Fees and Refund Policy

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; Personal and Community Learning courses and courses funded by Cambridgeshire Skills:

Personal and Community Learning

We provide a wide variety of courses to stimulate the mind and body, which are delivered across Cambridge City. We offer a range 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 with a payment of supplementary fees.

For some courses, there may be additional charges to cover materials. These may either be charged at the point of enrolment or will require learners to provide their own resources each week, e.g. cookery, floristry, arts and crafts, etc. Full details can be found on the course description published on the website.

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 photocopied proof of a document relevant to the benefit each academic year. Concessions are only open to courses over 5 weeks in length.

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.

Adult Learn and Train Manager: Joanne King

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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 only refund tuition 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.

Courses Funded by Cambridgeshire Skills

Some of our courses are funded through the Adult Education Budget allocated by the Cambridgeshire and Peterborough Combined Authority (CPCA) or the Education and Skills Funding Agency (ESFA). This funding is managed by Cambridgeshire County Councils Adult Learning team: Cambridgeshire Skills.
How Cambridgeshire Skills use your data:
https://www.gov.uk/government/publications/esfa-privacy-notice

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.

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Tailored Learning - These courses are targeted at the following learners:

- Low skills (prior attainment level 2 and below or no qualifications at all)
- Low waged earning less than £22,500 CPCA/£20,315 ESFA annual gross wage
- Unemployed
- Learning will support progression to further relevant learning or employment
- Cambridgeshire resident: Undertaking an ESOL (English for Speakers of Other Languages) course

Each course is written and designed to meet at least one of the following community learning objectives
improve confidence and willingness to engage in learning • support the acquisition of skills preparing people for training, employment or self-employment • improve digital, financial literacy and/or communication skills • better equip parents/carers to support and encourage their children's learning • improve/maintain health and/or social well-being • develop stronger communities, with more self-sufficient, connected and pro-active citizens, leading to increased volunteering, civic engagement and social integration

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 can 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.

Residency criteria

- UK nationals and other persons with right of abode
- UK nationals in the European Economic Area (EEA) and Switzerland
- EEA and Switzerland nationals in the UK with EU Settlement Scheme •
- Other non-UK nationals
- Irish citizens in UK or Ireland - Irish citizens in the UK or Ireland who have been ordinarily resident in the UK and Islands, and/or Ireland for at least the previous three years on the first day of learning.
- Irish citizens in EEA and Switzerland
- Irish citizens who:
  I. resided in the EEA or Switzerland by 31 December 2020 (or resident in the UK, having moved to the UK from EEA or Switzerland after 31 December 2017), and
  II. resided in the EEA, Switzerland, Gibraltar, or the UK for at least the previous three years on the first day of learning and
  III. remained ordinarily resident in the UK, Gibraltar, the EEA or Switzerland between 31 December 2020 and the start of the course and the course starting before January 2028

Individuals with any of the statuses listed below, or leave under the listed schemes, has an eligible residency status and is exempt from the 3-year residency requirement rule. In relation to these categories, we must have seen the learner's immigration permission. This would include the biometric residence permit (BRP) and in some cases an

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accompanying letter from the Home Office to be able to fully fund learners in these circumstances:

- discretionary leave to enter or remain
- exceptional leave to enter or remain
- indefinite leave to enter or remain
- humanitarian protection
- refugee status
- leave outside the rules
- persons granted leave under one of the Ukraine schemes:
- individuals with leave to enter or remain in the UK under the Ukraine Family Scheme V1 – 28/7/2023
- individuals with leave to enter or remain in the UK under the Ukraine Sponsorship Scheme (Homes for Ukraine)
- individuals with leave to enter or remain in the UK under the Ukraine Extension Scheme
- the husband, wife, civil partner or child of anyone in the first 7 bullet points of this list
- section 67 of the Immigration Act 2016
- Calais leave to remain
- persons granted leave under one of the Afghan schemes:
- individuals with leave to enter or remain in the UK under the Afghan Citizens Resettlement Scheme (ACRS)
- individuals with leave to enter or remain in the UK under the Afghan Relocations and Assistance Policy (ARAP)
- British Nationals evacuated from Afghanistan under Operation Pitting
- British Nationals evacuated from Afghanistan by the UK government before 6 January 2022

We are also able to support Hong Kong British National (Overseas) "(BN(O))" status holders and their dependants with English language and destitution support via the Ministry for Housing, Communities and Local Government (MHCLG) funded national 'Welcome Programme' which has been designed to support BN(O) status holders and their eligible family members to successfully settle in their new communities.

Review date: May 2025

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