

Higher Education

Everything you
need to know

2020-21

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Key facts

Section 1 Introduction

This document is intended to provide you with some key facts about the relationship that you will have with us if you decide to accept our offer of a place for entry to this academic year. You should therefore read this document carefully before you accept our offer.

Joining the Barnfield and West Herts College community

As a student you will become a member of a community which enjoys many rights and privileges. You will also be expected to accept a number of responsibilities in the interests of the community as a whole. These rights and responsibilities form part of the contractual relationship that will exist between us.

The special ongoing nature of the relationship between you and us makes it impractical to set out the terms of the contract in their entirety in a single place. You can however find the main terms of your contract to study with us in the following places:

- Your **Offer** (our formal offer of a place)
- Our documents that accompany your **Offer** including, the **Fees and Finance Policy, Refund and Compensation Policy, Course Information Sheet, Complaints Policy and Programme Specification**
- Other key **College Policies and Regulations will be shared with students in the College HE Handbook and throughout Induction**

1.1 Your education

Our goal is to ensure that you are taught, supervised, assessed and supported by staff who are appropriately qualified and experienced, taking into account your needs, the needs of other students and the nature of your course. We will use every reasonable effort to provide your educational and other related services in the manner and to the standards set out in our prospectuses, on our website and in our other published materials.

We recognise that you expect to receive the educational service you are paying for. However, we cannot make an absolute commitment to provide our services at all times in this manner and to these standards because, for instance, there may be circumstances outside our reasonable control which have a detrimental effect on how we provide our services to you. These could include, by way of example, industrial action (including by members of our own staff), civil commotion, severe weather conditions, changes in the law and/or actions taken by a government or public authority, damage or destruction to our buildings or facilities, failures by our suppliers or sub-contractors, or interruption or failure of utility services. If circumstances such as these arise, we will use every reasonable effort to minimise any disruption to you.

Key facts

1.2 The Programme Specification and your Course Information sheet

You should have received a **Programme Specification** and **your Course Information sheet**.

The **Programme Specification** contains important detailed information relating to the course you have chosen to study. The **Course Information sheet** supplements the **Programme Specification** and highlights certain other important information about your course.

1.3 Changes to your course or modules

Although it is never something we do lightly, we may in certain circumstances make changes to the advertised content or structure or methods of delivery of your course or individual modules after you have accepted your offer, which may in certain cases include discontinuing a module. We cannot cover here every possible example of when we might decide to do so, but in normal circumstances it would only be for one or more of the following reasons:

- to reflect changes to the theory in an area of research or practices around the subject or its delivery
- to improve a course or a module (for example, to take account of feedback from students)
- to safeguard academic standards
- to comply with the requirements of an external professional, commissioning or accrediting body (for example, a requirement that certain course content be added, changed or removed or that a particular module is discontinued or included)
- to comply with legal, regulatory or governmental requirements
- where insufficient students have chosen an optional module making it unviable or where a member of staff whose expertise was required to run it is no longer available
- where the change results from other circumstances outside our reasonable control (for example, an external provider no longer being available to contribute to the course or a module)

If we decide to make a change (other than one which is minor or insignificant) before you have registered on the course for the first time, we will inform you as soon as reasonably practicable so that you can decide whether or not you still wish to study with us. If as a consequence you decide not to study with us, we will refund any tuition fees and/or deposit that you have paid in advance in respect of the course in question. For further details regarding our refund policy please see our **HE Fees and Finance Policy**.

Key facts

If we decide to make a change (other than one which is minor or insignificant) after you have registered, we will similarly inform you as soon as reasonably practicable, and we will also use every reasonable effort to minimise any adverse effect it may have on you. If in spite of our efforts the change is likely to have a serious adverse effect on you (for example, by prejudicing your future choice of career), we will try to find you a suitable alternative course or module with us or (if you prefer) we will try to suggest a suitable alternative course with another education provider. If you change course or module in these circumstances (or simply withdraw from your course), any entitlement you may have to a refund in tuition fees you have already paid will be determined in accordance with our **HE Fees and Finance Policy**.

In the case of a material change to a course or module, we will also in appropriate circumstances try to consult with student representatives with a view to identifying options for, and minimising any adverse effect on, affected students. Some optional modules may have capacity issues and therefore we may not be able to guarantee you a place on your first choice.

1.4 Discontinuing your course

Sometimes we can only run an advertised course if certain conditions are fulfilled – for example, that sufficient students accept offers to make the course financially viable to run, or that the course is accredited or validated (i.e. officially approved) in time for the start of the academic year. Your **Course Information sheet** will set out any such conditions that apply to your course. If the conditions are not fulfilled and we cancel your course before the start of your studies, we will inform you as soon as reasonably practicable and we will refund you any tuition fees or deposit you may have paid in advance. Where practical, we will also try to find you a suitable alternative course with us or offer you the opportunity to defer your entry to a subsequent intake.

In exceptional circumstances, we may have to merge or even discontinue your course once you have started your studies (and before you have completed them), for one or more of the following reasons:

- to comply with legal, regulatory or governmental requirements
- where accreditation or validation of the course is withdrawn
- in other circumstances outside our reasonable control which make it impossible or prohibitively impractical to continue the course

Key facts

If we decide to merge or discontinue your course in these circumstances, we will inform you as soon as reasonably practicable and we will use every reasonable effort to minimise the impact it has on you. Where appropriate, we will try to find you a suitable alternative course with us or (if you prefer) we will try to suggest a suitable alternative course with another education provider. If you do transfer to another education provider in these circumstances, we will co-operate with your new provider in respect of any transfer of credit/ academic progress. If you do not transfer to an alternative course either with us or with another provider, we will keep a record of your credit/academic progress in case you return to higher education in the future. Any entitlement you may have to a refund in tuition fees you have already paid will be determined in accordance with our **HE Fees and Finance Policy**.

1.5 Fees

You can find detailed information about your tuition fees, including how much they will be and when they are due, in the **HE Fees and Finance Policy**. This document is updated for each academic year and then applies in its updated form to all members of our community. However, any increases in your fees will, provided you remain on the same course, continue to be governed by the relevant provisions of the **HE Fees and Finance Policy** for 2020/21.

The **Course Information Sheet** also contains information about any additional course-specific costs that you may have to pay (for example, for specialist equipment such as art supplies or laboratory overalls, or for contributions to field trips).

1.6 Data Protection

We hold and process personal information about individual students including some sensitive personal information.

1.7 Complaints

Our aim is to provide an excellent service to all our applicants and students. We recognise that occasionally things do go wrong and if, for whatever reason, you are unhappy with any aspect of our relationship with you, you can raise it with us either less formally through the teaching team or formally as a complaint. A copy of the College Complaints Policy is included in this correspondence and is available on StudentRoom and in Student Support.

If you are an applicant and wish to request a review of a decision on whether you satisfy the general principles of admission and the entry requirements of the course you have applied for, you should contact our College Admissions Team.

West Herts - 01923 812345

Barnfield - 01582 569569

Key facts

1.8 Information you provide in your application

It is very important that the information you provide as part of your application is totally accurate, to the best of your knowledge and belief. It is equally important that you do not withhold any information we have asked for which could be relevant to our decision on whether to offer you a place with us.

If we become aware, either during your application or once you become a student, that you have provided information that is not accurate, or have not disclosed relevant information (e.g. an unspent criminal conviction), we reserve the right (as applicable) to withdraw any offer we have made you, or not to allow you to register or to continue on your course. We also reserve the right both before and after you join us, to require you to produce originals of your qualifications/certificates for verification.

1.9 Changing your mind and your cancellation rights

If you accept an offer of a place with us, we naturally hope that you will remain with us until the end of your course. We appreciate however that there may be circumstances when you change your mind about studying with us after accepting an offer, or when you want to withdraw early from your course after you have joined us.

If you withdraw early from your course, your liability for unpaid tuition fees and/or your entitlement to a refund of paid fees generally depends upon the date when you withdraw in the relevant academic year. Full details of this can be found in the ***HE Fees and Finance Policy***.

In addition, you have a specific cancellation right which is given to you by law if you accept our offer of a place, as set out under sub-sections (a), (b) and (c) below:

(a) Right to cancel

If for any reason you change your mind about joining us after you have accepted our offer (which is the point when your contract to study with us is formed), you have a legal right to cancel your contract for a period of 14 days starting on the day after you accepted our offer. To exercise this right to cancel, you must inform us of your decision to cancel by way of any clear statement (e.g. a letter sent by post or e-mail). To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. If you made your application via UCAS, please also refer to the offer letter sent by UCAS (visible in your UCAS Track account) for any cancellation instructions they may have given you.

(b) Effect of cancellation

Key facts

If you cancel your contract in accordance with the previous sub-section, we will reimburse to you all payments received from you in respect of the cancelled contract. We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel the contract. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed with us otherwise; in any event, you will not incur any fees as a result of the reimbursement.

(c) Starting your course before the end of the cancellation period

Notwithstanding the above, if you ask us to let you start your course before the end of the cancellation period: (a) you will lose your cancellation right if your course completely finishes within the cancellation period and you had acknowledged that you would lose that right in these circumstances; and/or (b) you will retain your cancellation right if your course does not completely finish within the cancellation period, but you will have to pay us for what you have received until the time we were informed of your decision to cancel, calculated on the basis of the value of what you have received in relation to what you would have had to pay for your course as a whole if you had not cancelled.

Complaints policy

Section 2 Why you should tell us if something has gone wrong

The West Herts College Group is committed to the continuous improvement of its services and to monitoring the standard of its provision. The College therefore, welcomes and encourages comments, observations and feedback about the quality of services from students; parents/carers; employers; visitors and all other members of the community.

The Colleges treat all complaints seriously, fairly, efficiently and deal with them positively and with respect.

We would also like to hear from you if you have any other comments or compliments about a service you have been provided. This information can also be shared through the formal comments system, or through many of the other feedback mechanisms available to students at College.

2.1 When should you tell us if something has gone wrong

You should try to tell us what is wrong as soon as possible so that we can look into the matter and investigate at the time.

In the first instance if possible you should talk to your teacher or tutor about your concerns. Many problems are resolved informally by talking to members of staff about the issue that you have raised. If they are unable to resolve the issue or you would prefer to talk to someone else you can approach your Head of School, Student Support or the Quality team. If you feel at any point your concerns are not being addressed, you can make a formal complaint using the process outlined in point 2.2.

While we will deal with all complaints it may be more difficult to reach a suitable outcome if complaints are not received in a timely manner.

2.2 What to do if you want to tell us about something that has gone wrong

If you wish to make a formal complaint you should complete the Complaints Form (Appendix A) and return it to the College's Quality team. Alternatively, you can complain by other methods of communication on an agreed basis e.g. telephone; in person, email, via the College website.

If you need help to make a complaint, members of staff working in the College's Student Services team will be pleased to help you. You can speak to them by telephone, email or in person.

Complaints policy

On receipt of a complaint, the Quality team will:

- Acknowledge your complaint by the most appropriate method of communication (e.g. email; telephone; in person)
- Refer the complaint to the most appropriate senior manager in order to resolve the complaint promptly and efficiently
- The senior manager will provide a response confirming the actions taken in writing, or by other agreed methods of communications (e.g. email; telephone; in person) within 10 working days
- Where complex matters require detailed investigation which may extend beyond 10 days you will be kept updated on the progress and status of your complaint

2.3 What to do if you are not happy with the actions taken following your complaint

If you are not satisfied with the actions taken following your complaint, you have the right to appeal to the Principal. You must appeal within 15 days of receiving notification of the actions taken in response to your complaint, clearly specifying your reasons for appeal. Appeals should be made in writing, or via other methods of agreed communications (e.g. email; telephone; in person)

Upon receipt of an Appeal the Principal will respond within 10 working days in writing, or via other methods of agreed communications (e.g. email; telephone; in person)

The decision of the Principal is final.

If you have fully exhausted the College's complaints procedure and remain dissatisfied with the outcome, you can appeal to the other external organisations e.g. awarding body, ESFA, Office of the Independent Adjudicator. (*please see additional Higher Education Guidance)

If you require support to contact external agencies, members of staff working in the College's Student Services team will be pleased to help you.

* The Office of the Independent Adjudicator will normally need a Completion of Procedures Letter, which the provider, WHCG, will send you once you have completed its complaints or appeals procedures. This letter, usually labelled as a Completion of Procedures Letter, will set out the issues that have been considered, the provider's final decision and the deadline for bringing a complaint to the OIA. In exceptional circumstances, the OIA may look at a complaint where the internal complaints or appeals procedures have not been completed. *

OIA Student pages: <https://www.oiahe.org.uk/students/>

**Specific Higher Education, Awarding Body appeals and complaints processes can be found in the academic appeals policy **

Complaints policy

2.4 What records the College will keep

All records of complaints are kept confidentially for a minimum of three years.

The Deputy Principal will ensure that a summary confirming the nature of complaints is reported to members of the College's Corporation.

The College will treat each complaint separately and will not re-visit complaints which have been closed to the satisfaction of the complainant and the College.

2.5 How the College monitor complaints

The College is committed to ensuring improved access to all customers. To that end, the College monitors complaints in terms of race, gender and disability. In addition, to extend meaningful analysis to other groups of people, the College actively promotes and encourages a culture of disclosure.

2.6 How the College will make improvements following your complaint

The College will provide training and development or adapt working practices, as appropriate, in order to learn from complaints and to improve the quality of College services.

Date of Issue	Authorised by	Review Date
August 2019	College Leadership Group	September 2021

Refund & compensation policy

Section 3 Refund and Compensation Policy

The College recognises that there are circumstances in which it is fair and reasonable to refund students for fees paid and, in some rare circumstances, to pay additional compensation. This policy outlines these circumstances.

The College requires students to sign a Learning Agreement at the commencement of their course.

This Agreement commits the Student (or their sponsor where relevant) to pay for the course fee stated in the Agreement. However, there are exceptions and special circumstances. These are outlined below.

For students who are funding their course fees directly or through a sponsor

As outlined in the College's Higher Education Fees and Finance Policy, Students become liable for each year's tuition fees in three incremental stages during the course of their year of study as outlined in the table below.

Student starting in Semester A	Amount due
Until 5 October 2020	No fee liability
From 5 October 2020	25% of tuition fees
18 January 2021	50% of tuition fees
19 April 2021	100% of tuition fees
Students starting in Semester B	Amount due
Until 1 February 2021	No fee liability
From 1 February 2021	25% of tuition fees
3 May 2021	50% of tuition fees
9 August 2021	100% of tuition fees
Barnfield Students on University of Bedfordshire programmes	Amount due
28 September 2020*	25% of tuition fees
25 January 2021	50% of tuition fees
19 April 2021	100% of tuition fees

Where a student has withdrawn, and has overpaid their fees in relation to the above table, the College will refund the student the difference within 28 days of the withdrawal date.

Refund & compensation policy

For students in receipt of a tuition fee loan from the Student Loans Company

- For each academic year, tuition fees are paid by the Student Loan Company in three components each year as follows:
 - First instalment: Once they have fully registered onto their course, provided that their application is fully approved and the declaration has been returned
 - Second instalment: Four months after the course start date
 - Third instalment: Seven months after the course start date
- A student with an approved tuition fee loan is deemed to have an obligation to the SLC, rather than the College, for all tuition fees relating to that loan. As such, unless the conditions covered in the General section below applied, the College would neither make any refund to, nor demand payments directly from, such a student in relation to their tuition fees

3.1 General

This section applies to both Higher and Further Education provision.

Payment of additional travel costs for students affected by a change in the location of their course

It is highly unlikely that the College would ever change the location of a course after it has started. However, should this ever occur, and there was no similar provision being delivered at the same location, the College would reimburse any additional reasonable travel costs incurred by students as a result of the change.

Compensation where the College does not complete the delivery of a course it has started

The College is fully committed to complete the delivery of all courses it starts, and will use best endeavours to ensure this occurs. In the extremely unlikely event that this is not possible for any reason, the College would use best endeavours to identify a suitable similar course at a different provider. If this were to occur, the Student would be expected to transfer to the new course, whereupon the College would pay any additional tuition costs, and reimburse any additional reasonable maintenance or travel costs incurred as a result of the change.

If a suitable similar course at a different provider cannot be found, the College would refund the Student all Tuition Fees paid to date and waive any future Tuition Fee liabilities. Furthermore, it would compensate the Student for travel or other associated out of pocket expenses incurred associated with engagement with the course. In this case, the Student should present details of their compensation case to the College's Deputy Principal, Director of Finance and Assistant Director for Student Administration and Exams who would adjudicate and authorise any compensation.

Refund & compensation policy

Bursary Funds

The College has a Discretionary Learning Support and Bursary Policy which covers its bursary payments. Where a bursary has been agreed, the College is fully committed to honouring the associated payments in accordance with the Policy's rules.

College Funds

The College maintains a Reserves Policy within its Financial Regulations which requires it to plan to maintain minimum cash balances of £3.5m at any point. This would be more than sufficient any potential refunds or compensation covered by this Policy.

Fees & finance policy

Section 4 Introduction

The purpose of this document is to outline details of our tuition fee policy for the College's Higher Education students studying in the 2020/21 academic year. This policy is updated annually.

The College sets its fees in line with government policies and currently charges fees below the basic rate so that the cost of its courses are competitive and affordable for local students.

Choosing to study Higher Education at the College is a big decision and a great investment in your future. It is also a big financial investment, so it is important to be aware of the cost of tuition and other essential rules such as when fees must be paid, or when you might be entitled to a refund.

All students are personally liable for the payment of their fees relating to their studies, unless your offer letter expressly informs you otherwise. If payment is to be made by a third party, i.e. Student Finance England, employer or other sponsor, or by a parent or guardian, then it is the responsibility of the student to ensure this is arranged before any payments are due.

The College can provide advice and support if things go wrong or if students get into financial difficulties; our contact details and other useful information can be found at the end of this document.

4.1 Fee information

Calculating tuition fees

Tuition fees are payable for each year of a student's course. The level of tuition fee payable by a student will depend on:

- *Residential status*; whether a student is a Home/EU or international fee payer, the definition of which can be found at www.ukcisa.org.uk. Students are assessed for Home/EU fees status during the admissions process. The fee status will normally stay with the student for the remainder of their course and is not transferable between individuals
- *Course of study*; each course has an agreed fee. The College sets its fees annually in line with government policies and guidelines and these are included within this policy. Some courses do attract a higher fee
- *Attendance*; the fee amount a student will pay may be reduced if they withdraw, suspend or defer their studies before the 100% fee liability point. The reduction in the fee will be based on the date of the change in relation to the College liability dates, for which see Section 4.4 below
- *Start date*; the fee payable will depend on the year that a student starts their studies

The fee payable by a student for 2020/21 will be included with their Offer (the formal offer of a place) and/or the Notification of Fees email sent to students shortly after registration.

Fees & finance policy

4.2 Residential status

The assessment to decide whether a student will be classed as a Home/EU or international fee payer will depend on numerous factors such as:

- nationality
- immigration status in the UK/EEA*
- where a student has been living
- what the student has been doing for the three years prior to the start of their course

Assessments of fee status are carried out during the admissions process and take into account the circumstances of each applicant. If the College is unable to determine the residential status of an applicant a questionnaire will be sent to the applicant requesting additional information.

Once fee status has been assessed it is not usually possible for this to be changed. If a student starts a **new** course, then the fee status can be re-assessed if circumstances have changed since the start of the original course.

* At the point of writing the Government has confirmed that EU students commencing study in 2020/21 will be able to access the same financial arrangements as Home students for the duration of their course.

4.3 Other tuition related costs

The College tries to keep any additional costs to a minimum. However, some courses do attract additional costs for activities such as field trips. Students are advised about any additional costs alongside their Offer. This will detail these costs and whether they are a mandatory or optional part of the course.

Fees & finance policy

4.4 Fee liability dates

Students become liable for each academic year's tuition fees once they enter into the Learning Agreement with the College. The fee liability points for HE at the college for 2020/21 are illustrated in the table below:

Student starting in Semester A	Amount due
Until 5 October 2020	No fee liability
From 5 October 2020	25% of tuition fees
18 January 2021	50% of tuition fees
19 April 2021	100% of tuition fees
Students starting in Semester B	Amount due
Until 1 February 2021	No fee liability
From 1 February 2021	25% of tuition fees
3 May 2021	50% of tuition fees
9 August 2021	100% of tuition fees
Barnfield Students on University of Bedfordshire programmes	Amount due
28 September 2020*	25% of tuition fees
25 January 2021	50% of tuition fees
19 April 2021	100% of tuition fees

*N.B. 14 day cooling-off period from date of offer for students to withdraw with no financial liability.

4.5 University of Hertfordshire

There is some scope for refunds to be paid, with this outlined in the College's Refund and Compensation Policy.

Fees may be paid in one of the following three ways:

- Full payment of annual course fee at the start of each academic year
- Monthly Direct Debits payable in equal installments (or as near equal as practicable) across the duration of the course
- A loan from the Student Loan Company

4.6 University of Bedfordshire

The liability points for self-funding or (non-SLC) sponsored students are as follows:-

Within 8 weeks from start date of course = 65% of the full tuition fee*

After 8 weeks from start date of course = 100% of the full tuition fee

Fees & finance policy

4.7 Payment of tuition fees

Students who are eligible and have applied for a Tuition Fee Loan will have their fees paid directly to the College by the Student Loans Company. For all other students, tuition fees must be paid in line with the liability dates outlined in Section 4.4.

The Student Loans Company will make the first payment directly to the student once they have fully registered onto their course, provided that their application is fully approved and the declaration has been returned. The second and third payments will be made four and seven months after the course start date respectively.

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

Fees can be paid credit card, debit card or cash (pounds sterling).

4.8 Sanctions for non-payment of tuition fees

The College provides information, advice and support to students who find themselves in financial difficulty or have had their funding delayed. Further details can be found on the College's website or through visiting Student Support.

The College encourages any student unable to pay their tuition fees to contact the College's Student Administration team to discuss a payment plan or alternative sources of funding as early as possible.

However, if a student has not paid the applicable instalment of their tuition fees within 28 days of the liability date, or has not made alternative arrangements which are acceptable to the College, the College may (without affecting any other right or remedy available to it do one or more of the following:

- (i) withdraw the facilities of the College intranet, which will prevent the student from accessing course material, submitting assignments or registering for award ceremonies
- (ii) withdraw the student from their course
- (iii) bar the student from returning in the following year
- (iv) bar the student from attending his/her graduation ceremony

The College may also take more formal steps to recover any unpaid tuition fees, such as engaging a debt collection agency and/or commencing legal proceedings. If it does so, the College reserves the right to require the student to pay in addition any costs and expenses (including legal costs) reasonably incurred by the College in recovering the unpaid sums. The College also reserves the right to charge the student interest on the unpaid sums on a daily basis at an annual interest rate of 2% above the base lending rate of Lloyds Bank plc until all outstanding sums and interest are paid.

Fees & finance policy

The College will withhold examination results from students in debt, but may issue such results in non-standard format to enable students to undertake any referred/deferred assessment. The College will not normally bar the student from attending resit examinations, provided that arrangements have been made with Student Finance to pay the fee or other debt.

Any sanctions will be lifted as soon as the student's debt has been cleared in full.

Students who have withdrawn or applied to suspend their studies will still be contacted to pay any outstanding debt. Students will not be entitled to resume their studies or apply to study a new course until all outstanding debt has been cleared in full.

4.9 When tuition fees change

The fees contained in this document are those that have been set for the 2020/21 academic year.

Please note that the fees set for future academic years may be higher. The College will determine fees in accordance with the following:

- Tuition fees are fixed for the duration of the course at the amounts contained in this document and will not therefore be subject to annual increases. Except for,
 - New students, or for current students* who start a new course, or change their mode of study, the fees for their first academic year will be as published by the College at the relevant time
- For current students* who remain on the same course and mode of study (part time or full time), there will be no increase in fees
- Please also note that VAT is not currently charged on tuition fees. If in future the College is required to charge VAT (or some other tax) on tuition fees, this amount will be added to fees in addition to any of the increases referred to above

* "current student" means a student who is registered with the College in the 2020/21 academic year.

Fees & finance policy

4.10 When there is a material change to a course or a course is discontinued

In accordance with Office for Students' requirements, the college has developed a Student Protection Plan: <https://www.westherts.ac.uk/media/6166/student-protection-plan-whc-group.pdf> which aims to minimise the impact on students of any material change or discontinuance of a course.

The Student Protect Plan for the University of Hertfordshire and the University of Bedfordshire can be found here:

University of Hertfordshire: <https://www.herts.ac.uk/study/your-offer-package>

University of Bedfordshire: <https://www.beds.ac.uk/howtoapply/money/policy/>

The College may sometimes make changes to a course, or occasionally even discontinue a course.

If a student is not happy with a change to a course (which may include the discontinuation of an individual module), the student may choose to leave the course, in which case the student will need to complete a Withdrawal Form as outlined in Section 4.11 below. The student's fee liability (which may include an entitlement to a partial refund) will then normally be calculated in the same way as in Section 4.11, i.e. the fee will be based on the date of receipt of the Withdrawal Form in comparison to the fee liability date. However, in the unlikely event of a change (or module discontinuation) that is likely to have a serious adverse effect on the student (for example, by prejudicing their future choice of career), the College will consider their fee liability on a case by case basis.

If a student's course is discontinued before they have completed their course (ie so that the student is not "taught out"), and if none of the alternative arrangements offered by the College are acceptable to the student, the College will refund the student's fees for their final year (or part year) of study on the course.

4.11 Implications for students who withdraw, etc.

Students will be liable for their tuition fees for the entire year of study unless they formally notify the College that they wish to withdraw, defer, or apply for a suspension of their studies.

Withdrawing from a course is a big decision and students are advised to seek as much advice as possible before taking this step. A student who withdraws will, subject to the College's Refund and Compensation Policy, ordinarily remain liable for fees up to and including the fee liability point indicated in section 2.4 above.

The College will contact students who are entitled to a refund within 28 days of receiving the completed Withdrawal Form. Where fees have been paid by way of tuition fee loan, the College will contact Student Finance England (or other UK funding body) to advise them of the change which will also impact on the student's maintenance entitlement.

If a student requests to suspend their studies, the quantum of the fee liability remains the same, but is deferred to when their studies subsequently resume.

Fees & finance policy

4.12 Fees for 2020/21

Fees vary dependent upon the academic year in which the student began the course:

Full time & Part time Home/EU Fees – Standard Courses

Provision	If you started in 2017/18	If you started in 2018/19	If you started in 2019/20 or 2020/21
Foundation/Extended Degree (in partnership with University of Hertfordshire)	£6,000	£6,165	£6,165
HND (except Music)	£4,500	£4,500	£6,165
HNC/D (Barnfield)	£4,900	£4,900	£6,165
HND Music	£4,680	£4,680	£6,165
Foundation Degrees/Certificate in Education/ Professional Graduate Certificate in Education (in partnership with University of Bedfordshire)	N/A	£6,000	£6,165

All Channel Island students entering Higher Education for the first time in 2020/21 or commencing a new course will be subject to this new fee regime and will be considered as Home/EU students as above.

Returning Channel Island students' fees will be dependent upon the fees set by the appropriate authority at that time.

Isle of Man - <http://www.gov.im/categories/education,-training-and-careers/student-grants>

Guernsey - <http://www.education.gg/unifunding>

Jersey - <http://www.gov.je/Working/Careers/16To19YearOlds/EnteringHigherEducation/FinancingHigherEducationCourses/Pages/index.aspx>

Complaints Form

Appendix A

West Herts College please return to:

Quality Team
West Herts College, Hempstead Road, Watford, WD17 3EZ

Barnfield College please return to:

Head of Quality
Barnfield College, New Bedford Road, Luton, LU2 7BF

Name:				Course: (If applicable)				
Contact Tel No:				Campus: (If applicable)				
Address:								
Please tick	Student		Parent/Carer of student		Employer		Visitor	

Details of Complaint (please continue on a separate page if needed):

Signed:

Date: