



# COURSE FEES POLICY 2022-2023

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# Course Fees Policy 2022-2023

## Scope of the Policy

This Policy sets out how Wandsworth Council Lifelong Learning (also referred to as WCLL) applies fees for courses charged to learners. This includes any course which is delivered on-site, off-site or online. The Policy is subject to rule changes introduced by government and funding agencies which may occur during the course of an academic year.

## Policy Rules

This Policy will be updated on an annual basis and will be re-issued on an annual basis.

All appeals and complaints regarding this Policy should be addressed to the Head of Service: Santino Fragola, [santino.fragola@richmondandwandsworth.gov.uk](mailto:santino.fragola@richmondandwandsworth.gov.uk)

## Disclaimer

Wandsworth Council Lifelong Learning reserves the right to change or amend, at any time, any of the course details including but not limited to; content; dates; times; venues; tutor; fees payable; concessions available or terms or conditions. Wandsworth Council Lifelong Learning also reserves the right to close or not to commence any published course.

## Fees

Wandsworth Council Lifelong Learning has introduced fees for courses which are not subsidised by government funding, or a learner does not meet the eligibility criteria to have the costs of their course funded by the Government (refer to the DfE and GLA guidance on Adult Education Budget funding rules to view eligibility criteria).

### Fees will cover:

- Tuition fees for all programme elements
- Examination fees where applicable
- Course materials where applicable

## Payment of Fees

Course fees will be invoiced after the enrolment documentation is completed. Payment by the learner will be made once the invoice is received and before the start of the course.

## Payment methods

The following methods of payment include:

- Most major debit and credit cards
- BACS
- Third party invoice

## Fee Payment by a Third Party (Invoice)

Where a learner's employer or other third party has offered to pay the fee, the third party will complete an Invoice Request form which demonstrates acceptance of their liability of the full fee on behalf of the learner. Enrolment will not take place until this request is submitted to Wandsworth Council Lifelong Learning and is subject to availability. An invoice will be sent to the third party for full payment.

If payment of the invoice is not made within the time stated on the invoice, responsibility for payment the fee(s) will revert to the learner. Non-payment could result in the learner being withdrawn from their course.

Where a third party is paying on behalf of the learner, the cooling off period will begin when the Information, Advice and Guidance interview has been conducted and will end seven working days before the start of the course. Should the learner withdraw after the start date of the course, the organisation/individual remains liable for payment of the invoice. Refunds are not available.

## Sanctions Against Non-Payment of Fees

Learners with an outstanding debt will not be able to enrol on further courses until the debt is paid. If a learner with a debt enrolls online, they will be withdrawn from the course.

Wandsworth Council Lifelong Learning will take reasonable steps to advise and support learners in financial difficulty. If support measures are applied, failure to pay agreed monies in line with arrangements will, in most cases, result in suspension or withdrawal from the course.

## Withdrawals / Non-Attendance

It is the learner's responsibility to notify Wandsworth Council Lifelong Learning of any absences. Learners with three consecutive unauthorised absences will be withdrawn from the course and no refund will be issued to the learner.

## Transfers

Learners do not have an automatic right to change, transfer or defer courses or fees unless their course has been cancelled, or if they are within their cooling off period. Changes, transfers or deferrals are agreed on an individual basis, following a request submitted by the learner and, if agreed, the learner may defer their enrolment to the next available cohort to take place.

# REFUNDS

## Principles

Refunds will only be made if the course is cancelled, closed or the dates or venue are changed by WCLL. Refunds will not be granted if a learner chooses to withdraw prior to, or part way through the course. If a learner wishes to withdraw before the course starts, the learner will have the opportunity to enrol on the next available course, up to seven days before it is delivered. The fee will not be refunded and will be transferred to the re-scheduled course.

A request for a refund must be submitted in writing and directed to Joss New, [joss.new@richmondandwandsworth.gov.uk](mailto:joss.new@richmondandwandsworth.gov.uk) for investigation. No consideration will be given to issuing a refund if a written request is not submitted and refunds will be calculated from the start date of the course up until the date a request is received.

Refunds are expected to take 10 working days to process but may take longer during holiday periods, centre closures or where the original method of payment was through a third-party invoice.

## Course cancellation

In the event of course cancellation prior to commencement, the learner will be issued a full refund of fees, without administrative costs being deducted. Pro-rata refunds will be issued for early closure of a course. If a course is postponed a full refund will be issued although the learner will have the choice to offset their payment against an alternative course.

## Service failure

Refund requests out of the cooling off period about the quality or level of service provided by WCLL should be made in writing to [joss.new@richmondandwandsworth.gov.uk](mailto:joss.new@richmondandwandsworth.gov.uk). If WCLL substantiates their claim, a learner will receive a refund calculated from the date their complaint is received.

## Refunds relating to medical problems

There is no automatic entitlement to a refund, in the event of a learner's medical problem. An application should be made in writing to [joss.new@richmondandwandsworth.gov.uk](mailto:joss.new@richmondandwandsworth.gov.uk) with a supporting doctor's letter/certificate.

Where the application is granted, a pro rata refund will be calculated from the date the request is received. An administration fee of £25, non-refundable examination fee and course materials where applicable, will be charged.

## Administration process for fees

