



**Dumfries and
Galloway College**

One step ahead

PAYMENT OF FEES PROCEDURE

Responsibility: Executive Director of Finance and Strategic Planning

Issue Date: 20th September 2024

Equality Impact Assessment: 17th July 2024

Version: 3



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Payment of Fees Procedure

1. Purpose

The purpose of this procedure is to give details of how student fees can be paid as well as details of how and when fees may be refunded.

All students are liable for payment of their course fees, unless they make a successful application to the Student Awards Agency for Scotland (SAAS) for full time fees or Part-Time Fee Waiver Grant (PTFG), are entitled to a SFC Fee Waiver, or their fees are to be paid by a third party sponsor e.g. employer. It is the student's responsibility to provide evidence of a successful application. If a student

discovers they are ineligible for funding the student will become liable for unpaid fees.

Where students are self-financing, their course fees must be paid in full no later than 7 days prior to the course start date, unless an instalment plan has been agreed in accordance with this Policy.

Where course fees for Part-time students are to be paid by an employer, fees must be paid in full no later than 7 days prior to the course start date. If, for whatever reason, a sponsor fails to pay, the student will be liable for any fees unpaid and will be treated as self-financing.

In all cases where fees are not paid timeously the College will exclude the student from the course and seek to recover the outstanding debt through our established Debt Collection Process, utilising collection agents where necessary.

The College reserves the right to reject or exclude any student who has an outstanding debt from current or prior years. This includes both unpaid fees and student support overpayments.

2. *Scope*

This Procedure applies to all students who are self-financing their course fees.

3. *References*

- 3.1 Admissions Policy
- 3.2 Admissions Procedure
- 3.3 Debt Collection Procedure
- 3.4 Information on College Website - [Funding](#)

4. *Definitions*

- 4.1 SAAS – Student Awards Agency for Scotland
- 4.2 SFC – Scottish Funding Council
- 4.3 PTFG – Part-Time Fee Waiver Grant

5. *Responsibility*

- 5.1 It is the responsibility of the Executive Director of Finance and Strategic Planning to review and update this procedure.
- 5.2 The Finance team will provide support and advice to staff and students in administering the procedure.

6. *Procedure*

6.1 Payment Instalment Plans

6.1.1 Where students are self-funding the course fee must be paid in full no later than 7 days prior to the course start date unless they select one of the following payment options: -

- ▶ Where any net fee (after any applicable grant) is £300 or less the fee is payable in full no later than 7 days prior to the course start date;
- ▶ Where any net fee is in excess of £300 up to £800 and the duration of the course exceeds 3 months - a 3-month instalment plan is available;
- ▶ Where any net fee is in excess of £800 and the duration of the course exceeds 6 months - a 5-month instalment plan is available;
- ▶ The 1st instalment is due no later than 7 days prior to the course start date with the remaining instalments payable on a monthly basis thereafter.

6.1.2 Any application to pay by instalments must be made to the Finance department (Tel 01387 734000) who have sole discretion on accepting any application for payment in this way.

6.1.3 No Instalment option is available to a student who has previously defaulted on an instalment plan.

6.2 Cancellations, Withdrawals and Refunds

6.2.1 Tuition fees are generally non-refundable once a student commences the course. If a student subsequently withdraws they will be liable to pay any balance of fee remaining unpaid.

6.2.2 Refunds will be considered upon request only and must be notified within 28 days of last attendance or engagement (in case of distance learning);

6.2.3 Student should email finance@dumgal.ac.uk with full details of their course and providing their student ID. Requests will ultimately be decided by the Executive Director of Finance and Strategic Planning;

6.2.4 Students enrolled on fulltime course who withdraw before 1 December may receive a full refund. No refunds will be made for withdrawals after that date;

6.2.5 Students enrolled on a part time course who withdraw within 3 weeks of commencement of the course – 50% refund may be available. No refunds will be made for withdrawals after that date;

6.2.6 Where a course has been cancelled due to insufficient numbers – a full refund will be made.

6.2.7 A refund may be considered if a student considers that there has been some exceptional circumstances. In those cases, the student should e-mail finance@dumgal.ac.uk with details of the circumstances, which will be considered on a case by case basis.

6.2.8 An administration fee of 20% of the course fee (up to a maximum of £100) will be deducted from all pro rata refunds. If 75% of the course has been completed no refunds will be made.

7. *Distribution*

- All Staff
- Repository

8. *Revision Log*

Revision Log		
Date	Section	Description
December 2021	6 - Distribution	Quality Manual changed to Repository
01.01.2022	Front Cover / Responsibility	Job Title changed from Head of Finance to Director of Finance and Planning
06.09.2023	Front Cover / Responsibility	Job Title changed from Director of Finance and Planning to Executive Director of Finance and Strategic Planning
06.09.2023	Format	Updated to reflect current Document Control Template, inclusion of Definitions, Responsibility sections and EIA
July 2024	6. Procedure	Reviewed and updated to reflect current process

THIS FORM TO BE UPDATED WHENEVER THERE IS A CHANGE IN ANY SYSTEM DOCUMENT				
Document Name	Document Owner	Revision Number	Date of Issue	Date of Withdraw
Payment of Fees Procedure	Head of Finance	1	16.01.2019	
Payment of Fees Procedure	Director of Finance and Planning	2	28.03.22	
Payment of Fees Procedure	Executive Director of Finance and Strategic Planning	3		

Appendix 1 – Equality Impact Assessment

Document:	Payment of Fees Procedure
Executive Summary:	Potential negative impacts across some protected characteristics and additional considerations groups related to direct and indirect links with socioeconomic status are mitigated and managed by the availability of funding support from SAAS and SFC. Decision on which students may access these sources of funding are made by these organisations, therefore production of an EIA on accessibility of these support funds lies with these awarding bodies. Mitigation relating to interruption of study related to the protected characteristics or additional considerations is covered by the listed exceptions in the procedure.

Duties:

1: Eliminate discrimination, harassment and victimisation

2: Promote equality of opportunity

3: Promote good relations

* Human Rights to privacy and family life, freedom of thought and conscience, education, employment

PSED Impacts

	Commentary
Age	People from minority groups across all protected characteristics may struggle to fund study as they tend to be on lower average incomes or be less likely to be in well paid employment than the average for the majority population. However, SAAS and SFC have funding schemes in place to ensure that these groups are not disadvantaged and are financially supported to undertake study. The design of the application process belongs with SAAS and SFC, therefore EIA of entry requirements lies with these bodies.
Disability	
Gender	
Gender Based Violence	
Gender identity/ reassignment	
Marriage/civil partnership	
Pregnancy/maternity	

Religion or Belief	<p>made. If a student, through language or disability or other core reasons, is unaware of their eligibility for a fee waiver at the time of enrolment – a full refund may be available.</p> <p>By providing these flexibilities, the policy ensure elimination of discrimination. As a result, people from across all profiles should feel confident and supported in their fee applications and funding, encouraging equality of opportunity. Equal access to education in turn should ensure promotion of good relations between people across all groups and all protected characteristics.</p>
Race	
Sexual Orientation	

Additional Considerations

Care experienced	<p>People from across all additional considerations may struggle to fund study as they tend to be on lower average incomes or be less likely to be in well paid employment than the average for the majority population. However, SAAS and SFC have funding schemes in place to ensure that these groups are not disadvantaged and are financially supported to undertake study. The design of the application process belongs with SAAS and SFC, therefore EIA of entry requirements lies with these bodies.</p> <p>Where a student is unable to continue study for any reason connected to additional considerations, a pro rata refund may be made. If a student is unaware of their eligibility for a fee waiver at the time of enrolment a full refund may be available.</p> <p>For students enrolled on a part-time course who have paid their fees but were subsequently made redundant and are unable to continue the course – a pro rata refund may be available.</p>
Carers	
Mental Health	
Socio-economic status	
Veterans	
Human Rights*	The human rights to education and employment are advanced by this policy

Lead Officer:	Executive Director of Finance and Strategic Planning
Facilitator:	

Date initiated:			
Consultation:	The policy is based on the guidance and requirements issued by SFC and SAAS. Flexibility to allow for disadvantage to be addressed has been included wherever it is feasible to do so.		
Research:			
Signature	K. Hunter	Date	17.07.2024