

Student Fees Policy - 52
June 2026

Policy Name and Number:	Student Fees Policy - 52
Version Number:	
Approval date:	June 2026
Exec Lead:	Interim Chief Finance Officer
a. Responsible Person for policy review: **b. Responsible Manager for policy implementation (if different):**	Director of Finance
How does the policy link to the Strategic Plan Aims and Themes: **Aims**: *1. Outstanding Teaching, Learning and Assessment* *2. Beneficial Partnerships* *3. Sustainable SMART Campuses* *4. Inclusive, Thriving Community* *5. Financial Sustainability* **Themes:** *a. Sustainability and the environment* *b. Happiness and wellbeing* *c. Digital transformation* *d. Equality, diversity and inclusion*	Financial Sustainability Equality, diversity and inclusion The College will set the fees payable by its students to promote the widest possible participation in learning amongst the communities which it serves, in accordance with the requirements of the relevant funding and regulatory bodies. In doing so the College will set fees at levels which also ensure the financial viability of its learning provision.
a. Related Policies and Procedures: **b. Related Legislation:**	
Consultation Process: *eg, FRCP / CPSE / HR / SPBD / Exec*	Exec & SMT - 9 June 2026 FRC – 22 June 2026 (shared out of meeting for review) Corporation – 1 July 2026
Approving Authority:	Exec Approval ☒ Corporation/Committee Approval ☐
Policy Review Frequency:	Annual
Effective Date:	June 2026
Date of Next Revision:	June 2027
Scope: *(Describe what and to whom the policy applies, and any exemptions. i.e. staff, students, stakeholders, visitors, volunteers, contractors)*	
Policy classification:	**Public** (website): ☐ **Internal**: SharePoint ☒ Governor Portal ☐ Canvas ☐
Key Updates/Changes from previous policy: *Changes italicised – updated fees and additional information on accommodation and instalment plans.*	

1. Introduction

The College will set the fees payable by its students to promote the widest possible participation in learning amongst the communities which it serves, in accordance with the requirements of the relevant funding and regulatory bodies. In doing so the College will set fees at levels which also ensure the financial viability of its learning provision.

2. College Vision, Mission, KPIs and Objectives

2.1 **Vision**: To be a sustainable educational trailblazer inspiring our learners and our wider community to achieve their potential in a changing world.

2.2 **Mission**: To prepare every learner for work, a rewarding career, and life's opportunities. By treating every student as the individual they are, with care, passion and understanding in a professional, contemporary and community-focused environment they'll value and enjoy.

2.3 This policy aligns with **Strategic Aim** 5.

Deliver good or outstanding long term sustainable financial health, through growth, that enables reinvestment in our students, staff and estate to support our aspirational goals.

3. Purpose/Policy Statement

This policy covers all fees payable by students in relation to provision delivered by the College, specifically:

- Tuition Fees
- Examination and Registration Fees
- Materials Fees
- Trips Fees/other Fees

4. Monitoring Impact

To monitor the impact of a student fees policy and procedure, the College should track financial performance, enrolment and retention rates, and student demographics to ensure the policy meets financial goals without adversely affecting diversity and accessibility. *KPIs will be monitored such as fee collection rates, debt levels and participation by disadvantaged learners.*

5. General Principles

The College will always seek to clearly publish accurate and timely information about its fees.

The College will aim to maintain published fee levels wherever possible but reserves the right in exceptional circumstances to change fees and other charges without prior notice; students will be informed.

The College will implement and maintain procedures which ensure the accurate assessment of fees due and to ensure that this fees policy is applied fairly and consistently across all courses and programme areas.

The College will maintain procedures for fair access for all students and that the principles of inclusion and accessibility are applied for in all decisions to ensure that disadvantages are mitigated.

Individual students (and/or their sponsors) are responsible for ensuring the prompt payment of all fees due and for the timely and accurate provision of all information required to enable the accurate assessment and prompt collection of fees.
The College may reduce or waive its fees in cases of financial hardship (excluding tuition fees). The circumstances in which these apply are set out in the Bursary Policy.

6. All Fee Categories

16-19 and 16-24 with an EHCP
In accordance with DFE policy the College will not charge any tuition, exam or resource fees that are necessary for completing the course to any student aged 16-19 or 24 with an Education and Health Care Plan, who is on a study programme or other eligible course funded by the DFE. An exception is Materials Fees*

Adult Education
Adult education courses are aimed at students who are 19 or above at the 31 August in the academic year the course starts. Funding for these courses is provided by the DFE/GLA either in part or entirety; dependent upon the student's eligibility, they may be either:

- Fully funded – no student contribution to the cost of the course
- Co-funded - A partial government contribution reduces the course fees accordingly
- Loan funded – a student takes out an Advanced Learner Loan with the Student Loans Company (SLC)
- Full Cost – there is no Government contribution and students must pay in full the published tuition fee for their course,

Full Cost fees will be set at a competitive market rate that delivers a minimum 50% contribution.
As a general principle co-funded fees will be broadly in line with 50% of the funded value with some variability to allow for market conditions.

7. Tuition Fees

Generally, all course fees due must be paid to the College in full prior to the commencement of the course to which the fees relate.

However, to ensure the widest possible participation the Director of Finance (or their duly authorised representative) may agree to permit fees to be in instalments.

The Department of Education ("DFE") and Greater London Authority("GLA") publish rules outlining the criteria in which students are eligible to attract full or partial funding for their course fees. These rules may change from time to time. Should the DFE rules conflict with any part of this policy, the DFE funding rules will take precedence.

This policy is reviewed annually against published DfE funding rules for the academic year.

Students who are not eligible for funding from the DFE/GLA will be charged the full cost of the provision and as published in the College's Full and Part Time Guides or on the College's website. This also applies to courses which do not attract funding from the DFE/GLA.
Tuition fees for Higher Education courses delivered on behalf of the University of Hertfordshire are set by the University and are payable to them. Any queries should be sent to funding@herts.ac.uk.

Fees for HNC, HND and HTQ programmes are payable directly to the College.

To apply for a Higher Education student loan to pay the tuition fees, students must apply to https://www.gov.uk/student-finance . If eligible, the tuition fee will be paid directly by the Student Loans Company (SLC). A student must bring a copy of their student finance application to enrolment. A student will not be permitted to enrol without proof of application. A student will be allowed up to 14 days after enrolment to provide their student loan application number. If for any reason a student is not successful in their student loan application, they become liable for their tuition fees (which must be paid in line with the liability dates outlined in Appendix 3) or they will not be able to continue their course.

If an employer or other sponsor is paying the tuition fees the student will need to provide a completed and signed sponsor form at 2 weeks of enrolment. The student, unless the offer letter expressly informs otherwise, will be liable for the fees if they do not provide the form or if the sponsor does not pay the fees.

Separate funding arrangements exist where students are attending College provision as partnerships with schools and other agencies. These contractual arrangements are overseen by the relevant Director of Faculty and the Finance Director.

8. *L4 + fees at Oaklands College from September 2026*

Full-time & Progressor Fees

- *Full-time: £6,090*
- *Oaklands progressor (full-time): £5,090*

Part-time Fees

- *Part-time Year 1: £3,050*
- *Progressor Part-time Year 1: £2,500*
- *Part-time Year 2: £2,950*

International Fees

- *International: £11,000*

9. Examination/Awarding Body and College Registration Fees

Where a student is eligible for the 16-19 Programme Funding from the DFE or through advanced learner loans for their tuition fees, then they will not be required to pay examination fees, material fees and college registration fees: these costs being included within the DFE / GLA advanced learner loans funding. Students will have one free resit attempt for any exams undertaken where they have not previously passed. Resits to improve grade or additional resits will be subject to a charge. The decision to charge

these fees will be undertaken by the Director of Finance (or their duly authorised representative), while taking into account medical and other potential mitigating circumstances.

An administration fee will be charged for Access to Papers requests.

Students aged 16 – 18 can access one free resit for examined courses such as BTECs, T Levels and GCSEs; any additional resits must be self-funded in accordance with the College Fees. Adult students must self-fund all resits.
If a student is not eligible for DFE funding (apart from those on advanced learner loans), then in addition to the tuition fees they will also be liable for examination and registration fees. The amount of these will be set with reference to the charges made to the College by the relevant examining body.

10. Material Fees

Materials fees are only charged in accordance with the funding rules of the DFE. Materials fees can be charged for *protective* clothing (in certain circumstances), equipment or consumables which are either necessary for health and safety or *optional* items which students can take away from the learning environment. *Exam fees are covered.*

In addition, the College may require any student who is over 19 years of age at the date of enrolment onto their course and who is required to pay tuition fees:

- To contribute towards the cost of materials for the course onto which they have enrolled,
- To purchase uniform or equipment as prescribed by the College prior to enrolment.

For students who are either under 19 years of age, or who are over 19 years of age but enrolled onto further education provision which is fully funded by the DFE Bursary will be made available where possible to support students who are assessed to be in financial hardship.

Every effort will be made to ensure that the charge to the student matches the cost to the College of purchasing the materials, uniform and equipment, and that the amounts payable will be advised to students prior to, or at, enrolment.

All Higher Education Courses delivered by Oaklands College will state on the website under the relevant course fact sheet (see Course Additionality) if there are any additional costs for materials or activities to the tuition fees for which the student is directly liable to pay and whether these are mandatory or optional.

11. Trips Fees

The College reserves the right to charge students in full for the cost of a trip or other visit or event.

Every effort will be made to ensure that the charge to the student matches the cost to the College of the trip / visit / event, and that the approximate amount payable will be advised to students prior to, or at, enrolment.

For fully funded students who are aged 19 and above and not on an Advanced Learning Loan, charges will only be rendered for trips where the Principal, Deputy Principal or relevant Director of Curriculum considers that attendance on that trip / visit / event is not essential to obtain the relevant qualification.

12. Student Fees Procedures

The College will ensure that:

- Fees are payable for a programme/qualification and will not be unduly varied (e.g. for variations in the length of the delivery of the programme)
- Fees are correctly set up for all courses on the student records system
- Fees are readily available and easily accessible for all current and prospective students, including information on any bursary which might be available (including Advanced Learning Loans)
- Clear information is provided to all students regarding the fee policy, fee concessions and entitlement to refunds
- Fees are due in full on enrolment and by enrolling, the student is committing to pay the whole fee irrespective of whether they attend for the whole of the course in question or any part of it
- Staff enrolling students onto the system are fully trained and briefed to ensure that they fully understand the process and implications of entering data into various fields
- Instalment plan arrangements are available as required and as appropriate
- Procedures exist for agreeing non-standard fees
- The College has a refund policy that sets out clearly the circumstances under which refunds will be made.

13. Operational Outcomes

On enrolment, students are clear about the fees they are expected to pay, and understand what options are available for financial assistance as required.

14. Residential Fees

Fees for on-site residential will be reviewed in March for the following academic year and be signed off by the Exec.
Fees for 26/27 are the same irrespective of location. Consideration will be for both food and accommodation.
Fees will be collected one month in advance, and a deposit will be collected prior to commencing in the accommodation. *Fees are collected on 1st or 15th of each month for ten months.*

26/27 Year 1 Students - £8,499
26/27 Year 2 Students - £7,999 and will then move to £8,499 for 2027/28

15. *Academy Fees*

All new and continuing Oaklands Wolves Academy students will be required to pay an annual fee to support key aspects of the student-athlete experience. For 26/27 this fee of £129.99 for each Academy student is due at enrolment. This fee is non- refundable.

16. *Instalments*

To ensure the widest possible participation the Director of Finance (or their duly authorised representative) may agree to permit fees to be paid in instalments.
The College is not authorised by the FCA to provide credit but can offer an instalments plan arrangement as required and as appropriate:

- *For a fulltime course Oaklands offers up to a maximum of three instalments, ensuring that the full fee is paid within three months of the start of the course.*
- *For a short course Oaklands offers up to a maximum of two instalments, ensuring that the full fee is paid before the end of the course.*
- *Instalment plans are only available for fees over £300.*

If the fee is not paid there may be a risk of the student not being put forward for exams.

17. Supplementary Documentation

- Refund Guidance Notes (Appendix 1)
- Refund Policy for ESOL (Appendix 2)
- Fee Information *(available in full time and part time prospectus)*
- Enrolment Briefing Notes
- Refunds Policy for Higher Education Courses (Appendix 3)
- Refunds Policy for Apprenticeships (Appendix 4)

APPENDIX 1

Student Guidance for completing Refund Application Form

- Application form must be completed for refund of course fees paid.
- Applications must be received by the College within 4 weeks of last date of attendance
- We will endeavour to process refunds within 20 working days of receipt of application, with the exception of reason 5 below.

Refunds and/or adjustment will be made as follows:

When	Refund/Adjustment of fees	Application Form Required
Course or class fails to start resulting in cancellation by Oaklands College	All fees	**NO**
Student Withdrew before the start of the course or within 3 weeks from the start date and no acceptable alternative offered.	Before start of the course - All Fees. Within 3 weeks of the course – 80% of fees.	**YES**
Transfer to new course within 4 weeks of start of original course or student has paid fees but is entitled to fee remission resulting in overpayment of course fees/including residential fees.	Overpayment amount only	**No**
Student withdraws for medical reasons directly affecting course attendance	Pro-rata tuition fees. Amount to be agreed with Director of Finance and credit control/finance.	**YES** Along with a medical certificate
Student makes a written complaint regarding the course and/or quality of teaching which is upheld by Quality.	Fees as recommended by Quality and the Director of Finance.	**YES** Together with details of complaint in writing
Refund of Residential deposit	Deposit amount minus any damages and/or outstanding residential fees.	**Yes**

Refunds/adjustments will not normally be made when:

- Student withdraws from course for personal reasons, such as moving house or change of employment
- Student withdraws from course for medical reasons, including pregnancy, not directly affecting course attendance (in certain situations credit notes may be issued)

Additional information

- If an application for refund/adjustment is unsuccessful, an explanatory email will be sent
- Any appeal against an unsuccessful refund application, should be made in writing to the College within 2 weeks of receipt of email addressed to the finance department.
- **Employer:** The college charges a total fee for a programme that includes tuition, college registration, exam fees. Once a learner enrols and attends the programme the fee is payable in full. Should the learner withdraw, refunds are only given in accordance with the college's refund policy. Should the learner leave your employment during the academic year, the college will not adjust the fees payable.

APPENDIX 2

Oaklands Refund Policy ESOL

Courses offered by Oaklands assume that all students who start a course will finish it. The cost of the course is calculated on this basis. Consequently, the college does not expect to offer refunds except in exceptional circumstances.

You will be able to request a refund in the following situations:

- Course cancellation
- Unsuitability of the course – tutor evidence provided **within 2 weeks** of starting the course. **This includes dissatisfaction with the course in any way and is subject to investigation by the Head of Department**
- Serious illness - medical evidence provided e.g. a signed letter in English from a GP or Doctor
- Serious illness/death of a family member whether in UK or abroad - medical evidence provided e.g. a signed letter in English from a GP or Doctor
- Caring responsibilities whether in UK or abroad– evidence provided e.g. a signed letter in English from GP or Doctor. This must be a direct family member who did not need caring prior to the start of the course at Oaklands College.

You will **NOT** be able to request a refund in the following situations:

- Start of a new job
- Change of job
- Change of shift in a job
- Loss of job
- Moving from the area
- Pregnancy

Refunds will be at the discretion of the Director of Faculty and Finance Director. Achievement of in year exams will be taken into consideration.

Refund forms must be completed and returned to The Finance Office within 4 weeks of leaving the course, after this date your refund will not be considered.

APPENDIX 3

Refunds Policy for Higher Education Courses

Students will be liable for their tuition fees for the entire year of study unless they formally notify the College (by sending an email to the programme manager and HE Coordinator) that they wish to withdraw, defer, or apply for a suspension of their studies.

The student may claim a fee refund, if they have paid a fee greater than the revised fee applicable on the withdrawal date.

The College, at its discretion, may refuse a fee refund if the student uses any other method of notifying withdrawal.

If you need to apply for a refund, please check the information below to determine whether you are eligible for a refund and if so, how much you are entitled to. The dates are dependent on the Semester they begin their studies and are outlined below.

e.g. Student starting in Semester A	Amount Due
3rd October 202x	No fee liability
4th October 202x	25% of tuition fees
10th January 202x	50% of tuition fees
18th April 202x	100% of tuition fees

APPENDIX 4

Oaklands Refund Policy – Work-based Learning

Work-based courses offered by Oaklands assume that all students who start a course will finish it. The cost of the course is calculated on this basis. Consequently, the college does not expect to offer refunds except in exceptional circumstances.

An employer will be able to request a refund of the employer contribution towards a work-based course in the following circumstances:

- Course cancellation / withdrawal
- Unsuitability of the course – evidence provided **within 6 weeks** of starting the course.
- Exceptional circumstances only at the discretion of the Director of Finance

You will **NOT** be able to request a refund in the following situations:

- Termination of a student due to performance management
- Redundancy of a student
- Change of shift in a job
- Pregnancy

Refunds will only be at the discretion of the Head of Department / Finance Director. Achievement, progress and length of time on programme will be taken into consideration.

Refund forms must be completed and returned to The Finance Office within 4 weeks of the student withdrawal, after this date your refund may not be considered.

APPENDIX 5

Oaklands Refund Policy – Apprenticeships

Refund of co-investment payments will be made in line with published Apprenticeship funding rules. This will be proportional dependent on the time the apprentice has been in learning

- If an apprentice moves to a new employer to continue their apprentices
- If an apprentice is made redundant and finds a new employer within 12 weeks
- Course cancellation/course withdrawal
- Exceptional circumstances at the discretion of the Director of Finance

You will **NOT** be able to request a refund in the following situations:

- Termination of an Apprentice due to performance management
- Change of shift in a job
- Pregnancy

Refunds will only be at the discretion of the Head of Department/Finance Director. Achievement, progress and length of time on programme will be taken into consideration.

Incentive Payments

Incentive payments which have been made to an employer for individuals who are deemed to not have met the eligibility criteria or are not in employment and/or learning at the defined census points will need to be repaid by the employer to the DFE within 21 days or receiving such notification. This repayment will be collected by Oaklands College in line with DFE funding rules.