

## Course fees, transfers and cancellations guide

### 1. Introduction

This guide explains how we set fee rates for courses, what additional fees a learner may need to pay, our cooling off period and withdrawing from a course, and how we handle the fee if a course changes, is cancelled, or the learner leaves.

### 2. Types of fees

The Education and Skills Funding Agency (ESFA) subsidises the cost of our courses. This means that the government pays for most of your course, and your fees cover the rest of the cost.

Fees are divided into the following groups:

- i. *Standard fee*: For customers who are not entitled to a concessionary rate.
- ii. *Concessionary fee*: A customer is eligible for a reduced fee if the course shows that a concessionary rate is available and they are in receipt of a valid benefit.
- iii. *No fee*: The course is free, for example, introductory courses or if certain eligibility rules are met – ESOL, English and maths.
- iv. The rate for other customers (i.e. non-EEA area) is £5.00 per hour (as at 1 April 2018 until 31 July 2018).

### 3. Additional costs

- i. Courses with an examination or portfolio may incur a fee. A fee is mandatory for qualification courses EXCEPT fully funded qualification course learners who do not pay a fee.
- ii. Some courses charge for materials to support learning e.g. flowers.
- iii. If the learner requires other additional services e.g. reference letters, replacement certificates, and repeat examinations there will be a charge for these.

### 4. Cooling off period and withdrawal

When a learner enrolls on to a course we have a 'cooling off' period before the course starts:

- I. The seven day cooling off period commences from the day they are enrolled on the system or the date on the receipt whichever is later.
- II. During this period they will have the right to cancel the course and obtain a full refund.
- III. If they change their mind and notify the Service within this period they will receive a full refund of the money paid for the course.
- IV. They must complete the refund application form (in the policy on the adult learning page of [www.slough.gov.uk](http://www.slough.gov.uk)).

- V. If their course starts during the cooling off period they will not be able to claim a refund as payment indicates to the Service that they have chosen to undertake the course and therefore their right to cancel is lost if they choose to withdraw at this late stage.

## 5. Request for refunds relating to Learner medical condition

- I. Refunds for leaving a course due to a medical condition will only be given on proof of a doctor's certificate.
- II. They will receive a proportional refund of the fees paid in relation to the number of classes remaining.
- III. The refund will be dealt with from the date the doctor confirms their medical condition.
- IV. There will be a £10 administration charge for each refund.
- V. They must complete the refund application form (in the policy on the adult learning page of [www.slough.gov.uk](http://www.slough.gov.uk)); see also Appendix 13.
- VI. A request must be made within three months from their last date of attending the course.

## 6. Course Transfers

- I. If the learner asks to withdraw from a course recommend they transfer to another course (there is no administrative charge).
- II. Inform the learner there is a £10 administration fee.
- III. Inform the learner they will be liable to pay any additional fees relating to the new course.
- IV. If the course they agree to be transferred to of less value they will not be refunded the difference.
- V. If the learner requests or agrees to your recommendation to transfer to another course immediately contact a manager for verbal approval.
- VI. The course fee cannot be transferred to another person at their request.
- VII. In all other circumstances transfers will only be available prior to the start of the course.

## 7. Course cancellations and changes

- I. If we amalgamate, reduce the number of sessions or cancel a course if the enrolments are too few or in any other exceptional circumstances offer the learner a suitable alternative course.
- II. We will refund any difference if the fee for the alternative course is lower than the original course.
- III. If it is not possible to offer the learner a suitable alternative course we will refund the fee they paid irrespective of any sessions delivered.
- IV. If we cancel or amalgamate a course after the first three sessions and the learner asks to leave the course we will offer to refund a pro rata amount of the remaining sessions as long as they attended at least 80% of the sessions run.

## 8. Re-Scheduled Classes

- I. If we have to make a minor change to a course – change to a nearby venue, change the tutor, change the room, change the course outline we will not offer a refund.
- II. Arrangements would be made to suit the majority of the class and availability of suitable accommodation.
- III. If a session is cancelled the tutor will agree with the class an additional session at a later date.
- IV. The tutor is responsible for informing learners in advance of any changes to their course.
- V. Where a rearranged class is not convenient for a learner to attend and a learner requests a refund please seek immediate verbal approval from a manager for a refund in the form of a voucher for the value of the cancelled class(es). The request must be made within 3 months of the rescheduled class.

## 9. Course refunds

Refunds will be in person in cash at the The Curve (Slough), Riverside centre (RBWM) or other agreed council venue.