

## Fees and Refund Policy (2021/22)

The aim of this policy is to give clear guidance regarding the charging of fees for courses. Adult Learn and Train delivers the following programmes; Leisure courses and Funded Courses:

### Personal and Community Learning

A wide variety of courses to stimulate the mind and body, which are delivered across Cambridge City. We offer an array of online and face-to-face courses during the daytime, evening and weekends.

#### **Fees**

Fees are payable in full when you enrol. Places on any courses are only secure upon receipt of the FULL payment.

Courses with fewer than the relevant number of learners may have the option of continuing on payment of supplementary fees.

Concessionary Fees – Most of our courses display two fees – a full fee and a concessionary fee. The concessionary fee is the lower amount offered and is available to learners in receipt of Universal Credit, JSA or ESA or the 'Guaranteed Credit' element of the Pension Credit. To be eligible to claim the advertised concessionary price learners need to supply their National Insurance Number and photocopied proof of a document relevant to the benefit and academic year.

Deferred Payment Agreement (DPA) – If you are enrolling on a course which is over 8 weeks long, you may be eligible to pay in two instalments; 50% (or more) at the time of booking followed by the remaining amount 4-5 weeks later. Please note should you choose to withdraw from the course, you will still be liable to pay any outstanding instalments. It is important that you make the payment by dates stated to secure your place on the course and for you and fellow learners to benefit from this facility.



## Refunds

Please note should you choose to withdraw from the course you will still be liable to pay any outstanding instalments.

Adult Learn and Train will refund all fees paid by a learner if:

- We cancel the course because we are unable to recruit a sufficient number of learners
- we permanently change the course to a different time, day or location that is no longer convenient
- We make any significant changes to the course aims or objectives

Adult Learn and Train will refund all fees paid by a learner (minus a discretionary 10% administration charge) if:

- The learner requests a refund at least two weeks before the course start date.

Adult Learn and Train will not refund fees if:

- A learner cancels within two weeks of the start date or after a course has begun
- A learner has missed some classes.

## Funded Courses

Some of our courses are subsidised by the Education and Skills Funding Agency (ESFA) and part financed by the 2014-20 European Social Fund (ESF) programme. This funding is managed by Cambridgeshire Skills. A short video covering the background of ESF, what it does, how it helps and who benefits is available on the European Union website: [ec.europa.eu/esf/home.jsp](http://ec.europa.eu/esf/home.jsp) .

If you withdraw from a course or do not complete course work or other requirements for any examinations or external assessments for which funding was allocated, you will be required to reimburse the full fees. In the event of ill health, a doctor's certificate will be required. If you are funded for your course/exam and do not attend for 3 weeks consecutively at any point during the course, you will be withdrawn (unless a doctor certifies the absence).

**Accredited Learning** - Adult Learn and Train deliver these qualification courses in Cambridge City. Some qualifications like English and Maths are always fully funded (ie. the learner pays no fee) if the learner is eligible for funding as they are part of the 'Legal Entitlement'. Other courses may only be co-funded for some people.

**Community Learning** - These courses are targeted at the following learners:

**Adult Learn and Train Manager:** Joanne King



- Low skills (prior attainment level 2 and below or no qualifications at all)
- Low waged earning less than £18,000 CPCA/£17004 ESFA annual gross wage
- Unemployed
- Furloughed
- Learning will support progression to further relevant learning or employment
- Cambridgeshire resident: Shielded residents/Covid-19
- Cambridgeshire resident: Undertaking an ESOL (English for Speakers of Other Languages) course

Learners who are not eligible for funding from either the ESFA or the CPCA are classed as 'unfunded', 'full fee payers' or 'full cost recovery'. In this case the full cost of delivering the learning aim will be discussed with the learner at the time of enrolment.

Adult Learn and Train are able to accept bookings from learners who have NOT lived in an EEA country for the last three or more years - The full fee will be discussed at the time of enrolment.

## Pound Plus

### What is Pound Plus?

The 'Pound' represents the public pound that is the government funding received to support the delivery of community learning provision. The 'Plus' is everything else the College can generate to be used, in addition to public funding, to deliver the provision, such as fee income, funding from other sources, resources in kind, volunteering and other sources of revenue/sponsorship. Adult Learn and Train is committed to invest its fee income/savings for the people who need it the most and can least afford personal and community learning.

Any fees collected by Adult Learn and Train will be used to help support delivery of courses in deprived areas.

### Learner Fees

There will be no charges made to our learners where the provision falls under English, maths and ESOL.

For provision falling under the 'Personal and Community Development' strand, we will ask our learners to provide a contribution towards the cost of their course. The College uses an hourly rate, which is lower than that charged to adult learners for other accredited provision delivered at the College. The hourly rate for the 2021-22 academic year is £7.00.

For some courses, there may be additional charges to cover materials. These may either be charged at the point of enrolment or require learners to provide their own resources each week, e.g. cookery, floristry, arts and crafts, etc.

Review date: July 2022