



## Bromley Adult Education College Fees and Pound Plus Policy 2023-2024

### General principles

BAEC's Fee and Pound Plus strategy supports the aims of the Adult Learning Strategic Priorities 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. 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.

The rates for the academic year 2023-2024 are set out in the table below.

	<b>Provision</b>	<b>Standard Fee 2022/23 hourly rate*</b>
Adult Education Budget: Adult Skills courses	All accredited provision All non-regulated formula funded aims eg LLDD, ESOL, Digital Skills etc	£3.92



Adult Education Budget: Community Learning courses	Non specialist rooms	£5.96
	Specialist subjects where fixed costs incurred by BAEC are higher	£6.32
Self Funded	L3 courses and various others such as but not limited to, advanced level languages	£10.98

\*This does not include additional costs such as examination fees, 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. Learners need to meet residency requirements in order to have the right to access to 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, and is also available from BAEC on request.

English and maths (including GCSE), essential digital skills courses are legal entitlement and are free to all learners. BAEC uses its funds so that most ESOL provision and some outreach provision for targeted groups is also free to learners.

Learners in receipt of eligible benefits are entitled to a discount on certain courses. The discount varies 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. received within



the last three months. More information on proof of income is available on request from BAEC staff.

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 £10.98 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 £10.98 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.

Late enrolments are charged pro-rata to the nearest half-term, dependent on the programme and approval by Curriculum Development Managers. 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**

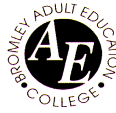
Examination, accreditation and administration costs are generally included in the overall course fee. All examination/accreditation and administration fees are non-refundable as they are passed on to external examining bodies.

If learners fail their examination and need to re-sit, they will normally 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.

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

### **Withdrawals**

Withdrawals are effective from the date of the session following the last attendance, as marked on the tutor's register. If students withdraw from their course for personal reasons,



there is no automatic right to a refund. Applications will be considered on an individual basis. If an instalment plan has been agreed and refund has been denied, all instalments will be due in full regardless of the date of withdrawal.

## **Refunds**

### **BAEC cancellation**

If BAEC cancels a course prior to the planned start and we are unable to provide a suitable alternative, students will be entitled to a full refund of their fees.

If BAEC cancels individual sessions or the remainder of the course after the start and is unable to provide a suitable alternative, students will be entitled to a credit or refund proportionate to the number of sessions cancelled, depending on circumstances.

Suitable alternatives may include sessions on a different day/time, offer of a place on a substitute course, postponement of studies or remote delivery.

BAEC will inform students of suitable alternatives within five working days. This may be via email, text messages or information on the BAEC website.

Arrangements will be made to suit the majority of the class and availability of teaching staff. If the new arrangement is not convenient to an individual student no refund for the missed session(s) will be due but a credit may be offered.

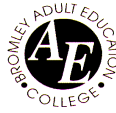
No liability can be accepted for other expenses incurred in, or in connection with, attending a class which has been cancelled or altered at short notice.

### **Re-scheduled classes**

BAEC reserves the right to cancel, combine or re-schedule courses at any time, or to make changes to advertised course details including cost, location, content and tutor.

In circumstances where classes are re-scheduled for reasons outside the control of BAEC (e.g. severe weather conditions, temporary closure of premises, changes to local or national guidelines on lockdown or safety procedures at short notice) and we are unable to provide a suitable alternative, students will be entitled to a credit or refund proportionate to the number of sessions cancelled, depending on circumstances.

Suitable alternatives may include sessions on a different day/time, offer of a place on a substitute course, postponement of studies or remote delivery.



BAEC will inform students of suitable alternatives within five working days. This may be via email, text messages or information on the BAEC website.

Arrangements will be made to suit the majority of the class and availability of teaching staff. If the new arrangement is not convenient to an individual student no refund for the missed session(s) will be due but a credit will be offered.

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

### **Cooling off period**

If students enrol on a course and pay for it, they are entitled to fourteen working days during which they may cancel their course enrolment. If they do reconsider their enrolment during this time, they will receive a refund of the money paid for the course(s).

If, however, the course starts within the fourteen day cooling off period, payment indicates that students wish to undertake the course. Therefore, their right to cancel is lost if they choose to withdraw, unless this is due to service failure.

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

If students cancel their enrolment after the fourteen day cooling off period, there is no automatic right to a refund unless this is due to service failure.

### **Student request for refunds relating to service failure**

Should students 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 the BAEC Customer Care Team. Complaints may be either in writing, by telephone or in person.

The date of receipt of the claim will be the date from which it is considered to have started. If BAEC substantiates the claim, the student will receive a proportional refund of the fees paid. If BAEC does not substantiate the claim, the student will not be entitled to a refund. Should students wish to challenge the outcome of the decision, the appeal process is detailed in the Customer Care Policy.

### **Student request for refunds relating to medical problems, general absence and/or self isolation**



There is no automatic right to a refund, in cases such as bereavement of a close relative, ill health, self isolation, a change in employment circumstances or moving home. Applications will be considered on an individual basis.

### **Administration charge**

A minimum £10 administration charge per course for changes to course enrolments apply (including transfers)

### **Letting fees**

Letting fees cover the costs of room hire only.

The rates for the academic year 2023-2024 are set out in the table below.

Accommodation	Hourly Rate	Daily Rate
Standard Classroom	£ 24.00	£ 169.00
Conference Room (Kentwood) Small Hall (Poverest)	£ 48.00	£ 340.00
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**

#### **Contributions in Kind**

BAEC's CL Outreach provision consists of tailored programmes designed to meet the particular needs of targeted groups of learners, as specified in BAEC's Adult Learning Strategic Priorities. 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).

#### **Additional Funding**

BAEC aims to boost Pound Plus by bidding for additional funds from GLA, ESFA, other government agencies, local funding opportunities etc. When bids are successful, additional funds are used for specific projects, in accordance with bid criteria.

