

# Student Fees Policy

## From August 2024

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## 1. Policy Summary

- 1.1. This policy explains how student fees are set, how to determine which fees apply to you and what this means.
- 1.2. This document sets out the rules that affect the fees and fee liabilities for students studying Units (Undergraduate studies), Programmes of Study (Postgraduate studies), or Courses (Foundation or Short course).
- 1.3. The rules explain the circumstances in which you may receive a fee liability reduction, when you will become liable to pay fees, and what OCA might do if you do not pay your fees.

## 2. Scope

### 2.1. What does this policy cover?

- 2.1.1. This policy is applicable to all students at OCA on Units, Programmes of Study, or Courses.
- 2.1.2. This document may be updated throughout the year to correct errors, improve clarity or accessibility, or to reflect changes in legal or regulatory requirements. If these amendments occur after you have registered, you will be notified by email of any significant changes to this document.

### 2.2. What does this policy not cover?

- 2.2.1. This policy does not cover student debt, how that is incurred and the consequences of failing to pay for Unit, Programme of Study, or Course fees.
- 2.2.2. Detail about refunds and compensation, this is available in the [Refund and Compensation Policy](#).

## 3. General Principles

- 3.1. OCA may charge different fees for students in different countries, for different levels of study, for different Units, Programmes of Study, or Courses and for students who start or change their studies at different times. This is in line with the different ways in which higher education may be funded, the costs of providing educational services, or because OCA provides a different range of services.

- 3.2. This document explains how to determine which fees apply to you and what this means, so that OCA can charge you the correct fee for your circumstances.
- 3.3. In addition, it explains the rules that apply to you for the payment of fees, and the policy that applies if your circumstances change during your studies.
- 3.4. This policy should be read in conjunction with OCA's [Terms and Conditions](#), which you sign up to when you enrol to a Unit, Programme of Study, or Course with OCA. The OCA [Terms and Conditions](#) set out your obligation to pay fees and the implications if these fees are not paid.
- 3.5. OCA sets out to ensure that the Unit, Programme of Study, and Course fees of OCA are competitive, clear, and transparent.

#### **4. Setting and changing fees**

- 4.1. Fees are set annually by OCA's Board of Trustees and are published online in May each year. Information on fees, funding and other costs for the current academic year are provided on the [OCA Website](#).
- 4.2. OCA offers students the flexibility to study over an extended period of time, and it may therefore be necessary to make changes to fees and this Student Fees Policy in order to:
  - 4.2.1. Increase fees to cover additional operating costs to OCA.
  - 4.2.2. Ensure that, in the case of optional Units, Programmes of Study, and Courses only, where there has been an unforeseen increase in costs and/or a significant reduction in student enrolments, OCA is able to offer a Unit, Programme of Study, Course, or a wider choice of Units, Programmes of Study, or Courses which it would not otherwise be economic to provide without an increase in fees in excess of additional operating costs borne by OCA.
  - 4.2.3. Comply with changes in legal or regulatory requirements.
  - 4.2.4. Meet additional costs of providing educational services arising from the requirements of a professional body for the recognition or accreditation of a Unit, Programme of Study, Course, or qualification.

- 4.2.5. Account for changes in the public funding of higher education or OCA.
- 4.2.6. Introduce, modify, or withdraw any offers, discounts and schemes which support, enhance, or promote completion of studies or further enrolment to study.
- 4.2.7. Take advantage of new technologies, methods, ideas, and opportunities.
- 4.3. Any such increase will take into account the Colleges staffing and operation costs, changes in government funding, and the current rate of inflation and price indices (specifically the Consumer Price Index (CPI), Retail Price Index (RPI) and UK wage inflation).
- 4.4. If there are any significant changes to fees or the Student Fees Policy, OCA will give reasonable notice of the changes and the date they take effect. Where any fees are to be increased, these will be announced on the [OCA blog](#) no less than three months before the new fees are introduced. Any increases are effective from 1<sup>st</sup> August of each calendar year. Payments are made in line with the [Student Fees Schedule](#).

## 5. Fees and fee liability

- 5.1. During the enrolment process you will be asked for information relating to your residency status and domicile which will determine the fees you are liable for.
- 5.2. You will be advised of the fees that you will agree to pay for the Units, Programmes of Study, or Courses you have selected, as well as methods of payment via the [OCA Website](#), the Confirmation of Enrolment Notification, or by a member of the Information, Advice, and Guidance team. All fees are quoted in pounds sterling.
- 5.3. Enrolments are processed once the deposit or full payment of fees is received or funding is confirmed either by a funding authority or third party. This is followed up with a payment plan for instalment payments once they become due (ordinarily one month after enrolment).
- 5.4. The fees which apply to you are based on your 'Home Address' on the day of enrolment. It is assumed that the 'Home Address' is that from which you will study your Unit, Programme of Study, or Course, this

must not be a temporary or work address. OCA reserves the right to request evidence from you to confirm your home address.

- 5.5. If you start a new degree pathway, become a lapsed student and/or cease to study towards a Unit, or Programme of Study, your fees will be reassessed when you resume your studies. The fee charged will depend on your 'Home Address', when and which Unit, or Programme of Study you are enrolling to.
- 5.6. If you have enrolled to a Unit, Programme of Study, or Course, the applicable fee determined in 5.1 and 5.2 will continue to apply for the duration of that Unit, Programme of Study, or Course.
- 5.7. You are liable to pay the UK fees if you are studying from England (including Channel Islands and the Isle of Man), Northern Ireland, Scotland, Wales or if you are a member of the British Armed Forces or a UK government employee or family member of either and are entitled to use a British Forces Post Office (BFPO) address.
- 5.8. You are liable to pay the Rest of World fees if you are studying from any country not identified for UK fees in 5.7 above.
- 5.9. Unless you exercise your right to cancel within the Cancellation Period (as set out in the OCA [Terms and Conditions](#)) you are liable for the fees in full for any Unit, Programme of Study, or Course you enrolled to including in the event of deferral, withdrawal or withdrawal due to non-engagement as defined in OCA's [Active Study Policy](#).

## 6. Payment and funding of your fees

- 6.1. Your obligation to pay fees is set out in the OCA [Terms and Conditions](#), which also contain information on what may happen if those fees are not paid.
- 6.2. Where you enter into a Contract with OCA to pay fees via an instalment schedule, you acknowledge that, except as expressly stated in the OCA [Terms and Conditions](#), you will remain liable for the payment of those fees in all respects, including (without limitation) any additional charges as a consequence of non-payment, late payment or failed payment.
- 6.3. In circumstances where you are in receipt of funding from a third party or public body, for example Student Finance England or equivalent, you acknowledge that you are primarily responsible and liable for the

payment of those fees, whether or not the third party or public body is in a position to pay or continue funding, and that you are also responsible for the consequences of non-payment, late payment or failed payment by the third party.

- 6.4. OCA's acceptance of any form of third-party funding for part or full payment of your fees, including tuition fee loans, tuition fee grants or sponsorship is dependent on you meeting any requirements set by the funding body for your eligibility to receive such funding. OCA will normally require confirmation of your eligibility before we agree to your enrolment. If you are permitted to enrol before the confirmation is received, OCA may cancel your registration if you do not obtain that confirmation within a reasonable time. You will be notified in advance if this is the case.
- 6.5. If you are enrolling to a postgraduate degree and are due to receive a payment directly from Student Finance England or Wales, registration will not be confirmed to the Funding Authority until "the Cancellation Period" has ended (which is 14 days inclusive from the date you receive the Confirmation of Enrolment Notification).. This is the point that you become liable for your tuition fees. You should not expect to receive payment of any funding until at least 3 week after your Programme of Study enrolment.
- 6.6. Additional information regarding funding for Students in England:
  - 6.6.1. Undergraduate students in England paying the UK fee who began their qualification after 01 September 2012 may be eligible to apply for a part-time tuition fee loan.
  - 6.6.2. There is a limit to the fees that OCA is legally entitled to charge undergraduate students in their relevant academic year (AY). The maximum fee that can be charged for all study undertaken as part of that qualification during the 2024/25 AY is £6,935.
  - 6.6.3. Undergraduate students will be required to delay enrolment to new Units if the fee limit will be exceeded in any one academic year. OCA will advise you if this is likely to be the case.
  - 6.6.4. Postgraduate Masters students in England paying the UK fee who began their qualification after 01 August 2016 may be eligible to apply for a postgraduate loan.
- 6.7. Additional information regarding funding for Students in Wales:

- 6.7.1. Undergraduate students in Wales paying the UK fee who began their qualification after 01 September 2014, or resume study after stopping for at least one academic year may be eligible to apply for a part-time tuition fee loan.
- 6.7.2. Undergraduate students in Wales who began their qualification after 1 September 2018 are able to apply for additional funding products as well as a part-time tuition fee loan, as a result of the Diamond Review into Higher Education funding and student finance arrangements. These additional products are the Welsh Government Learning Grant, the Special Support Grant and/or a Maintenance Loan. Students who are continuing qualifications which began before 1 September 2018 are not eligible to apply for these additional products.
- 6.7.3. The maximum funding available to Undergraduate students in Wales, studying at a Welsh University or college is currently £2,625. If you are planning to study more than one Unit in an academic year, you must be aware that the amount of funding you can receive from Student Finance Wales will not cover the study of multiple Units during one academic year. If you do wish to study multiple Units in an academic year then you would need to cover the difference between the funding available to you from Student Finance Wales and the cost of the units.
- 6.7.4. Postgraduate Masters students in Wales paying the UK fee who began their qualification after 1 August 2017 may be eligible to apply for a postgraduate loan.
- 6.7.5. Postgraduate Masters students in Wales who began their qualification after 1 August 2019 may be eligible to apply for a combination of loan and grant funding.
- 6.8. Additional information regarding funding for students in Northern Ireland:
  - 6.8.1. From 01 August 2017, all Undergraduate students in Northern Ireland became eligible to apply for a part-time tuition fee loan in addition, or as an alternative, to part-time fee grant support.
  - 6.8.2. Part-time fee grant support is means tested and eligibility can only be confirmed following the submission of a formal application, accompanied by appropriate evidence of household income, to Student Finance Northern Ireland.

- 6.8.3. Where your award of fee grant support is insufficient to cover your full Unit fees and you do not cover the additional amount using a part-time tuition fee loan, you will be liable to pay the remaining balance in full by an alternative method to complete your enrolment.
- 6.8.4. Postgraduate students in Northern Ireland who began their qualification after 1 August 2017 may be eligible to apply for a tuition fee loan for programmes up to a maximum duration of three years. You will be required to settle the difference between your fees and the funding you receive.
- 6.9. Additional information regarding funding for students in Scotland:
- 6.9.1. From 01 August 2023, all OCA Undergraduate students in Scotland became eligible to apply for Student Awards Agency Scotland (SAAS) part-time fee grant.
- 6.9.2. The Part-time fee grant is means tested and eligibility can only be confirmed following the submission of a formal application, accompanied by confirmation of your personal income, to SAAS.
- 6.9.3. Where the fee grant awarded is insufficient to cover your full Unit fees, you will be liable for the remaining fees for the Unit. In order to enrol you must pay a deposit and sign an instalment agreement for the remainder of the fees, or you can pay the remainder in full. Fees paid by you are refundable up to the end of the induction period at the start of the course.
- 6.9.4. Postgraduate Masters students in Scotland paying the UK fee who began their qualification after 01 August 2023 may be eligible to apply for a Postgraduate tuition fee loan.
- 6.10. Maintenance Funding
- 6.10.1. In order to receive maintenance funding that you have been awarded, OCA must confirm to the Funding Authority that they are satisfied that you are engaging with your studies. OCA uses information about your participation to confirm that you are studying to the Student Loans Company, who will then release payment to you. This process is referred to as Registration Confirmation. Further details about the ways OCA might monitor your engagement and how they will use this information are

outlined in the [Active Study Policy](#) and [Data Protection & Confidentiality Policy](#).

- 6.10.2. Registration will not be confirmed to the Funding Authority until “the Cancellation Period” has ended (which is 14 days inclusive from the date you receive the Confirmation of Enrolment Notification). This is the point at which fees are no longer refundable and you become liable for your tuition fees in full; any maintenance payments due will not be received before this date. You should not expect to receive payment of any maintenance funding until at least 3 weeks after the start of your Unit.
- 6.11. If OCA has accepted payment from you or an agreed payment method has been confirmed, and subsequently that payment or confirmation is withdrawn, or does not fully meet the cost of your Unit, Programme of Study, or Course tuition fees, OCA may cancel your Unit, Programme of Study, or Course, withdraw you from the college and recover any fees which are due from you in line with the [Student Debt Policy](#).
- 6.12. If you are in debt to OCA for your Unit, Programme of Study, or Course tuition fees, you will not be able to enrol to any new Units, Programmes of Study, or Courses, or pay for future study unless all tuition fee debts are cleared. Any future study will then be subject to being paid for in full in advance, or by you having in place an acceptable secured method of payment for those fees.
- 6.13. Further information about what OCA may do if you fail to pay your fees can be found in the OCA [Terms and Conditions](#) and the [Student Debt Policy](#).

## 7. Fee liability reductions

- 7.1. This section should be read in conjunction with the OCA [Terms and Conditions](#), [Extenuating Circumstances Policy](#) and [Student Protection Plan](#).
- 7.2. Under the [Consumer Contract \(Information, Cancellation and Additional Charges\) Regulations 2013](#), you have a right to cancel your enrolment to study a Unit, Programme of Study, Course, and/or qualification, without giving any reason, within 14 days inclusive of the date of enrolment (i.e. the date when you receive the Confirmation of Enrolment Notification (“The Cancellation Period”). To exercise this right to cancel, you should follow the procedure laid out in the OCA [Terms and Conditions](#). If you cancel during this period, or more than

14 days inclusive after the receipt of Confirmation of Enrolment Notification for a Unit, Programme of Study, or Course, but before the Unit, Programme of Study, or Course start date, you will not be liable for any fees and you will receive a full refund of any fees you have paid.

- 7.3. In exceptional circumstances an institutional decision may be made to reduce the fee amount a student is liable for. These decisions are made by OCA panels on a case-by-case basis. In determining whether to award a fee liability reduction, OCA panels may request further information and evidence from you in order to make their decision; this is set out in OCAs [Extenuating Circumstances Policy](#). Any amounts paid by you or your funding provider above the agreed reduced fees will be refunded.
- 7.4. Discretionary fee liability reductions for cases that fall outside of those assessed by OCA panels may be considered and agreed by the Principal.
- 7.5. If you have entered into a contract subject to paragraph 17.4.4 of the [Academic Regulations for Subsidiary Institutions of the Open University](#) and section 2 of the [Progression and Continuation Policy](#), you will not be liable for fees and any amounts paid by you or your funding provider in respect of those fees will be refunded, for the Unit you have joined in the event that:
  - 7.5.1. You have failed a previous Unit at assessment and exhausted all resubmission or retake options and;
  - 7.5.2. You are unable to progress on your specified Undergraduate Programme of Study, and;
  - 7.5.3. The 14 day cancellation period specified in paragraph 8.1 of the [Terms and Conditions](#), has passed.
- 7.6. If OCA makes changes to a Unit, Programme of Study, or Course after a contract has been formed as outlined in section 4 or the Terms and Conditions, and you decide to withdraw, you will not be liable in respect of fees for any element of the Unit, Programme of Study, or Course that has not, as at the date of withdrawal, been delivered. Any amounts paid by you or your funding provider in respect of those fees will be refunded.

- 7.7. Where OCA discontinues a Unit, Programme of Study, or Course after a contract has been formed as outlined in section 4 or the [Terms and Conditions](#) and the [Student Protection Plan](#), and there is no suitable alternative qualification at either OCA, the awarding institution, or another institution, or the proposed options are reasonably rejected, you will not be liable in respect of fees for any element of the Unit, Programme of Study, or Course that has not, as at the date of withdrawal, been delivered. Any amounts paid by you or your funding provider in respect of those fees will be refunded.
- 7.8. In the event of the death of a registered student any outstanding fees would be written off.
- 7.9. Further information about refunds can be found in the [Refund and Compensation Policy](#).

## **8. Fees for retaking Units, or Programmes of Study**

- 8.1. If you are required to retake a full Unit, or Programme of Study you will be required to enrol for that Unit, or Programme of Study and the full fee for that study option will apply. The fee you pay is the fee at the time when you enrol to the Unit, or Programme of Study, as displayed on the [OCA Website](#). In exceptional circumstances, such as a change in awarding body, this fee may be waived at OCA's discretion.

## **9. Additional costs**

- 9.1. Unit transfer or Recognition of prior certified or experiential learning (RPCL/RPEL) are chargeable and the applicable fees can be found on the [OCA Website](#).
- 9.2. If you have paid UK fees and have requested study materials to be delivered to an address outside of the UK, you may be required to cover additional postal costs in order to receive your physical study materials. These additional costs may include VAT and customs charges (for larger items).
- 9.3. Depending upon the Unit, Programme of Study, or Course and mode of study, students may be required to submit physical work to their tutor for the provision of formative or summative feedback (see [Learning and Teaching Policy](#) for further information), and/or to submit physical work for summative assessment. In such circumstances, students are liable for the costs associated with safe posting of physical work to either the

tutor and/or OCA. OCA will be liable for the costs of the safe return of work to student home addresses.

## 10. Complaints and appeals

- 10.1. All complaints should be submitted in line with the provisions of the [Student Complaints and Non-Academic Appeals Procedure](#). Complaints and appeals must be made within 28 days of the issue occurring.
- 10.2. Administrative appeals where you are contesting an administrative decision that has been made are covered by the [Student Complaints and Non-Academic Appeals Procedure](#). Administrative appeals must be made within 28 days of the decision being made.

## 11. If you need support

- 11.1. Should you need any help with this policy whilst you are enrolling to an OCA course, you should contact our Student Services team [studentenquiries@oca.ac.uk](mailto:studentenquiries@oca.ac.uk) who will be able to answer any queries you have.

## 12. Linked and other policies and legislation

- 12.1. This policy is subject to OCA's [Terms and Conditions](#).
- 12.2. This policy is informed by [The Education \(Fees and Awards\) \(England\) Regulations 2007](#) and [Consumer Contract \(Information, Cancellation and Additional Charges\) Regulations 2013](#).
- 12.3. This policy should be read in conjunction with [OCA's Admissions Policy](#), [Academic Regulations for Subsidiary Institutions of the Open University](#), [Progression and Continuation Policy](#), [Learning and Teaching Policy](#), [Student Protection Plan](#) and [Extenuating Circumstances Policy](#).
- 12.4. Other associated policies include [Active Study Policy](#), [Data Protection & Confidentiality Policy](#), [Study Discount Policy](#), [Refund and Compensation Policy](#), and [Student Debt Policy](#).
- 12.5. [Student Complaints and Non-Academic Appeals Procedure](#)

## 13. Changes since previous policy

- 13.1. Transfer to new policy template.

- 13.2. Updates to numbering and order of paragraphs and sections throughout the policy.
- 13.3. Removal of Control of the Policy and Review of the Policy sections.
- 13.4. Update to terminology used for types of study throughout the policy, Units (Undergraduate studies), Programmes of Study (Postgraduate studies), or Courses (Foundation or Short course).
- 13.5. Updated links throughout the policy.
- 13.6. Updated paragraph 1.3 replaced 'refund' with 'liability reduction'.
- 13.7. Inclusion of paragraphs 2.2.1 – 2.2.2.
- 13.8. Amended section 5 (section 7 in policy version 2) heading, replacing 'funding' with 'fee'.
- 13.9. Addition to paragraph 5.9 'including being withdrawn due to non-engagement as defined in OCA's [Active Study Policy](#)'.
- 13.10. Addition to section 6 (section 7 in policy version 2) heading, 'and funding'.
- 13.11. Updated paragraph 6.5 to replace 'before the day of the first course unit enrolment in the academic year' with 'until "the Cancellation Period" has ended (which is 14 days inclusive from the date you receive the Confirmation of Enrolment Notification)' and '1' with '3'.
- 13.12. Addition to paragraph 7.2 'not be liable for any fees and you will'.
- 13.13. Removed paragraph 9.2 (policy version 2).
- 13.14. Addition to paragraph 7.3 'liability'.
- 13.15. Updated paragraph 7.4 to replace 'refunds' with 'liability reductions'.
- 13.16. Addition of paragraphs 7.5 – 7.6.
- 13.17. Revision of paragraph 7.7 (paragraph 10.3 in policy version 2).
- 13.18. Addition to paragraph 7.9 'about refunds'.
- 13.19. Amended section 8 (section 11 in policy version 2) heading, formerly 'Fees for repeating course units'.
- 13.20. Revision of paragraph 8.1 (paragraph 11.1 in policy version 2).

- 13.21. Removed paragraph 11.2 (policy version 2).
- 13.22. Removed paragraph 12.1 (policy version 2).
- 13.23. Updated paragraph 9.1 to replace 'Accreditation (A)' with 'Recognition (R)'.
- 13.24. Addition of section 10.