

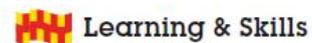


Northumberland
County Council



Learning and Skills Service

Fees and Refunds Policy 2019/20



Contents

- 1 Introduction
- 2 Funding Sources for 2019-20
- 3 Tuition Fees and Government Contribution for UK and EU Learners aged 16-18
- 4 Tuition Fees and Government Contribution for UK and EU Learners aged 19+ Up to and Including Level 2
- 5 Tuition Fees and Government Contribution for UK and EU Learners aged 19+ Up Level 3 and above
- 6 Tuition Fees for Un-funded Learners and Overseas Learners from non EU Area
- 7 Tuition Fees for Non Funded Programmes (Full Cost Recovery)
- 8 Charges for apprenticeship provision to non-levy paying employers
- 9 Collection of Fees
- 10 Financial Fee Support
- 11 Refunds

1. Introduction

This policy outlines the tuition and other fees chargeable to learners and employers of apprentices by Northumberland County Council Learning and Skills Service, based upon funding rates as outlined by the Education and Skills Funding Agency (ESFA) and Higher Education Funding Council for England (HEFCE) for courses commencing in the academic year 2019/20. The policy should be read in conjunction with the latest ESFA guidance for learner eligibility for public funding.

The Service will take into consideration market analysis regarding demand for provision and the market rate for fees when setting individual tuition fees, and will set the fee suggested by the funding body, unless there is a specific reason to vary the fees. For example, where local providers are charging a reduced fee, it may be sensible to reduce the fee to remain competitive. This policy acknowledges that the Service will adopt this approach in order to maximise recruitment, generate tuition fee income in line with funding regulations, and remain responsive to market conditions and Council priorities as set out in the Corporate priorities, vision and values statements.

For the purposes of this policy, ages of learners are calculated as of 31st August in the academic year in which they commence learning. The policy includes the following learners for the 2019-20 academic year:

- Full time and part time tuition fees for learners eligible for public funding,
- Fees for overseas learners or those not eligible for public funding;
- Concessionary policies for all UK and EU learners;
- Apprenticeships

These funding rules apply to all learners starting new learning aims on or after 1 August 2019. The only exception is for individuals continuing their learning from the 2018 to 2019 funding year.

2. Funding sources for 2019/20

In 2019/20, the Service is funded in the following way

Type of Provision	Funding Source
16-18 year old learners entitled to public funding	Education and Skills Funding Agency
Adult learners of any age, entitled to public funding, and undertaking funded courses up to level 2 and adults aged 19-23, entitled to public funding, and undertaking their first full level 3 course with legal entitlement	Education and Skills Funding Agency
Adult learners aged 19 and over undertaking eligible additional level 3 or higher courses, and adults aged 24 and over undertaking any eligible level 3 or higher courses	Learners are liable for all the course fees, but may be eligible to apply for an Advanced Learning Loan
16-18 year old learners and adult learners 19+ undertaking courses not entitled to public funding	No funding available. Learners liable for all course, registration and assessment fees.
Overseas learners from non-EU countries	No funding available. Learners liable for all course, registration and assessment fees.
Apprentices of all ages	ESFA and employers for non-levy paying employers Levy Digital Account for levy paying employers

3. Tuition Fees and Government Contribution for UK and EU Learners (Aged 16-18)

Free tuition is available to all full and part time eligible learners aged 16-18 on 31 August 2019, who are eligible for funding by the ESFA. The full guidance can be read at <http://bit.ly/ESAF16-18Guidance1920>

All compulsory costs of learning including tuition, registration and examination, mandatory equipment, materials, personal protective equipment, visits and residentials are met by the service. In addition, the Service may charge for non-compulsory costs of learning e.g. fees for industry recognised qualifications that do not form part of their study programmes that the learner wishes to pursue, or to attend a non-compulsory visit.

The Service reserves the right to charge fees to learners aged 16–18 where no ESFA funding is available for the course, or they are enrolled at another institution for more than 2 weeks and therefore the service cannot claim ESFA funding for the learner. Learners will be made aware of any fees prior to the start of any course or learning programme.

Learners under 16 years old on the 31 August 2019 will not be eligible for funding. The tuition costs for such learners are those in section 5 and are charged as per un-funded and overseas learners. We are pleased to support the tuition of 14-16 year old home educated learners, and these learners will be charged under section 5. They do not need to be accompanied in class, but for safeguarding reasons should be accompanied to and from classes. Younger learners may be considered for enrolment, but may need to be accompanied by an adult.

Learners will be made aware of any fees prior to the start of any course or learning programme, will be expected to have paid in full for courses or have an agreed payment plan in place, before their place is secured and they start in learning. Any learner entering a course without paying in full, or having produced valid evidence of fee remission before the course starts, will be asked to leave the provision.

4. Tuition Fees and Government Contribution for UK and EU Learners learning at Level 2 and below (Adults 19+)

Tuition fees will be charged for adult learners aged 19 and over who study on full time or part time programmes up to Level 2. This includes course fees and first examination fees. The courses are subsidised for all learners not entitled to fee remission: learners are asked to pay fees to contribute to the course. The remaining cost of the course is funded by the ESFA. The current ESFA contribution is 50%.

Resits and non-attendance fees for examinations may be charged at the discretion of the service. One basic fee is attached to each course, which is set by the Service in accordance with market factors, to stimulate recruitment or to ensure that group sizes are large enough to make running courses viable.

Additional fees in relation to materials and photocopying / printing, residential trips, educational visits, uniform or other such fees may be chargeable above the tuition fee stated at the discretion of the service.

Learners will be made aware of any fees prior to the start of any course or learning programme, will be expected to have paid in full for courses or have an agreed payment plan in place, before their place is secured and they start in learning. Any learner entering a course without paying in full, or having produced valid evidence of fee remission before the course starts, will be asked to leave the provision.

A general guide to the tuition fees are set out below but the service reserves the right to vary these fees in certain circumstances in order to maintain competitiveness:

Type of provision	Tuition Fee
Non accredited community learning or further education provision	£1.50 - £3.50 per hour
Awards provision up to 8 credits, level 2 or below	£25 - £55
Awards provision up to 12 credits, level 2 or below	£60 - £90
Awards provision with CSCS, level 2 or below	£100 - £140
Awards provision at Level 3 or higher not eligible for advanced learning loans	£175 +
Certificate up to 24 credits or pre-access, level 2 or below	£90 - £140
Certificate 25 to 36 credits, level 2 or below	£140 - £250
Diploma up to 48 credits, level 2 or below	£140 - £250
Diploma 49 credits or more, level 2 or below	£250 - £390

There are some instances where the fees for the provision are funded 100% by the ESFA: these are known as fully funded (or fee remission) and learners will not be asked for a fee for the course. The full guidance for this can be found at <http://bit.ly/AEBFundingRulesAdults1920>.

In summary the fee remission categories are set out below:

- 16-18 at the start of the course and not enrolled at another institution for more than 2 weeks.
- 19-23 and undertaking a Traineeship
- 19-23 studying up to and including level 1 and have not yet achieved above level 1

- 19-23 studying first full level 2 qualification (and the qualification must be part of the legal entitlement)
- 19+ studying English or maths up to level 2, including studying GCSE, where you do not currently have grades A* to C or grades 4 – 9 passes.
- 19+ Unemployed and studying up to and including Level 2 and one of the following applies:
 - You receive Jobseeker’s Allowance (JSA), including those receiving National Insurance credits only.
 - You receive Employment and Support Allowance (ESA).
 - You receive Universal Credit, and earned income from employment is less than £338 a month (sole adult in your claim) or £541 a month (joint claim with partner).
- Low Wage Flexibility: You may qualify for full fee remission if you are employed but earning an annual gross salary of less than £16,009.50. You will need to provide a recent wage slip, Universal Credit statement, or current employment contract that states your gross monthly / annual wages. You can be learning up to and including level 2 qualifications that demonstrate progression to improved employment outcomes.

Learners claiming remission are required to complete a self-declaration of their status and to provide appropriate evidence. Learners who started their programmes when they were 16-18 and turn 19 during the course of their full time study with the Service will not have to pay fees for the remainder of their study programme.

5. Tuition Fees and Government Contribution for UK and EU Learners learning at Level 3 and above (Adults 19+)

Tuition fees will be charged for adult learners aged 19 and over who study on full time or part time programmes at Level 3 or higher. This includes course fees and first examination fees. Resits and non-attendance fees for examinations may be charged at the discretion of the service. One basic fee is attached to each course, which is set by the Service in accordance with market factors, to stimulate recruitment or to ensure that group sizes are large enough to make running courses viable.

Additional fees in relation to materials and photocopying / printing, residential trips, educational visits, uniform or other such fees may be chargeable above the tuition fee stated at the discretion of the service.

A general guide to the tuition fees are set out below but the service reserves the right to vary these fees in certain circumstances in order to maintain competitiveness:

	Tuition Fee / Advanced Learning Loan
Certificate (13 to 24 Credits) and GCSEs, AS and A2 Levels	£720
Certificate (25 to 36 Credits)	£1260
Diploma (37 to 48 Credits) and GCE A Levels	£1980
Diploma (49 Credits or more)	£2570
Diploma – Access to Higher Education	£2570

Learners will be made aware of any fees prior to the start of any course or learning programme, will be expected to have paid in full for courses or have an agreed payment plan in place, before their place is secured and they start in learning. Any learner entering a course without paying in full, or having produced valid evidence of fee remission before the course starts, will be asked to leave the provision.

There are some instances where the fees for the provision are funded 100% by the ESFA: these are known as fully funded (or fee remission) and learners will not be asked for a fee for the course. The full guidance for this can be found at <http://bit.ly/AEBFundingRulesAdults1920>.

In summary the fee remission categories are set out below:

- 19-23 studying first full level 3 qualification (and the qualification must be part of the legal entitlement)

For all other learners studying at Level 3 or higher, you can either choose to self-finance tuition fees, or apply for an Advanced Learning Loan from the Learner Loan Company. Whichever the method of settling tuition fees, it is the learner's responsibility to demonstrate full payment or a loan agreement is approved and in place before learning commences.

Under the Advanced Learning Loan scheme, the Service receives monthly payments from the Learner Loan Company (SLC) for agreed learners throughout the duration of the programme. It should be noted that SLC payments stop being paid for a learner if they withdraw from the programme, in which case the learner becomes responsible for paying the

remaining fees owed to the service, and will commence repaying the loan made to them from SLC.

You can see the full terms and conditions and make an application for an Advanced Learning Loan at <https://www.gov.uk/advanced-learner-loan>

In 2019/20 the Service set the tuition fees for learners in this category at a level no greater than the maximum loan fee for each course as specified by the funding regulations for eligible loans provision. Courses where learners are eligible to apply for an Advanced Learning Loan are clearly stated in the prospectus.

6. Tuition Fees for Un-funded Learners and Overseas Learners from non EU Area

There is no public funding to support the cost of delivery for learners from overseas non EU countries and learners will therefore be responsible in full for all costs associated with their learning including tuition, registration, assessment and examinations, materials and equipment and other costs. Fees are calculated at the equivalent of the public funding rate for the course for a fully funded learner + awarding body fees + any mandatory costs of learning.

Specific fees for learners can be requested from the Data Team of the service on 01670 622115.

Other specific additions to the above include:

- International or overseas learners are expected to pay fees in full prior to the commencement of their course, in line with UK Border Agency guidelines.
- International or overseas learners are expected to pay registration fees and examination fees in full prior to the commencement of their course.
- Fees paid by an international learner may not be deferred to a further academic year unless in circumstances where the Service has cancelled the course.
- Tuition fee refunds will only be available in line with the refunds section 13, of this policy.

7. Tuition Fees for Non Funded Programmes (Full Cost Recovery)

The Service will charge a tuition fee for Full Cost Recovery (FCR) courses. These are courses for which there is no public subsidy.

In setting tuition fees, the Service takes the following elements into consideration:

- Fixed and variable costs of delivery
- Achievement of a minimum group size to ensure classes are viable and sustainable

A general guide to the tuition fees are set out below but the service reserves the right to vary these fees in certain circumstances in order to maintain competitiveness and meet the costs of delivery:

Band	£ per hr	Rational
A	£3.50	Little or no specialist resources or materials required
B	£4.00	Moderate level of specialist resources or materials required
C	£5.00	High level of specialist resources or materials required
D	Individual pricing	Very high level of specialist resources or materials required
E	Individual pricing	Bespoke programmes for individuals and organisations

The banding is based on nearest appropriate weighting for similar subjects as set in the Learning Aim Reference Service.

Learners will be made aware of any fees prior to the start of any course or learning programme, will be expected to have paid in full for courses. Any learner entering a course without paying in full, before the course starts, will be asked to leave the provision.

8. Charges for apprenticeship provision

The funding band of the apprenticeship is based on an apprentice requiring the full content of the apprenticeship, and in the case of standards this means all the listed knowledge, skills and behaviours.

ESFA funding rules state that the apprenticeship content, duration and price must be reduced where the individual has relevant prior learning. Prior learning must be factored into the price that is negotiated between the provider and the employer: apprenticeship funding must not be used to pay for, or certify, the delivery of existing knowledge, skills and behaviours as this represents poor value for money.

There are audit checks to ensure a price reduction has been made to account for prior learning and the reduced training content required. To meet the ESFA funding rules, the training element within the apprenticeship must have a minimum duration of 12 months with at least 20% off-the-job training.

The table below sets out the full charges before any RPL based price reductions are applied.

Frameworks

Apprenticeship title	Pathway title	Framework code (data purposes only)	Level	Sector Subject Area	Maximum Levy Charge	Maximum 5% contribution for Non-Levy (Co-Funded)	Employer payment	Provider payment
Activity Leadership	Outdoors	460	2	Sport, Leisure and Recreation	£1,500	£75	£1,000	£1,300
Activity Leadership	Exercise and Fitness	460	2	Sport, Leisure and Recreation	£2,000	£100	£1,000	£1,400
Activity Leadership	Coaching	460	2	Sport, Leisure and Recreation	£2,000	£100	£1,000	£1,400
Activity Leadership	Leadership	460	2	Sport, Leisure and Recreation	£2,000	£100	£1,000	£1,400
Business and Administration	Business and Administration	490	2	Administration	£2,000	£100	£1,000	£1,400
Business and Administration	Legal Administration	490	2	Administration	£2,000	£100	£1,000	£1,400
Business and Administration	Medical Administration	490	2	Administration	£1,500	£75	£1,000	£1,300
Business and Administration	Business and Administration	490	3	Administration	£2,500	£125	£1,000	£1,500
Business and Administration	Legal Administration	490	3	Administration	£2,500	£125	£1,000	£1,500
Business and Administration	Medical Administration	490	3	Administration	£2,000	£100	£1,000	£1,400

Business and Professional Administration	Business and Professional Administration	620	4	Administration	£4,000	£200	£1,000	£1,800
Catering and Professional Chefs	Food Production and Cooking	582	2	Hospitality and Catering	£2,000	£100	£1,000	£1,400
Catering and Professional Chefs	Professional Cookery	582	2	Hospitality and Catering	£2,500	£125	£1,000	£1,500
Catering and Professional Chefs	Chefs in the Licensed Hospitality Industry	582	2	Hospitality and Catering	£2,000	£100	£1,000	£1,400
Catering and Professional Chefs	Patisserie and Confectionery	582	3	Hospitality and Catering	£2,500	£125	£1,000	£1,500
Children and Young People's Workforce	Children and Young People's Workforce	445	2	Child Development and Well Being	£2,000	£100	£1,000	£1,400
Children and Young People's Workforce	Early Years Educator	445	3	Child Development and Well Being	£2,500	£125	£1,000	£1,500
Children and Young People's Workforce	Children and Young People's Social Care	445	3	Child Development and Well Being	£2,500	£125	£1,000	£1,500
Children and Young People's Workforce	Residential Childcare	445	3	Child Development and Well Being	£2,500	£125	£1,000	£1,500
Construction Building	Decorative Finishing and Industrial Painting	522	2	Building and Construction	£6,000	£300	£1,000	£2,200
Construction Building	Maintenance Operations	522	2	Building and Construction	£5,000	£250	£1,000	£2,000
Construction Building	Trowel Occupations	522	2	Building and Construction	£5,000	£250	£1,000	£2,000
Construction Building	Wood Occupations	522	2	Building and Construction	£6,000	£300	£1,000	£2,200
Construction Building	Trowel Occupations	522	3	Building and Construction	£6,000	£300	£1,000	£2,200
Construction Building	Wood Occupations	522	3	Building and Construction	£9,000	£450	£1,000	£2,800
Construction Building	Decorative Finishing	522	3	Building and Construction	£9,000	£450	£1,000	£2,800
Construction Civil Engineering	Construction Operations	520	2	Building and Construction	£4,000	£200	£1,000	£1,800
Construction Civil Engineering	Highways Maintenance	520	2	Building and Construction	£5,000	£250	£1,000	£2,000
Construction Civil Engineering	Plant Maintenance	520	3	Building and Construction	£12,000	£600	£1,000	£3,400
Construction Specialist	Fitted Interiors	519	2	Building and Construction	£5,000	£250	£1,000	£2,000
Construction Technical and Professional	Occupational Work Supervision	521	3	Building and Construction	£5,000	£250	£1,000	£2,000
Cultural and Heritage Venue Operations	Cultural Heritage	495	2	Crafts, Creative Arts and Design	£2,000	£100	£1,000	£1,400
Cultural and Heritage Venue Operations	Cultural and Heritage Venue Operations	495	2	Crafts, Creative Arts and Design	£2,000	£100	£1,000	£1,400
Cultural and Heritage Venue Operations	Cultural Heritage	495	3	Crafts, Creative Arts and Design	£2,000	£100	£1,000	£1,400

Cultural and Heritage Venue Operations	Cultural and Heritage Venue Operations	495	3	Crafts, Creative Arts and Design	£2,500	£125	£1,000	£1,500
Customer Service	Customer Service	488	2	Administration	£1,500	£75	£1,000	£1,300
Customer Service	Customer Service	488	3	Administration	£2,000	£100	£1,000	£1,400
Glass Industry	Domestic Fascia, Soffit & Bargeboard Installation	502	2	Manufacturing Technologies	£3,000	£150	£1,000	£1,600
Glass Industry	Fenestration Installation	502	2	Manufacturing Technologies	£3,000	£150	£1,000	£1,600
Glass Industry	Glazing	502	2	Manufacturing Technologies	£3,000	£150	£1,000	£1,600
Glass Industry	Glazing	502	3	Manufacturing Technologies	£9,000	£450	£1,000	£2,800
Glass Industry	Fenestration Installation	502	3	Manufacturing Technologies	£9,000	£450	£1,000	£2,800
Horticulture	Horticulture	527	2	Horticulture and Forestry	£2,000	£100	£1,000	£1,400
Horticulture	Horticulture	527	3	Horticulture and Forestry	£2,500	£125	£1,000	£1,500
IT Application Specialist	IT Application Specialist	419	2	ICT for Users	£2,000	£100	£1,000	£1,400
IT Application Specialist	IT Application Specialist	419	3	ICT for Users	£4,000	£200	£1,000	£1,800
Leisure Operations and Leisure Management	Leisure Operations	466	2	Sport, Leisure and Recreation	£2,000	£100	£1,000	£1,400
Leisure Operations and Leisure Management	Leisure Management	466	3	Sport, Leisure and Recreation	£2,000	£100	£1,000	£1,400
Supporting Teaching & Learning in PE & School Sport	Supporting Teaching & Learning in PE & School Sport	613	3	Sport, Leisure and Recreation	£3,000	£150	£1,000	£1,600
Supporting Teaching & Learning in Schools	Supporting Teaching & Learning in Schools	420	2	Direct Learning Support	£2,000	£100	£1,000	£1,400
Supporting Teaching & Learning in Schools	Supporting Teaching & Learning in Schools	420	3	Direct Learning Support	£2,500	£125	£1,000	£1,500

Standards

Name	Apprenticeship standard reference number	Level	Maximum Funding (£)	Total Training Price	Total Assessment Price	Typical Duration	LARS code for providers only	Learning Aim Class Code where appropriate	EPA
Property maintenance operative	ST0171	2	£9,000	£7,760	£1,240	12	23	Z0001844	City and Guilds
Infrastructure technician	ST0125	3	£15,000	£13,970	£1,030	12	82	Z0001896	British Computer Society

Hospitality team member	ST0233	2	£4,000	£3,070	£930	12	96	Z0001851	City and Guilds
Healthcare support worker	ST0216	2	£3,000	£2,500	£500	12	103	Z0001831	NCFE Cache
Operations / Departmental Manager	ST0385	5	£7,000	£5,200	£1,800	30	104	Z0002026	ILM
Team Leader / Supervisor	ST0384	3	£4,500	£3,850	£650	12	105	Z0001926	ILM
Adult care worker	ST0005	2	£3,000	£2,400	£600	12	119	Z0001831	NCFE Cache
Customer service practitioner	ST0072	2	£3,500	£2,800	£700	12	122	Z0001875	Pearson Edexcel
Business Administrator	ST0070	3	£5,000	£4,000	£1,000	18	196	Z0001925	Pearson Edexcel
Carpentry and Joinery	ST0264	2	£12,000	£8,400	£3,600	18	239	Z0001844	CSKILLS / NOCN
Teaching assistant	ST0454	3	£5,000	£4,400	£600	18	297	Z0001921	NCFE Cache
Port Operative	ST0307	2	£8,000	£6,400	£1,600	12	350	Z0001842	International Association of Maritime Institutions

Levy Employers

Once the Total Negotiated Price has been agreed with the employer, the Service will charge to the Employers Digital Account for Apprenticeship, the agreed fees as set out in the Apprenticeship Agreement for each apprentice.

Non Levy Employers (Co-funded)

Once the Total Negotiated Price has been agreed with the employer, the Service will charge 5% to the non-levy employer. An official purchase order will be supplied to the employer, and the employer will raise an invoice to the Council. In some circumstances a payment plan may be agreed.

9. Collection of Fees

Fees are payable on enrolment and before classes start. Fees will be collected by debit or credit card or by cash to a local centre. Card payments can be taken over the telephone using our secure payment system at the time of enrolment.

Depending on the value of the fee and the length of the course, learners can apply to pay fees in instalments at enrolment. One third of the fees listed in the course information are payable at enrolment and the remainder payable on consecutive months as stipulated in the agreement. Interest will not be charged to the learner, provided the fees are paid in accordance with the instalment plan. The Service reserves the right to charge interest where the instalments are not paid within the agreed instalment plan at the rates set in the Late Payment of Commercial Debt 1998. The full instalments plan must be met, even in the circumstances that the learner withdraws from the course early.

Where learner tuition fees are being sponsored by an organisation, the learner must provide a valid purchase order from their sponsoring organisation before their enrolment can be completed or in exceptional circumstances, a letter of sponsorship (on headed paper) may be accepted. Should the learner's sponsor fail to pay all or part of the fees due, these will become the responsibility of the individual learner. All fees and debts are collectable by the Service and the Service will issue reminders to pay periodically. The Service will engage debt collection agencies to collect fees outstanding where all other recovery options have been exhausted.

The Service reserves the right to take legal action where all other attempts to collect outstanding debts have failed.

10. Financial Fee Support

This policy complies with the Service's Equality and Diversity Policy. For learners facing financial hardship various forms of support may be available to fund tuition and other fees.

Currently these are:

- 19+ Discretionary Learner Support Grants and Loans
- 16-19 Discretionary Bursary Scheme
- 16-19 Vulnerable Bursary Scheme

The Council also provides a Post 16 Transport Scheme, details of which can be found at <http://bit.ly/Post16Transport>

Further information on these schemes is available by:

- Contacting staff in any service delivery centre
- Calling our main office 01670 622105
- www.northumberland.gov.uk/adultlearning

11. Refunds Policy

This policy applies to all courses provided by Northumberland County Council Learning and Skills Service.

Course Cancellations

Tuition fee refunds will normally only be made where a course is cancelled or where the times or location of the course are significantly changed by Northumberland Learning and Skills Service and the learner is no longer able to attend. In the case of a course cancellation, we will make every effort to offer an alternative that is comparable provision but where this is not possible tuition fees will be refunded as follows:

- Cancellation of the course prior to published start date – full refund of tuition fees
- Closure of the course within the first two weeks – full refund of tuition fees
- Closure of the course beyond the first two weeks – pro rata refund of tuition fees for remaining weeks not provided minus an administration fee of £5.00 per course

Learner Withdrawals

Unfortunately no refunds can be made where a learner decides to leave a course of their own volition, as a result of changes in the learner's personal circumstances, as a result of weather conditions preventing learner attendance when our centres are open, or in the unusual case of them being asked to leave the course due to a breach of the Code of Conduct. The only exception to the above is where a learner has to leave a course on medical grounds. Only the learner's own medical circumstances can be considered; unfortunately this cannot be extended to include the medical circumstances of family and friends. Consideration will only be given to tuition fee refund requests where the learner is supported by evidence from the learner's GP or medical specialist that they are unfit to continue. Evidence will normally be in the form of a fit note or letter on official headed paper from the GP or specialist. If granted, the refund will be pro-rata depending on the classes attended minus an administration fee of £5.00 per course.

Customer Complaints

A part or full refund may be offered where a learner has made an official complaint through the Complaints Procedure and this has been upheld as a result of investigation. The refund is at the absolute discretion of the Council.

Payment Arrangements for Refunds

Once a refund has been approved a refund will be made to the card on which the payment was initially made or, in the case of cheque or cash payments, a refund via cheque will be issued. Refunds will be processed as soon as possible but this may be up to 30 days during peak periods. For further information about the progress of your refund, please contact the support team on 01670 622105.