

## Fee Policy

### 1. Introduction

- (a) The School is committed to a transparent policy for the charging and payment of fees and is mindful of its obligations under consumer protection law.
- (b) The School charges fees for all its courses of study. This policy applies to the School's two-year Masters (MA) Degrees, as well its diplomas, certificates and short courses, amongst others. Fees are updated annually in March.
- (c) Course fees are set out in students' offer letters. The School commits that they will not change the fees for the duration of a course after a student has accepted an offer of a place on that course.
- (d) On acceptance of an offer, prospective students are required to pay a deposit to confirm their place at the School. Deposits on Master degrees, diplomas and the Short Course Director Series are non-refundable. Prospective students have the right to cancel their acceptance of a place at the School for any reason during a 14-day cancellation period, which will start on the day the School receives written confirmation of acceptance of an offer of a place. In those circumstances, the School will reimburse all payments received.
- (e) Students of the School are responsible for ensuring that fees are paid when due. This applies even if the student is sponsored by a third party or has applied for a career development loan or other source of funding.
- (f) Fees are due at least two months in advance of starting the course or as set out in your offer letter, unless alternative arrangements have been agreed in writing with the School in advance of starting the course.
- (g) Failure to pay fees when due is a serious matter at the School. The School reserves the right to apply one or all of a number of sanctions (see Section 3 of this policy) where fees remain unpaid or overdue.
- (h) For the avoidance of doubt, students with outstanding tuition fees will not be permitted to complete certification and may not be allowed to participate in the course graduation event.

### 2. Payment of fees

- (a) Tuition fees are to be paid up front, at least two months prior to the course start date or as set out in the offer letter. The only exception is 2<sup>nd</sup> year MA students who may pay termly in advance.

- (b) For students who require a visa to study at the School, a Confirmation of Acceptance of Studies (CAS) cannot be issued until payment of the first year's fees in full has been made.
- (c) Where payment of fees is not received prior to the start of the course, a student will not be allowed to enroll unless permission is given by the School Director in writing. Such approval will be given following consultation with the Finance Director.
- (d) Where students are in receipt of funding either in full or in part by a private sponsor, such as a commercial or charitable organisation, the School reserves the right to request an official letter of sponsorship prior to registration to a course.
- (e) Parents, family members or friends are not classed as sponsors.
- (f) If a sponsor fails to pay, the student is responsible for any outstanding amounts.

### **3. Non-payment of fees**

- (a) The School reserves the right to apply one or all of a number of sanctions in the event of failure to pay fees owed to the School when due. These include:
  - (i) Suspension of access to School equipment and property.
  - (ii) Suspension of access to equipment for non-curriculum use.
  - (iii) Suspension of access to School activities such as Masterclasses, Cinema Club and the School bar.
  - (iv) Withdrawal from the School.
- (b) The School reserves the right to refer the recovery of outstanding fees to a specialist debt recovery agency.

### **4. Alternative payment arrangements**

- (a) Where a student is not in a position to settle any outstanding fees in full in line with the invoiced payment terms, an alternative payment arrangement not exceeding 12 months may be agreed in writing with the Finance Director or nominee.
- (b) At the School's discretion, agreements for alternative payment arrangements may need to be underwritten by a guarantor agreeable to the School.
- (c) Where alternative arrangements have been agreed, the full debt becomes immediately payable in the event of any default in the agreed payment plan.

### **5. Suspension of Studies**

- (a) All requests to suspend studies after a course has started must be made in writing to the Registrar.

- (b) Agreement to reasonable requests to suspend studies, for example on the grounds of ill health, bereavement or financial difficulty, is at the sole discretion of the Registrar.
- (c) Tuition fees are only adjusted for a period of suspension of more than three months, with the balance of sums due determined by the Registrar in consultation with the Finance Director.
- (d) Any outstanding fees must be paid in full before a student who has suspended their studies can return to their course.
- (e) If the School takes a decision to suspend a student from their course, fees up to the end of the academic term in which they are suspended will remain payable by the student.

## **6. Repeating a year of study**

- (a) Students who need to repeat a year of study will be charged the applicable full fees for that year unless they have accepted extenuating circumstances that are supported by evidence.
- (b) Students who repeat part of a year, will pay the pro rata applicable fees unless they have accepted extenuating circumstances that are supported by evidence.

## **7. Withdrawal from the School**

- (a) If a student withdraws from their course, they may be liable for part or all of the tuition fees, depending on when they withdraw from the School.
- (b) In respect of MA and Diploma students, if a student withdraws before the end of the first term they will be liable for 60% of the annual tuition fees. If a student withdraws after the end of the first term, they will be liable for the full fees for that year of study unless a lesser sum is otherwise agreed. The sum to be paid is at the discretion of the Registrar, who will consult with the Finance Director.
- (c) In respect of Certificate courses, if a student withdraws after two weeks of the course they will be liable for the full fees of the course.

## **8. Refund of fees**

- (a) Where the student has paid fees in advance and withdraws before the commencement of the course, the School may at its discretion refund all tuition fees paid. No refunds will be made in cash and no interest will be paid on fees refunded.
- (b) Where the student's fees have been paid directly to the School by a sponsor then the refund shall be paid direct to the sponsor.
- (c) Any refund of fees payable will be made to the original source and in the currency of funding. The School is not liable for any shortfall due to

exchange rate fluctuations or to offer compensation for any bank charges incurred.

## 9. Compensation

- (a) In the event that the School fails to comply with its obligations under its contract with a student, the School will be responsible for any loss or damage suffered that is a foreseeable result of the School's breach of the contract or its negligence. The School will not be responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of the School's breach or if they were contemplated by the student and the School at the time the contract was entered into.
- (b) In considering whether it is appropriate to provide financial redress to a student to compensate them for reasonable costs or loss they have incurred, the School will consider, on a case-by-case basis:
  - (i) the particular circumstances of the matter;
  - (ii) the nature and reasonableness of the costs or loss which the student has incurred (for example, as relevant, additional costs such as reasonable travel costs or reasonable costs associated with the student's transfer to another course or institution or in connection with a bursary); and
  - (iii) the context in which the costs or loss arises (for example, the implementation by the School of its Student Protection Plan in circumstances where the School is no longer able to preserve continuation of the student's study).
- (c) Students will be required to submit written evidence in support of a request for financial redress and this should be submitted using the [Student Complaints Procedure](#).
- (d) The School will make all reasonable efforts to deliver the course and other services and facilities as specified in the School's offer. If this is not possible, the School will seek to offer an alternative course (where practicable at the School) for which the Student is qualified. If the student does not wish to or is unable to accept the School's offer of an alternative course, or the School is unable to offer an alternative, the School commits to making every effort to support individual students to find an alternative course at another provider where possible, and the School will provide students with reasonable assistance to transfer to that provider.
- (e) In certain circumstances the School may be required to alter the location of study or placement. The School will seek to find an alternative location as close as geographically possible to Beaconsfield (for those courses that run from the Beaconsfield site) as is reasonable. In such cases the School will notify the affected students at the earliest opportunity. The [Student Protection Plan](#) provides greater detail.
- (f) In cases where the student does not wish to accept the alternative arrangements above, they will be entitled to withdraw from the course.

- (g) The School will consider a reasonable request for compensation where it is unable to preserve the continuity of study as outlined above, particularly where a student has a disability or requires additional assistance.
- (h) The School will not normally offer compensation where it has not been possible to maintain continuity of study due to events outside its reasonable control.
- (i) The School will consider a reasonable request for compensation for maintenance costs where it has been necessary to alter the location of study.

**This policy was approved March 2022**