



CENTRAL SUSSEX COLLEGE

## Pricing Policy

Ref. General 14.6  
Effective 01/01/11

### POLICY STATEMENT

The College is a not for profit organisation; however, to achieve the College's aim of ensuring excellence in delivery of learning, training or services to individuals and employers, pricing is set to ensure that when public funding subsidies are taken into account the College is able to at least cover the full costs of delivery, make a contribution to College overheads for the environment in which the activities take place, and the sustained investment in resources that is required.

### REASONS FOR THE POLICY

To ensure that prices are set consistently, fairly and with transparency across the College, and are valued by all recipients of learning, training or services.

### POLICY OBJECTIVES

Employers and applicants to learning or training programmes at the College and College staff involved in the learner and employer interaction will understand:

- The general pricing make up.
- The different elements which constitute the overall price.
- When and how the fees are payable.
- What optional extras are included in the price.
- The regulations, imposed either by external bodies or by the College itself, with regard to any concessions and, or matched funding criteria.
- The College's refund policy.
- The different options that may be available to learners or employers.

### POLICY

#### General

- Prices are determined by the:
  - Method and location of delivery.
  - Direct cost of delivery or related expenditure (e.g. Certification or examination costs).
  - Indirect costs which include a contribution to overheads.
  - Demand and supply of the activity and resources as would be expected in any service sector.
  - Subsidies or directives from Government or any other source(s).
  - Number of beneficiaries of the learning or training.
  - Opportunity cost or benefit.
  - Need for sustained investment in resources.
- The overall price is made up of several elements: tuition fees, awarding body registration fees, College administration fees, examination or certification fees and other course related costs.
- Any price quoted shall be in writing and must identify the following: the overall price for the duration of the course (where elements are variable, the basis for any possible change must be identified); the specific learning or training programme and any optional extras to be supplied; the method of delivery; the timing and location of delivery; the method and credit terms of the payment.

- College fees are in general payable in advance and, for programmes of study which last for more than one year, are payable separately for each year of study. By agreement an employer may be invoiced and is able to make use of the 30 day credit terms afforded.
- Prices will comply with SFA (Skills Funding Agency) or other public funding body requirements for the relevant government subsidised courses or training programmes.

### **Refunds**

- The College operates a no refund policy for cancellations by an employer or applicant, unless alternative terms are agreed in writing at the time of negotiation or payment.
- Where a customer wishes to claim a refund on the grounds of quality they must follow the Customer Complaints Procedure for any such consideration.
- Where the course is cancelled by the College, prior to the start date, a full refund will be made in the same mode as the payment in the case of credit/debit card receipts, otherwise by cheque or Bacs as appropriate.

### **Payment Methods**

- Payment is required as agreed and may be by Bacs, cash, cheque, credit-card (Mastercard or Visa Credit) or debit-card (Visa Debit or Maestro).

### **DEFINITIONS**

Not applicable.

### **RELATED POLICIES**

Admissions Policy.  
Fee Policy.

### **Other Related Documents**

College Charter.  
Employer Charter.  
Customer Complaints Procedure.  
Fee Guidelines Summary.  
Refund fee guidelines.

### **CONTACTS**

Faculty Directors/Vice Principal Haywards Heath Campus.  
Director - Employer Services/Director of Student Support/Chief Finance Officer.  
College Deputy Principal.

### **WHO SHOULD KNOW ABOUT THIS POLICY**

(Prospective) learners, trainees, employers and all staff.

### **RESPONSIBILITY**

All staff to observe the policy. Finance to publicise and enforce the policy.

### **HISTORY**

Policy adopted January 2006.  
Policy reviewed and reaffirmed in July 2006.  
Policy reviewed and revised March 2007.  
Policy reviewed and reaffirmed in March 2009.  
Policy reviewed and revised with minor amendments in December 2010.  
Policy reviewed and reaffirmed in August 2011.

Signed Dr R Strutt Date 30 August 2011  
Principal