Office for Students (OfS), application of Advanced Study Loans with Student Loan Company (SLC) and Commercial (“Full cost”) courses. Funds from these fees form an essential part of our financial resources, which are required to enable us to provide access to high quality resources for our students.
- 1.2. If you require a copy of this policy in an alternative format, please contact our compliance team at: complianceteam@activatelearning.ac.uk

2. PURPOSE

- 2.1. The purpose of this policy is to ensure clear and consistent guidelines for students whilst also meeting the requirements set out by relevant legislation, such as the [Consumer Rights Act 2015](#), the Department for Education (DfE) and the Office for Students (OfS) and Competitions and Markets Authority (CMA) guidance for Higher Education (HE). The policy sets out the principles for fee collection, refunds, compensation and remission. It also provides clarity regarding the separate requirements for different fee types and students.
- 2.2. By establishing clear guidelines, we aim to provide clarity and support to you in managing your financial obligations. We are dedicated to providing equitable solutions that align with our values of fairness and integrity in line with the [Equality Act 2010](#).

3. SCOPE

- 3.1. This policy applies to all future, existing and previous students of Activate Learning, and includes all courses where a fee is payable.
- 3.2. This fees policy applies to all fees associated with courses offered by Activate Learning. Tuition fees for students studying higher education qualifications awarded by Oxford Brookes University or the University of Reading are set in line with the respective university fees policy: [Oxford Brookes University - Student Fees](#) [University of Reading - Student Fees](#)

4. DEFINITIONS

Abbreviations used throughout this policy are:

FE – Further Education

HE – Higher Education

OfS – Office for Students

CMA – Competitions and Markets Authority

SLC – Student Loans Company

ALL – Advanced Learner Loan

DfE – Department for Education

RPI – Retail Price Index

5. RESPONSIBILITIES

5.1. This policy is applicable to all staff involved in reviewing, administering or providing guidance in relation to student fees.

Department	Responsibilities
Finance	To ensure the policy is appropriately implemented, reviewed and updated
Institutional effectiveness	To ensure enrolments are input into student record in line with policy
Marketing	To ensure correct fees are published to prospective students
Advice and Admissions	To ensure correct advice is provided in line with policy
Faculty	To ensure correct advice is provided in line with policy

6. STUDENT FEES AND OTHER CHARGES

6.1. General

6.2. This Policy will be reviewed annually by the Finance Department and approved by Corporation.

6.3. 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.

6.4. Fees for Higher Education courses will be reviewed annually and may be increased in line with an inflationary increase which will not exceed the Retail Price Index (RPI) or the maximum tuition fee limits set by the Office for Students (OfS).

6.5. Fees for Apprenticeships are charged in-line with DfE and The Institute for Apprenticeships and Technical Education (IfATE).

7. FURTHER EDUCATION STUDENTS

7.1. Students on non-funded and co-funded courses will be charged in line with DfE Policy.

7.2. In the case of co-funding, students may be liable for residual fees depending on funding status.

7.3. In some circumstances, such as assessing whether a student is eligible for fee remission or home fees, it is the responsibility of the student to provide the correct information and evidence for fee assessment purposes, where applicable. If it is found that information provided by the student at enrolment was incorrect, fees will be amended based on the revised information.

7.4. Fees for courses subject to Advanced Learner Loans will be charged at the maximum loans value as advised by the DfE.

7.5. If a student transfers to a course with a higher fee, they will be liable for paying the difference in cost.

7.6. The total fees charged to a student will depend on their age, previous qualifications and financial circumstances. Details of the fees charged for FE students can be found on the course pages of our website: [Further Education - Activate Learning](#). 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 (FE students only) 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+ (FE students only) without fee remission	Tuition fees First sitting of examinations Materials, consumables, and the use of equipment Mandatory visits and residential Optional residential trips	

19+ (FE students only) 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+ (FE students only) with Advanced Learner Loan	Tuition fees Optional residential trips	First sitting of examinations Materials and consumables Mandatory visits and residential trips
Non-Government funded (FE students only)	Tuition fees First sitting of examinations Materials, consumables, and the use of equipment Mandatory visits and residential trips Optional residential trips	

8. HIGHER EDUCATION STUDENTS

8.1. Student Finance England (SFE) plays a crucial role in supporting students pursuing higher education in the United Kingdom. Eligible students can access financial assistance in the form of loans to cover tuition fees and living expenses. The process of applying for a loan through SFE begins with you confirming your eligibility based on residency status, course type, and previous study history. For further information about the process see the [Student Loans Company website](#) and the [Government's step by step guide to applying](#).

8.2. If approved, the loan amount is sent directly to us, or one of our partner universities, to cover your tuition fees, with any remaining funds for maintenance transferred to your bank account in instalments throughout the academic year. The [Student Finance Calculator](#) can help you see how much funding you are eligible for.

- Where you are enrolled onto a HE course the [Office for Students \(OfS\)](#) requires all education providers to have a [Student Protection Plan](#), which must be read in conjunction with this policy as it;
 - assesses risks to continuation of study and outlines measures to mitigate these risks.
 - explains potential risks and details our response if these risks become real, thus reassuring current and prospective students that we have measures in place to

ensure the continuation of study in almost every situation.

- 8.3. A copy of Activate Learning's HE Student Protection Plan can be found here
- 8.4. Tuition fees for prescribed¹ Higher Education (HE) courses are reviewed annually and set in line with the Office for Students (OfS) tuition fee limits. Tuition fees quoted on our website are for the first year of study. For example, if you are on a two-year course (for example a Higher National Diploma or Foundation Degree), the fees for the second year will stay the same as they were in the first year. The only exception to this is in relation to fees set by Oxford Brookes University or the University of Reading, where fees may increase for continuing students in line with the Retail Price Index (RPI) and the universities fee policy.
- 8.5. Tuition fees for HE short courses e.g. standalone modules/units from a recognised HE qualification, will be charged at the maximum of the pro-rata cost of the qualification. For example, if the tuition fee for a Higher National Certificate (120 credits) was £6,000, then the maximum cost of a standalone unit (15 credits) would be £750.
- 8.6. Higher education tuition fees for students commencing or continuing their studies in academic year 2026/27 can be found on the programme pages of the HE website: [Higher Education - Activate Learning](#)
- 8.7. Under the [The Consumer Contracts \(Information, Cancellation and Additional Payments\) Regulations 2013](#) you have the statutory right to cancel your Pre-Enrolment Contract during a 'Cooling-off' or cancellation period of 14 calendar days from the day you accept the offer. In addition to this, you have the right to withdraw within 30 calendar days from the start of the first week of teaching your course without the need to provide any reason. For courses shorter than 12 weeks, this cancellation period is 14 calendar days from the start of the first week of teaching your course. Any fees paid up to this point will be refunded. Further details are included in our Higher Education Terms and Conditions. If you wish to withdraw, please email adminHE@activatelearning.ac.uk
- 8.8. Higher Education students who withdraw from or defer their studies during the year (excluding courses shorter than 12 weeks) will be charged a proportion of the fee for their programme as set out below. If you start your programme at another time of the year the fee will be adjusted accordingly to reflect the timeframes below. For students leaving in:

First 30 days of study - no charge

¹ Higher National Certificates, Higher National Diplomas, Foundation Degrees and BA/BSc (Hons) top-up Degrees

Term 1 - 25% charge

Term 2 - 50% charge

Term 3 - 100% charge

8.9. In addition to tuition fees, HE students may also be charged the following fees:

Fee Charges for	Reference
Repeat of modules/units – the cost of re-sitting a module/unit will be the pro-rata cost of the module/unit based on the annual tuition fee. For example, if the tuition fee for an HNC which consists of 8 units is £6,500, then the cost of re-sitting a unit would be £812.50. Fees for re-sitting a module/unit vary, so details of the specific costs are published on individual programme webpages under 'additional costs'	HE – Assessment and Verification Procedure Courses - Higher Education by Activate Learning
Additional equipment / material fees – these costs will be detailed on the course webpage and also confirmed to applicants in their offer letter.	Individual course pages - Courses - Higher Education by Activate Learning
Processing claims for Recognition of prior experiential learning for credit – the cost of assessing an RPEL application for credit will be £50.00 for academic year 2026/27.	HE - Recognition of Prior Learning Policy & Procedure

9. APPRENTICESHIP STUDENTS

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

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

9.3. 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.

9.4. 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.

9.5. If an apprentice withdraws or changes employer, the fees will be adjusted based on the time attended.

9.6. 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.

9.7. Higher level qualifications supported through the apprenticeship programme are to be funded through Apprenticeship eligible funding routes only.

10. UNDER 16 YEARS OLD

- 10.1. Fees incurred for students who are under 16 and enrolled at a school, will be paid directly by the student's school.
- 10.2. Fees incurred for students who are not on a school roll (including international), will be funded by DfE.

11. INTERNATIONAL STUDENTS

- 11.1. Activate Learning does not have a Tier 4 License and is therefore not accepting applications from international students.

12. AWARDING BODY REGISTRATIONS AND EXAMINATIONS

- 12.1. Activate Learning does not enter external applicants in examinations who are not enrolled at Activate Learning unless there are mitigating circumstances and these can be accommodated without disruption to our enrolled students.
- 12.2. Students entered for re-sit examinations are liable for the examination fee regardless of age unless through an Apprenticeship where the contract with their employer details re-sit charges. Fees for re-sitting an examination vary significantly from c.£65 - £400 depending on the examination board. For further information please contact examsoxford@activatelearning.ac.uk. Higher Education students can check the cost of re-sitting a module/unit in the 'additional costs' section of the programme details on the website: [Courses - Higher Education by Activate Learning](#)
- 12.3. In extenuating circumstances, such as illness or bereavement, an appropriate Faculty Director will consider waiving the re-sit charge.
- 12.4. 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, CIPD, and CIM

12.5. When examination and registration costs are payable directly to the awarding body, it will be made clear to students in the relevant Activate Learning prospectus, course fact sheets and website.

13. PAYMENT OF FEES

13.1. 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.

13.2. Payment plans may be arranged by advice and admissions via a phone call **01865 551 598** or email: admissions@activatelearning.ac.uk, subject to meeting specific criteria and payment of a 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:

13.3. **FE 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.

13.4. **Students paying by payment plan** must pay 30% (FE students), 25% (HE students) 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 here).

13.5. **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 Student Loans Company (SLC) for HE; or Advanced Learner Loan for FE). Further information can be found here.

13.6. **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. Further information can be found here

13.7. **Activate Learning 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.

13.8. If a student withdraws from the course, they will remain liable for any fees outstanding

up to the date of withdrawal. For further information please see section 22

13.9. 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 accept payment. Failure to adhere to this may result in disciplinary action for the member(s) of staff concerned.

13.10. All fees for Cycle Academy are payable in advance of the course date. For further information please visit our [Activate Learning Cycle Academy](#) Website

14. DIRECT DEBIT GUIDANCE

14.1. Further Education 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.

14.2. The course fee must be:

- £250.00 or over for a short plan, or
- £500.00 or over for a long plan.

14.3. 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

14.4. 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.

14.5. Higher Education 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.

14.6. Fees must be paid in four equal instalments 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.

- 14.7. In line with Government guidelines, no administrative fee will be charged for students paying by installments. Please refer to Appendix 1, for schedule of monthly instalments for the academic year.
- 14.8. All direct debit payments will be made on, or immediately after, the 1st of the month.
- 14.9. Activate Learning is required to inform the payer, in advance, of the value and dates of the payments to be made. 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 Activate Learning to share some of the student's information, namely student name, course title, campus, and value of the course fees being paid by DD.
- 14.10. If a direct debit is cancelled by a student, all-outstanding fee will become payable immediately.
- 14.11. 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.
- 14.12. 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.
- 14.13. In exceptional circumstances other payment plans may be considered, providing the initial deposit of 30% (FE students), 25% (HE students) 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 by emailing salesledger@activatelearning.ac.uk

15. STUDENT LOAN GUIDANCE

- 15.1. Students are responsible for their Loan application and ensuring their Loan has been approved.
- 15.2. Loans are provided through a 3rd party, not Activate Learning.
- 15.3. If a student chooses to take out a loan, they will be subject to the terms and conditions laid down by the loan company.
- 15.4. If the Advanced Learner 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.

- 15.5. 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.
- 15.6. 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.
- 15.7. There may be instances when approvals of loans from the Student Loans 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. Please contact salesledger@activatelearning.ac.uk if your loan has been delayed.

16. SPONSORSHIP GUIDANCE

- 16.1. 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.
- 16.2. 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)
- 16.3. Invoice terms are 30 days from date of invoice.

17. BURSARIES

- 17.1. Students may be eligible for support, subject to availability. Please refer to "Student Finance Policy and Procedure", or for Higher Education students please refer to details on our HE website - [Bursaries - Higher Education by Activate Learning](#) or contact a member of the Higher Education Learning Partnership team: AdminHE@activatelearning.ac.uk

18. ACCOMMODATION

- 18.1. Accommodation charges will be charged in line with the "License to Occupy". For

further information please visit our website: [Accommodation - Merrist Wood College and University Centre](#)

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

19. METHODS OF PAYMENT

19.1. 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

20. HOW TO PAY

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

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

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

20.4. 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.

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

21. NON-PAYMENT OF FEES

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

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

21.3. Activate Learning reserves the right to withdraw a student from their course in the event of non-payment of tuition fees. For higher education students, please also see the HE Withdrawal and Suspension of Studies Procedure for further details.

21.4. Activate Learning 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.

21.5. If you need further information, help or guidance please call 01865 551 598 or email: salesledger@activatelearning.ac.uk

22. STUDENT WITHDRAWALS AND REFUNDS

22.1. When a student withdraws from their programme of study, a withdrawal notice is initiated by the relevant Faculty Coordinator which automatically notifies staff within the Institutional Effectiveness team who calculate any fees outstanding up to the date of withdrawal. If a refund is then required, a member of the Finance team then processes the payment, which is paid directly to the source of the original payment.

23. FE Full-time Courses

23.1. 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.

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

23.3. 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.

23.4. Non-attendance does not constitute a withdrawal.

24. FE Part-time Courses (15 weeks or less)

24.1. 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.

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

24.3. 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.

24.4. Non-attendance does not constitute a withdrawal.

25. HE Courses

25.1. Students withdrawing from HE courses may be liable to pay a proportion of the fee

as set out below, in accordance with Student Loans Company. [Repaying your student loan: Overview - GOV.UK](#)

- First 30 days of study - no charge
- Term 1 - 25% charge
- Term 2 - 50% charge
- Term 3 - 100% charge

25.2. For full-time and part-time students who withdrew from the course within 30 calendar days from the start of the first week of teaching, there will be no charge, and if a student has paid, they will be refunded.

25.3. For students studying courses for shorter than 12 weeks who withdraw within 14 calendar days from the start of the first week of teaching, there will be no charge, and if a student has paid, they will be refunded.

25.4. Non-attendance does not constitute a withdrawal. For further guidance, please refer to the HE Withdrawal and Suspension of Studies Policy and Procedure.

26. FEE REFUNDS FOR OTHER REASONS

26.1. If Activate Learning cancels a course, which is yet to start, any fees paid will be refunded. The relevant Faculty Coordinator will initiate this process by raising a refund request which is approved by the relevant Faculty Director and forwarded to finance for payment.

26.2. In the unlikely event that Activate Learning cancels a further education course part way through, students will initially be offered a transfer to a similar course offered by Activate Learning or a pro-rata refund to the date the course was cancelled.

26.3. In the unlikely event that Activate Learning cancels a higher education course part way through, students will initially be offered a transfer to a similar course offered by Activate Learning or transfer to another institution. If this is not possible or acceptable to the student, then any fees paid will be refunded and any relevant expenses such as travel costs incurred by the student up to the date of cancellation will be considered for compensation (see paragraph 27: Compensation). If transfer to an alternative course offered by Activate Learning or another institution is acceptable to the student, but there is a difference in fees, Activate Learning will either pay the difference (if higher amount), or refund the difference (if lower amount).

26.4. 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 given to the respective organisation.

26.5. In the event of a 'learning for leisure' course being full, and no alternative is acceptable, the student can be refunded via the normal student refund request route.

26.6. 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
A further education 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
A higher education student has withdrawn within 30 calendar days of the first week of teaching	A full refund will be processed	Withdrawal notice
Complaint upheld which determines a refund of fees	Determined by the outcome of complaint	Complaint Completion of Procedure letter

26.7. 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.

26.8. Costs associated with examination or registration fees will be deducted from refunds.

26.9. Refunds will be processed weekly via BACs or Web Payment. Bank details must be provided to the Sales Ledger team, within the Finance Department.

27. COMPENSATION

27.1. Compensation in the form of financial or non-financial redress may be provided to make up for losses, inconvenience, or harm suffered by a student as a result of Activate Learning's actions or negligence. In the context of higher education, compensation may also be granted to students who have been adversely affected by Activate Learning's breach of its responsibilities under our HE Terms and Conditions, or a failure to deliver promised services.

27.2. If Activate Learning is unable to preserve continuation of study through transfer to an alternative qualification delivered by Activate Learning or transfer to an alternative qualification at another institution, or the student reasonably rejects the offers made, Activate Learning will make all efforts to return the student to the position they were in before beginning study.

27.3. This will include:

- A refund of tuition fees to the method used to pay for the qualification (including refund to government funding providers such as Student Finance England or the Student Loans Company, where the student has not already started repaying their loan).
- Compensation for maintenance costs incurred as a result of the study that cannot be completed
- Compensation for losses suffered as a result of not completing the qualification that is being withdrawn, including losses of paid work and lost time, limited to the expected number of hours.

27.4. Students will be required to provide evidence for any claims that cover maintenance costs or losses suffered to enable Activate Learning to consider the claim appropriately and make a suitable award of compensation.

27.5. Where a student makes a claim for losses of paid work, any compensation will be limited to losses equivalent to the expected hours of study required to complete the qualification.

27.6. Compensation and/or refunds for higher education students can also be determined by a partner university and/or recommended by the Office of the Independent Adjudicator for Higher Education following a review of a students' complaint and/or academic appeal.

27.7. Payment of any compensation and/or refund will be made via a bank transfer

28. COMPLAINTS

- Complaints will be dealt with in accordance with AL's [Customer Comments, Suggestions and Complaints Policy and Procedure](#).

28.1. Disputes in relation to Apprenticeships will be handled as outlined within the employer contract.

29. REFERENCES

- [Comments, Compliments and Complaints Policy](#)
- [Higher Education Terms and Conditions](#)
- [Higher Education Student Protection Plan](#)
- [Higher Education Academic Appeals Procedure](#)
- [Higher Education Withdrawal and Suspension of Studies Procedure](#)

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

- 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>