

# Tuition Fee Policy 2023-2024

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**Date: June-23**

**Version: 1**



## Tuition Fees Policy 2023 - 2024

### 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.
- 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 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 Regional 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 2023 - 2024

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 2023 – 2024 are therefore:

- Tuition fees are calculated at an hourly rate of **£2.70** 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.
- Branch fees will be dealt with at a local level and fall outside the scope of this policy

It is proposed that tuition fees for other courses and accreditation services for 2023 – 2024 are:

- Award in Education & Training (AET) courses
  - Full fee - £300
  - Reduced fee -£150 (if the learner is in receipt of any of the benefits in concession 1/2)
- British Sign Language (BSL)
  - Full Course Fee - £70
  - Reduced Fee - £35 (if the learner is in receipt of any of the benefits in concession 1/2)
  - Registration Fee £23

FCF support may be available to assist learners with accreditation/registration costs if eligible.

- **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 Finance Department. The customised training falls into two categories. These are Voluntary (this includes 3<sup>rd</sup> 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 **£65.00** 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 **£85.00** 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.

- Non DfES funded provision has an hourly rate of £6.50 with no concessions being applicable to this bracket.

## **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.

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

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 Adult Learning Wales of any change in status that may affect their eligibility for fee concessions. Adult Learning Wales, however, reserves the right to make checks to verify continuing eligibility to fee concessions.

### **CONCESSION 1 / MINIMUM FEE – Free**

Students in receipt of any of the following benefits:

- Income Support
- Job Seekers Allowance / Employment Support Allowance
- Pension Credit
- Universal Credit
- Incapacity Benefit
- Working Tax Credit
- Disabled Persons Tax Credit
- Personal Independence Payment (PIP)
- 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 – £1.70 per hour**

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

In order to receive the concessionary relief you may be asked to supply evidence 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 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.

## **Means of payment**

Adult Learning Wales accept payment of course fees by individuals through the following means:

- Cash
- Standing order for those paying by instalments
- Debit Card Over the phone payment
- Credit Card Over the phone payment
- Online via Adult Learning Wales website

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

- Courses under £200.00 will not be able to be paid via instalments.
- 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, payments 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, Adult Learning Wales will pursue the individual for full payment of the fees by whatever means it feels are appropriate.

Failure to pay course fees may lead to the exclusion of examination until outstanding fees have been paid and withhold any certificates.

## **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**

Learners who 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 at least 10 working days before the course start date, failure to do so will result full course fee charged.

Once the course has started, refunds will not normally be given.

Requests for refunds relating to exceptional circumstances can be made if this prevents the learner from attending/completing the course.

In such instances refund requests can be made by;

- 1) Contacting your Regional Office –Contact Details can be found [here](#)
  - Please provide the following details:
    - Full name & Address
    - Course details ( Name, Code, Venue)
    - Payment details (Amount paid, Date Paid and Payment Method)
    - Reason for leaving
- 2) Submitting a Learner support request via Adult Learning Wales website [here](#)

All refunds request must clearly state the reason for the refund.

Refunds will be reviewed by the relevant Regional / Area Manager and outcome communicated to learners.

## **Course Fee Refund Guidance**

### **Full Refund**

ALW will provide a full course refund on request only if;

- Course is cancelled by ALW /AOC and an alternative course is not available

### **Partial Refund**

- If learner leaves course within first two sessions of a short course (6-12 weeks) a refund for the remaining weeks may be granted
- If learner leaves the course within term one of a longer course (2 terms or more) a refund may be granted for 50% of the course cost, after the deduction of any awarding body registration fees.

### **No Refund**

- If learner leaves after first two sessions of a short course (6-12 weeks)
- If learner leaves after term two of termly course (two terms or more)
- If learner does not take up alternative offered course date for a one day course

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

## **Additional Fees**

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 Adult Learning Wales.

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

## **Complaints**

Complaints relating to courses are subject to Adult Learning Wales Complaints Procedure, more information can be found [here](#)