

Fees Policy

1. Setting tuition fees

- 1.1 Crossfields Institute reviews its fees and its fees policy annually. Tuition fees are liable to change year on year and will be available on Crossfields Learning's website.
- 1.2 Tuition Fee charges for courses longer than one year are held at the same price for students based on the year they began their course, although can be subject to a rise in line with the UK inflation rate.
- 1.3 Tuition Fee levels may differ from course to course. Fee levels will normally reflect the level, volume and nature of the resources required to deliver the course.

2. Determining Tuition Fee Status.

- 2.1 Fees must be paid on or before the day student registers with Crossfields Institute, subject to paragraph 4.4.
- 2.2 In addition to fees, students may be required to pay charges. Typically, these include charges for vetting processes, accommodation, refreshments, field trips, fines, booking fees, professional membership or breakage and debt collection charges, again dependent on the course.
- 2.3 Students must be in good financial standing with Crossfields Learning throughout their period of study. 'Good financial standing' means not owing Crossfields Learning money other than with the prior written consent from Crossfields Learning.
- 2.4 Students who are not in good financial standing may be subject to sanctions and, ultimately, have their studies terminated. Such sanctions include being stopped from using Crossfields Learning or associated University resources or services. Students whose studies are terminated are not allowed to finish their course, access information about examination results, receive award certification or attend their graduation ceremony. The debt they owe to Crossfields Learning remains outstanding.

3 Calculating Tuition Fees.

- 3.1 The course fees are set by Crossfields Learning's Senior Team in dialogue with the validating body.
- 3.2 Crossfields Learning may award scholarships, bursaries, fee scholarships and other support arrangements. (See Section 6 below).
- 3.3 Course fees are determined by the subject, the course, the mode of study and the number of academic credits that the student is taking.
- 3.4 Mode of study means:
 - Full-time mode
 - Sandwich mode
 - Part-time mode
 - Distance Learning or blended learning mode
 - Short course mode
- 3.5 Students receive information about fees in an offer letter and in information sent to students each year prior to re-registration.
- 3.6 Crossfields Learning reserves the right to correct administrative errors and to recover shortfalls in fees.

4. Payment of Tuition Fees and charges

- 4.1 All students unless otherwise agreed, are to pay the fees as per the appropriate fee structure, details in a separate document.
- 4.2 In addition, all students must ensure that they pay 100% of per annum fees in UK pounds sterling (net of any deposit) by the date they register with Crossfields Learning, that is unless students have entered into an authorised payment arrangement or sponsorship arrangement via their employer.
- 4.3 Students (other than those registered on short courses) may ask Crossfields Learning for permission to pay fees by instalments. Where permission is granted, Crossfields Learning will set up an authorised payment arrangement, to pay in 3 instalments over each year with instalment one to be paid on or before registration. Students will be required to set up a standing order agreement, to be supplied by the student to their bank, and with a confirmation letter from their bank to Crossfields Learning.

Such an arrangement must be in place prior to registration unless students are suffering exceptional hardship. Authorised payment arrangements must be formalised by a standing order agreement signed at registration or at the time of the arrangement. Crossfields Learning will not approve authorised instalment payment arrangements for students who have not been in good financial standing or fail to meet agreed existing deadlines.

- 4.4 The Director of Crossfields Learning has been delegated authority to approve additional scholarships, fee waivers and discretionary grants on an ad hoc basis.
- 4.5 Students may ask Crossfields Learning to invoice external sponsors, such as employers or organisations in a student's home country directly. Students must provide an original letter (on headed paper) from the sponsor confirming the amount or proportion of the fees and charges they guarantee, during the application process or at registration, at the latest.
- 4.6 It is the student's personal responsibility to ensure that fees and charges are paid on time. This is the case irrespective of whether fees are being paid by a sponsor, an embassy, an employer, etc.

5. Help and Advice on Payment.

- 5.1 The Crossfields Learning Director, Head of Faculty and/or the Faculty Administration Manager may provide advice and assistance with queries in relation to fees.
- 5.2 If there is any difficulty in paying an agreed fee instalment on time, students should talk in the first instance to the Head of Faculty or the Faculty Administration Manager of Crossfields Learning and seek their detailed advice and guidance.
- 5.3 Different bursary and scholarship arrangements apply to different groups of students.

6. Criteria for Bursary Funding.

Crossfields Learning may offer bursaries. Where bursaries are available, applicants who are eligible may apply. Crossfields Learning carefully considers each bursary application against the following criteria:

- 6.1 Individual Financial Circumstances
We will expect the applicant to provide more detailed financial information should they wish to apply for bursary funding.

- 6.2 Consideration will be made to those who would need to suspend their current employment to attend and successfully complete their course.
- 6.3 **Family Circumstances**
Alongside financial circumstances, we will also consider an applicant's family situation, particularly the number of dependents they may have.
- 6.4 **Other Sources of Sponsorship**
Our offer of bursary funding will primarily be made to those applicants who have not been able to find other sources to fund their course.
- 6.5 Bursary funding from some sources may contain other criteria that Crossfields Learning will then include into the decision making process.

7. Consequences of Failing to Pay Tuition Fees and Charges

- 7.1 In the event that a student misses a payment date for fees, the student must contact, in the first instance, the Faculty Administration Manager. In the event that a student misses a payment date for charges, a student must contact the Faculty Administration Manager or Head of Faculty. In cases of unexpected and significant hardship, the Director of Crossfields Learning has the discretion to consider and agree special or exceptional payment arrangements.
- 7.2 Students not in good financial standing may be subject to sanctions (See Section 12 below). The type of sanction imposed by Crossfields Learning will depend on the circumstances, including but not limited to, the size of the debt, the student's payment history and how close a student is to completing a course. In addition to sanctions, students may ultimately have their studies terminated. As a consequence, they will not be allowed to finish their course, access information about examination results, receive award certification or attend their graduation ceremony.
- 7.3 The following process is to be followed where a student is not in good financial standing: the student receives a written warning. If the student does not pay the debt within the period set out in the warning (the length of which is at the discretion of Crossfields Learning depending on the circumstances), Crossfields Learning imposes sanctions.

Crossfields Learning may refer the debt to a debt collection agency (for which Crossfields Learning may make additional charges). If the debt remains unpaid for a further period of five working days, Crossfields Learning terminates the student's studies. The debt remains outstanding following termination.

- 7.4 If a student pays a debt in full, Crossfields Learning will lift the sanctions. It will also re- register a student (where appropriate) provided a student can give clear

proof of improved finances. Such students will be asked to pay their new course fees in full at registration.

- 7.5 Crossfields Learning takes seriously any attempt to pay through illegal means and invokes the Student Code of Conduct in cases of fraud, or other false payments. This may result in a student being disciplined under the Code. Such incidents (including information about Crossfields Learning's investigation) will also be reported to the police or other authorities.
- 7.6 Students must not assist other students, who are subject to sanctions, to access Crossfields Learning resources.

8. Withdrawing, Changing Course or Mode, Repeating Study and Interruption of Study.

Withdrawal

- 8.1 Students intending to withdraw from a course must contact the Faculty Administration Manager and appropriate Course Leader as soon as they intend to withdraw. Students intending to withdraw must Complete a Crossfields Learning withdrawal notice form available from the Faculty Administration Manager

Changing Course or Mode of Study

- 8.2 Students who change course and are consequently registered for a different course or who change the mode of study to take less or more time to complete the course, to move from part-time to full-time or from full-time to part-time may be required to pay a different fee. Students intending to change course or mode must comply with Crossfields Learning procedures for students changing course, mode or duration and contact the Faculty Administration Manager or their Course Director.
- 8.3 No change of course or mode of study can take place without academic approval. Factors to be taken into account in deciding whether to give approval include the limitation on admissions numbers for courses, (externally imposed on Crossfields Learning and/or nationally set student number controls) and Crossfields Learning's judgement of what is in a student's academic interests.

Repeating study

- 8.4 Students who repeat/retake (as distinct from having a referral) a course or unit must pay the appropriate fee.

Interruption of study

- 8.5 Students affected by a long period of illness, personal difficulty, pregnancy, change of academic direction or a work/life balance issue may ask to take time away from Crossfields Learning, interrupt their studies and return at a later point, usually the following academic year.
- 8.6 Where students interrupt their studies, they remain liable to pay the fee for the original academic year of study. If, for example, a student interrupts their study part way through a course having paid the fee for that year in full, they will resume the course when they return and will not be charged a fee for the year in which they return unless the fee has increased, in which case the student will be required to pay the difference.

9. Refunds

- 9.1 If a student withdraws from a course after registration, the student must pay the fee for the time they studied with Crossfields Learning and in full for the year for which they registered. The decision whether to refund and the size of the refund depends on the circumstances of the withdrawal.
- 9.2 Refund of fees for a student who is sponsored is returned to the sponsor not to the student, and is paid using the same payment mechanism that was used when it was originally made. Refunds made to students based overseas are returned to their country of origin, also using the same payment mechanism that was used when the payment was originally made. Payments are not returned through Crossfields Learning's representatives outside the UK.
- 9.3 Refunds relating to charges for accommodation or associated deposits are subject to separate refund arrangements through relevant Terms and Conditions of Occupancy, etc. Cancellation fees are not refundable and normally charges of under £20 are not refundable. Refunds for small deposits e.g. to secure a guest place at a graduation ceremony, are subject to separate rules on cancellation and students are referred to the ceremony arrangements notified to them at the time of graduation.

10. Staff as Students

- 10.1 Crossfields Learning is committed to the development of its staff and encourages them to study for qualifications as appropriate. Tuition fees chargeable and payment expectations for courses at Crossfields Learning taken by members of staff are the same as for all other students. Members of staff may, however, make application for a bursary through their appropriate management structure to cover all or part of the tuition fee charged for work related support. If the staff development budget and bursary is agreed by the

relevant senior manager, an Agreement is signed and action taken in line with HR policies.

- 10.2 Where the students are sponsored by an employer, it is the employer's responsibility to collect their employee's contribution towards their study where applicable.

11. Complaints.

- 11.1 Students who believe that this policy has not been correctly applied, or who have a concern about the accuracy of the fee they are being charged, or the decision about the termination of their studies and cancellation of their registration with Crossfields Learning on financial grounds, may bring a complaint by presenting relevant evidence to support their concerns. For more information about how to raise a complaint about a financial issue, students should contact the Faculty Administration Manager of Crossfields Learning.

12. Sanctions.

Should a student fail to make arrangements to pay tuition fees prior to the official course start date, the following sanctions will be applied:

- a. Withdrawal of student VLE rights
- b. Withdrawal of the student from their course of study