

Hampshire Achieves Adult Tailored Learning

Fees Policy

2025/26

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ATL Fees Policy

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

1.0 Introduction

Hampshire Achieves (HA) Adult Tailored Learning Fees Policy 2025/26 offers guidance to all HA staff and providers on setting appropriate fees for adult learners to support equality of entitlement for learners on Department of Education (DfE) and Hampshire County Council funded programmes across the County.

The County Council's ATL provision is funded through a contract with the DfE. The level of funding made available to all providers for delivering different programmes is determined by Hampshire County Council, with guidance from the DfE.

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, and contribute to their future training, education, employability, or self-employment, e.g., transport or assistance toward crèche facilities which, if not available, would result in the learner being excluded from accessing the provision.

Funding is limited and targeted at exceptional cases. Providers should request funding for individual learner support using the 'Application for Learner/Learning Support' form, to outline specific details of the support required. Funding is allocated on an individual learner basis, according to availability and made from ATL Programme funding.

2.1 Crèche Support on Family Programmes

Family Programmes aim to encourage family members to learn together. Funding includes an element to cover the costs for children enrolled on the course. As such, no claims for crèche costs should be made for children on the course. Learner support relating to crèche facilities for children who are not enrolled, for example younger siblings, may be requested within this clear distinction.

2.2 Learning support

Learning support refers to arrangements that are required to provide direct additional individual learning support over and above that which is normally provided on a standard learning programme and where this 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, e.g. adapted computer keyboard or mouse; specialist software for a blind learner or additional / specialist advice and guidance at the end of a course to enable progression.

All 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. All 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 DfE does not allocate separate funding for learner or learning support and so any payments granted are to be paid from the Adult Tailored Learning programme funding.

3.0 Remission of Fees

The County Council offers full concessions of fees to learners who are participating in ATL and who meet at least one of the eligibility criteria:

- Without a Full Level 2 qualification
- In receipt of Income Support / Universal Credit / Employment Support Allowance
- Have a learning difficulty or disability
- Earn less than £25,750 annual gross salary
- Have school-aged children who qualify for Free School Meals
- Currently unemployed and seeking work
- At risk of / have mental health needs
- At risk of redundancy
- Have refugee status
- Have been granted leave to remain in the UK under any of the Afghanistan, Hong Kong or Ukraine schemes

Individuals will be eligible for funding if they are ordinarily resident in the UK on the first day of learning and the learning is taking place in England.

Asylum seekers who have lived in the UK for 6 months or more are eligible unless any of the exclusions below apply.

Individuals will not be able to access ASF funding if:

- they are here without authority or lawful status
- they are resident in the UK on a student visa, unless they are eligible through meeting any other of the categories
- they are in the UK on holiday
- they are in the UK on a sponsorship visa
- their residence permit imposes a study prohibition or restriction

4.0 Full cost courses

Where learners do not meet the eligibility criteria, there will be a requirement to pay a full cost course fee as set out in the Hampshire County Council costings template. Furthermore, where planned courses 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 Provider. If a learner wishes to dispute the decision, learners should be informed 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 commences, the following charges should be made:

- More than 4 weeks before course starts full refund of course fees paid
- 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 working days before the start of the course.

Once a course has begun, refunds will only be considered in exceptional personal circumstances which will not include holidays; loss of interest; changes in commitments. We reserve the right to cancel courses. Enrolled learners, in this instance, would receive a full refund of fees.

5.0 Viability

Providers are responsible for the financial viability of their programme. There is an expected minimum of eight enrolments per course. Where enrolments fall below this, providers must consider the financial and educational viability of their programme. The interests of the learner must take precedence.

6.0 Monitor, Review & Audit

The contents of all policy and procedures will be monitored regularly by HA 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. Where changes are required, these will be applied and ratified. A summary of any changes will be kept as part of the PMG meeting notes. In addition, the HA quality assurance cycle will monitor the overall effectiveness of service ethos, policies, and procedures and confirm operational effectiveness and compliance with regulatory frameworks.