



Fees Policy for International Students

1. Introduction

Brockenhurst College is committed to a fair and transparent policy in respect of charges made to international students. Where an international student believes that a fee should not be charged, the onus is on the student to provide suitable evidence to support this. Brockenhurst College reserves the right to refuse admission to students who have outstanding fees from the previous academic year. The policy applies to all fee paying international students and unless otherwise stated refers to both tuition and accommodation fees, but no other costs incurred by the fee payer.

2. Payment of Tuition Fees

Your offer letter will normally request payment of a deposit which is payable before securing your place at the College. Any balance of tuition fees due will be payable **within two weeks** of enrolling at the College. Tuition fees can comprise course fees, registration fees and any other charge relating to the course as outlined in your offer letter. In all cases, a fee to cover administration costs will be payable with the balance of your tuition fees.

3. Payment of Accommodation Fees

Initial accommodation fees are payable **within two weeks** of enrolling at the College. For any student enrolled on a course of a minimum of one academic year, the accommodation fees will be divided into three instalments payable at the following times:

- First instalment within two weeks of enrolment
- Second instalment by the first Monday of December (in the academic year of enrolment)
- Third instalment by the first Monday of March (in the academic year of enrolment)

The College reserves the right to request full payment of the accommodation fee within two weeks of enrolment if deemed necessary.

4. Bank Charges

Any College fees that are paid by way of bank transfer must not impose any bank charges onto the College. If bank charges are applied, these will be recovered from the fee payer.

5. Late Payment

If the fee payer experiences any difficulty in paying College fees or are not able to pay by the specified dates, they must contact the International Department immediately to explain the situation. Under exceptional circumstances the International Manager will liaise with the Deputy Principal, Director of Finance and a payment plan may be agreed. All payment plans will be approved in writing by the International Manager and agreed in writing by the fee payer. If the fee payer does not abide by the payment plan, they will be contacted and asked to make immediate



payment. If payment is not made within 5 working days of the request for payment, actions listed in paragraph 6 will be applied.

6. Managing Debt

Brockenhurst College will be sympathetic and assist where possible. However, the College must act to recover all outstanding debt. If there are outstanding College fees for more than thirty calendar days, the fee payer becomes a debtor to the College. During that time the College will attempt to contact the fee payer or their representative twice, providing a reminder letter and a final warning letter requiring that all outstanding debt is settled within five working days.

a. Immediate consequences for debtors

Subsequently, any or all of the following actions may be applied for all debtors:

- Immediate withdrawal of IT and LRC access
- Revoke entitlement to receive tuition with immediate effect
- Revoke entitlement to remain in College arranged accommodation following a four week notice period
- Immediate revocation of any transport provision
- Refusal of entry to the examination room to sit examinations
- Withholding of examination results
- Withholding examination certificates
- Refusal of progression to the following year (if any) of studies

b. Debt Collection

All outstanding debts will either be referred to a debt recovery agency for recovery or placed with the Small Claims Court for judgment. Costs associated with either procedure will be added to the fee payer's account.

7. Refunds & Deferrals

Refunds are considered only under exceptional circumstances. A minimum period of six weeks is required to process a refund. Refunds may be granted in the following circumstances:

- A **full refund** of any **tuition** fees paid will be granted to fee payers if an advertised course is cancelled prior to the published start date or within two weeks thereafter. Any **unused accommodation fees** will also be refunded
- A **partial refund** of any **tuition** fees paid will be granted to fee payers if an advertised course is closed beyond the first two weeks. Any **unused accommodation fees** will also be refunded
- A **full refund of any fees paid** will be granted to fee payers where a visa refusal is caused by any error made by the College or its' appointed officers



- A **full or partial refund of any fees paid** may be granted where the fee payer has made an official complaint through the College's Complaints Policy and this has been upheld as a result of an investigation
- A **partial refund may be granted** in the event of a student withdrawal. The amount of the refund will depend on the timing of the withdrawal and the course of study being followed:
 - If the withdrawal is **more than three months** before the start date as indicated on the offer letter a maximum 90% refund of any fees paid may be granted
 - If the withdrawal is **between three months and one month** of the start date as indicated on the offer letter a maximum 50% refund of any fees paid may be granted
 - If the withdrawal is **within one month or after the commencement of the course**, it will be at the discretion of the International Manager to decide upon the level of refund, if any, to be granted. The International Manager's decision will be final
- **No refund** will be granted in the following circumstances:
 - If the student leaves a course by their own volition after the start date, or is asked to leave due to a breach of the *Code of Conduct*
 - If the College has issued a CAS (Confirmation of Acceptance for Studies) and the subsequent visa application is unsuccessful for any reason other than an error made by the College or its' appointed officers
 - If the student is deported from the UK as a result of their failure to comply with any UKVI regulations, including attendance requirements
- **Deferral:** Students who are unable to take up their place on the course for which they have applied may apply to the College to have any fees paid transferred to another course or another start date. The College reserves the right to refuse the deferral request.

8. Refund & Deferral Procedure

Any refund or deferral applications must be made in writing using the *Refunds Application* form, which must be signed by the fee payer and, if not the same person, the student. Applications must include any supporting evidence and should be addressed to the International Manager for consideration. The final decision over any refund or deferral will be made by the Deputy Principal, Director of Finance and will be binding. In certain circumstances, an interim judgment may be made which will normally include a request for more details or evidence.

9. Appeals

If you are unhappy about any matter relating to fee payments you should, in the first instance, contact the International Department. The International Manager will review the case and consult the Deputy Principal, Director of Finance. If the matter remains unresolved or not resolved to your satisfaction, you may bring a complaint forward under the College's *Complaints Policy*.