

Luton

Adult Learning

Policy and Procedure

Fees Policy 2018/19

Policy	OTLA process	How to contact us Telephone: 01582 490033 email: info@lutonacl.ac.uk Or in writing: Luton Adult Learning, Arndale House, 2nd Floor The Mall Luton LU1 2LJ
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Introduction

This document provides guidance on the levels, application and collection of fees for Luton Adult Learning for the **academic year 2018/19 i.e. 1st August 2018 to 31st July 2019**. The majority of our courses are supported by central government funding through the Education and Skills Funding Agency (ESFA) and the Education Funding Agency (EFA).

Section 1 details fee levels for the 2018/19 academic year.

These fee levels are set annually and approved by Luton Borough Council, and are subject to change without prior notice in response to changes to central government funding policy and guidance.

Section 2 describes the Fees Policy for the 2018/19 academic year.

This section provides information about a learner's eligibility for a subsidised fee rate and also explains the regulations surrounding fees for different learners and different types of learning.

Section 3 describes the Fee Remission and Evidence Requirements for the 2018/19 academic year.

The guidelines for determining eligibility for tuition fee exemption on Qualification courses are laid down by central government. Luton Borough Council determines tuition fee exemption categories on Community and Leisure programmes.

Section 4 provides our Payment and Refund Guidelines for the 2018/19 academic year.

This section describes the ways in which a learner is able to pay their fees or access an Advanced Learning Loan (where applicable). It also outlines our cancellation and refunds policies.

Section 5 deals with non-payment of fees.

This section is intended to help staff collect fees fairly and effectively and outlines Luton Adult Learning policy toward learners who accrue a fee debt.

Please note:

Luton Adult Learning reserves the right to amend any part of this Fees Policy, without notice, in response to changes in central government funding policy and guidance or as the result of any impact from Brexit

Section 1

Fee Levels for learners eligible for subsidised fee rates in the 2018/19 academic year

Qualification Courses for learners aged 16+ only (including classroom based and workplace qualification courses)	
All learners aged 16-18 and not in full time education elsewhere (i.e. learners with dates of birth between 1 st September 2001 and 31 st August 2003) This would be for an apprenticeship course only.	Free
Adult Learners aged 19+ and not in full time education elsewhere, subject to *	As advertised
*Adult Learners aged 24+ joining courses at Level 3 and above – no government subsidy available, but may apply for an Advanced Learning Loan or pay a full cost fee (see Section 2 of this Policy)	As advertised
Adult learners aged 19+ eligible for tuition fee remission, i.e. no learner contribution to the cost required (see Section 3 of this Policy)	Free
Adult learners aged 19+ and in full time education elsewhere (no government subsidy available)	Full cost fee available on request

Community and Leisure programmes for learners aged 19+ only	
Tuition fee per learner hour	£5.15
Tuition fee per learner hour, concessionary rate (see Section 3 of this Policy)	£1.29
Family Learning courses	Free
Where applicable materials costs are in addition and are not subject to a concession. Learners will be expected to provide their own resources or, where available, purchase them from their tutor.	

Section 2 Fees Policy for 2018/19 academic year

2.1 Fees and Charges

- Many learners are able to access courses free of charge. These courses are paid for with grants received from central government.
- Where fees are charged, these represent only a proportion of the full cost of the course, with the remainder being paid for with grants from central government.
- Learners aged 24+ joining a qualification course at Level 3 or above are not eligible for grant funding, but may be eligible to apply for an Advanced Learning Loan to cover the cost of their course.
- Eligible learners may apply for a concession or financial support to help meet the fees for their course.

2.2 Eligibility

2.2.1. General Eligibility Criteria

Luton Adult Learning needs to establish a learner's eligibility either for funding from its central government grants, or for a 24+ Advanced Learning Loan for courses at Level 3 and above, before the start of their programme. Luton Adult Learning must also be satisfied that there is a reasonable likelihood that the learner will be able to complete their programme of study.

- The fee structure outlined in Section 1 of this policy outlines fees available to learners who are eligible for central government funding to support the costs of their course.
- Learners aged 24+ joining a qualification course at Level 3 and above are not eligible for central government funding, but may apply through Luton Adult Learning for an Advanced Learning Loan.
- Learners who are not eligible for funding or a 24+ Advanced Learning Loan (qualification courses at Level 3 and above) should contact Luton Adult Learning through the contact points outlined on the front page of this Policy to request a full cost fee rate for the course that they wish to take.

The key areas that determine eligibility for funding are the learner's:

- Age
- Level of qualification studied
- Ordinary residence
- Prior attainment

2.2.2. Learners who are full-time students elsewhere

If a learner of any age is attending a fully funded full-time course of study elsewhere, they are not eligible to access funding to subsidise the cost of additional programmes of study with Luton Adult Learning. For example, a full-time school sixth form learner or a learner taking a full-time course at a college or university is not eligible to take an additional funded course with Luton Adult Learning, unless their full time provider pays for their course.

Please note:

- *We are not allowed to charge a full cost fee to a learner aged 16-18, so the only way that a learner in this age group who is attending a full-time course of study elsewhere can join one of our courses is if their full time provider pays for the course.*
- *If a learner aged 19+ who is attending a full-time course of study elsewhere wishes to join one of our courses, and their full time provider is not willing to pay for the course, the learner can pay a full cost fee to join the course.*

2.2.3. Eligibility and Residency

Based on residency criteria (and subject to the other criteria within this policy), a learner is eligible for funding to support the cost of their course if:

- They are a citizen of the United Kingdom and Islands or the European Economic Area (EEA);
or
- They have been ordinarily resident in the United Kingdom and Islands or the European Union (EU) or the European Economic Area (EEA) **continuously for at least the previous three years on the first day of learning.**

Family members

We define a family member of a 'principal' as their husband, wife, civil partner, child or grandchild, or dependent parent or grandparent. A 'principal' is the individual who is the main or highest in the rank or importance when looking at eligibility of family members. A family member also includes those individuals recognised by the Home Office and its agencies as a family member.

This table shows the eligibility for family members if:
the family member is now ordinarily resident in England, but has not been ordinarily resident in the EEA for at least the previous three years before the start of learning, but the ‘principal’ family member has been resident for the required three years.

		‘Principal’	Ordinarily resident	in EEA for	three years
		UK Citizen	EU Citizen	Non - EU EEA Citizen	Non-EEA Citizen
Family member not ordinarily resident in EEA for three years	UK Citizen	Eligible	Eligible	Eligible	Not eligible
	EU Citizen	Eligible	Eligible	Eligible	Not eligible
	EEA citizen	Eligible	Eligible	Not eligible	Not eligible
	Non EEA citizen	Eligible	Eligible	Not eligible	Not eligible

Family members of UK, EU and EEA citizens who have been ordinarily resident in the EEA for at least the previous three years before starting learning are eligible for funding.

Non-EEA citizens

A non-EEA citizen is eligible for funding if they have permission granted by the UK Government to live in the UK, which is not for educational purposes, and has been ordinarily resident in the UK for at least the previous three years before the start of learning.

Government decisions on an individual’s immigration status

Anyone with any of the statuses listed below, and their husbands, wives, civil partners and children, are eligible for funding:

- Right of Abode
- Refugee Status
- Discretionary Leave to Enter
- Discretionary Leave to Remain
- Exceptional Leave to Enter
- Exceptional Leave to Remain
- Indefinite Leave to Enter
- Indefinite Leave to Remain
- Humanitarian protection.

Refugees

Refugees recognised by the UK Government, along with their husband, wife, civil partner and children, are eligible for funding.

Asylum seekers

Asylum seekers are eligible for funding if:

- they have legally been in the UK while their claim is being considered by the Home Office for longer than six months and no decision has been made; or
- they are in the care of the local authority and are receiving local authority support under s23C of s23CA Children Act 1989 or s21 National Assistance Act 1948.14.

An individual refused asylum will be also being eligible if:

- they appeal against a decision made by the UK Government against granting refugee status and no decision has been made after six months; or
- they are granted support under section 4 of the Immigration and Asylum Act 1999.

16- 18 Apprenticeships

As well as the main eligibility criteria, the following groups of 16- to 18-year-olds are eligible for funding for an Apprenticeship, if they:

- a) are accompanying or joining parents who have the Right of Abode, Leave to Enter or Leave to Remain in the UK (or accompanying or joining parents who are EEA nationals), or are children of diplomats
- b) are children of teachers coming to the UK on a teacher-exchange scheme
- c) are entering the UK (where not accompanied by their parents) and are British (or EEA) citizens
- d) have a passport that has been endorsed to show they have the Right of Abode in this country
- e) are an asylum seeker, or
- f) are placed in the care of a local authority.

Children of Turkish migrant workers

A child of a lawfully employed Turkish worker is eligible if:

- the employed Turkish worker has been ordinarily resident in the UK at any time in the past, and
- the child has been ordinarily resident in the EEA or Turkey for the full three-year period before the start of their programme.

Definitions

Ordinarily resident

For funding purposes, a person is ordinarily resident in a country if they normally live in the country by choice, are allowed to live there by law, and return there after temporary trips outside the country.

If someone who has not been ordinarily resident in a country because they, their parent or their husband, wife or civil partner was working temporarily abroad, and they needed to go with them, we will treat them as if they were ordinarily resident of that country.

Civil partner

This is a person who is in a civil partnership as recognised by the state,

EEA citizen

Under the funding rules, this is an individual who is a citizen of Iceland, Liechtenstein, Switzerland and Norway. We recognise that all EU citizens, including UK citizens, are EEA citizens. However, we need to define the smaller group of non-EU EEA citizens separately.

‘No recourse to public funds’

In an individual's passport the UK Border Agency may have stamped 'No recourse to public funds'. 'Public funds' are defined in the immigration rules, and the benefits and services listed do not include education or any education funding. As a result, this condition in a passport makes no difference to a learner's eligibility, which must be decided under the normal eligibility conditions.

2.2.4. Evidence and Eligibility

As many of the Service's courses are paid for either fully or partially by central government grants and 24+ Advanced Learning Loans, we are required to collect evidence and information about our learners. This information has two key purposes; to demonstrate that we are providing equal access to learning opportunities, and to provide evidence that a learner:

- Exists
- Is of the appropriate age for the course
- Is eligible for funding for their course and the level of funding a learner is entitled to
- Understands and is committed to the course of study that they are taking
- Is attending their course and progressing in their learning
- Has achieved the qualification that they set out to achieve.

On qualification courses, we are also required to collect information about what the learner has or intends to progress to when they leave their course and, for workplace qualification courses, we collect information about the employer.

If we are not able to collect the evidence and information about a learner as described in this section, we will not be able to access funding to subsidise the cost of a learner's course, either fully or partially, or to support the learner to access a 24+ Advanced Learning Loan where appropriate.

If a learner does not provide the supporting evidence or disclose the personal information that we are required to collect by central government in order to access the funding that supports the cost of their course, they will be asked to pay a full cost fee, which we will make available upon request, or alternatively they will be asked to leave the course.

2.3 Qualification Courses for Adult Learners (learners aged 19+)

Qualifications for adult learners are paid for by a combination of central government funding through the Education & Skills Funding Agency (ESFA), the fee paid either by the learner or, in the case of workplace learning, by their employer, and loans

Many learners are able to access programmes free of charge. This is known as **fee remission (See Section 3)**

2.3.1. The following learners will be entitled to **fee remission** for their learning programme:

Learners aged 19 or over for learning aims up to Level 2

- Learners who need help to move into work, progress in work or remove a barrier to getting into work and who are:

- receiving Jobseeker's Allowance (JSA)
- receiving Employment and Support Allowance (ESA) and
- are in the work-related activity group (WRAG), or
- receiving Universal Credit because they are unemployed, and who are mandated (required) to undertake skills training.
- Learners studying English and/or maths, including GCSE, but excluding English for Speakers of Other Languages (ESOL), who do not already have an English and/or maths qualification at Grades A* to C or Level 2.
- Learners who are unemployed and receiving any state benefits not listed above but who want to enter employment and believe skills training will help them to do so.

Learners aged 19 or over for learning aims up to level 3

- An individual studying their first full level-3 qualification who has left the British armed forces (up to 10 years ago) after completing four or more years of service or who has been medically discharged, due to an injury in active service, after completing basic training. This includes those learners aged 24 and over.
 - Trade union representatives studying Trade Union Congress (TUC) learning aims.

Learners aged 19 to 23

(The age applies on the day they actually start studying)

- Entry or Level 1 aims (not English or maths) if a learner is entitled to a full Level 2 qualification, in that they must have prior learning accreditation of Level 1 or below, but need a step up from basic skills to progress to a full Level 2. If this relates to workplace learning, this learning aim must be vocational.
- An individual studying their first full Level 2 qualification.
- An individual studying their first full level 3 qualification.
- An individual studying their first Level 4 or above without having achieved a first full Level 3 qualification.

2.3.2 The following learners will be entitled to a proportion of government funding for their learning programme. This is known as **co-funding**:

Learners aged 19 to 23

- A full Level-2 learning aim for individuals who have attained Level 2 or above in classroom learning.
- A full Level 2 learning aim for individuals who have attained Level 2 or above in workplace learning, where the learner is employed by a small or medium-sized enterprise (SME). (An SME is an employer with fewer than 250 employees).
- Level 2 qualification not classified as full and delivered in classroom learning.
- A full Level 3 or above learning aim for individuals who have attained Level 3 or above in classroom learning.
- A Level 3 qualification not classified as full and delivered in classroom learning.
- ESOL delivered in classroom learning.

Learners aged 24 or above for learning aims up to Level 2

- Entry or Level 1 aims (not English or maths) if a learner is entitled to a full Level 2 qualification, in that they must have prior learning accreditation of Level 1 or below, but need a step up from basic skills to progress to a full level 2. If this relates to workplace learning, this learning aim must be vocational.
- A full Level 2 learning aim for individuals who have achieved Level 2 or above delivered in classroom learning.
- A full Level 2 learning aim for individuals who have attained Level 2 or above in workplace learning, where the learner is employed by a SME.
- A non-full Level 2 learning aim for those who have achieved Level 2 or above, if this is not delivered in the workplace.
- ESOL delivered in classroom learning.
- Intermediate-level Apprenticeships

2.3.3 The following learners will be able to access loans to help cover the costs of qualifications at Level 3 and 4, and for advanced or higher level Apprenticeships. These loans are known as **24+ Advanced Learning Loans**.

Learners aged 24 or over who are eligible to apply for a 24+ Advanced Learning Loan for learning aims at Level 3 and above attending:

- A programme of A-levels (including AS, A2 and full A-levels)
- Quality Assurance Agency (QAA) Access to HE Diplomas Qualifications and Credit Framework (QCF) Certificates at Levels 3 and 4
- QCF Diplomas at Levels 3 and 4
- An advanced-level Apprenticeship framework
- A higher Apprenticeship framework.

2.3.4 Fee Components

The fee components relevant to Qualifications Courses are:

1. **Tuition fees;** the fee charged by Luton Adult Learning for the delivery of the learning activity. The fee charged is based on a detailed costing of an individual course type.
2. **Accreditation fees;** the fee that is charged by an awarding body for providing support to the course. This fee component can be made up of a variety of Awarding Body fees such as registration, certification, external verification and assessment costs.
3. **Local Examination fee;** the fee charged by Luton Adult Learning for the administration of the Awarding Body paperwork and fees. This fee is charged on all qualifications irrespective of whether they actually have a formal examination component to their assessment.

In the majority of cases, a single all-inclusive fee made up of all the above elements will be publicised. If this is not possible, due to delays in confirmation of any of the component fees, the fee that is publicised will be clearly marked as requiring an extra fee to be paid later.

Where a learner is entitled to access a course free of tuition fee charges (See Section 3), the learner will **not** be required to pay the accreditation fee and local examination fee applicable to their course, but may have to provide evidence to support this entitlement.

Learners will be expected to provide their own resources or, where available, purchase them from their tutor. Learners who find this difficult may be eligible to apply for funding to support them with these costs through the Discretionary Learner Support Fund.

The following are **not eligible for funded tuition fee rates**:

- Stand alone unit qualifications **unless** the learner is **either** unemployed and on Job Seekers Allowance (JSA) or Employment Support Allowance (ESA) and in the Work–Related Activity Group (WRAG) **or** unemployed and in receipt of Council Tax Benefit, Housing Benefit, Income Support or Pension Credit **and** they want to enter employment
- ESOL courses in the workplace
- Entry & Level 1 Personal, Social Development aims in the workplace
- Full Level 2 qualifications in the workplace if the learner is aged 19-23 **and** works for a large employer (250 employees or more)
- Full Level 2 qualifications in the workplace if the learner is aged 24+ **and** works for a large employer (250 employees or more)
- Other Level 2 qualifications in the workplace
- Full Level 3 qualifications in the workplace if the learner is aged 19-23 and already has a Full Level 3 **or** the learner is aged 24+
- Other Level 3 qualifications in the workplace
- Full Level 4 qualifications in the workplace if the learner is aged 19-23 and already has a Full Level 3 **or** the learner is aged 24+
- Apprenticeships if the learner is unemployed and on active benefits.

If a learner wishes to join a qualification programme and is not eligible for funded tuition fee rates, we will offer a full cost tuition fee rate for the course, where appropriate.

2.4 Community and Leisure programmes (learners aged 19+ only)

Non-qualification or leisure courses for adult learners (aged 19+) are either:

- Paid for by a combination of central government funding through the Education and Skills Funding Agency (ESFA) and the fee paid by the learner.

Or

- Offered to the learner as full cost courses, where the learner contributes to the full cost of the course and there is no central government funding.

Where the course is part-funded by a central government grant, the tuition fee is the fee charged by Luton Adult Learning for the delivery of the learning activity. This fee represents only a proportion of the full cost of the course, with the remainder being paid for with grants from central government.

Learners who are in receipt of income based benefit (proof required) will pay 25% of the tuition fee charged at £5.15 per hour. This does not apply to course materials and learners will be expected to provide their own resources or, where available, purchase them from their tutor.

Provision	19-23 year old		24+Unemployed	24+ other
English and maths up to and including level 2	Fully funded		Fully funded	Fully funded
Level 2	Fully funded (first and full)		Fully funded	Co-funded
Learning to progress to level 2	Fully funded (up to and including level 1)		Fully funded	Co-funded
English for Speakers of Other Languages (ESOL) learning up to and including level 2	Unemployed – Fully funded	Employed Co-funded	Fully funded	Co-funded

2.5 Learners below the age of 16

Luton Adult Learning is not able to accept learners below the age of 16 on any of its courses because the Service does not have funding to support the cost of courses and we are not permitted to charge a full cost fee to learners of this age.

2.6 Qualifications for learners aged 16-18

2.6 .1 Fees

Please note that we can only accept learners aged 16-18 onto qualification courses either if they are not in full-time education elsewhere or if their full-time provider pays the cost of their qualification course with us.

All qualification courses are free for learners aged 16-18 (see 2.7.1) who are eligible for fee remission. Luton Adult Learning will not charge tuition fees, accreditation or examinations fees.

Learners are expected to purchase their own text books and provide their own resources. Financial support for these costs may be available on request, subject to availability & eligibility.

Luton Adult Learning may charge in the following circumstances:

- Where a learner has not met the required attendance for a course or the required work has not been completed

- Where the learner fails without good reason to sit the examination or assessment for which the Service has paid
- Where a learner re-sits an examination or assessment resulting from an initial failure
- Where a learner re-sits an examination or assessment with the aim of achieving marginal improvements in grades.
- The cost of educational visits and trips.

2.7.3 16-18 year olds and Community and Leisure programmes courses and Community Programmes

It should be noted that places on Community Learning courses are **only** available to learners aged 19+.

Section 3

Fee Remission and Evidence Requirements for the 2018/19 academic year

3.1 Introduction

On qualification courses, learners who meet certain central government-defined eligibility criteria do not have to pay a tuition fee or the costs of examinations and accreditation – therefore their fees are “remitted”. This could be because they are on a course that is fully funded by central government, and are not required to make any contribution to the cost.

Maths and English courses (excluding ESOL), including GCSE Maths and English, (if the learner does not have a Grade C or above or Level 2 in Maths and/or English), Family Learning courses and courses for learners aged 16-18 are fully funded by central government.

On Community and Leisure programmes courses and other Community Programmes, Luton Borough Council, informed by central government policy, determines tuition fee concession categories and the courses that are fully funded.

These guidelines have been produced to enable staff to:

- determine a learner’s eligibility for fee remission (no learner fee contribution required), fully funded courses, or a concessionary fee
- know which types of evidence to request to prove eligibility

Some courses have 2 levels of fees:

1. Full fee.
2. Fee payable by learners entitled to fee remission, fully funded courses or a concessionary fee.

Qualification courses at Level 3 and above have an additional fee rate that is applicable to learners aged 24+ and which indicates the level of Advanced Learning Loan that the learner should apply for.

3.2 Repeating a Qualification Course

If a learner wants to re-take a qualification through attendance on a course, to achieve a pass or improve their grade, they can do so at the fee rates quoted in our information.

If a learner wants to re-sit an assessment or examination without undertaking further learning, they will not be eligible for funding and must pay the full cost of the assessment or examination.

3.3 Evidence of Eligibility for Fee Remission and Concessions

Learners are responsible for providing suitable evidence, where required, of their eligibility for fee remission – as shown in section 3.4.

3.4 Categories of Learners entitled to Fee Remission, Fully Funded courses and Fee Concessions and evidence requirements

For the purposes of this section, please note the following definitions:

A **Full Level 2** qualification is: 5 GCSEs grades A*-C, a Level 2 NVQ, Certificate or Diploma or an equivalent qualification.

A **Full Level 3** qualification is: 2 or more A Levels, a Level 3 NVQ, Certificate or Diploma or an equivalent qualification.

Paragraphs 3.4.1 to 3.4.4 outline the categories of learners who are able to access fee remission, fully funded courses and fee concessions and the evidence that Luton Adult Learning requires.

3.4.1. Classroom and Workplace Based Qualification Courses for Adults aged 19+

Fee Remission Categories and Evidence Requirements

Fee Remission Category	Evidence required
<p>The learner is:</p> <ul style="list-style-type: none"> • Aged 19 or over joining a course <u>up to</u> Level 2 <p>or</p> <ul style="list-style-type: none"> • Aged 19-23 joining a course <u>above</u> Level 2 <i>(in this category, the age applies on the day they actually start the learning aim, not their age at the start of the academic year)*</i> <p>and</p> <ul style="list-style-type: none"> • Unemployed <p>and</p> <ul style="list-style-type: none"> • In receipt of Job Seekers Allowance (JSA) or Employment Support Allowance (ESA) or Universal Credit 	<p>Self Declaration and signature on Learner Agreement</p>

<p>* Academic year is 1st August 2018 to 31st July 2019</p>	
<p>The learner is:</p> <ul style="list-style-type: none"> • Aged 19 or over joining a course <u>up to</u> Level 2 <p>or</p> <ul style="list-style-type: none"> • Aged 19-23 joining a course <u>above</u> Level 2 <p>and</p> <ul style="list-style-type: none"> • Unemployed <p>and</p> <ul style="list-style-type: none"> • In receipt of any state benefit not previously listed <p>and</p> <ul style="list-style-type: none"> • The learner wants to enter employment and believes that skills training will help them to do so. 	<p>Self Declaration and signature on the Learner Agreement</p>
<p>Aged 19 or over and the learner is joining an English and/or maths course, including GCSE, but excluding ESOL, and they do not already have an English and/or maths qualification at Grades A* to C or at Level 2.</p>	<p>Self Declaration and signature on the Learner Agreement</p>
<p><i>In the following categories, the age applies on the day when they actually start the learning aim, not their age at the start of the funding year*</i></p> <ul style="list-style-type: none"> • Learners aged 19-23 attending Entry Level and Level 1 qualification courses (not English, maths or ESOL) who do not have a full Level 2 qualification and who aim to progress to full Level 2. If this relates to workplace learning, this learning aim must be vocational. • Full Level 2 qualifications for learners aged 19-23 who do not have a full Level 2 qualification • Full Level 3 qualifications for learners aged 19-23 who do not have a full Level 3 qualification • Full Level 4 qualifications for learners aged 19-23 who do not have a full Level 3 qualification 	<p>Self Declaration and signature on Learner Agreement</p>
<p>First full Level 3 qualifications for former members</p>	<p>Letter from British Armed Forces confirming</p>

of the British Armed Forces, who have left the Forces within the last 10 years after either completing at least 4 years of service or following a medical discharge due to an injury in active service, after completing basic training. This does not apply to apprenticeships. This includes those learners aged 24 and over.	service history. Medical discharge letter, where appropriate
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3.4.2. Community and Leisure programmes Courses for adults aged 19+

Fee Concessions and Evidence Requirements

Learners may self-declare at the point of enrolment, but may be asked to provide evidence at any time before or during their programme of learning

Fee Concession Category	Evidence required
In receipt of an income-related state benefit of any type	Self Declaration and signature on the Learner Agreement

3.5 Fee Concession Quick Check

Fee Concession quick check	Type of course eligible for fee concession
I am: <ul style="list-style-type: none"> Aged 19 or over joining a course <u>up to</u> Level 2 or <ul style="list-style-type: none"> Aged 19-23 at the start of the course, joining a course <u>above</u> Level 2 and <ul style="list-style-type: none"> I am unemployed and in receipt of one of the following: Job Seekers Allowance (JSA), Employment Support Allowance (ESA) in the work-related activity group (WRAG) or Universal Credit. 	Skills and Qualifications courses only
I am: <ul style="list-style-type: none"> Aged 19 or over joining a course <u>up to</u> Level 2 or <ul style="list-style-type: none"> Aged 19-23 at the start of the course, joining a course <u>above</u> Level 2 and <ul style="list-style-type: none"> I am unemployed, in receipt of any state benefit not previously listed and I want to enter employment and believe skills training will help me to do so. 	Skills and Qualifications courses only
I am aged 19 or over and in receipt of an income-related state benefit of any type.	Leisure and pleasure courses only
I am aged 19 or over at the start of the course and joining an English and/or Maths course, including GCSE, but excluding English for Speakers of Other Languages (ESOL), and I do not already have an English and/or Maths qualification at Grades A* to C or Level 2.	Skills and Qualifications courses only

I am aged 19-23 at the start of the course, I am attending Entry Level and Level 1 qualification courses (vocational if in the workplace) and I do not already have a full Level 2 qualification. I am also aiming to progress to Full Level 2.	Skills and Qualifications courses only
I am aged 19-23 at the start of the course and I am attending a full Level 2 qualification and I do not already have a Level 2 qualification.	Skills and Qualifications courses only
I am aged 19-23 at the start of the course, I am studying for a full Level 3 or Level 4 qualification and I do not already have a full Level 3 qualification (excluding Apprenticeships)	Skills and Qualifications courses only

Section 4 Payment and Refund Guidelines for the 2018/19 academic year

4.1 All fees are due on enrolment to a course. However, provided the relevant criteria are met, Luton Adult Learning can offer payment by instalments.

All learners attending a Luton Adult Learning Course should have carried out the following before attending the first session:

- Paid the course fee in full or paid first instalment
- Signed an agreement to pay by instalment
- Submitted a signed agreement for their employer to pay
- Agreed a loan repayment system if studying for a level 3 qualification and over the age 24

All learners are responsible for the payment of their course fees. Some funding may be available to support learners who have difficulty paying these fees. More detail is available on request from the reception team.

1) Payment by Instalment

In the following circumstances, learners will be eligible to pay course fees in instalments:

- Course costs are greater than £120.
- The learner has no outstanding fees from a previous year.
- The learner has not defaulted on payment arrangements in the previous year.

Examples of instalments are shown in the table below. Use this as a guide when completing the Learner Agreement. For actual dates please refer to the form below - Payment by Instalments Learner Agreement.

Length of course Weeks	Instalment	Instalment	Instalment
0 - 12	Not eligible for instalments		
13 - 20	50% on enrolment	50% at week 13	
21- 34+	30% on enrolment	35% at week 13	35% at week 21
Please note: Learners can also pay their instalments monthly.			

Terms and Conditions for paying by instalments:

- Complete the learner agreement - **this form needs to be returned to the Finance Officer** - the learner will receive an invoice from LBC within a few days with all payment details.
- Learners who withdraw from their programme remain liable for full course fees.
- If a learner is unable to make a payment as agreed they must contact the Finance Officer at Luton Adult Learning immediately
- If the service is unable to collect an instalment payment as agreed, the learner will be asked to leave their programme and will remain liable for payment of any outstanding fees.

Non-payment of instalments

The use of the instalments facility does not remove a learner's obligation to pay the course fee. Learners withdrawing before their course starts, or partway through will be subject to our cancellation of fees policy (*see section 4.3*) and will be required to make their remaining instalments payments - unless a refund has been agreed (*see section 4.4*).

Failure to pay will result in an invoice from Luton Borough Council and/or instigation of debt recovery procedures.

4.2.2 Advanced Learning Loans

For the majority of learners aged 24 or over (*see 2.3.3*), from 2016/17, government funding for qualifications at Level 3 and 4, and for advanced or higher level Apprenticeships, will end and be replaced with Loans.

4.3 Cancellation Fees

Learners who **cancel** their enrolment on a course before a course is due to start, or cancel an enrolment or withdraw from a course any time after the course has started, will not be eligible for a refund. If such a learner had chosen to pay by instalments or instalments they will still be required to pay any and all outstanding fees.

4.4 Refunds Policy

Learners should note that fees should be paid at the time of enrolment and are not normally refundable.

However, in the following circumstances a refund of the full fee will be provided:

- a) When we cancel a course because it has not reached viable numbers.
- b) where a tutor is unable to complete a class and a suitable substitute cannot be found (Refund or reduce the fees for the following term if easier and in agreement).
- c) If the complaints procedure rules in favour of a learner who has expressed gross dissatisfaction with a course.

Luton Adult Learning may at its discretion offer pro-rata refunds or a transfer to a similar course. This is usually only an option in the following circumstances:

- d) payment to spouse/partner should be made in the event of the death of a learner. (Pro Rata)
- e) where an unemployed learner can provide evidence that they have subsequently gained employment which clashes with their course and they cannot transfer to a similar course at a more convenient time.
- f) where a learner can provide evidence that they have been called up for Jury service.

Applications for Refunds must be received no later than 4 weeks after last attendance. Applications received after this time will be rejected.

Accreditation and/or other fees are paid to an external organisation (e.g. awarding body) and are therefore usually non-refundable.

Learners applying for a refund for any reason other than those set out above in 4.4 will be subject to section 4.3 - Cancellations and Transfer Fees.

Applications for Refunds should be made in writing and submitted for approval to either the following email or postal address:

info@lutoacl.ac.uk

or

Luton Adult Learning Floor 2, Arndale House, The Mall, Luton, LU1 2LJ

Section 5 Non-payment of fees

5.1 No entitlement to enrol

Pursuant to section 3.5, learners will not be permitted to enrol on a course until either the course fees have been paid in full, the first instalment payment has been made or a instalments agreement has been made.

Luton Adult Learning reserves the right to refuse enrolment to learners with outstanding fee debts.

5.2 Failure to pay

If a learner fails to pay without having been granted an extension of time to pay, or if having been granted an extension of time to pay fails to make the due payment, then the learner may be excluded from attending further classes, completing assessments and examinations or receiving certification or qualifications.