DOCUMENT DETAILS

Document Name:	**Fees policy**			
Approval body:	Corporation			
Approval date:	Aug 26			
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Document author	Head of Funding & Planning			
Document owner	DCEO / CFO			
Applicability	Students	x	Staff	x
	Governors	x	Other	
Summary	The purpose of this document is to set out the college's fees structure for the academic year 2026/27			

DOCUMENT CONSULTATION & APPROVAL

Consultation person / body	**Date passed**
Finance and Assets Committee	

Approval body	**Date approved**
Corporation	

IMPACT ASSESSMENT

A significant negative impact has been identified in the following area and a full impact assessment / risk assessment is available.

Equality & diversity	No
GDPR	No
Health & safety	No
Safeguarding	No

Friendly version of policy available	No

POLICY CHANGES

Key updates	**Impact**	**Section reference**
Confirmation of Earnings Threshold after June release of ASF DFE funding rules and EMCCA Rules. And confirmation of Threshold for EMCCA FCFJ priority Areas	Update of threshold from £25,000 to £26,800. EMCCA FCFJ Priority Areas is £35,182.47	Appendix 3
Change of approach for 24+ access to HE to allow Priority areas to be funded by EMCCA due to the Loans Facility not being increased for 26-27.	Reduces over spend on Loans Facility.	Appendix 1

1. INTRODUCTION

1.1 The Nottingham College fees policy sets out the general framework under which the college operates all aspects of the management of fees, including fee setting, collection, charges and refunds for the academic year.

1.2 The fees that the college charges for the courses it provides take into account the requirements of government legislation, funding agencies, college sustainability and the affordability to students.

1.3 The policy will be reviewed and updated with recommendations by a wide group of staff which will include both curriculum and business support including the executive leadership team.

1.4 This policy sits alongside the Nottingham College higher education terms and conditions policy and higher education fees policy which describes the fees for higher education and the Nottingham College bursary policy which describes the financial support available to students.

1.5 This policy will be approved by the corporation on an annual basis.

2. POLICY OBJECTIVES

2.1 This policy is intended to:

2.1.1 Provide customers with accurate information on when fees are payable, or remission can be obtained when enquiring about a course with Nottingham College including how support may be provided by the college where fees are a barrier to participation.

2.1.2 Ensure that the college operates accurate monitoring and receipt of programme costs, charges and refunds which is compliant with the guidance outlined by the Department for Education (DfE) and the Office for Students (OfS).

2.1.3 Support planning and delivery of enrolment activity across the college.

3. RESPONSIBILITIES

3.1 Governing Body

3.1.1 The governing body is required to set a policy by which the tuition and other fees payable to the college are determined, subject to any terms and conditions attached to grants, loans or other payments paid or made by the funding bodies.

3.2 Vice Principal of Funding, MIS & IT

3.2.1 The Vice Principal of Funding, MIS & IT is responsible for annually ensuring this policy is consistent with funding guidance at the time of writing, and any revisions following funding updates. This policy will be regularly reviewed to ensure it is in line with local and national policies.

3.2.2 The Vice Principal of Funding, MIS & IT will ensure appropriate and prompt implementation of the policy and any related procedures.

3.3 Director of Finance

3.3.1 The director of finance is responsible for review and approval of refund requests.

3.4 Director of People and Culture

3.4.1 Director of People and Culture is responsible for ensuring that the policy and its associated procedures are equality impact assessed.

3.5 College staff

3.5.1 All college staff are expected to adhere to the policy and ensure appropriate advice and support are provided to students, parents and employers in line with the policy.

4. FEE PRINCIPLES

4.1 Nottingham College will comply with the terms of its funding agreements where they stipulate conditions regarding fees and charges including the assumptions about contributions to fees and charges by students and employers made by the funding bodies.

4.2 When setting fees, Nottingham College will recognise the fees prevailing in the marketplace to ensure that prices are competitive – this does not mean that prices will be the lowest but will represent good value in relation to the quality of the product.

4.3 Wherever possible, Nottingham College will enable and facilitate students to access other funds available to contribute to the fees and charges of those students who would otherwise have difficulty in paying these costs.

4.4 Students and other interested stakeholders such as parents and employers will be given clear information about fees and charges before the student has committed to the course.

4.5 The following fees and other expenses are chargeable unless appropriate remission or financial support is available:

4.5.1 A tuition fee which includes:

- 4.5.1.1 The cost of consumable items necessary to complete the course.
- 4.5.1.2 The cost of tools and equipment necessary to complete the course which are not retained.
- 4.5.1.3 Access to relevant study materials to complete the course.
- 4.5.1.4 Access to college study facilities.
- 4.5.1.5 Access to the internet relevant to their course of study.
- 4.5.1.6 Career's advice, wellbeing and pastoral advice.

4.5.2 Awarding organisation fees for registration and examination.

4.5.3 The cost of any materials, tools and equipment retained by the students.

4.5.4 photocopying and printing, including computer printouts, as long as they are not course-specific, are optional and there are alternative sources for these services.

4.5.5 Exam re-sit costs, or retake costs for course modules.

4.5.6 The costs of educational trips and visits.

4.5.7 Travel to and from college.

4.5.8 Meals and refreshments while at college.

4.5.9 The costs of any licenses or disclosure and barring (DBS) checks necessary to achieve the qualification.

4.5.10 The cost of overdue, lost or damaged items borrowed from college.

4.5.11 Concessionary policies for home students.

4.5.12 Fees for external school or college students.

4.5.13 Replacement ID cards, locker keys or other equipment that are fully refundable except in cases of damage or theft.

4.5.14 The recreational use of leisure and other non-academic facilities where the activity taking place is not a requirement of a course syllabus or not part of a student union membership free entitlement.

4.5.15 Optional extra activities where the activity is taking place outside a required part of an agreed study programme. In this case charging is at the discretion of the college that would otherwise meet the cost of provision. Examples of optional extra activities include theatre, cinema or museum visits or other day or residential visits that are not a requirement of course syllabuses.

4.5.16 The provision of replacement certificates.

5. PAYMENT PRINCIPLES

5.1 For students without remission fees are payable upon enrolment.

5.1.1 If the course fee is £200 or less or the course duration is 10 weeks or less, then the full course fee including all exams and costs is payable at enrolment.

5.1.2 Course fees for courses over £200 and more than 10 weeks in duration can be paid in instalments as prescribed in the college's instalment agreement with the student at enrolment. The first payment will be taken at enrolment and the payment plan must be complete at least six weeks before the learner completes the course.

5.1.2.1 If the course costs more than £200 but less than £500 and is 10 weeks or more in duration an instalment plan of up to four months is available, but this must not exceed the duration of the course and must complete at least six weeks prior to the end of the course.

5.1.2.2 If a course costs more than £500 and is 10 weeks or more in duration an instalment plan of up to 6 months is available, but this must not exceed the duration of the course and must complete at least six weeks prior to the end of the course.

5.1.2.3 If a payment is missed on an instalment plan the plan becomes null and void and full payment of the fees become due. Until payment is up to date learners will be removed from learning and will not receive their qualification certificate.

5.2 Where an advanced learner loan is being used to fund a course, it is the responsibility of the student to ensure that this is approved in a timely fashion and the application must be begun before the start of the course.

5.2.1 All students should provide their letter stating their advanced learner loan is approved at the time of enrolment.

5.2.2 Students applying for a loan remain liable for the full cost of fees until the loan is fully approved by the Student Loan Company (SLC) and payments have been authorised by the SLC.

5.2.3 If a student has applied for an advanced learner loan but has not yet received confirmation of the approved loan, then they will be allowed to enrol and commence learning only if they make a deposit payment of £250 at the time of enrolment and set up an instalment plan and direct debit (in line with general FE instalment policy payment dates). The college will continue to take direct debit payments until the student provides the college with the confirmation of the approved loan. If a payment plan is defaulted on, the full balance of fees becomes due, and students will be removed from learning until such time as payment is made.

5.3 Sponsored students must provide a valid purchase order and a letter from their sponsoring organisation before their enrolment can be completed. The letter of sponsorship must be on headed paper and must clearly state the college name, student name, course being funded, total tuition fee and a PO Number. In the absence of a PO Number, payment will be due in full on enrolment.

5.4 The student must commit to a payment plan at the time of enrolment for all instalment plans. If an instalment plan defaults, the student becomes liable for the debt in full, immediately.

5.5 Interest will not be charged to the student, provided the fees are paid in accordance with the instalment plan. The college reserves the right to charge interest where the instalments are not paid within the agreed instalment plan at the rates set in the late payment of commercial debt act 1998.

5.6 Nottingham College and the student (if 19+) can agree to suspend a learning aim while the student takes a break from learning (BIL). This allows the student to continue learning at a later date with the same eligibility that applied when they first started their learning aim. The college must have evidence that the student agrees to return and continue with the same learning aim to qualify for funding. Payment plans can be paused and resumed following the BIL if the appropriate process has been followed. Students funded can take a BIL of up to 18 months.

5.7 All fees and debts are collectable by the college, and the college will issue reminders to pay. The college will engage debt collecting agencies to collect fees outstanding where all other recovery options have been exhausted. A letter before action will be issued prior to external referral and all costs associated with referral will be chargeable to the student.

5.8 The college reserves the right to take legal action where all other attempts to collect outstanding debts have failed. Associated costs will be chargeable to the student.

5.9 All fees must be settled prior to entry to an examination.

5.10 Students with outstanding fees may not continue learning until their account is up to date. They may not receive their college certificates, attend graduation ceremonies, and may not enrol on new courses until these are settled.

5.11 Any student that is in financial hardship should contact the college as soon as possible so that any support the college may be able to provide through its discretionary learner support fund can be explored.

6. FEE REMISSION

6.1 For the purposes of fee remission age is calculated as defined by the DfE as the age on the 31st August in the academic year in which the course starts. However, there are two exceptions to this:

6.1.1 Some level 3 courses are not eligible for fee remission but are only fundable by loans if the student is 19+ on the first day of learning of the course.

6.1.2 An apprentice's age is calculated as age on the first day of learning and may impact certain incentive payments to the employer.

6.2 Those that are aged 14 to 16 and meet the funding criteria as set out in the latest DfE funding regulations are subject to full remission for all elements necessary to achieve the course outcome.

6.3 Students aged 16-18, or 19-24 with an education health care plan (EHCP), who meet the DfE residency eligibility requirements on DfE funded courses are subject to full remission for all elements necessary to achieve the course outcome.

6.4 Adult students studying up to and including some level 3 qualifications, as part of the new adult skills offer, who are eligible have statutory concessions for tuition fees if they can provide valid supporting evidence, as described in the DfE funding rules (a summary table of these is shown in appendix 1). Examples of such evidence are included in the appendix to this document. This includes appropriate state benefits, Income below the earnings threshold and also students who have not previously achieved qualifications. This may provide:

6.4.1 Full fee remission.

6.4.2 Co-funding fee remission. This may be further remitted if the student has income below the earnings threshold as defined by the DfE, or they may may be able to apply for financial support as defined in the Nottingham College bursary policy.

6.4.3 Up to four advanced learning loans during the lifetime of the student (see the advanced learner loan website for more details).

6.4.4 If insufficient evidence is supplied, fee remission will be withdrawn, and the student will become liable for fees. A payment plan can be set up as per 5.1

and must conclude before the planned end date of the course. Students must be notified by day 42 of the course (this is the start date of the learning aim in question).

6.5 All students of all ages regardless of remission may still be charged for the following:

6.5.1 "Charge per print" costs for photocopying.

6.5.2 Exam costs and subsequent resits where no valid reason is provided for non-attendance at a notified exam.

6.5.3 Optional trips and visits for those who choose to attend.

6.5.4 Costs of equipment, tools, materials, or uniforms which will be retained by the student following completion of the course. These costs will be made clear at enrolment.

6.5.5 Courses outside the main study programme or course where no DfE funding is available.

6.5.6 Exam fees or assessment costs for industry qualifications outside the study programme or course.

6.5.7 Repeating the same regulated qualification.

6.5.8 Resitting a GCSE maths or English where a grade 4 or C or higher have already been achieved.

7. APPRENTICESHIPS

7.1 Prior to the commencement of an apprenticeship programme, Nottingham College will enter into a contract with the employer. This contract will:

7.1.1 Detail any fees and associated payment schedules that have been agreed between both parties.

7.1.2 Detail what happens in the event of the student failing to complete the apprenticeship in terms of payments and incentives.

7.1.3 Comply with DfE funding rules for apprenticeships.

8. COMMERCIAL INCOME

8.1 The policy for commercially funded products and services (including courses) is found in Appendix 5.

9. FEE RATES

9.1 All adult DfE/EMCCA funded full time courses, including access to HE, will be charged at a minimum tuition fee of £3,000 per student per year unless otherwise advertised. Tuition fees may exceed £3,000 for the course dependent upon DfE funding available for the student. The co-funded rate will be a minimum fee of £1,500.

9.2 Part time adult courses which are delivered with DfE/EMCCA funding will have a basic fee attached, which is set by the college in accordance with market factors, to

stimulate recruitment or to ensure that group sizes are large enough to make running courses viable.

9.3 For advanced learner loans, the college sets the fees at the maximum loan fee for each course as specified in the learning aims system. In some cases, the fee charged is slightly more and requires the student to top-up at the point of enrolment. This information is clearly stated in the prospectus, course information and learning and funding information letter.

9.4 For full cost courses the college will set the fees taking the following elements into consideration:

9.4.1 Maintenance of fees based on marginal costs and standard group sizes.

9.4.2 Maintenance of minimum group sizes to achieve an appropriate contribution per group.

9.4.3 Rationalisation of the delivery of courses to ensure that the offer remains robust.

9.4.4 Market rates.

9.5 The following summarises the charges for the academic year for all chargeable eligible students and individual programme cost details can be found on the college website:

Full Time Further Education Programme Fees for students who are not fully funded by the DfE/EMCCA or Student Loan	
Category of Course	**Minimum tuition fee per year**
Further Education – Full Time Course (over 450 hours)	Minimum £3,000 or minimum £1,500 if co-funded.
Pre 16 Full cost provision	Minimum £7.50 per student per hour £75.00 per discrete group per hour £5,000 per annum for year 11 infill (Additional costs are incurred for PPE and qualification certification and registration)
Part time further education regulated learning aim – 50% of LARS Unweighted value Part time further education non regulated learning aim - minimum £3.00 per hour	
Full cost part time courses minimum cost £6.50 per hour (no government funding)	

To view learning aim values please refer to the learning aims database https://submit-learner-data.service.gov.uk/find-a-learning-aim/

10. FINANCIAL FEE SUPPORT

10.1 This policy complies with the college's diversity and inclusion policy. For students with financial hardship various fee support routes may be available to fund their tuition and other fees. These are described in detail in the Nottingham College bursary policy. Currently the main alternatives are as follows:

10.1.1 Discretionary learner support funds for example for help with travel, course materials and equipment or childcare costs (please see the college's bursary policy for eligibility).

10.1.2 Advanced learner loan bursary.

10.1.3 FE and HE student loans.

10.1.4 Any applicable government schemes.

10.2 Students applying to the discretionary learner support fund for help towards fees may still be expected to make a contribution.

11. WITHDRAWALS AND REFUNDS

11.1 When a student enrols onto a full-time programme at Nottingham College, they are committing to completing that programme of study. Appropriate advice and guidance will have been provided to the student to enable them to make an appropriate decision to enrol with the college. Further support will be provided by the college to ensure that the student succeeds and completes their chosen course.

11.2 The college endeavours to maximise staff utilisation in order for it to operate efficiently and this is achieved by maximising class sizes.

11.3 When a student withdraws from one of its courses this puts at risk the college's operating efficiency and as such it is essential that the income generated from a student's place on the course is not lost. Therefore, the college will pursue all fees associated with that student where possible.

11.4 If a student withdraws from a course, then all outstanding fees will become due and the usual college debt collection process will be followed, which may result in referral to a debt collection agency or legal action. This may result in the student's future credit score being negatively impacted upon, should the fees remain outstanding.

11.5 Refunds can only be given in the following circumstance:

11.5.1 Withdrawal from a course is supported by a valid medical certificate.

11.5.2 Course cancellation: if the college cancels the course, the college will refund the course fee and there will be no administration charge applied.

11.6 Once confirmation of a course cancellation has been received students can claim a full refund except in the following cases:

11.6.1 Where an alternative course has been offered and accepted by the student, fees paid will be transferred to the new course. Overpaid fees will be refunded at the time of course transfer or additional fees due will become payable.

11.6.2 Where a student has taken a loan from the Student Loan Company, the SLC will clawback fees to the point of withdrawal and the learner will become liable for the balance of fees beyond that point.

11.7 Costs that have been incurred by the college in enrolling a student, e.g. examination costs, registration fees and purchased materials cannot be reclaimed by the student,

even if they withdraw from the course prior to the start, unless the course is cancelled by the college.

11.8 If a student transfers course, the student will need to sign to confirm their transfer. Where there is a subsequent additional cost, a discussion must take place with the student and Nottingham College staff to confirm payment methods which must then be confirmed and processed by finance. Once this has been confirmed they can be enrolled onto the new course. Where there is a reduction in course costs then a refund of these costs may take place.

11.9 Beyond this rule, all refund requests may be reviewed on an individual basis, after the student has discussed the circumstances regarding the withdrawal from the course with the relevant assistant principal, if withdrawal from the course is appropriate:

11.9.1 A refund form must be completed and signed by the student.

11.9.2 Refund forms must be supported by the assistant principal in writing and submitted, along with any evidence, to the director of finance for approval. If approved the refund will be processed by the finance office in line with the following criteria.

11.9.2.1 The college may refund a percentage or fixed sum of fees charged as part of any college incentive initiative.

11.9.2.2 Any refund will consider the length of time the student has been on their chosen programme.

11.10 It is the student's responsibility to ensure that they make the teaching department aware that they have withdrawn.

11.11 Employer refunds with respect to apprentices or other sponsored learners:

11.11.1 The college's general principle that refunds are not given continues to apply however, it is recognised that there may be circumstances when it is appropriate to award a refund.

11.11.2 The college refund form and evidence should be submitted to the director of finance who may authorise a refund to an employer if there is an appropriate reason to do so. The director of finance will review each claim on a case-by-case basis.

11.12 Students have the right of appeal on refund decisions, and this should be made in writing as per the college's complaints & compliments policy.

12. **APPENDIX 1 – GOVERNMENT FUNDING FOR ADULT EDUCATION**

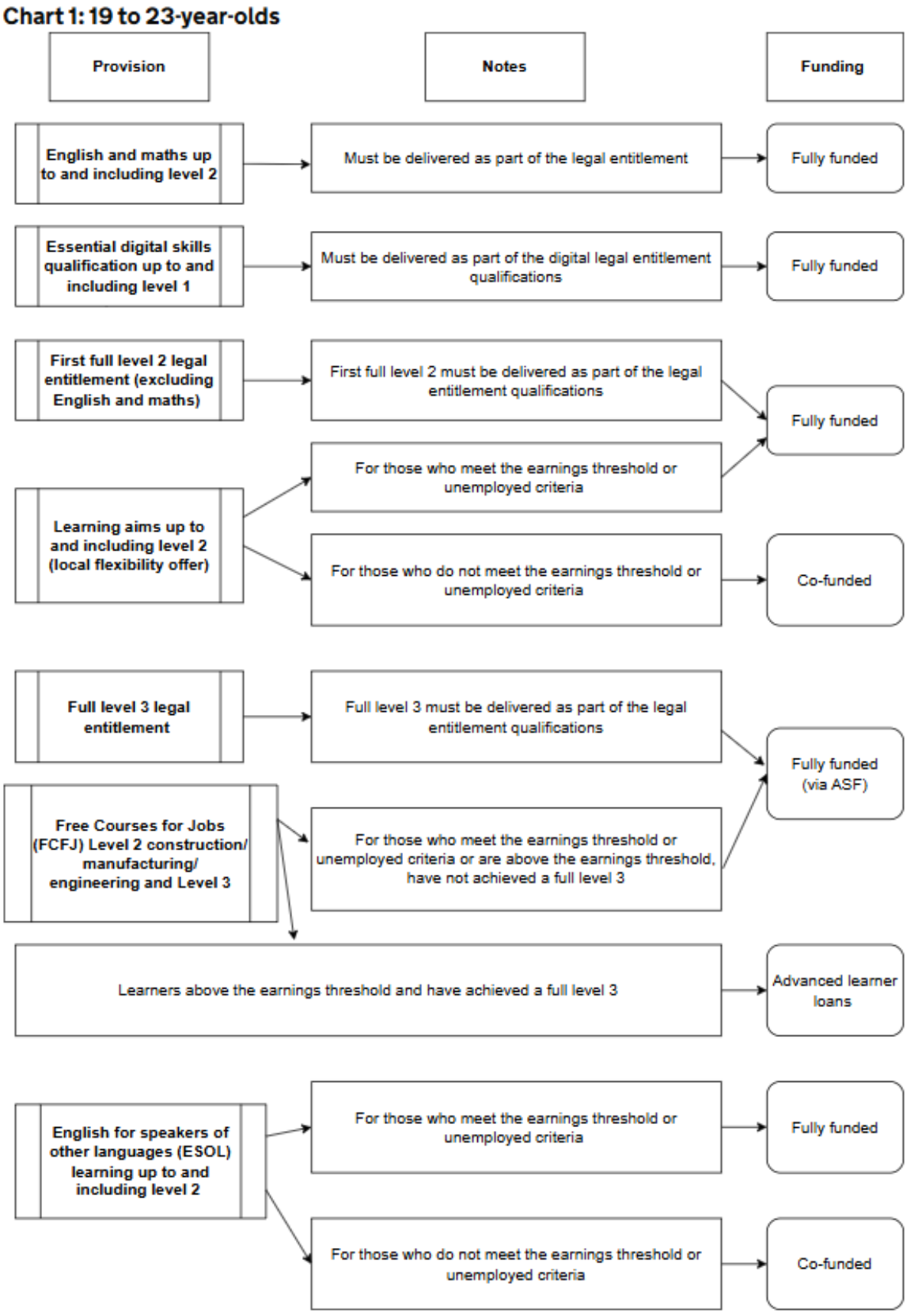
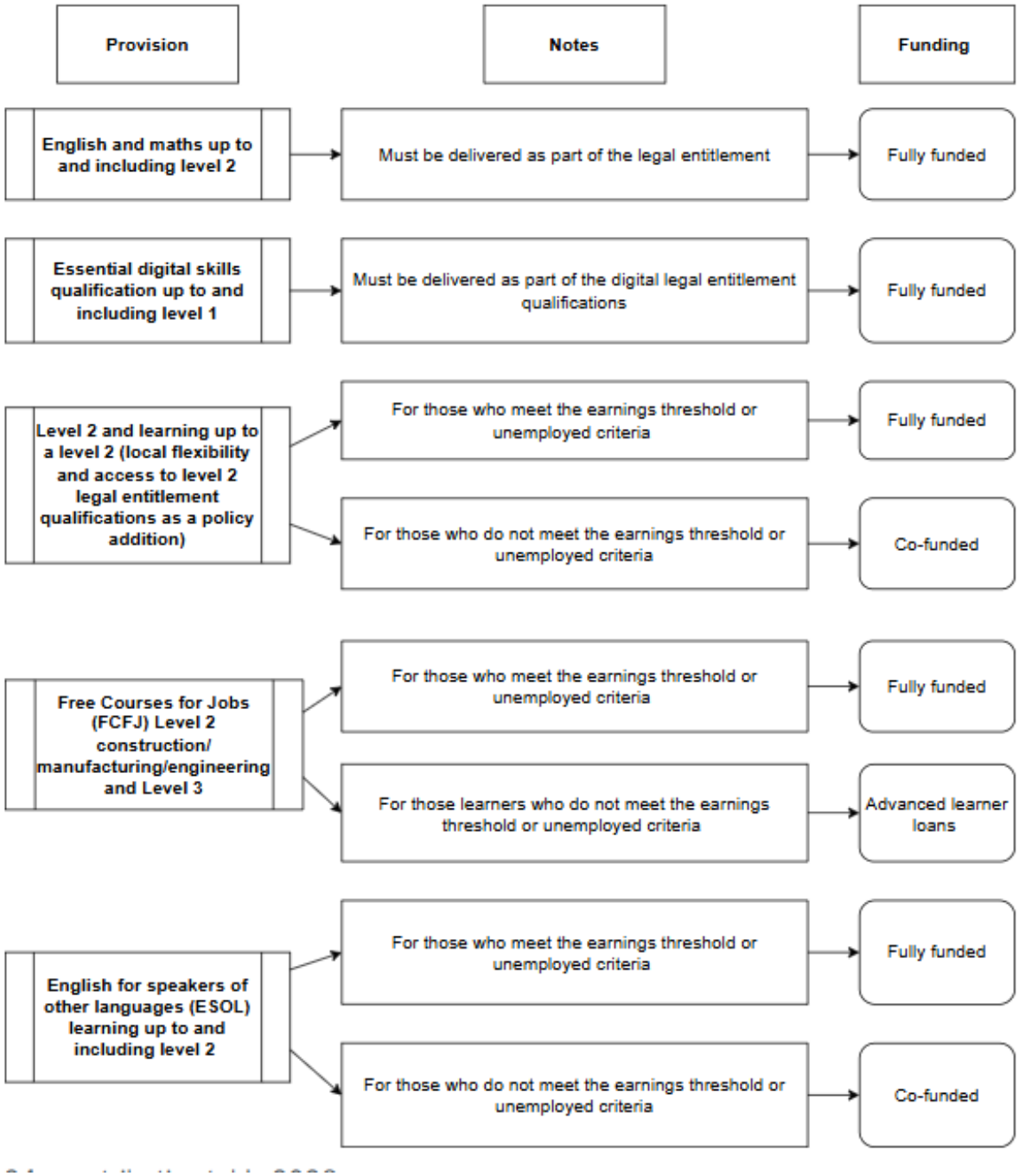


Chart 2: 24+



Learners who are 24+ at the start of an Access to HE qualification that is not within a priority area (see list below), will not be able to take up the Free Courses for Jobs funding due to affordability constraints within the allocations received from local authority. Therefore, learners in this bracket will need to take an Advanced Learner Loan. Learners should be aware that upon completion of their HE course, the Advanced Learner Loan is rescinded so in effect is fully funded still.

Priority Areas

Regional Priorities

Tier 1: High Impact Sectors

Clean Energy
Advanced Manufacturing
MedTech and Life Sciences
Digital, Creative and Cultural Industries
Visitor Economy
Tier 2: Principal / Established Strength Sectors
Defence (closely linked to advanced manufacturing)
Aggregates, Minerals and Low Carbon Construction
Logistics

13. APPENDIX 2 – STUDENT IDENTIFICATION AND RESIDENCY

All students must provide personal Identification in order to prove existence.
All students' residency status must be verified before enrolment can be completed. This process may take place prior to enrolment.
Students will be informed of what types of identification or fee remission evidence the College will accept prior to enrolment taking place.

13.1 Personal Identification

- Passport
- Birth certificate
- Driving licence – this can be full or provisional
- National Insurance card or letter
- National identity card
- Exam certificates
- UK naturalisation / citizenship certificate
- Benefit letter which states your name
- Advanced learner loan letter
- Adoption certificate
- Residence permit card
- Home Office letter
- HM Forces card
- Letter from social worker for 16-18 learners in care
- eVisa or Sharecode

13.2 Residency

- eVisa or Sharecode
- Arc/Aspen Card
- Residence permit
- Home office letter
- EU Pre settled/settled scheme

14. APPENDIX 3 – FEE REMISSION CATEGORIES ACCEPTED BY NOTTINGHAM COLLEGE

14.1 Fee remission is available to students on some FE courses in the following circumstances:

- Those aged 16-18 (31st August).
- Adults aged 19+ years taking specific English and maths qualifications.
- Adults aged 19+ years in receipt of specific income related benefits on level 1 and level 2 courses only (see below).
- Eligible adults aged 19-23 taking their first full level 2 qualification or first full level 3 qualification; any such qualifications must meet legal entitlement criteria.
- Eligible adults taking up a qualification as part of the adult level 3 offer (Earnings Threshold for the offer is £26,800 for learners from non East Midlands Mayoral Combined Authority (EMCCA) postcodes, and £35,182.47 for learners within EMCCA boundary postcodes where they enrol on a priority area (listed in Appendix 1).
- Adults aged 19-24 (31st Aug) who have an education health and care plan.
- Adults in receipt of a low wage, if they are eligible for co-funding and earn less than £26,800 annual gross salary. In addition, the college offers fee support beyond this which can be found in the Nottingham College bursary policy.

14.2 19+ years old FE students studying funded courses at level 2 and below who are unemployed and wishing to enter employment and needing skills training will be eligible for full fee remission, where the learning is directly relevant to both the individual's employment prospects and the needs of the local labour market.

14.3 For fee remission purposes a student is fully funded if they earn below £26,800, if the student is unemployed and on benefits we should record the benefits received:

- They receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only.
- They receive Employment and Support Allowance (ESA).
- They receive Universal Credit
- Are released on temporary license, studying outside a prison environment, and not funded by the Ministry of Justice.

14.4 Other state benefits:

- Income support.
- Housing benefit.
- Council Tax benefit (not single person's allowance).
- Pension Guarantee Credit.
- Disability Living Allowance.
- Personal Independence payments.
- Dependents of individuals in receipt of any of the above benefits – must be named on the benefit evidence.
- Asylum seekers on the equivalent of a means tested benefit – AZURE card, Aspen Card and issue letter with the students name on, Local authority support under section S23C or S23CA of the children's act 1989, S21 national assistance ACT 1948 and those with section 4 support).

15. APPENDIX 4 – FEE REMISSION EVIDENCE

15.1 A student will be required to sign a self-declaration (on the enrolment form / learning agreement) which states that the course satisfies the JSA/DfE regulations in terms of guided learning hours of study and that they wish to enter employment and require skills training provided by this course to do so. This declaration will also state that if they have declared false information, that the college may take action to reclaim the tuition fees and any support costs provided.

15.2 Changes in students' eligibility for fee remission will only be considered within six weeks of starting a full-time course and 14 days for a part time course. Students in this circumstance must appeal to the student operations team in writing and evidence of changes to employment status must be evidenced.

15.3 For those continuing to study the same learning aim (2nd year of a continuous programme of study) in their subsequent academic year a new signed self-declaration is not required, neither is the requirement to see updated benefit evidence for fee remission purposes – the status applied at the start of the learning aim will continue.

15.4 Acceptable evidence for fee remission must be from within the last 3 months and includes but is not limited to:

- Evidence of receipt of universal credit, either online statement or bank statement.
- Benefit letter must evidence the student is receipt of benefit at point of enrolment.
- ESA, JSA, income support, universal credit letter.
- PIP, and DLA letter (issued yearly).
- Council tax or housing benefit award notice/ bill for current year.

16. APPENDIX 5 - COMMERCIAL / FULL COST PROVISION

16.1 Courses and services offered by Nottingham College which do not attract public funding or an entitlement to a government loan, and in cases where an individual or employer opts to pay the cost of training rather than take out a loan, are offered on a commercial basis.

16.2 Fees relating to commercial courses and services must be paid in full before the commencement of the course.

16.3 Where an employer is paying a fee, the delegate must provide a purchase order or a letter of

16.4 confirmation from their employer at the time of enrolment and the employer will be invoiced for the relevant fees. Where an employer is paying, the employer will be liable for any unpaid fees not credited according to the refund policy if the student withdraws from the course or leaves their employment.

16.5 Charges / fees

16.5.1 Nottingham College will charge the client the full list price for each of its services, or where providing bespoke audit content or bespoke training course content, a fee based upon the production of bespoke content at the point of time where the confirmation date for the provision of training / services is agreed.

16.5.2 Sales and marketing techniques to maximise bookings can include pricing strategies and incentives. The college reserves the right to adopt strategies to ensure it meets business objectives and commercial income targets.

16.6 Invoices and payments

16.6.1 Invoices will be raised immediately, once a confirmed date for the commencement of the

16.6.2 Training / services is agreed. Nottingham College shall raise invoices in respect of the charges payable and the client agrees to pay the amount due within 30 days of the date of the invoice or prior to the course commencement, whichever is sooner, unless the client notifies Nottingham College in writing within five days of receiving the invoice, stating the amount they dispute and the reason they dispute that amount. In the event the client notifies Nottingham College that it wishes to dispute all or part of an invoice, the client agrees to pay the undisputed part of the invoice within the agreed payment terms and shall co-operate fully with Nottingham College in order to resolve the dispute as quickly as possible.

16.6.3 Individuals and/or clients will have the option to make payment by credit / debit card at the point of booking online via Pay360. Alternatively full details will be taken over the phone or face to face as deemed suitable. Payments made by a credit / debit card cannot be withdrawn or refunded by utilising a credit card 14-day money back guarantee. Failure to pay the invoice prior to commencement of the agreed training / service date may lead to Nottingham College cancelling or withdrawing the training / services.

16.7 Refunds for commercial / full cost provision

16.7.1 Where Nottingham College cancels a course or cannot provide the agreed commercial training as originally agreed, the college will offer a full refund where no suitable alternative date can be offered. Nottingham College will not be liable for any other expenses or loss arising from such cancellation.

16.7.2 Where the client chooses to cancel a course booking, this must be done by contacting Nottingham College by phone or email as soon as is reasonably practical, in accordance with the timeline below.

Date of cancellation	Percentage of fee to be refunded
More than 28 days prior to the course	100%
28 to 14 days prior to course	50%
Less than 14 days prior to course	0%

16.7.3 Where a training delegate is unable to attend a course and notification is provided in advance, Nottingham College will endeavour to transfer the delegate to another scheduled course. Where a request to transfer a delegate to a different date is made more than 14 days before the scheduled course, there will be no additional charge. Where a request for a different date is made less than 14 days before the date of the original booking, then the full course cost is payable and no refund applicable.

16.7.4 Where a request to substitute a different delegate for training in the place of an originally booked delegate is made, Nottingham College will endeavour to meet this request but is under no obligation to do so. It is the responsibility of the client to determine that the substituted delegate also meets the admission requirements of the course. An admin charge may be payable that reflects college costs in line with the awarding body accreditation fees.

16.7.5 If a course is taking bookings inside of the 28 days, it will be made clear to applicants that the course is not fully refundable. Where a course accepts bookings within 14 days the course will be presented as non-refundable.

16.8 Examination fees

16.9 Once examination and/or registration fees have been made to the awarding organisation a refund for the examination or registration fees cannot be made under any circumstances. This applies regardless of attendance.

16.10 Requests

16.11 Requests for refunds of fees paid should be made in writing to info.emtec@nottinghamcollege.ac.uk. If approved, payment will be refunded directly to the credit/debit card used to make the original payment or refunded via bank transfer. See section 11 for the College refund process