



Charging and Remissions Policy

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Staff resp. for review: WK

CHARGING AND REMISSIONS POLICY

Wherever possible, the college aims to ensure that no student is excluded from an activity because of an inability to pay on the part of the parent/carer.

While education provided entirely or mainly within college hours is free of charge, there are some exceptions to this (e.g. the provision of music tuition for specific instruments and costs relating to educational visits and trips). More information regarding these exceptions can be found below.

Music tuition

Please see Appendix 1 and Appendix 2 (below).

Public examinations

No charges will be made for entering students for public examinations set out in regulations. In certain circumstances, however, the college may charge fees relating to examinations:

- If a student re-sits an examination
- If a student re-enters coursework
- If a student requests a post-result enquiry, e.g. remarking, which results in a charge being made to the college by an examination board (if, however, the enquiry causes an increase in marks which affects the student's overall grade positively, this charge is refunded as the college is not charged by examination boards in such cases)
- If the examination is on the set list, but the student was not prepared for it at the college (in this case a small administration fee may be levied, in addition to the examination fee, at the discretion of the Examinations Officer and senior management)
- If the examination is not on the set list, but the college arranges for the student to take it (in this case a small administration fee may be levied, in addition to the examination fee, at the discretion of the Examinations Officer and senior management)
- If a student fails without good reason to complete the requirements of a public examination where the governing body or LEA originally paid or agreed to pay the entry fee

College trips and educational visits

Parents may be asked for contributions to cover the costs (e.g. transport costs and entrance fees) of educational day trips. While no student will be prevented from going on a day trip on the grounds that their parents/carers

are unable to make a contribution, the visit may have to be cancelled if insufficient parents are able to contribute.

Charges may be made for board and lodging during residential college trips. In such cases, these charges will not exceed the actual cost of the provision. Where the trip takes place outside college hours but is necessary because of the national curriculum or forms part of the syllabus for a prescribed examination the college is preparing the student for, the charges will be remitted for students whose parents/carers have been entitled to free school meals in the last six years.

Where the trip is not necessary as part of the national curriculum and does not form part of the syllabus for a prescribed examination, the above remissions do not apply and all parents will be charged. However, parents may apply to the Pupil Premium fund manager for assistance with all or part of these costs (decisions regarding expenditure from the Pupil Premium are taken by the Headteacher).

The college may also decide to omit charges in full or in part for parents in circumstances of specific hardship; in such cases parents are invited to apply to the Headteacher, in confidence, for the remission of charges in part or in full.

For information specific to sixth form excursions please see Appendix 3.

Ingredients and/or materials in practical subjects

Voluntary contributions are sometimes requested.

College Fund

Parents are asked to make voluntary contributions to the College Fund. The fund is used to support the cost of taking students on trips as well as being used to benefit students in a range of other ways. The Headteacher approves all expenditure from the College Fund. The account is audited annually and spending is reviewed at least once per year.

Damage/loss of equipment

Students who damage or lose college equipment can be liable to being charged for doing so. Examples include damage to or loss of a piece of equipment (including text books) or damage caused to the college site through vandalism, graffiti, negligence, etc.

Lettings

Charges will be made for the hire of college buildings. The college's Business Manager is responsible for lettings.

Other charges

The LRC occasionally charges for small items of stationery at cost price or less; these are purchased on a voluntary basis.

In certain circumstances the college may make other minor miscellaneous charges as necessary. In such circumstances parents will be informed in advance.

The college will charge an administrative fee, in accordance with associated legislation, for the costs in terms of time, equipment and materials for the copy of a student file or the provision of related data and information. This fee may be waived in exceptional circumstances.

Appendix 1: Instrumental and Vocal Lessons at Norbury Manor

Learning a musical instrument or having voice lessons can be an extremely rewarding activity. Studies have shown that learning a musical instrument helps with mathematics and English skills, as well as having a positive effect of students' transferable skills such as self-discipline, confidence, commitment and resilience.

What is on offer?

The music department at Norbury Manor offers students and parents the opportunity to buy into additional individual or shared lessons in a range of instruments. These include:

Singing
Violin
Electric guitar
Piano
Bass guitar
Acoustic guitar
Drum kit
Keyboard

If there is a particular instrument you wish your child to learn that is not currently included, please let us know as it might be possible to accommodate other instruments by special arrangement.

All our instrumental and vocal teachers are professional musicians with lots of teaching experience.

When are the lessons?

Lessons are arranged on a rota basis so that students will have a lesson at a different time each week; the aim is to ensure students do not miss the same subject every week. Lesson times are posted on the Music Department's notice board each week and it is the student's responsibility to check their times carefully. If lessons are missed, refunds cannot be given but reminders are placed in registers (if attendance continues to be a problem a letter will be sent home advising how many lessons have been missed). If a student knows she is on a college trip or out of college for any reason then, providing her instrumental/vocal teacher is given **at least one week's notice**, the lesson can be rearranged.

Provision and insurance of instruments

If your child wishes to have lessons, apart from a few spare violins, we are unable to supply instruments. We can, however, offer advice about hiring or buying instruments. If your daughter is having keyboard or piano lessons she will need a keyboard at home to practice on as a minimum requirement. Students wanting drum lessons may use the college kits to practice on.

If your child is bringing her own instrument to college please ensure you have adequate insurance to cover it for 'all risks.' The instrument can be kept within the Music Department during the day but the department and college **can accept NO responsibility for it.**

Progress reports

A report is issued each year to show the progress that your daughter has made. We also hold Chamber Concerts in which all girls having lessons are encouraged to perform for you and other girls having instrumental or voice lessons; details will be provided during the year.

Costs and payment

Lessons at Norbury Manor are arranged directly between parents and specialist teachers. Students pay for 10 lessons per term. As some terms are longer than others, the number of lessons given per term may vary, but students will still receive 30 lessons over the year. Students receiving free schools meals (FSM) will have fees reduced by up to one third (see costs in square brackets):

20 mins shared tuition	£52.50 per child, per term [£35 FSM]
20 mins individual tuition	£105 per term [£70 FSM]
30 mins shared tuition	£78.75 per child, per term [£52.50 FSM]
30 mins individual tuition	£157.50 per term [£105 FSM]
40 mins individual tuition	£210 per term [£140 FSM]

Unless your daughter is a complete beginner we recommend individual lessons.

Paired lessons are available for all instruments **EXCEPT** piano. Teachers are happy to enter girls for graded Rock School, ABRSM and Trinity exams, but these do involve additional costs.

ABRSM and Trinity Exams are recognised by UCAS, with points applicable for university applications, and are highly regarded by employers.

The teachers issue invoices for payments and these clearly state a deadline for payment of the fees. Failure to meet this deadline could see your daughter lose her lesson time. Fees should be handed to either the Front Office staff, Music Department or to the teacher in person.

Cheques should have the student's name clearly written on the reverse and can be post-dated to the first day of the term if required.

Terminating lessons

If you wish to terminate lessons a **MINIMUM** of 5 weeks notice should be given **IN WRITING** to Ms Slav or directly to the instrumental/vocal teacher. Your daughter cannot terminate the lessons herself – this must be done by a parent/guardian.

Next steps

If you wish to arrange for your daughter to have lessons please complete the attached form and return it to Ms Slav at the college. You are advised to do this as soon as possible in case demand exceeds available lessons. Please **DO NOT** send any money at this stage as you will be contacted by the teacher directly to arrange payment once the lessons have been arranged.

Should you wish to ask any questions about instrumental or vocal lessons please contact Ms Slav (Head of Music) by telephone or email (slavk@nmbec.org.uk).

Appendix 2: Application Form for Instrumental/Vocal Tuition at Norbury Manor

INSTRUMENTAL/VOCAL TUITION APPLICATION FORM

Student's name:

Form:

Parent's/carer's name:

Address:

Postcode:

Telephone:

Mobile:

Email:

Which instrument (including voice) do you wish to learn?

Have you had lessons before on this instrument?

If YES have you taken any music exams?

Which?

PLEASE TICK THE LESSON TIME REQUESTED:

Lesson length		Cost per term	[FSM students]
20 mins	Sharing	£52.50 <small>(per child)</small>	[£35] <small>per child</small>
20 mins	Individual	£105.00	[£70]
30 mins	Sharing	£78.75 <small>(per child)</small>	[£52.50] <small>(per child)</small>
30 mins	Individual	£157.50	[£105]
40 mins	Individual	£210.00	[£140]

By signing the form below you agree to the terms stated in Appendix 1. The main points of these are:

- Fees must be paid at the beginning of each term
- To terminate lessons, 5 weeks WRITTEN notice MUST be given to the teacher with a copy to Ms Slav
- Students are responsible for checking their lesson times and attending their lessons promptly
- The teachers will not reimburse missed lessons
- Lessons can be rearranged due to college trips only if the student gives the teacher at least a week's notice
- Instruments can be left in the Music Department at college during the day BUT neither the college nor department can accept any responsibility for them

I have read and agree to the terms and conditions stated above:

Signed _____

Date _____

Appendix 3: Year 12 Excursions and Costs

When students start studying at sixth form level there are a number of associated costs such as charges for textbooks and trips. The cost of textbooks varies from subject to subject but we ask all students and parents/carers to bear in mind that the average can be around £15-25 and that each subject will require at least one book.

We understand that some students and their families may experience financial difficulty in meeting these expenses and wish to highlight the existence of the 16-19 bursary fund. Any student who successfully applies for either a full bursary or a discretionary bursary from the 16-19 bursary fund will be able to access funding to cover the costs of textbooks and trips (see Appendix 4 for more information). The bursary is only available to students meeting specific criteria.

This scheme will be fully explained during the first week of the autumn term and paperwork will be distributed in September. There will be an opportunity to bring in bursary paperwork during the Sixth Form parents information evening at the end of September. Please email Ms Nicholls if you have any queries about the bursary or trip costs: nichollse@nmbec.org.uk.

As part of Norbury Manor's Sixth Form programme, every student in Year 12 will take part in several trips. The trips provide students with a range of opportunities that will support them in the transition to post-16 education and also provide essential information, advice and guidance about future pathways.

To cover the cost of Norbury Manor Sixth Form trips, we ask all Year 12 students to pay a one-off £60 fee. This fee covers all trips explained in this letter and is non-refundable. The college has subsidised a significant part of the trip costs for ALL students to reduce the total cost.

Trips Programme

During September, students will travel by coach to Blackland Farm for a day of team building and problem solving exercises to help the new cohort gel cohesively as a group. It is a fantastic day out and will be highly beneficial in terms of personal and social development. A coach will leave Norbury at 08.15 and arrive at Blackland Farm around 10.00. The course finishes at 15.00 and students arrive back at college for 16.30 (all timings are approximate and traffic dependent).

In the spring term (date to be confirmed), the college will be given access to the UCAS Higher Education Convention (normally held at Olympia, Kensington). After registration, students will board a train to Kensington Olympia station from Norbury and then walk to National Hall for the London Higher Education Convention. This will give students the opportunity to look around the exhibition and gather information about enrolling in higher education. At the end of the visit students will be registered and allowed to return home unaccompanied. This visit provides students with a one-time opportunity to talk to representatives from over 80 different higher education institutions offering over 40,000 courses. These conventions consistently attract over 300 exhibitors (including universities, colleges, charities, gap year companies and recruiters) all united in their aim to inform and advise 16-17 year olds on their future options. The UCS Events website (www.ucasevents.com) contains information about the convention and who will be exhibiting.

In the summer term (date to be confirmed), a trip to a university is planned to help inform students about university options. It is anticipated the visit will motivate students to think about their future studies and careers and encourage them to achieve the best possible grades in their studies. We will travel to and from the university by coach. There will be opportunities for students to discuss any questions they may have regarding qualifications required for specific professions as well as general issues concerning university life. In addition, we hope to secure a Personal Statement Masterclass which will be very beneficial to all students completing university or job applications.

All trips will be supervised by Norbury Manor staff. Before each trip an additional information sheet will be distributed to ensure students and parents/carers are reminded of timings and details. Completing the permission slip attached to this letter grants permission for your child to attend all three trips. It is very important that you keep the school informed of any changes in emergency contact details or medical conditions throughout the year.

Please return the attached reply slip. We understand that paying the £60 in one payment may not be possible so there is the opportunity to pay in instalments. Please make payment(s) using the college ParentPay system. Please contact Ms Nicholls using the email address above if you have any queries about this fee or its payment.

Yours faithfully,

Head of Sixth Form

SIXTH FORM EXCURSIONS PARENTAL CONSENT FORM

I wish my child [NAME]..... to be allowed to take part in all Sixth Form trips explained in this letter.

Having read the information sheet I agree to them taking part in the activities described and understand that they will travel home unsupervised for the trips where applicable. I understand that, while the college staff in charge of the party will take all reasonable steps to care for the students that, unless they are found to be negligent, they cannot be held responsible for any loss, damage or injury suffered by my son/daughter arising during or out of the visit. I therefore agree to indemnify Norbury Manor Business and Enterprise College, its employees and agents against all liability for injury, loss to person or persons including death and damage to property, legal expenses and direct consequential losses or damage due to the acts or default of my son/daughter.

I confirm that my child is medically fit to undertake these visits. I consent to any emergency medical treatment necessary during the course of the visit.

Name of Emergency Contact

Relationship to Student

Emergency Contact Number

Please give details below if your son/daughter suffers from any condition which you feel the party leader should be aware of or takes any medication which will be needed on the trips. PLEASE NOTE THAT, IN SOME CASES (E.G. EPI-PENS AND INHALERS), STUDENTS ARE ASKED TO PROVIDE SPARE, LABELLED SETS FOR STAFF FOR THEIR OWN SAFETY.

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Under no circumstances will students be taken out on a visit unless this consent form is completed, includes an emergency contact name and number and is returned prior to the visit.

Please tick one of the options below:

I would like to pay for the trip costs in instalments using ParentPay.

I plan to pay the £60 fee in one payment on Parent Pay

Signed: Date:

Name:

Address:

.....

Postcode:

Appendix 4: 16-19 Bursary Fund at Norbury Manor - Policy Statement

Introduction

The 16 to 19 Bursary Fund is money the government has given to local authorities, schools, colleges and other education and training providers (education institutions) to give to students who need financial help to stay in education.

There are 2 types of 16 to 19 bursaries:

- A **vulnerable bursary** of up to £1,200 a year for young people in one of the defined vulnerable groups
- A **discretionary bursary** that institutions award to meet individual needs. For example, for transport, meals, books and equipment

Norbury Manor is responsible for managing both types of bursary.

Eligibility

To get either of the 2 bursaries in the 2016 to 2017 academic year you must meet the requirements for age, study and residency.

Age

You must be aged:

- over 16 at 31 August 2016
- under 19 at 31 August 2016

If you aged over 19 you won't be eligible for the bursary but may be able to get other support for older students. Student support services will tell you what you can apply for.

Study

You can be studying full or part time. The amount of time you're studying will be looked at when deciding if you will get a payment and how much you will get.

Residency

You must meet the residency requirements for enrolment.

How to apply

- To apply you need to contact Ms Nicholls (Sixth Form Pastoral Leader); she will tell you what to do
- There is also information about applying for the 16 to 19 Bursary Fund on the college website (www.nmbec.org.uk)
- You should apply as soon as you know where you're going to study
- The sooner you apply, the sooner your support can start

Norbury Manor Vulnerable Bursary

If you are in one of the groups below, you can apply for a vulnerable bursary:

- in care
- care leaver
- getting Income Support or Universal Credit in place of Income Support in your own name
- getting Employment Support Allowance (or Universal Credit in place of ESA) and Disability Living Allowance or Personal Independence Payments in your own name

How much will I get paid if I'm eligible?

You could get up to £1,200 if you study full time for a minimum of 30 weeks. If your course is only for a few hours a week or less than 30 weeks, you will get less.

Proving you are eligible for a vulnerable bursary

Your institution will need proof you're eligible. This could be:

- a letter from your local authority showing you're in care or a care leaver
- a letter from the Department of Work and Pensions showing the benefits you get

You will need to reapply for either bursary at the start of year 13 in case your circumstances have changed.

Benefits that qualify for a vulnerable bursary

Benefits must be in your own name to get a vulnerable bursary.

If you don't get them in your name, you won't get a vulnerable bursary. Instead you may be able to apply for a discretionary bursary.

Young Carer

As a young carer you won't get a vulnerable bursary unless you fall into one of the other defined vulnerable groups; however, you can apply for help for a discretionary bursary from Norbury Manor. Your institution should ensure the information you give them is used confidentially so you can talk to them about your caring responsibilities when you're applying for help.

Young Parent

If you're a young parent getting Income Support or Universal Credit in your own name you may get a vulnerable bursary. If you don't get a vulnerable bursary, you may be able to apply for a discretionary bursary from the college. You might also get help with childcare costs through [Care to Learn](#).

Norbury Manor Discretionary Bursary

If you don't fall into one of the vulnerable groups but you still need financial help to stay in education you can apply for a discretionary bursary. You must be between 16 and 19 years old and in full or part-time further education.

We set eligibility criteria for the discretionary bursary because funds have to be directed towards students who need the most help to stay in education. We will decide who gets a bursary, how much, when it's paid and can specify what it should be spent on.

At Norbury Manor these eligibility criteria are:

- Students with household incomes of less than £20,000 a year; the college asks for proof of income from working families, and from non-working families, evidence of household benefits

OR:

- Students who had or were entitled to free school meals in year 11*

OR:

- Students who are entitled to free school meals in year 12*

*Students are asked to provide evidence of receipt of benefits in their household.

Demonstrating your family's finances

If you apply, we need to ask for evidence of your family's household income or benefit entitlement. Examples of supporting documents include:

- a letter from the Department of Work and Pensions showing receipt of benefits
- a P60
- a Tax Credit Award Notice
- evidence of your family's annual income
- 3 months' worth of payslips or bank account statements

You will need to reapply for either bursary at the start of year 13 in case your circumstances have changed.

Need more help to stay in education?

Norbury Manor keep some bursary funds to help students who need emergency help because their circumstances have changed. If your circumstances change, speak to Ms Nicholls straight away.

Impact on DWP benefits

Bursary fund payments don't affect your right to Department of Works and Pensions income-related benefits. They are paid directly to the student as well as other means tested benefits and don't affect them.

However, if you're getting Disability Living Allowance or Personal Independence Payments and Employment Support Allowance or Universal Credit, your parents can't get certain benefits for you like Child Benefit.

How you'll be paid your bursary

- You will receive an initial sum to cover the cost of starting your post-16 courses (to purchase books etc.)
- Your subsequent bursary payments will be paid into your bank account in instalments on a weekly basis in arrears on condition of students meeting the 90% attendance benchmark for the previous week
- In an emergency, it might be possible to issue a cash or cheque payment
- It might be paid 'in kind' which means instead of receiving money you could get a travel pass, meal vouchers or course equipment; you might get paid partly in money and partly in kind

If you have any questions about your payment you should talk to Ms Nicholls. This is because institutions are responsible for decisions regarding eligibility for the bursary fund as well as how much each student is awarded and when the payments will be made.

Bank account

If you're 16 years old you can open a basic bank account. This will allow BACS transfers (to enable payments to be made directly into your bank account) and allow you to withdraw money. If you can't open a bank account you will need to speak to student support services or your tutor to work out another way for you to receive payments.

Rules on payment

What the bursary is for

As the bursary is to help pay for things you need to stay in education, institutions can determine what you should spend it on. They may also ask for receipts proving what you've spent it on.

Attendance

You will receive an initial instalment at the start of your course to pay for books, equipment and resources then weekly thereafter as long as you have demonstrated 90% or above attendance.

Education institutions can set conditions on your bursary. These are rules you need to stick to so you can carry on getting support from the bursary fund. The conditions we set cover attendance. If you don't stick to this, your payments may be stopped.

Illness or absence

If you're ill or are absent for another reason Norbury Manor will tell you if this will affect your payments.

Who will know you get a bursary

Your application should be confidential. Norbury Manor should make sure details of your bursary remain confidential.

Declaration

If you or your parents or carers give false or incomplete information on your bursary application you may be committing fraud. Details of your application may be passed to the

Department for Education or the police. You and your parents or carers could be prosecuted. Norbury Manor will ask you to pay back any payments you should not have had.

As part of the assessment of your application we may do sample checks. We could ask you for further evidence. If that evidence is not provided, or results in a lower award being due, we may stop payments and ask you to pay back any payments you should not have had.

Fraudulent claim

If you think someone has made a fraudulent claim please speak to Ms Nicholls in confidence.

Complaints and questions

If you've any problems with how the bursary is paid, how much money you get or other general questions you need to talk to Ms Nicholls.

Institution not managing the bursary correctly

If you feel we are not managing the bursary fund correctly you should talk to Ms Nicholls or you can make a formal complaint by using our formal complaints procedure.

Notes on paying bursaries to eligible students

- The discretionary bursary is intended to remove specific barriers to participation and so should be spent in a way that achieves this; Norbury Manor can insist that students awarded bursary funds spend them on travel costs, meals during the day, equipment, or any other support that has been identified as necessary to enable the student to participate in education
- Norbury Manor is free to decide how often both the vulnerable and discretionary bursary payments are made, taking into account the reason the bursary was awarded, the student's circumstances and local arrangements
- It is not recommended that large or lump sum bursary payments are made to students; evidence from the independent evaluation of the 16 to 19 Bursary Fund is that students prefer more frequent payments (weekly) as they find them easier to manage; it also means that if a student has a payment withheld due to failing to meet the conditions the institution has set they will not be left without support for a long period
- It is good practice to pay bursaries in kind rather than in cash where possible; this helps ensure that the bursary is spent for the reasons it was awarded and helps students to participate
- There are no restrictions on what in kind payments can be but they might include travel passes; vouchers or credits for meals; required books and essential equipment
- We can specify that students must return books and equipment at the end of their study programme to be used again by other students (where appropriate)
- If IT equipment - a laptop or tablet, for example - is necessary such that the student cannot complete the study programme without it, it can be purchased with bursary funds; IT equipment should be returned once the student has completed the study programme for re-use by another student; if keeping the laptop or tablet on campus is the best way of ensuring that this happens, we have the right to set this as a condition

- Where payments are made to students in the defined vulnerable groups the value of the payments and how these have been deducted from the £1,200 should be made clear to the student
- Where bursary payments are paid directly to the student it is good practice to pay by BACS transfer to their own bank account; basic bank accounts (which students can open at age 16) allow BACS transfers as well as allowing the student to withdraw money
- Bursary payments will not be paid into another person's account except in exceptional circumstances where a student is unable to administer their own account
- If a student is in one of the defined vulnerable groups and cannot manage their own funds Norbury Manor will need to consider who will manage the bursary on the student's behalf
- Students and their families should direct all bursary payment queries including queries about bursary eligibility to Ms Nicholls

Conditions for receiving bursary funding

- Norbury Manor has made receipt of a vulnerable or discretionary bursary conditional on the student meeting some agreed standards and at Norbury Manor these relate to student attendance
- Norbury Manor will ensure that the standards they set are clear, accessible and understood by students
- Evidence that a student has seen and agreed to the conditions - for example, an agreement signed by the student and a signed declaration which forms part of Norbury Manor's bursary application form - should be retained for audit
- Where there are concerns with attendance it is good practice to talk to the student about the issue; we can withhold payments if a student does not meet agreed standards but we will always consider the individual circumstances of the student first
- Evidence from the independent evaluation of the 16 to 19 Bursary Fund identified some students who had been sanctioned to the extent that their bursary funding had been stopped for a whole term; this is not recommended as it can stop students attending and undermine the purpose of the Bursary Fund
- Norbury Manor will consider the impact on attendance that might be caused by illness, caring responsibilities or other exceptional circumstances; this will be built into the payment conditions agreed between the student and the college, so that both parties are aware of the potential affect on payments
- Norbury Manor will stop payments where students have been absent for a period of 4 continuous weeks or more and where students have made a decision to withdraw from a study programme

- Norbury Manor may also take money back from students if they have not spent it for the agreed reasons it was awarded to them; however, we will consider the impact of such an action on the individual student before taking a final decision to do so