

**LEICESTERSHIRE COUNTY COUNCIL  
COMMUNITIES AND WELLBEING  
LEICESTERSHIRE ADULT LEARNING SERVICE (LALS)  
2024/2025 FEES POLICY**

The purpose of the fees policy is to clearly define the rationale for fees across the Service and provide a transparent pricing structure for; service users, partners and staff.

### **Background**

Leicestershire Adult Learning Service (LALS) receives funding from the Education and Skills Funding Agency (ESFA) for the delivery of accredited and non-accredited adult education provision. To qualify for funding through the Adult Education Budget (AEB) learners must be aged 19 or older on 31 August within the 2024 to 2025 funding year. In addition to the ESFA's grant funding LALS generates other income through the contribution that learners make towards their tuition fees, and services commissioned by partners and employers. This 'Pound-Plus' income is used to support delivery of learning activities to people most in need and least able to afford community learning provision.

### Purpose of ESFA Funding (2024-25 ESFA Funding Rules)

ESFA funded AEB aims to engage adults and provide the skills and learning they need to progress into, or within, work or equip them for an apprenticeship or other learning. It enables more flexible tailored programmes of learning to be made available, which may or may not require a qualification, to help eligible learners engage in learning, build confidence, and/or enhance their wellbeing.

### Regional Priorities

ESFA funding rules state that 'Providers must have due regard to the skills analysis and priorities of Local Enterprise Partnership(s) and their Skills Advisory Panels'. LALS Accountability Statement sets out how the proposed curriculum will meet the local, regional and national priorities. Programme design will be informed by the Local Skills Improvement Plan (LSIP) which adopts a new approach to understanding and framing the requirements of employers.

**LALS Fees Policy 2024- 25 Academic Year**

- The ESFA funding rules and performance guidance forms the basis of this policy. Other factors considered include; the ESFA ‘assumed fee’ element, the needs of local communities, demographic data, competition from other providers and the viability of courses.
- The ESFA fee remission categories are adopted within this fees policy to support our goal of increasing participation and removing financial barriers to learning.
- The separate strands within the Adult Education Budget ‘Adult Skills’ and ‘Community Learning’ continue to be funded using different ESFA formula therefore different fees will apply for each programme according to the source of funding.
- A base rate for Adult Skills and Adult Community Learning courses listed in the table below is designed to provide consistency with charges and reduce the complexities with administration and the collection of fees.

**2024/25 Academic Year Fee Categories**

<b>Description</b>	<b>Rate / per GLH</b>
Statutory No Fee Category*	£0.00
ESOL Standard Fee	£3.30
Adult Skills Fund Standard Rate Course ( <b>F</b> -coded courses, eg 24WG123 <b>F</b> )	£4.95
Tailored Learning Courses (P-coded courses, eg 24WG123 <b>P</b> )	£6.05
Cost Recovery ( <b>N</b> -coded courses, eg 24WG123 <b>N</b> )	£9.90

*\*100% fee concession subject to eligibility as per ESFA grant funding rules (primarily English and Maths provision)*

**Course Coding**

All courses are coded with a suffix of F, P or N according to their funding status. ‘F’ coded courses are accredited courses which are formula-funded by the ESFA. ‘P’ coded courses are for non-regulated learning (not subject to external accreditation in the form of a regulated qualification) and is also funded by the ESFA. N-coded courses are not ESFA funded and do not attract a fee reduction.

The aim of the pricing policy is to focus resources towards targeted groups and deliver LALS strategic goals. All proposed learning programmes require a supporting curriculum rationale with evidence to justify pricing above or below the standard rates outlined above.

This approach is intended to provide managers additional flexibility, for example to discount programmes in new venues within disadvantaged neighbourhoods or enable higher charges to be applied to raise additional income from less targeted provision.

## APPENDIX

The above fee categories apply to individuals accessing learning for their own development. Employers do not normally qualify for ESFA funded courses except where there are specific exemptions. For example, approved company schemes for personal development learning.

***When charging a fee to co-funded learners, the sum of the government contribution and the learner's fee must not exceed the fully funded weighted rate for the learning aim, and the learner should not have to pay more than 50% of the unweighted rate.***

### Seasonal Enrolment Discounts and Discount Events

Learners can make savings on their course tuition fees by taking advantage of the following seasonal discounts:

- **The Autumn 'Early Bird' Discount:** a 30% discount valid from commencement of the 24/25 enrolment period from 8:30am on Monday 1<sup>st</sup> of July 2024 till 7pm on Monday 30<sup>th</sup> September 2024
- **The 'New Year' Discount:** a 20% discount valid from 8:30am on Monday 2<sup>nd</sup> December 2024 until 7pm on Friday 31<sup>st</sup> January 2025

The discounts are available on all courses with fees to pay and can be applied to any number of courses which start throughout the year. Learners paying by instalments, and those who are entitled to pay the Reduced Fee for a course, are also entitled to receive the discounts. Discounts do not apply to course materials or exam costs.

The discounts can be obtained by:

- enrolling in-person at one of our [locality offices](#),
- over the phone via the Enrolment Line (FREEphone 0800 988 0308),
- online via our [course search](#) where the discounts will automatically be applied,
- or by attending an Open Day or Enrolment Event where the discounts have been applied.

Learners wishing to enrol on courses outside of the discount periods will need to pay the full advertised fees, this includes the period from 1<sup>st</sup> October 2024 through till 30<sup>th</sup> November 2024 and the period from 1<sup>st</sup> February 2025 onwards. Learners are not able to reserve places on courses without payment. Those wanting to enrol before the New Year Discount period begins are advised to contact our Enrolment Team on FREEphone 0800 988 0308 to be advised on the risk of losing a place by waiting.

Both the 30% Early Bird discount and the 20% New Year discount will be advertised in the 24/25 GoLearn! Brochure, the Learner Handbook, online and via our social networking channels.

A discount may also be applied to any Enrolment Events, Open Days or other such activities as needed, and at the discretion of GoLearn! Senior Management Team. Such discounts will be advertised ahead of time as appropriate.

### Fee Remission

Fee remission is a key component of the fees policy designed to remove financial barriers to participation in learning. In 2024/25 standard fee remission of 70% and 100% is applicable to both accredited and non-accredited programmes where learners qualify in accordance with eligibility criteria. (See Appendix 1)

### Payment Methods

A number of different payment methods are available to meet the individual needs of learners including; payment by cash, cheque, debit card, MasterCard/Visa credit cards. The preferred method of payment is electronic. However, payment by cash remains an important option because learners from disadvantage/targeted groups may not have access to a bank account.

### Payment by Instalments

Terms and Conditions apply. Please see Appendix 2

If a learner feels they may have difficulty paying the full course fee all in one go, they have the option to pay for their course in instalments. A consistent approach to instalments will be applied across the service to provide clarity for both learners and staff. The standard approach will adopt front loading of payments i.e. a greater proportion of the course will be paid at the start of the course in the first payment to cover a greater proportion of associated costs for setting up the course. This approach also helps reduce withdrawals prior to the final instalment which has a damaging impact on learner achievement.

The application of the instalment policy is designed to provide sufficient flexibility in the number and timing of instalment payments to ensure no learners are disadvantaged. Where such circumstances arise a tailored payment option can be agreed with the learner.

### Standard Approach to Instalments

The number of instalments a learner can potentially pay varies depending on both the length of time of the course and the amount the course costs, which will be explained in further detail later.

A learner will need to be paying at least £50 for a course before they will be able to use an instalment plan. Please note that this should be the amount the learner is required to actually pay, not the course fee. For example, if a course was £50, but the learner was only paying £45 due to a 10% discount, they would not be eligible to pay for the course using instalments.

The number of instalments in which a learner can pay for their course varies depending on the amount they need to pay and the length of the course. Below is detailed the parameters and percentages for each instalment plan;

- **£50-125**
  - 2 instalments (60%, 40%)
- **£126-£200 (6 weeks or more)**
  - 3 instalments (50%, 25%, 25%)
- **£201+ (10 weeks or more)**
  - 4 instalments (40%, 20%, 20%, 20%)

This table also details the numbers of instalments a learner can pay for a course in.

<b>Learner Fee</b>	<b>Length of Course</b>		
	<b>5 weeks or less</b>	<b>6 weeks or more</b>	<b>10 weeks or more</b>
<b>£50-£125</b>	2 instalments (60%, 40%)	2 instalments (60%, 40%)	2 instalments (60%, 40%)
<b>£126-£200</b>	2 instalments (60%, 40%)	3 instalments (50%, 25%, 25%)	3 instalments (50%, 25%, 25%)
<b>£201+</b>	2 instalments (60%, 40%)	3 instalments (50%, 25%, 25%)	4 instalments (40%, 20%, 20%, 20%)

Instalments apply to the total fee payable for a single course only not a group of courses. In agreeing to pay by instalments learners will sign the terms and conditions. **See appendix 2.**

**Other instalments options**

Due to the nature of some of the learners and their potential difficulties accessing larger amounts of money in a short period of time, learners can have an additional option to pay by 2 instalments, i.e. 50% at enrolment and 50% in February. This has the advantage of covering all the period of time up to and including the first set of exams with the first payment, to minimise the likelihood of early withdrawal.

**ESOL**

Eligible ESOL learners who qualify for fee reduction but are not fully funded will have the remaining fee funded through DLSF. This is to promote equitable access to ESOL qualifications and aligns the service with other further education providers in the region.

ESOL project funding from central government will be used in line with their respective guidelines and reporting mechanisms\*

Learners who do not qualify for fee reduction will pay as per schedule outlined below.

Learners can use any one of the 3 options to pay:

- paying the full cost at enrolment
- standard instalments as above
- Instalments at enrolment and February

Course costs:

Daytime courses 132 GLH (4 hours x 33 weeks) = £435.60

Evening courses 82.5 GLH (2.5 hours x 33 weeks) = £272.25

For example:

- Daytime: 17 weeks to pay at enrolment = £224.40 then 16 weeks to pay before Feb half term = £211.20

## APPENDIX

- Evening: 17 weeks to pay at enrolment = £140.25 then 16 weeks to pay before Feb half term = £132

*\*Where ESOL learners are funded through project funding e.g. HKBNO, VPRS residency eligibility must be checked before enrolling on wider learning aims e.g. Skills for Life maths. This is to ensure funding is applied appropriately and in line with project aims.*

### Employer and Full Cost

**Non funded programmes are not eligible for fee remission categories. However, early bird discounts can apply if the programme is not bespoke or stakeholder requested.**

Where a responsive programme is designed and run in collaboration with an external stakeholder or employer the programme will invoice costs in line with service overheads and overall delivery costs. These costs will be agreed with the stakeholder/employer in advance. Payment terms must be stipulated, and invoices paid within Leicestershire County Council timescales and policy parameters.

Where a responsive programme runs 'fully funded' accredited provision that is claimed on the Individual Learning Record no further charges should be made. The viability of these programmes should be considered through a business case and signed off by a relevant senior management lead or Head of Service.

### Award in Education and Training Level 3

The Award in Education and Training Level 3 is not eligible for funding. It should also not be subject to the fee remission rules that are currently set out in the fees policy. The qualification is £395 in all cases.

- LALS staff - £395 – funded by the Adult Learning Service
- LCC Staff - £395 staff can apply to have this covered by LCC Learning and Development or departmental budgets, this must be in agreement with their line/departmental managers. LCC staff and managers need to complete a 'form of undertaking' for this to apply.
- External - £395 full cost. No fee remission applies.

### Refunds

Refunds are not normally given except when we close a course. However, consideration will be given to written requests (letter or email) from learners who need to withdraw on written medical advice or other exceptional circumstances.

These refunds are subject to an administration charge of £10.00 will apply and all refunds must be agreed by a Programme Manager before a refund can be given.

See Page 22 for further information

## Discretionary Learner Support Fund Policy 2024-25

### Background

The Education Skills Funding Agency (ESFA) allows providers to use part of their Adult Education Budget (AEB) to support learners with the costs of their learning in order to remove financial barriers to participation. The ESFA give providers discretion to choose what criteria to apply and how to assess the learners who are able to claim support in this way.

It is a requirement of the ESFA that the adopted learner support fund policy reflects the principles of equality and diversity and is available to learners and the ESFA on request. There are also restrictions on which learners can be supported and what support they can receive, depending on their specific circumstances and the course they are attending.

This document will set out the Learner Support Fund policy of the Leicestershire Adult Learning Service. The policy applies to all 19+ learners however what a learner is entitled to claim for is subject to the course they are attending i.e. accredited or non- accredited.

### Discretionary Learner Support Fund – Accredited courses

#### Eligibility

Before a learner can make a claim from the fund, they must be eligible to receive support. Eligible learners include the following groups:

- 19 or over to access Hardship funding.
- 20 or over to access Childcare funding.
  - A 19-year-old learner can access childcare funding through the government's Care to Learn scheme. However, top up claims are allowed via the DLSF if the weekly maximum rates are exceeded.
- ICT devices and connectivity – to support disadvantaged learners who cannot undertake online delivery
- Learners enrolled to a programme funded by the Adult Education Budget (AEB) that is either:
  - An eligible qualification.
  - A non-regulated activity funded through the Single Activity Matrix (SAM).

A learner is considered to be experiencing financial hardship warranting support if they are classified as being in receipt of a low income or an eligible benefit:

- Council Tax Benefit
- Employment and Support Allowance
- Housing Benefit
- Income Support
- Jobseekers Allowance
- Pension Guarantee Credit
- Universal Credit
- Working Tax Credit
- Disability Living Allowance
- Incapacity Benefit
- Carers Allowance
- Attendance Allowance

## APPENDIX

The thresholds for a low income are calculated in the April immediately preceding an academic year - **(National Living Wage for 24/26 – £22,308 \* 1.175%)**

For the 24-25 academic year, this is as follows:

- Single Income: £26,211.90 gross income

### Earnings Threshold

Learners accessing this fund will still be able to access DLSF. However, as they will be a fully funded learner, they will only be able to claim directly for travel and childcare. The cost of any exam and any resources will now be picked up by the relevant curriculum area. See scheme details page 16.

### Support Available

When a learner makes a claim from the fund, they can claim for one of the following four types of expense:

- Childcare
- Exam Fees
- Resources
- Travel

Learners who are fully-funded<sup>1</sup> by the Education Skills Funding Agency are only able to receive support for childcare and travel. It is assumed that the enhanced rate paid by the ESFA for such a learner includes enough funding to cover the costs of any exam, course and resource fees.

#### Childcare

- A learner is able to claim for the childcare costs associated with their learning. Note that a learner must be at least 20 years old to claim for this type of expense. A 19-year-old learner can claim for their childcare costs using the [Care to Learn](#) scheme. However if the maximum weekly rate is exceeded then a top up payment can be made via DLSF.
- The service will pay for childcare costs incurred whilst attending an eligible course. This includes the hours the course occurs and an allowance of up to a maximum of 1 hour before and after the course starts and ends. This recognises that it is not possible to immediately collect a child after a course has finished. Learners should make an effort to minimise the amount of time a child is with the provider before and after a course.
- The service will also fund up to three instances where a place has been offered by a provider and the child does not attend as a result of sickness or a family emergency. This recognises that a childcare provider will have incurred costs reserving a place for a child even if they do not attend. Further instances of non-attendance after the first three occurrences will only be covered in exceptional circumstances.
- The service do not pay for any meals provided by the childcare provider.

#### Exam Fees

- An eligible learner is able to claim support for their exam fees. The Learner Support Fund will cover the costs of all the exams required for their qualification,

---

<sup>1</sup> A fully-funded learner is a learner whose education or training has been entirely financed by the ESFA.



## APPENDIX

plus one resit per exam. If additional resits are required they will only be covered in exceptional circumstances, for example a severe illness or a family emergency.

### Resources

- An eligible learner is able claim support for resources that will help them to complete their course. These could include items like study books, educational DVDs or booklets. Approval should be sought from a member of the relevant curriculum team to ensure that the resource is relevant to the course.

### Travel

- A learner is able to claim support for their travel costs. If a learner is travelling by taxi or bus, receipts must be provided to the adult learning staff before reimbursement will be made. If a learner is travelling by car, the distance they will be required to travel will be calculated by staff and paid at a rate of 45p per mile. A travel claim cannot be made for cycling or walking to the venue. A taxi should only be used in those cases where it is not reasonable to expect a learner to travel to the venue via another method of transport.

### Claim Limits

In order to ensure that the Learner Support Fund is used appropriately, there are limits in place on how much can be claimed<sup>2</sup>. These limits should only be exceeded in exceptional circumstances and would be considered on a case-by-case basis.

- Childcare - £446 per child per term per course.
- Exam Fees - all exam costs and one resit per exam.
- Resources - £64 per course.
- Travel - £128 per term per course

***The overall service funding available for discretionary support is finite and the service reserves the right to discontinue allocations across the service at any stage within the academic year where claims exceed the budget available.***

### **How payments will be made**

How payments are made to the learner will depend on the type and value of the claim. In most cases if a claim is £20 or under and delivery occurs in one of our main centres, it can be paid direct to the learner in cash.

If this is not possible then the preferred method of payment is a BACS transfer into a learner's bank account. To do this, the learner will need to provide the service with their bank account details and a copy of a current bank statement/paying in slip as required by Leicestershire County Council's Corporate Finance department.

The service will attempt to make payments with a frequency that best meets the learner's needs.

### **How a claim is made**

If a learner wishes to make a claim from the fund, and believes they are eligible for support, they should first speak to a tutor or other member of staff. This can either be done during their course time or by calling the Central Enrolment Line on 0800 988 0308. If they are eligible, learners will be advised to complete an application form which can either be passed to a member of staff in class or locality staff.

The service will let the learner know (usually within 14 days) if the application is successful and arrange with them to provide support in a way that meets their needs.

---

<sup>2</sup> Where a course has two sessions a week, the limits on travel and childcare will double.

### 2.0 Non-accredited Discretionary Learner Support Fund

In previous years the Discretionary Learner Support Fund has only been accessible to learners studying a nationally accredited qualification. However, the number of learners enrolled on other non-accredited courses that are experiencing financial hardship has increased for a variety of reasons. To ensure these learners are not disadvantaged, SMT have agreed to extend discretionary learner support funding to include courses without a nationally recognised qualification in the academic year 2024/25.

#### Support Available - Learners Enrolled on Non-accredited Courses

The detail of the policy for accredited learners applies to the **non-accredited** fund with the following exception.

When a learner makes a claim from the fund, they can claim for one of the following types of expense:

- Childcare
- Travel

*Learners attending non-accredited courses will not qualify for their resource costs to be paid from this fund.*

The overall service funding available for discretionary support is finite and the service reserves the right to discontinue allocations across the service at any stage within the academic year where claims exceed the budget available.

#### 16–19-Year-old Learner Support

*Financial support for 16-19year old learners is available through the 16-19 Discretionary Bursary Fund. This is a separate fund provided by the ESFA and has different rules covering its usage.*

### Hardship Funding

In exceptional circumstances, LALS can use hardship funds to assist with course fees for learners who need financial support to start or stay in learning.

Each application will be reviewed on a case-by-case basis and support is not guaranteed. Applications will be made by the Programme Manager for that curriculum area in consultation with the programme co-ordinator or tutor. Applications will be reviewed by a panel of two Programme Managers and a member of SMT. The panel will make the decision to grant funds based on the evidence and strength of the application.

Any learner who is eligible will be able to enrol on their chosen class for a reduced fee or 100% fee remission. An application form will need to be completed for each learner wishing to access this fund. Support on completing the form will be available via our Learning and Work Advisors or Business Support as required. Payment will be covered by the DLSF fund and recorded on Pro Solution for audit purposes.

**16-19 Bursary Fund 2024-2025**

A student must be aged 16 or over but under 19 on 31 August 2024 to be eligible for help from the bursary fund in the 2024 to 2025 academic year, except for the following exceptions:

- students aged 19 or over are eligible to receive a discretionary bursary if they are continuing on a study programme they began aged 16 to 18 (19+ continuers) or
- have an education, health, and care (EHC) plan

These 2 groups of aged 19+ students can receive a discretionary bursary while they continue to attend education (in the case of a 19+ continuer, this must be the same programme they started before they turned 19), as long as their eligibility continues, and you consider they need the support to continue their participation. Students aged 19 or over are not eligible for bursaries for vulnerable groups.

Students aged 19 or over are not eligible for bursaries for vulnerable groups.

Students on apprenticeship programmes, or any waged training, are employed, rather than in education. They are not eligible for the 16 to 19 Bursary Fund.

**The 16-19 Bursary Fund consists of two elements:**

1.0 Vulnerable Bursary – bursary of up to £1200 a year for young people in of the defined vulnerable groups

**The defined groups are:**

- in care
- care leavers
- receiving Income Support (IS), or Universal Credit (UC) because they are financially supporting themselves or financially supporting themselves and someone who is dependent on them and living with them, such as a child or partner
- receiving Disability Living Allowance (DLA) or Personal Independence Payments (PIP) in their own right as well as Employment and Support Allowance (ESA) or UC in their own right

The managed move of legacy benefits claimants to UC means that new claims for the legacy benefits have not been possible since 2018. This means young people who are aged 16 to 18 now will not be in receipt of the legacy benefits listed above. However, students aged 19 to 25 and funded from the 16 to 19 budget (continuing students and those with an EHC plan) may still be in receipt of those other legacy benefits.

The bursary for vulnerable groups can pay up to £1,200 per year to a student participating on a study programme that lasts for 30 weeks or more if they need that amount of support. Students on study programmes of less than 30 weeks should be paid a pro-rata amount, as appropriate, based on an assessment of their actual needs.

### Evidence Required:

Obtain proof that students meet the criteria for the bursary for vulnerable groups in full. In other words, that they are in receipt of the specified benefits in their own name or that they fully meet the definitions for in care/care leavers. You must ask for evidence from each student and retain copies for audit purposes:

- for students who are in care or a care leaver, written confirmation of their current or previous looked-after status from the relevant local authority – this is the local authority that looks after them or provides their leaving care services. The evidence could be a letter or an email but must be clearly from the local authority
- for students in receipt of UC or IS, a copy of their UC or IS claim/award notice. This must clearly state that the claim is in the student's name/confirm they are entitled to the benefit in their own right. The evidence must not state any conditions that prevent them from participating in further education or training. For students in receipt of UC, you must also see a document such as a tenancy agreement in the student's name, a child benefit receipt, children's birth certificates, utility bills and so on
- for students receiving UC/ESA and DLA and PIP, a copy of their UC claim from DWP and evidence of receipt of DLA or PIP

UC claimants should be able to print off details of their award from their online account or provide a screenshot to the institution.

Funding claims can only be processed to the Student Bursary Support Service (SBSS) [online portal](#):

2.0 Discretionary Bursary – Bursary awards are to help students with the cost of travel, to buy essential books, equipment, or specialist clothing (such as protective overalls, for example). These are items the student would otherwise need to pay for to participate.

The bursary fund is not intended to provide learning support – services that you give to students, for example, counselling or mentoring – or to support extra-curricular or non-compulsory activities that are not essential to the students' study programme or to provide living costs support..

Evidence of expenditure is required for audit purposes, including the rationale, amount, and purpose, along with receipts.

The methodology for calculating discretionary bursary allocations has 2 elements:

- element 1: financial disadvantage
- element 2: a) student costs to support travel and b) industry placements

The Service reserves the right to withhold payments to students if they do not meet the agreed standards but will consider the individual circumstances of the student first. Funding will also be stopped where there are absences of over 4 weeks or more

Full Guidance can be found [here](#).

**Appendix 1**

## 2024/25 Fee Reduction Categories and Amounts (updated July 2024)

Provision	19 to 23-year-olds	Age 24+	Notes	100% free?
English and maths up to and including level 2	Fully funded	Fully funded	Must be delivered as part of the legal entitlement	✓
Essential digital skills qualification up to and including level 1	Fully funded	Fully funded	Must be delivered as part of the digital legal entitlement qualifications	✓
First full level 2 legal entitlement (excluding English and maths)	Fully funded		First full level 2 must be delivered as part of the legal entitlement qualifications.	✓
Learning aims up to and including level 2 (local flexibility offer)	Fully funded		For those who meet the earnings threshold or unemployed criteria	✓
	Co-funded		For those who do not meet the earnings threshold or unemployed criteria	
Level 2 and learning up to a level 2 (local flexibility and access to level 2 legal entitlement qualifications as a policy addition)		Fully funded	For those who meet the earnings threshold or unemployed criteria	✓
		Co-funded	For those who do not meet the earnings threshold or unemployed criteria	
Full level 3 legal entitlement	Fully funded		First full level 3 must be delivered as part of the legal entitlement qualifications	✓
Level 3 free courses for jobs (FCFJ) offer.	Fully funded <b>No co-funded options available</b>		For those who meet the earnings threshold or unemployed criteria OR are above the earnings threshold and have not achieved a full level 3	✓
		Fully funded <b>No co-funded options available</b>	For those who meet the earnings threshold or unemployed criteria	✓
English for speakers of other languages (ESOL) learning up to and including level 2	Fully funded	Fully funded	For those who meet the earnings threshold or unemployed criteria	✓
	Co-funded	Co-funded	For those who do not meet the earnings threshold or unemployed criteria	

**2024/25 Fee Reduction Categories and Amounts (updated July 2024)****Section 1****100% fee remission (Courses with suffix of F or P only)**

<b>Category A: learners classed as #Unemployed*</b>	<b>100% free</b>
<b>Jobseeker's Allowance (JSA)</b> , including those receiving National Insurance credits only	✓
<b>Employment and Support Allowance (ESA)</b>	✓
<b>Universal Credit #Unemployed:</b> and their take-home pay as recorded on their UC statement (disregarding UC payments and other benefits) is less than £892 a month (learner is sole adult in their benefit claim) or £1437 a month (learner has a joint benefit claim with their partner)	✓
are released on temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice (check against LALS policy on learners with a criminal conviction)	✓
<b>Category B: Others</b>	<b>100% free</b>
<ul style="list-style-type: none"> <li>The learner receives other state benefits (not included in the list above) and their take-home pay (disregarding UC payments and other benefits) is less than £892 a month (learner is sole adult in their benefit claim) or £1437 a month (learner has a joint benefit claim with their partner) <b>OR</b></li> <li>The learner is <u>not</u> receiving any benefits, <u>wants</u> to be employed, <b>and</b> you are satisfied identified learning is directly relevant to their employment prospects and the local labour market needs</li> </ul>	✓

**Unemployed#** definition:

- receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only
- receive Employment and Support Allowance (ESA)
- receive Universal Credit (UC), and their take-home pay as recorded on their UC statement (disregarding UC payments and other benefits) is less than £892 a month (learner is sole adult in their benefit claim) or £1437 a month (learner has a joint benefit claim with their partner)
- are released on temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice

**100% fee remission: specific courses**

<b>Category C: Legal entitlements</b>	<b>100% free</b>
<ul style="list-style-type: none"> <li>English and maths, up to and including level 2, for individuals aged 19 and over, who have not previously attained a GCSE in English or maths at grade 4 or above (or a qualification which is at a comparable or higher level) or have been assessed as having an existing skill level lower than grade 4 (even if they have previously achieved a GCSE or equivalent qualification in English and maths)</li> <li>first full qualification at level 2 for individuals aged 19 to 23, and/or</li> <li>first full qualification at level 3 for individuals aged 19 to 23</li> <li>Essential Digital Skills Qualifications (EDSQs) or Digital Functional Skills qualifications (FSQs) up to and including level 1, for individuals aged 19 and over, who have digital skills assessed at below level 1</li> </ul>	✓
<b>Category D: Earnings Threshold</b>	<b>100% free</b>
<ul style="list-style-type: none"> <li>is unemployed, employed or self-employed</li> <li>is on a learning aim up to and including level 2 and the level 3 offers</li> <li>earns less than £25,000 annual gross salary (evidence must be seen and recorded on the system)</li> </ul>	✓
<b>Category E: Level 3 free courses for jobs (FCFJ) offer (accredited Level 3 courses only)</b>	<b>100% free</b>
<ul style="list-style-type: none"> <li>Aged 19-23 on 31<sup>st</sup> August 2024, enrol on the level 3 FCFJ qualifications approved for funding, have not achieved a full level 3 and earn above the earnings threshold</li> <li>Aged 19 or above on 31<sup>st</sup> August 2024, enrol on the level 3 FCFJ qualifications approved for funding and meet the eligibility of being below the earnings threshold or unemployed</li> </ul>	✓
<b>Category F: ESOL Fee Credit (ESOL courses only where learner qualifies for 70% fee remission)</b>	<b>100% free</b>
<p>Learners who qualify for any of the 70% fee remissions in Section 2 can receive the course for free:</p> <ul style="list-style-type: none"> <li>Where the learner does not qualify under Category B (other) or Category C (Earnings Threshold) above</li> <li>The 30% remaining will be covered by ESOL 30% Fee Credit</li> </ul>	✓

## Section 2

**70% fee remission (Courses with suffix of F or P only)**

<b>Other state benefits</b>	<b>30% fee to pay</b>
<b>Attendance Allowance</b>	✓
<b>Carer's Allowance</b>	✓
<b>Council Tax Benefit (may now be called Council Tax Support)</b>	✓
<b>Disability Living Allowance (DLA)/Personal Independence Payment (PIP)</b>	✓
<b>Housing Benefit</b>	✓
<b>Incapacity Benefit</b>	✓
<b>Income Support</b>	✓
<b>Pension Credit</b> <ul style="list-style-type: none"> <li>learners in receipt of Guarantee Credit (on its own, or with Savings Credit) will be eligible for fee reduction</li> <li>Learners awarded Savings Credit only will not be eligible for fee reduction unless they are in receipt of another qualifying benefit</li> </ul>	✓
<b>Universal Credit (not #Unemployed)</b> <ul style="list-style-type: none"> <li>their take-home pay as recorded on their Universal Credit statement (disregarding Universal Credit payments and other benefits) is £892 or more per month (learner is sole adult in their benefit claim) or £1437 or more per month (learner has a joint benefit claim with their partner)</li> </ul>	✓
<b>Unwaged Adult Dependant</b> of those on active or non-active benefits	✓
<b>Working Tax Credit</b>	✓

<b>Low Income Discount</b>	<b>30% fee to pay</b>
Low Income – equal to or less than £26,211.90 gross income (before deductions) <ul style="list-style-type: none"> <li>based on the learner's income only regardless of whether they live alone or with other family members/partners</li> <li>income could be salary, pension or other means of annual income that is below the threshold limit</li> </ul>	✓

#Unemployed – see definition in Section 1



Appendix 1a (Work Based Learning): Updated May 2024

Individuals accepted for a place on an Apprenticeship must not contribute financially to their course or be financially penalised. Fees are covered by the employer and/or the government via the employers digital account up to a fixed maximum price and are negotiated individually for each apprentice. The negotiated price is inclusive of End Point Assessment but excludes all resit fees. Resit fees are charged back to the employer. All employers must meet, in full, any eligible costs above the funding band limit for any apprenticeship. They will need to make these payments directly to the training provider.

**Levy funded**

Employers who pay the apprenticeship levy will use funds from their apprenticeship service account to pay 100% of apprenticeship fees for their employees up to the limit of their levy funds. They can also transfer funds to pay for other organisations' apprentices.

**Co-funded**

For apprenticeships that start from 1 August 2021, non-levy paying employers with 50 or more employees are required to pay 5% of the total price of the apprentice's training, with the government covering the remaining 95% of the cost. Where levy-paying employers have insufficient levy funds they must use co-funding.

Non-levy paying employers with fewer than 50 people working for them can train, at no cost, 12 apprentices who are aged 16-18, or apprentices who are aged 19-24 who have previously been in care or who have an Education, Health and Care plan. The government will pay 100% of the training costs for these individuals up to the funding band maximum.

**Current LALS fee rates - excluding VAT (for employers required to pay the 5% co-funding contribution)**

Apprenticeship Programme	Level	Maximum Employer Fee Contribution
Customer Service Practitioner	2	£175
Adult Care Worker	2	£200
Team Leader or Supervisor	3	£300
Business Administrator	3	£300
Payroll Administrator	3	£500
Payroll Assistant Manager	5	£550
Teaching Assistant	3	£350

Further information on current Apprenticeship programme charges, the government's co-investment contribution is available from the WBL Team and on the government's Apprenticeship website: <https://www.apprenticeships.gov.uk/employer/how-much-is-it-going-to-cost>.

Appendix 2**Payment by Instalment - Terms and Conditions**

“You” means you, the learner.

LALS agrees to enrol you on the above course and accepts your request to pay the fees by instalments subject to you agreeing the following conditions: -

1. By signing and returning this letter you agree to accept these terms and conditions.
2. You agree that you owe LALS the full amount set out above (less any payments already made) and you will pay in instalments by no later than the due date for each instalment set out above. The only exception is when one of the dates falls on a Saturday, Sunday or Bank Holiday when payment shall become due on the next working day.
3. LALS may send you a reminder before each payment is due but it is your responsibility to make payments by the due date even if you do not receive a reminder.
4. If your circumstances change and you think you will have difficulty in making a payment by the due date, then you should contact LALS as soon as possible to discuss alternative methods of payment.
5. If you miss a payment date and have not contacted LALS or we are unable to agree an alternative payment method, then we reserve the right to cancel the Plan and require all outstanding payments to be made immediately; we may also end your enrolment on the course.
6. Payment may be made by cash or credit/debit card over the phone or at one LALS enrolment centres.
7. LALS is unable to refund any instalments except in the circumstances set out in the learner handbook and will also incur an admin fee.
8. LALS and Leicestershire County Council do not keep a record of your bank account or card details. For further information about how we process your personal data or in the event you are unhappy with the services provided at any stage of your course or require further information regarding data protection, please refer to the learner handbook for further guidance or visit <http://www.leics.gov.uk/golearn>

I confirm that that I have read and understood the instalment plan terms and conditions as detailed above.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**DEBT POLICY**

Leicestershire Adult Learning Service (LALS) follows the guidelines as set out below for all debts;

1. Wherever possible, income due will be collected before or at the time the relevant sale or service is provided.
2. Where an instalment plan is agreed, payment will be collected on the agreed payment day/dates (as per the instalment plan policy).
3. Failure to pay the instalments without prior agreement, LALS will have the right to cancel the instalment agreement and payment in full will be expected.
4. If the payment in full remains unpaid, LALS will issue an invoice to collect the payment.
5. Failure to pay the invoice will result in referral to the Leicestershire County Council's debt management policy. The service will not be reinstated until the debt is cleared and payment of future services is made in advance.

**LEARNER LOANS POLICY**

Advanced learner loans are available for individuals aged 19 or above to undertake approved qualifications at levels 3 to level 6, at an approved provider in England. Advanced learner loans give individuals access to financial support for tuition costs similar to that available in higher education and are administered by Student Finance England.

The availability of loans at level 3 for 19 to 23 year olds does not replace an individual's legal entitlement for full funding for a first full level 3 qualification and a subsequent high value level 3 qualification.

Further information can be found on the ESFA website - [advanced learner loans](#).

**APPENDIX**

**LEICESTERSHIRE ADULT LEARNING SERVICE (LALS)  
REFUND POLICY**

**Withdrawing from a course**

If you wish to leave a course, please contact LALS on freephone 0800 988 0308. If the request is made before the course starts, a full refund will be returned less a £10 cancellation fee. Once a course has begun, we will only consider refund requests in exceptional personal or family circumstances. No refunds will be given once you have started a course and you decide to change your mind. If you decide that the level that you are currently on is not the right level, you could be offered an alternative course more suited. A course begins on the date of its first scheduled class

**Cancelled Courses and Classes**

The length of each course is based on a minimum number of learners enrolled and the financial viability of the course. If this is not achieved, it may be necessary for us to cancel the course before the first class, and provide learners with a full refund. There are certain circumstances where we may have to cancel an individual class, for example if a tutor is unwell. In this event, we will contact you as soon as possible. We will endeavour to put an additional class on at a later date. This additional class will be on a day and time that the majority of learners are able to attend. Learners unable to attend the re-scheduled class will not be provided with a refund. If, however, we are unable to offer an additional class at a later date we will provide a refund for the missed class. In the event of severe weather, we will provide information on any impact on our classes by leaving a message on the enrolment centre telephones. We will also post notice of any disruptions on our website and social media and contact learners via text message and email if these details have been provided to us at the time of enrolment on one of our courses. For more information about what to do if your course or class is cancelled, please contact LALS on freephone 0800 988 0308

**Refund Process**

If a refund is issued, the refund method will depend on how you initially paid and the timescale will vary for you to receive your refund.

**Card Payments**

For learners who have paid by card, the refund deadline will be 6 months from the date that the card payment was made. Their refund will be returned to the same card used at the enrolment process. This usually takes 3-5 working days. LALS staff will ask for the card details as they do not keep any record of card details.

If a card expires then a refund via BACS will be issued. No other card can be used except the original payment card used at the point of enrolment.

If the refund is over 6 months, then a BACS payment will be paid to the learner.

**Cash/Cheques**

Learners will either be refunded via cash or a BACS payment and will be issued dependant on the amount owed to them.

If a learner does not have a bank account, LALS can pay the refund to a nominated person, but will require written confirmation from the learner.

**BACS Payments**

## **APPENDIX**

As part of data requirements Leicestershire County Council (LCC) central finance are only able to keep card payments for a maximum of 6 months before they destroy the information. If a learner has enrolled on a course and the course is cancelled and the payment was taken over 6 months ago, then a payment to a bank account will be required.

If this is the case, then the learner will be contacted by a member of staff working in LALS and will ask the learner to provide their bank details – account code and sort code to set them up onto the LCC payment system so that the money can then be transferred to the learners bank account.

They will also ask the learner to provide them with proof that the bank account exists and is in the learner's name in the form of a bank statement or paying in slip.

This information is sent to the LCC Finance Team and will then be destroyed by LALS. This is standard LCC procedure as they require this proof to protect both you and themselves against fraud. Learners bank details will not be passed to anyone else.

A learner will need to be set up on the LCC finance system. This can take 5-10 working days. Once the learner has been set up. LALS can then raise a request for payment for the refund to the learner. Once this has been approved it will be sent to finance for payment. LCC payment terms are 28 days and in some cases, this process may take longer.

Once the payment has been processed by LALS it then sits within the LCC finance system and they become responsible for making the payment to you.

Although LALS can check the status of the payment they do not have the authorisation to process refunds any faster.

Any queries should be directed to the financial shared services team on 0300 303 0222.