



## Fees Policy for Higher Education (Engineers Academy Direct)

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This policy document outlines the different methods by which course fees for Engineers Academy Higher Education (HE) programmes can be paid. In each instance conditions apply, firstly to reflect that these are full-cost distance learning programmes, and secondly to ensure a fair and consistent approach to the collection and retention of fees, irrespective of payment method.

In addition, this document outlines the expectation of Engineers Academy around the ongoing engagement of learners. This includes clear minimum expectations of progress and the consequences that may arise if these minimum expectations are not met.

This document also outlines the process of the **withdrawal** of a student from a study programme (if deemed necessary), and the resulting consequences that may arise.

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## 1. Payment Methods

### 1.1 Employer Invoice

Where an employer agrees to sponsor a student (or students), the employer will be liable for payment of the course fees. The following conditions apply:

- 1.1.1 Upon enrolment, students will be required to provide a sponsor letter from their employer. The sponsor letter must include a statement that the fees will be paid for the named individual(s), along with details on where an invoice should be sent.
- 1.1.2 Upon receipt of an invoice, employers are required to pay the programme fees in full, adhering to Engineers Academy 30-day payment term. If timely payment is not made, the following consequences may arise:
  - 1.1.2.1 Suspension of access to the Study Platform for the student(s).
  - 1.1.2.2 Student(s) contacted by to make alternative arrangements for the payment of programme fees.
  - 1.1.2.3 Student(s) registration with the awarding body may be delayed.
- 1.1.3 If a student is withdrawn (see 2.2) for whatever reason during the course of their study programme (including those outlined in 2.1), the employer may be entitled to recover programme fees, depending on the length of time the student has been enrolled (within 6 months - 75% of fees, 12 months - 50% of fees, longer than 12 months - 0% of fees may be recovered).
- 1.1.4 Full, specific payment terms and conditions can be found within Engineers Academy Service Level Agreements, where required.

### 1.2 MOD's Enhanced Learning Credits (ELC)

Enhanced Learning Credits (ELC) are awarded on an annual basis, with a maximum award of £2000.00 per annum. Where a student's application for ELC has been approved, Engineers Academy agrees to accept an initial ELC payment at the start of the programme and a second ELC payment 12 months thereafter, enabling the student to make full use of their ELC award.

Where a student has been approved to receive ELC credits to cover only part of the programme fees, the student will be liable for payment of the balance of the fees. The balance will be determined by the total programme fee, with double the annual ELC award deducted. For example, if the student is approved to receive £1500.00 per annum and the programme fee is £3950, the student will be liable for payment of £950.00. The student can either pay the balance as a single payment (see 1.3 below), or by instalments (see 1.4 below). In both instances, the terms set out in sections 1.3 and 1.4 apply.

In addition, the following conditions apply:

- 1.2.1 Prior to enrolment, the student will be required to provide a Claim Authorisation Note (CAN) from the Enhanced Learning Credits Administration Service (ELCAS). This note confirms the annual ELC contribution towards the programme fees, as well as the intended start date. The start date must be accurate to enable Engineers Academy LTD to invoice ELCAS in a timely manner.

- 1.2.2 If timely payment of the ELC claim is not received by Engineers Academy, or the student's contribution towards the programme fees is not made (where applicable), the following consequences may arise:
  - 1.2.2.1 Suspension of access to the Study Platform for the student.
  - 1.2.2.2 Student contacted by to arrange payment of any outstanding programme fees.
  - 1.2.2.3 Student registration with the awarding body may be delayed.
- 1.2.3 If a student is not approved for a second ELC award (for any reason), after 12 months on the study programme:
  - 1.2.3.1 The student has the option to arrange payment of any outstanding programme fees and continue with the programme.
  - 1.2.3.2 The student has the option to be withdrawn from the programme.
- 1.2.4 If a student is withdrawn (see 2.2) for whatever reason during the course of their study programme (including those outlined in 2.1), no repayment can be made to ELCAS and the student may be liable for repayment of any ELC claims made, in accordance with the Enhanced Learning Credits Scheme terms and conditions.
- 1.2.5 If a student is withdrawn (see 2.2) for whatever reason during the course of their study programme (including those outlined in 2.1), sections 1.3 and 1.4 detail the terms relating to the student's contribution towards the programme fees.

### 1.3 Single Payment

Students who are paying their own fees will have the option to pay the full programme fee upon enrolment, at the start of the programme. In this instance, the following conditions apply:

- 1.3.1 Programme fees should be paid by BACS or Bank Transfer at the time of enrolment. Upon receipt of fees, Engineers Academy will activate the student's profile on the Study Platform.
- 1.3.2 If the student decides to withdraw (see 2.2) or is withdrawn for any reason (including those outlined in 2.1), they will be entitled to recover programme fees, depending on the length of time they have been enrolled (within 28 days - 100% of fees, 6 months - 75% of fees, 12 months - 50% of fees, longer than 12 months - 0% of fees can be recovered).

### 1.4 Payment by Instalments

Students who are paying their own fees will have the option to pay the programme fees by monthly instalments. In this instance, the following conditions apply:

- 1.4.1 The total of all programme fees must be paid within the first 12 months of the programme.
- 1.4.2 The fees must be paid by monthly Standing Order and evidence that the Standing Order has been set up must be provided on enrolment. This may take the form of a screenshot from the student's Online banking, or similar.
- 1.4.3 The first payment must be received prior to activation of the student's profile on the Study Platform.

- 1.4.4 If a payment is missed, the following consequences may arise:
  - 1.4.4.1 Student contacted to make alternative arrangement for payment.
  - 1.4.4.2 Suspension of the student's access to the Study Platform.
  - 1.4.4.3 Withdrawal from the programme (see 2.2) if all arrears are not settled within 12 months of enrolment and other arrangements have not been agreed.
- 1.4.5 Should a student choose to withdraw from their study programme, or are withdrawn for whatever reason (including those outlined in 2.1), the student will not be entitled to recover any programme fees. However, they will be entitled to stop future Standing Order payments.
- 1.4.6 Engineers Academy reserves the right to withhold certification from those students who have successfully completed their study programme, but have not yet paid their fees in full.

## 2. Conditions of Study

Engineers Academy maintain expectations around the ongoing engagement of students on their study programmes. Failure to meet these expectations may result in student withdrawal from their study programme, and a loss of fees incurred.

This section outlines these expectations in more detail, as well as consequences that may arise from students failing to fulfil these expectations.

### 2.1 Academic Progress and Engagement

Upon enrolment, students are provided with a personalised **assessment schedule**, which serves as a guideline as to the progress that students are expected to make with their assessment work, allowing them to complete their study programme in around 20 months.

Engineers Academy understands that students' circumstances vary widely and will aim to ensure that flexibility within the assessment schedule is offered, where reasonably possible. However, in order to participate in an Engineers Academy HE study programme, the following conditions apply:

- 2.1.1 Students should **inform their assessor(s)** of any instance where they may not be able to meet deadlines provided on the assessment schedule, or any ongoing circumstance which may affect their progress.
- 2.1.2 Whilst flexibility (such as an extension of deadlines) is something that may be granted, students are required, **as a minimum**, to complete **each unit within 20 weeks** on their study programme. If a student is not able to meet this minimum expectation, Engineers Academy reserves the right to **withdraw** the student from the study programme, or one of the alternative approaches outlined in 2.1.6 may be recommended.
- 2.1.3 Students are expected to demonstrate **weekly** engagement with the study programme. Student log-on history, video views, and progress through interactive practice questions are used to monitor this engagement.
- 2.1.4 Engineers Academy reserves the right to contact students who have not demonstrably engaged in their study programme for a period of **two weeks**, to make initial enquiries, to understand any issues or problems and to recommend a plan of action.
- 2.1.5 For students who have not demonstrably engaged with their study programme for **four weeks**, without satisfactory mitigating circumstances, Engineers Academy reserves the right to **withdraw** students from their programme of study.
- 2.1.6 Alternatively, Engineers Academy may recommend an alternative solution, such as a **deferral**, or a **break in learning**, if deemed appropriate by the student and Engineers Academy alike.

### 2.2 Withdrawal from Study Programme

Students may request to be **withdrawn** from their study programme at any time, or they may be withdrawn by Engineers Academy for failing to meet the requirements around **academic progress and engagement**, as outlined in this document (see 2.1). Students may also be withdrawn due to failure to adhere to other Engineers Academy policies, including the Engineers Academy **Academic Conduct Policy** (available separately).

- 2.2.1 A student can be withdrawn from their study programme for a range of reasons, as outlined previously in this policy document.
- 2.2.2 When a student is **withdrawn** from their study programme (for whatever reason), this will result in the following:
  - 2.2.2.1 Access to the materials pertaining to the study programme in question are suspended for that student's account on the Study Platform.
  - 2.2.2.2 The student's registration information with the awarding body (Pearson Edexcel) is updated to reflect that the student has been withdrawn.
  - 2.2.2.3 Engineers Academy retains data relating to withdrawn students in line with its **Data Management Policy** (available separately).
- 2.2.3 Students who are **withdrawn** from their programme of study may be entitled to reclaim a proportion of the programme fees from Engineers Academy (see 1.3.2).
- 2.2.4 Employers, or sponsors of **withdrawn** students, may be entitled to reclaim a proportion of the programme fees from Engineers Academy (see 1.1.3).
- 2.2.5 Students who have completed whole units of their study programme at the time of withdrawal are eligible to receive an **interim certificate**, which reflects the units achieved, but is not a whole qualification. Engineers Academy will claim such a certificate from the awarding body on behalf of the student in the event of withdrawal.

### 2.3 Updating Contact Details

It is essential that Engineers Academy retain up to date contact details, to ensure effective communication between Engineers Academy, their students and stakeholders, such that:

- 2.3.1 The student must inform Engineers Academy of any change in personal contact details, including their correspondence address, contact telephone number and preferred email address.
- 2.3.2 Those students whose study programme is sponsored by an employer must inform Engineers Academy of any employment changes that could affect their studies or reporting on their studies, including (but not limited to) employment with a new organisation, changes to line management and line manager's contact details.