

Addysg Oedolion Cymru | Adult Learning Wales
Fees Policy

Tuition Fees Policy 2017 - 2018

Scope

This policy is designed to apply to all activities to which chargeable fees apply. It includes:

- Adult education programmes that receive public funding via the Department for Education and Skills (DfES), Welsh Government.
- Welsh for Adults provision that receive public funding via Bangor University and Aberystwyth University.
- Access to Higher Education programmes.
- Full cost programmes of study where no public funding is available.
- Accreditation services offering bespoke support service to a wide range of organisations and employers.

The policy applies to Addysg Oedolion Cymru / Adult Learning Wales learners who include but are not limited to:

- All 'home' learners (learners who have been living with the UK, EEC or EEA for the last three years. These learners may be aged 16-18 or 19+)
- International learners who have entered the UK for study purposes and those who have entered the country for other reasons but who wish to study part-time while here

Following approval, the Fees Policy will be communicated to Learning Managers and Co-ordinators who will be responsible for ensuring that all relevant staff members become familiar with the policy.

The Fees Policy will be available on request.

Fee Structure for 2017 – 2018

Government policy is that, with very few exceptions, adult students are expected to pay tuition fees. Funding is being reduced in line with the government funding strategy. This funding provides an element of subsidy for the costs of most programmes.

A course fee is typically made up of several parts:

- A **Tuition Fee** that is payable for a learner to participate in a course
- A **Registration Fee** that is payable for a learner to register with an Awarding Body to enable the award of any qualification
- An **Examination/Accreditation Fee** that is payable for a learner to undertake an examination or assessment to enable the completion of any qualification and/or to claim the certificate of the qualification/accreditation achieved

Additional Costs are those costs that may be incurred by a learner / partner organisation or when undertaking a course, over and above the course fee (e.g. specialist equipment, educational visits). In some cases, these fees are a compulsory element of the course and must be paid to enable the completion and achievement of any qualification.

The proposed fees for the academic year 2017 / 18 are therefore:

- Tuition fees are calculated at an hourly rate of **£3.00** per hour. This fee is charged in conjunction with public funding via the Department for Education and Skills (DfES), Welsh Government.
- These fees do not include the registration or examination / accreditation fees for qualification awarding bodies that are passed on to the learner where funding via the Department for Education and Skills (DfES), Welsh Government is not utilised.
- Certain courses may also include additional material or equipment costs and learners will be informed of these before the commencement of their course.
- A small number of courses are charged at individual market rates because they carry additional delivery costs. The tuition fees for these courses are clearly shown on the website and other promotional materials.
- ESOL and Essential Skills provision is free of charge.
- Concession may apply – please see concessions section for details.

It is proposed that tuition fees for other courses and accreditation services for 2017 / 18 are as follows:

- **Bespoke and customised training for employers** is subject to individually negotiated prices for the agreed package. The price for each training package must be approved in advance by the Head of Finance. The customised training falls into two categories. These are Voluntary (this includes 3rd Sector) and Private Sectors.

Definitions of these can be found below with hourly tutor delivery rates: -

- The voluntary sector or community sector (also non-profit sector or "not-for-profit" sector) is the duty of social activity undertaken by organizations that are not-for-profit and non-governmental. This sector is also called the third sector.

Bespoke training courses will be charged at **£45** per hour for tutor delivery. This does not include **Examination/Accreditation Fees** where funding via the Department for Education and Skills (DfES), Welsh Government is not utilized

- The private sector is the part of the economy, sometimes referred to as the citizen sector, which is run by private individuals or groups, usually as a means of enterprise for profit, and is not controlled by the State (areas of the economy controlled by the state being referred to as the public sector)

Bespoke training courses will be charged at **£65** per hour for tutor delivery. This does not include **Examination/Accreditation Fees**. These bespoke training courses will not draw funding via the Department for Education and Skills (DfES), Welsh Government. **Examination/Accreditation Fees** will be applied on an individual basis in line with the relevant awarding bodies fees.

- **Accreditation Services** offer bespoke support service to a wide range of organisations and employers. This is subject to individually negotiated prices for an agreed package. Further information regarding these services are clearly shown on the website, Partnership Agreements and via Regional and National Delivery departments.
- Tuition fees for **overseas students** attract no government funding and are designed to recoup the full cost of delivery, with an appropriate contribution to general overheads. Tuition fees for overseas students are calculated at an hourly rate of **£7.70** per hour unless otherwise stated.

Concessions

For project funded learners (e.g. ESF), tuition fee concessions will be given dependent on the project specification.

For project funded learners, registration and exam fee concessions will be given dependent on the project specification.

For international (non-European Union) learners, no tuition fee concessions are given.

For full cost recovery learners and Professional courses no registration or exam fee concessions are given.

Addysg Oedolion Cymru / Adult Learning Wales reserves the right to charge registration fees to those learners eligible for registration and exam fee concessions in the following circumstances:

- Attendance and/or coursework requirements have not been met
- The learner is re-taking a whole or part qualification
- The learner fails to attend an examination without good reason

Addysg Oedolion Cymru / Adult Learning Wales reserves the right to verify the eligibility of all learners for fee concessions and to make the necessary checks and request evidence to support eligibility of the learner.

It is the responsibility of the learner to notify Addysg Oedolion Cymru / Adult Learning Wales of any change in status that may affect their eligibility for fee concessions. Addysg Oedolion Cymru / Adult Learning Wales, however, reserves the right to make checks to verify continuing eligibility to fee concessions.

CONCESSION 1 / MINIMUM FEE – £1.00 per hour

Students in receipt of any of the following benefits:

- Income Support
- Job Seekers Allowance / Employment Support Allowance
- Pension Credit
- Disability Living Allowance
- Incapacity Benefit

- Disables Persons Tax Credit
- Carers Allowance
- Housing Benefit
- Council Tax Benefit
- Statutory Maternity/Paternity/Adoption Pay, Statutory Sick Pay
- If not in receipt of additional Company allowance

CONCESSION 2 / REDUCED FEE – £2.00 per hour

- Working tax credit
- Attendance Allowance
- Industrial Injuries Benefit
- War Pension/Armed Forces Compensation Scheme
- Severe Disablement Allowance
- State pension

In order to receive the concessionary relief evidence must be supplied at the first class.

Learners who feel that they have exceptional financial circumstances not covered by the above can contact their local Regional Manager.

Registration and Examination Fees

The prices listed above are for tuition fees only. Awarding bodies additionally charge registration, entry and/or examination fees for courses leading to formal qualifications. These are normally collected by Addysg Oedolion Cymru / Adult Learning Wales on behalf of the awarding body.

Registration fees are usually required to be paid at the first or second session of a course and are collected with the tuition fee at the time of enrolment (or beforehand in the case of short courses). However, tuition fees and registration fees are quoted separately and then a total price given for the course. This ensures transparency and provides learners with information as to the total fees for their course.

Examination fees will be collected with course fees and all marketing information, including course information sheets, must make it clear that there is an examination fee in addition to the tuition fee and give an indicative amount.

Fees incurred for late entries will be charged to area budgets.

Means of payment

Addysg Oedolion Cymru / Adult Learning Wales accept payment of course fees by individuals through the following means:

- Online
- Cash
- Cheque payable to Addysg Oedolion Cymru / Adult Learning Wales
- Standing order for those paying by instalments
- Debit Card
- Credit Card

Instalments can be offered to learners paying course fees on the following basis:

- Instalments will be paid in equal amounts
- All payments will need to be paid before the end of the term in which the course starts
- An arrangement to pay in instalments cannot be offered retrospectively to any student that has already paid their course fee
- This arrangement will be reviewed on an annual basis

For all courses, payment may be made at the first or second session of the course or in person at area offices, by post or by phone.

In the event of non-payment of course fees, learners may be required to withdraw from the course and Addysg Oedolion Cymru / Adult Learning Wales will pursue the individual for full payment of the fees by whatever means it feels are appropriate.

Transfers

In the event of a learner transferring between courses, there will be no financial penalty but if the course transferred into has a higher course fee the learner must pay the difference at the point of transfer.

Late Enrolments

All late enrolments are charged the full fee and registration fee even though classes may have been missed, unless there are extenuating circumstances.

Refund Policy

Addysg Oedolion Cymru / Adult Learning Wales reserves the right to cancel any course because there is an insufficient number of learners enrolled, or for any other operational reasons, and in such cases tuition and, where appropriate, registration fees will automatically be refunded to those enrolled. A database change form is required to confirm that the course has been closed. Wherever possible, the learner will be offered an alternative day/time/venue or an alternative course

Learners who enrol early and wish to withdraw before the start of the course are entitled to a refund providing the request is received by Addysg Oedolion Cymru / Adult Learning Wales in writing at least 10 working days before the start date.

Once the course has started refunds will not normally be given to learners who withdraw. Requests for refunds relating to personal circumstances must be made in writing, to the relevant Learning Manager stating clearly the reason for the request.

Refunds shall be authorised by the relevant Regional / National Delivery Manager who will forward to the Head of Finance **form REF001 (Appendix A)**.

On receipt of form REF001, the Finance Office shall:

- verify that the fee to be refunded has been paid by the learner (and, in the case of a cheque payment, has cleared the banking system);
- draw a cheque for the relevant refund payment;
- submit the cheque for signature, together with the REF001 form;

- dispatch the signed cheque, and retain form REF001 on a Addysg Oedolion Cymru / Adult Learning Wales Refund file;
- send a copy of the REF001 form clearly indicating refund information to the relevant Learning Manager.

Complaints relating to courses are subject to Addysg Oedolion Cymru / Adult Learning Wales Complaints Procedure and should be addressed to the Quality Manager. They will arrange for the complaint to be investigated and, on the basis of the findings, will make a recommendation to the Head of Finance as to whether a refund should be given.

Refunds will be made within **28** days.

Additional Fees

Addysg Oedolion Cymru / Adult Learning Wales reserves the right to charge a fee to learners for amendments to or copy certificates if the changes requested by the learner are for a reason other than an error made by Addysg Oedolion Cymru / Adult Learning Wales.

Certificate(s) will not be dispatched until the fee has been paid in full.

Addysg Oedolion Cymru / Adult Learning Wales
Refund of Fees

Learner Name (in full).....

Learner ID number

Course Title

Course Code

Fee Paid at Enrolment £ :

Refund Amount £ :

Declaration

I confirm that the above named learner is eligible for the refund of fees paid as a result of cancellation of the course by Addysg Oedolion Cymru / Adult Learning Wales or as a result of the withdrawal of their enrolment. I have received written confirmation from the learner indicating their personal circumstances and reason for withdrawal.

Signature:

Date

Name:

(Learning Manager)

Signature:

Date

Name:

(Finance Office)

Cheque No.:

By Card:

Date:

Amount:

Code:

Office Use only