



CITY OF LONDON CORPORATION

Adult Skills and Education Service

Fees & Charges Policy 2023-2024

ASES Fees Policy 2023/2024

SCOPE

This document covers two main areas:

- the fees for all courses that are considered to be Adult and Community Learning (ACL), Family Learning (FL) and that are accredited (AEB).
- Supply chain fees across all areas of delivery (ACL, FL, AEB, Apprenticeships, Skills Boot Camps and any other funding stream associated with ASES)

POLICY STATEMENT

City of London Adult Skills and Education Service (ASES). is committed to a transparent fees structure and has adopted a fees policy that operates within funding body guidance and at market levels. We aim to ensure that learners, prospective learners and those supporting learners are aware of:

- The cost of courses
- Who is eligible for fee remission and the evidence required to claim remission?
- The courses that attract fee remission (concessions)
- The criteria for discretionary fee reduction and how to apply
- The arrangements for fee payment and refunds.

RESPONSIBILITY

The Head of Service is responsible for developing the fee policy, DCCS senior leadership team is responsible for agreeing the fees structure.

DCCS Senior Leadership Team are responsible for reviewing and approving the policy and providing guidance on its implementation.

The Learner Support officer or designated person is responsible for ensuring that fees are explained in the course listing.

The adult skills and education Quality and Performance Lead officer, centre staff and tutors are responsible for ensuring that fees are explained to learners and collected.

REVIEW

The policy, fees structure and operational procedures will be reviewed each year and updated, as necessary.

FUNDING OVERVIEW

Most of Adult Learning Courses are supported by the Greater London Authority (GLA). These courses are funded in the following ways:

- Community Learning (ACL and FL)

- Adult Education Budget (AEB) – grant funding
- Adult Education Budget (AEB) – procured
- Free Courses for Jobs (as part of the AEB procured contract)
- Skills Boot Camps

Other contracts may be awarded during the year and it is anticipated will be covered by this policy, if not this policy will be updated accordingly.

It is noted a small amount of monies is given by the ESFA for both Community Learning and AEB and these will be covered by the same rules.

These vary in the guidance regarding fees payable by learners.

Our apprenticeship provision is funded by the ESFA via the Digital Apprenticeship System (DAS).

SECTION A: LEARNER FEES

STANDARD FEE RATES FOR ELIGIBLE LEARNERS

The following rules apply to those participants who are on direct delivery courses (i.e. those delivered directly by ASES staff) and those that are delivered by our supply chain.

In all cases the GLA funding rules must apply – please see:
[Adult education budget \(AEB\) funding rules 2023 to 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/adult-education-budget-aeb-funding-rules-2023-to-2024)

Accredited (AEB) courses

The current AEB fee remission rules focus on providing full funding for eligible unemployed adults, young people (aged 19 to 23) with skills below level 2, those on low incomes and adults aged 19 and over, without English and maths up to level 2. Currently individuals who do not fall into one of these categories may have to contribute 50% towards the cost of their learning (commonly known as co-funding).¹

The basis for tuition fees for ALL courses in 2023/2024 will be set at 50%. The exceptions to the standard fee rate are listed below:

- Selected, primarily vocational courses where costs of delivery are higher than for most other courses, for example NVQs/Apprenticeship Frameworks or Standards
- Where the course is not supported by the GLA and a full fee is payable.
- Where other local providers are offering similar qualifications/courses at non- GLA standard fees or market conditions prevail.

Learner Loans (available through the Student Loan Service²) may be available for some courses. Please contact ASES for more details.

Community Learning (CL) courses

Fees on these courses are based on the number of hours delivered. For 2023/2024 course fees will be set at £5.00 per hour.

Family Learning (FL) Courses

There will be no course fees (other than some material costs) for Family Learning courses which is where parents/guardians and children undertake learning together.

Free Courses for Jobs

There will be no fees for participating in these courses.

Skills Boot Camps

There will be no fees for participating in these courses.

Apprenticeships

There will be no fees for participating in these courses.

¹ For full information on courses that are fully or co-funded please see documents found at:
<https://www.london.gov.uk/what-we-do/jobs-and-skills/adult-education-budget/information-gla-aeb-providers#acc-i-65986>

² For more details please see: <https://www.gov.uk/government/organisations/student-loans-company>

STANDARD FEE RATES FOR NON-ELIGIBLE LEARNERS

Learners who are not eligible for GLA funding, for example non-UK and those EEA learners without settled status, will be charged a fee of £10.00 per hour for CL courses and the full GLA matrix rate for AEB courses. For more information on residency/entitlement, refer to the website.

AUTOMATIC FEE REMITTANCE AEB COURSES

In line with GLA guidance, tuition and examination fees will be waived in 2023/2024 for all learners on AEB funded courses as listed above.

REDUCED FEES

Men and women who are aged 60 plus on or before the start date of a course are eligible for reduced fees see course listing. Learners wishing to claim reduced fees will be required to provide suitable evidence. For further information refer to the course listing.

CONCESSIONARY FEES

Learners who meet the above requirements for fee concessions and enrol on an AEB course will not be charged a **tuition** fee or an exam fee.

Learners who meet the above requirements for fee concessions and enrol on a Community Learning course will reduced rate of standard fee as per course listings.

CONCESSIONS

Learners who, at the time of enrolment, are in receipt of the following means tested benefits are eligible for concessionary fees. Concessionary fees cannot normally be backdated where an individual's circumstances change after the start of the course unless the benefit is also backdated.

Benefits that apply include:

- Universal Credit
- Job Seekers' Allowance and their partners where there is a joint claim (Income Based)
- Employment & Support Allowance (work related activity only)

The new eligibility requirements for learners to receive full funding during-2023-2024 are:

- those that are eligible for co-funding, and,

- earn less than the London Living Wage of £25,642.50 annual gross salary based on the assumption of a 37.5-hour contract with paid statutory holiday entitlement³

Other reductions are given for:

- Learners aged 19-23 on 31 August 2023 studying their first full Level 2 qualification
- Learners aged 19-23 on 31 August 2023 studying their first full Level 3 qualification
- Some members of the British Armed Forces studying their first full Level 2 (please ask for more details)
- Certain courses fall under the Free Courses for Jobs category and these will be free to eligible participants (please ask for more details)

Information about the evidence required for means tested benefits is provided in the course listing, on the web site and at centres during enrolment.

16-19 YEAR OLD LEARNERS

ASES is unable to offer study programmes for learners who are under the age of 19 on 31 August 2023.

OTHER FEES AND CHARGES

EXAMINATION COSTS

Examination fees are set at the rate charged by the Awarding Body and are included in the overall cost of the course and are payable in full at enrolment.

Examination fees do not apply to any of the courses where the GLA meet the full costs (see above).

RE-SITS

The cost of re-sits and additional tuition will be met by learners.

MATERIALS COSTS

The cost of materials used on the course will be paid, where applicable, by the learner at the time of enrolment and is included in the course costs where indicated.

COLLECTION OF FEES

Tuition costs, concessionary and reduced rates and methods of payment will be clearly presented in the course listing and explained at enrolment.

With the exception of free courses, all learners who start a course will pay at the time of enrolment.

³ Figure correct at time of publication

Payments can be made by the following means:

- Online payments and enrolment are now possible for some courses.
- Cheques.

Please note cash is no longer accepted.

DEBT COLLECTION

Learners are responsible for payment of their fees. We will make every effort to ensure that all fees are collected. Non-payment will result in suspension from the course.

APPEALS/MITIGATING CIRCUMSTANCES

Any appeals regarding the fee policy should be submitted within 10 working days from receipt of the decline and in writing to the Head of Service at ASES where this will be reviewed by the Appeals Panel.

INSTALMENTS

Tuition fees for some courses can be paid by instalments. Please seek further details at the reception. The first instalment is to be paid when you enrol and will be for the first term's tuition fee plus the full examination and other fees where applicable. Subsequent instalments will need to be paid before the start of each term as necessary. Full details, including instalment dates, will be given when the initial enrolment is processed.

Follow up letters will be sent to the learners' home addresses in the second week after each term as necessary informing them that if they fail to pay, they will be excluded from the course.

Lists of learners who have not paid their due instalment will be available for centre staff/tutors so that learners can be refused tuition.

The Quality and Performance Lead will consider request for extended instalments plans from learners who are prevented from enrolling on a course due to financial difficulties. However, the course fee will need to be paid in full by the half term of the final term of the course. Failure to do so will result in withdrawal of the learner. The enrolment system will be updated with a note against the learner's name and they may be refused enrolment for the new academic year.

The ASES senior team will consider written appeals by learners who are unable to enrol on a course due to financial constraints after all other fee remission and access options have been considered, following further discussions.

REFUNDS

Entitlement to refunds applies as follows:

Where a course is cancelled by ASES and a learner has attended less than 20% of the total course, a full refund will be given.

Where a course is cancelled by ASES and a learner has attended 20% or more of the total course, a refund will be made which is proportionate to the amount of the course outstanding.

When a written request for withdrawal is received at least seven days before the start date, an administration fee of £5 for full fees, £1.50 for concessionary and £3 for reduced fees will be deducted.

Where a learner withdraws through ill health and a doctor certifies that they are too unwell to continue, a proportionate refund of fees, less an administrative charge, will be made.

If the closure could not have reasonably been expected by ASES, no payment for loss will be made.

Examination Fees will normally be non-refundable.

SECTION B: MANAGEMENT FEES TO SUPPLY CHAIN

Community Learning and Family Learning (ACL and FL)

For those organisations delivering ACL and FL the maximum management fee is 20%. The 80% will be paid on timetable agreed at the start of the contract.

AEB Delivery

For those organisations delivering AEB (both grant and tendered contract) the maximum management fee is 20%. The remaining 80% will be paid monthly and will depend on the draw down from the GLA unless otherwise agreed.

Free Courses for Jobs (FCfJ)

For those organisations delivering FCfJ the maximum management fee is 20%. The remaining 80% will be paid monthly and will depend on the draw down from the GLA unless otherwise agreed.

Apprenticeships

For those organisations delivering apprenticeships and where we are claiming from the Digital Apprenticeship System (DAS) from our ILR return, the maximum management fee is 20%. The remaining 80% will be paid monthly and will depend on the draw down from the DAS/ESFA unless otherwise agreed.

Skills BootCamps

For those organisations delivering BootCamp provision the maximum management fee is 20%. The remaining 80% will be paid on the agreed milestone payments points.

PAYMENTS

Monthly or milestone payments will only be made if:

- a) All relevant evidence is submitted;
- b) Evidence is submitted 7 working days before the ILR return deadline – ILR deadline is fourth working day of the month.

This applies unless individual arrangements are made in separate SLA agreement.

Support on offer to Subcontractors

ASES offer a range of services and support to our supply chain in return for the management fee charged.

Examples include, but are not limited to:

- Monthly performance reviews
- Monitoring reports
- Regular telephone updates
- Management information including funding/financial and enrolment performance
- Cleansing of enrolment data and highlighting and data issues that need to be resolved
- Training Sessions
- Formal PIP reviews, where required
- Referrals, both direct and between subcontractors
- Quality and compliance visits
- Observations
- Audits
- (ILR) submissions
- Development and maintenance of attendance records
- Support with various accreditations