



## Bromley Adult Education College (BAEC) Fee and Pound Plus Policy 2020-2021

### General Principles

BAEC's Fee and Pound Plus policy supports the aims of the Adult Learning Strategic Priorities 2019-2022 by setting out the principles under which BAEC generates income beyond the Adult Education Budget funding allocation from the Greater London Agency (GLA) and the Education and Skills Funding Agency (ESFA).

'Pound Plus' refers to additional income that enables BAEC to improve participation in learning, in line with principles for Community Learning (CL).

Fees from learners and lettings, other funding sources, resources in kind and partners' contributions are all included in 'Pound Plus'.

### Learners' Fees

BAEC encourages learners to make a contribution towards the cost of their course, dependent on government funding regulations and locally agreed priorities. Learners' fees contribute varying amounts towards the total cost of the course. The Fee Policy is reviewed annually and approved by the Bromley Adult Learning Board.

A basic hourly fee forms the basis for all fee calculations. There are different fee thresholds, according to the type of provision and learners' individual circumstances. The course fee is rounded up to the nearest pound.

Adult Skills courses, including those leading to qualifications, attract a lower hourly fee than non-accredited CL courses, but may include additional sums to cover the cost of verification of awards.

The rates for the academic year 2020-2021 are set out in the table below.

	<b>Provision</b>	<b>Standard Fee 2020/21 hourly rate*</b>
Adult Education Budget: Adult Skills courses	All accredited provision All non-regulated formula funded aims eg LLDD, ESOL, ICT etc	£3.49
Adult Education Budget: Community Learning courses	Non specialist rooms	£5.29
	Specialist rooms where fixed costs incurred by BAEC are higher	£5.62

Self Funded	Level 3 courses and various others such as but not limited to, advanced level languages	£9.77

\*this does not include additional costs such as examination fees, models, specialist resources, etc.

There may be additional charges for provision of materials or other resources. These may be included in the course fee or entail learners providing their own resources on a weekly basis e.g. cookery, floristry, arts and crafts. Additional charges will be made clear on the course information sheets available online or at either centre and learners will know in advance what they will be expected to pay.

### Learners' Subsidised and Discounted Fees

With the exception of 'self-funded' courses, all learners benefit from subsidised course fees through the Adult Education Budget Grant from the GLA/ESFA, as mentioned above. Learners will need to meet residency requirements in order to have the right to access this funding and will be asked to provide proof of residency. Information on residency requirements and proof of residency forms part of pre-course Information, Advice and Guidance (IAG), and is also available from BAEC on request.

English and maths (including GCSE), essential digital skills up to Level 1 accredited courses and some outreach provision for targeted groups are free to all learners.

Learners in receipt of eligible benefits are entitled to a discount on certain courses. The discount will vary from a 20% reduction to full fee remission (free) depending on the course. Learners will be asked to self-declare benefit status and may be asked to produce evidence.

There is full fee remission available on certain courses for those on a low income (defined by GLA and ESFA); again, evidence of this low income must be produced before enrolment. Examples of evidence include pay slips, bank statements etc, dated within the last three months. More information on proof of income is available on request from BAEC staff, email enquiries@baec.ac.uk

Learners who are not eligible for discounts can apply for assistance with fees and resources from the Learning Support Fund (LSF). A separate LSF policy sets out the conditions for eligibility.

Learners who fail to provide proof of their eligibility when required will be charged course fees at the rate of £9.77 per hour plus any other costs. Learners who are not eligible for GLA/ESFA funding will also be required to pay tuition fees at the rate of £9.77 per hour plus any other costs.

Learners are able to pay in instalments if a course is more than 16 weeks long. Learners need to agree an instalment plan at the time of enrolling. The part payment agreement stipulates 50% of tuition fees to be paid at enrollment and the other 50% to be paid after two months of tuition.

Late enrolments will be charged pro-rata to the nearest half-term, dependent on the programme and approval by Curriculum Leaders. Registration costs, materials and examination fees (if applicable) will be due in full.

BAEC cannot enrol individuals on another course while there is a balance of fees outstanding for any previous enrolment.

## **Examination Fees**

Examination, accreditation and administration costs are generally included in the overall course fee. All examination/accreditation and administration fees are non-refundable as they are passed on to external examining bodies.

If learners fail their examination and need to re-sit, they will need to pay the examination fee again. This is valid whether they re-sit during the same academic year or the following academic year. Different rules may apply for specific examinations; full details are available from the examination team at BAEC. Email [jane.monaghan@baec.ac.uk](mailto:jane.monaghan@baec.ac.uk)

Learners who fail to attend their examinations at the original date will be required to pay the re-sit examination fee in full.

## **Withdrawals**

Learners who withdraw from their course for personal reasons are not entitled to a refund of their fee. If learners have agreed an instalment plan, all instalments will be due in full.

## **Refunds**

### **Cooling Off Period**

Learners enrolled on a course are entitled to fourteen working days during which they may cancel their course enrolment and receive a refund of the money paid for the course(s).

If, however, the course starts within the fourteen day cooling off period, the payment for the course will indicate to BAEC that the learner wishes to undertake the course and their right to cancel will be lost unless this is due to a course being proved to have been mis-sold by BAEC or to a service failure.

### **For cancellations after the fourteen day cooling off period**

After the fourteen day cooling off period, learners will not be entitled to a refund unless this is due to service failure. This does not affect statutory rights.

### **Request for refunds relating to service failure**

Should learners request a refund based on a complaint about the quality of service provided by BAEC, the complaint will be dealt with from the time that it is received by BAEC's Customer Care Team. If the claim is substantiated, learners will receive a proportional refund of the fees paid. If the claim is not substantiated, learners will not be entitled to a refund. Learners are entitled to appeal and the appeal process is detailed in the Customer Care Policy.

### **Request for refund relating to safety measures in the academic year 2020-21**

Should learners request a refund following attendance at the first session of your course on grounds relating to Covid -19 precautionary measures, the claim will be investigated by the Customer Care Team. If the claim is substantiated, learners will receive a proportional refund of the fees paid. If the claim is not substantiated, learners will not be entitled to a refund.

Should learners request a refund after the second session or subsequent sessions attended, the claim will be dealt with according to procedure set out for refunds relating to service failure.

### **Request for refunds relating to medical problems and general absence**

There is no automatic right to a refund, for example as a result of ill health, self-isolation, a change in employment circumstances or moving home. In cases such as bereavement of a close relative or the demise of the student enrolled, applications for refunds will be considered on an individual basis. A minimum £10 administration charge per course for changes to course enrolments will be charged.

### **Re-Scheduled Classes**

BAEC may occasionally have to reschedule a class due to unforeseen circumstances. Arrangements will be made to suit the majority of the class and availability of the tutor and suitable accommodation. No refund for the missed session will be due if the new arrangement is not convenient to an individual student.

In circumstances where classes are cancelled for reasons outside the control of BAEC (e.g. very bad weather conditions, temporary closure of premises, tutor self-isolation, changes to local or national guidelines on lockdown procedures at short notice) then every attempt will be made to make up lost sessions, including delivery via a remote learning environment. If learning continues within or after five working days, no refund will be due. If BAEC is unable to inform learners of alternative methods of learning within five working days, refunds will not be payable but students may be credited to the value of the lost sessions.

No liability can be accepted for expenses incurred by learners in, or in connection with, attending a class which has been cancelled or altered at short notice.

### **Cancellations by BAEC**

If BAEC cancels a course and is unable to provide a suitable alternative, learners will be entitled to a full refund of their fees.

Should government guidance prevent courses from starting at the advertised time/dates or taking place in full, and BAEC cancels the whole or the remainder of the planned sessions:

- If BAEC is unable to provide alternative methods of learning, learners will receive a full or proportionate refund depending on the number of sessions cancelled.
- If BAEC informs learners of alternative methods of learning within five working days, no refund will be due.
- If BAEC sets up alternative methods of learning in place after five working days but before the planned end of the course, refunds will not be payable but students may be credited to the value of any lost sessions.

## **Letting Fees**

Letting fees cover the costs of room hire only.

The rates for the academic year 2020-2021 are set out in the table below.

Accommodation	Hourly Rate	Daily Rate
Standard Classroom	£ 24.00	£ 169.00
Conference Room (Kwd)	£ 48.00	£ 340.00

Small Hall (Pov)		
Specialist Rooms	£ 43.00	N/A

The cancellation charges for lettings are:  
Up to 4 weeks prior to start of letting: no charge  
Within 2-4 weeks prior to start of letting: 50% of full fee  
Less than 2 weeks prior to start of letting: full fee

### **Pound Plus**

BAEC's CL Outreach provision consists of targeted programmes designed to meet the particular needs of targeted groups of learners, as specified in BAEC's Adult Learning Strategic Priorities 2019-2022. Such programmes are usually proposed in partnership with local community organisations. There is an expectation that CL funding is a contribution to overall costs of delivery and that partners will add value by contributing in kind (such as offering free venue or expertise) or through cost savings (such as recruiting and supporting learners).