

# **Hampshire Achieves Adult Tailored Learning**

## **Fees Policy**

### **2024/25**

Date of last review/update	April 2024
Review Frequency	Annual
Reviewer(s):	Paul Whitehead Claire Allen Karen Northover

## Contents

1.0	Introduction .....	2
2.0	Learner Support .....	2
2.1	Crèche Support on Family Programmes.....	2
2.2	Learning support .....	2
3.0	Remission of Fees .....	3
4.0	Full cost courses .....	3
4.1	Refunds .....	3
5.0	Viability .....	4
6.0	Monitor, Review & Audit .....	4

## **ACL Fees Policy**

The contents of this policy are an integral part of the HA Quality Assurance Framework.

### **1.0 Introduction**

Hampshire Achieves Adult Tailored Learning Fees Policy 2024/25 offers guidance to all Hampshire Achieves staff and Partner Providers (All Providers) on setting appropriate fees for adult learners to support equality of entitlement for learners on Education & Skills Funding Agency (ESFA, the Agency) and Hampshire County Council funded programmes across the County.

The County Council's Adult Tailored Learning (ATL) provision is funded through a contract with the Agency. The level of funding made available to Partner Providers for delivering different programmes is determined by Hampshire County Council, with guidance from the Agency.

### **2.0 Learner Support**

Learner support relates to discretionary support for learners on courses that are expected to enhance their skills, competence, or personal development, so as to contribute to their future training, education, employability, or self-employment, e.g., transport or assistance toward crèche facilities. It is likely that were such support not available, the learner may be excluded from the provision.

This funding is limited and targeted at exceptional cases. Partner Providers should request funding for individual learner support using the 'Application for Learner/Learning Support' form, to outline specific details of the level of support required. The funding is allocated on an individual learner basis, according to the resource available.

#### **2.1 Crèche Support on Family Programmes**

Family Programmes aim to encourage family members to learn together, and the funding includes an element to cover the costs for the children enrolled on the course. As such, no claims for crèche costs should be made relating to the children on the course. Learner support relating to crèche facilities for children that are not enrolled on the course, for example younger siblings, may be requested but a clear distinction needs to be made between those children on the course and those for which a crèche is required.

#### **2.2 Learning support**

Learning support refers to arrangements that are required to provide direct additional support for learning by individual learners, over and above that which is normally provided in a standard learning programme. The additional learning support is required to help learners progress towards and successfully achieve, their learning goals.

The need for additional support may arise from a learning difficulty or disability, eg specialist computer keyboard or mouse for a disabled learner; specialist software for a blind student; or additional / specialist advice and guidance at the end of a course to enable progression.

Partner Providers will be able to request funding for learning support, outlining specific details of the support required. The funding will be evaluated on an individual learner basis. Partner Providers will need to request learner support through the Application Form.

Evidence of expenditure for learner and learning support will be required for audit purposes. Any learning support equipment purchased will remain the property of Hampshire County Council.

Funding for whole cohort support is not available through this funding and should be costed within the course funding.

**Please be aware that the ESFA does not allocate separate funding for learner or learning support and so the payments granted are paid from programme funding. A total of £20,000 has been set aside for learner/learning support and fee remission.**

### **3.0 Remission of Fees**

The County Council offers full concessions of fees to learners who are participating in Adult Tailored Learning and who meet the eligibility criteria:

#### **Hampshire Thrives**

- Without a full Level 2 qualification
- In receipt of Income Support or Universal Credit
- Families with school age children in receipt of free school meals
- Have a learning difficulty and/or disability
- Who are at risk of/have mental health needs
- Care Leavers
- Refugees
- Veterans

#### **Hampshire Works**

- Without a full Level 2 qualification
- In receipt of Income Support or Universal Credit
- Families with school age children in receipt of free school meals
- Have a learning difficulty and/or disability
- Care Leavers
- Refugees
- Veterans
- Over 50s looking to return to employment

### **4.0 Full cost courses**

Where learners do not meet the eligibility criteria, there will be a requirement to pay a full cost fee for the course that is undertaken as set out in the Hampshire County Council costings template. This applies to internal delivery only.

Furthermore, where courses delivered do not meet funding criteria, there will be a requirement for learners to pay full course cost fees as stated above.

#### **4.1 Refunds**

Decisions on refunds are the responsibility of the learning provider. If a learner wishes to dispute the provider's decision, the Provider should inform the learner of their right to appeal using the complaints procedure, as outlined in the Learner Handbook.

If a learner decides to withdraw from a course before a course begins, the following charges should be made:

- More than 4 weeks before course starts – full refund
- 1 to 4 weeks before the course starts – a £10.00 admin fee may be charged regardless of course fee
- No refunds will normally be made if a learner withdraws from a course less than 7 days before the start of the course.

Once a course has begun, refunds will only be considered in exceptional personal or family circumstances: holidays, loss of interest, new time commitments and similar domestic changes, do not qualify.

We reserve the right to cancel courses for which learners have enrolled – full refunds would be given in this case.

## **5.0 Viability**

All Providers have responsibility for ensuring the financial viability of their overall programme. There is an expectation of a figure of 10 enrolments per course, should enrolments fall below this number, All Providers must consider the financial and educational viability of continuing the programme. The interests of the learner must take precedence. Merging small groups within a provider's programme, or with another provider where possible, is often a better option.

## **6.0 Monitor, Review & Audit**

The contents of all policy and procedures will be monitored regularly by Hampshire Achieves Performance Management Group (PMG). Policies and procedures will be kept updated in accordance with any mid-year changes in the law, regulations, or changes to the Services' provision, with updates approved by PMG.

All policy and procedures will be reviewed by Senior Managers to determine their effectiveness, and where any changes are required, these will be applied and ratified. A summary of all changes will be kept as part of the PMG meeting notes. In addition, cycle of internal policy compliance/audits defined by Senior Managers will provide the assurance of the overall effectiveness of the Services ethos, policies, and procedures, and will confirm operational effectiveness, and compliance with our own quality assurance framework and any relevant laws or regulations.