

NORFOLK COMMUNITY LEARNING SERVICES COURSE FEES AND ELIGIBILITY STATEMENT 2017-2018 (Exc. Apprenticeships)

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Acronym Key:

- 1) Adult education budget: draft funding and performance management rules 2017 to 2018 (AEB Rules)
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/610758/2017_to_2018_draft_AEB_funding_and_performance_management_rules.pdf

1 Scope of the Statement

This Statement sets out the fees charged to learners attending education, training leisure and pleasure courses run by Norfolk Community Learning Services (the “Service”). The Statement is subject to rule changes introduced by government and funding agencies which may occur in the course of an academic year.

This statement has been drafted based on the draft rules set out by the Skills Funding Agency (SFA) for academic year 2017 to 2018. These rules may be subject to change before the commencement of the academic year and therefore should not be viewed as binding.

The Statement covers fees for publicly funded training and learning as well as provision run by the Service that does not attract public funding.

It does not apply to European Social Fund (ESF) Projects and other publicly funded projects where the criteria are set in the individual bids.

1.1 Statement Rules

This Statement will be updated on an annual basis and will be re-issued before May 1st each year, unless government guidance is unavailable.

2 Fees

There are 3 different types of fees that the service charges learners, the fees are charged on the basis of:

- The residency of the learner, to be eligible for any government funded provision a learner must have lived in the UK/EU/EEA for a minimum of 3 years before the start of their course, or have a spouse/close relative that meets this criteria (Appendix B)
- The type, level and size of course the learner is studying
- The age of the learner
- The level of prior attainment the learner has achieved
- The employment status of the learner
- The level of public subsidy that the course and/or learner attracts

Course fee information should only be given out by Lead Practitioners, Tutors, the Admissions Team or the **Customer Service Centre (CSC)**. All fees are prepared by the Funding and Curriculum department and approved by the Head of Service or their nominee. No other person(s) is able to release fee information, and guidance on course costs should not be sought from any other party within the service. Published fees and courses are subject to unforeseen changes.

2.1 Tuition Fee Types

There are three different fee types; fully funded, co-funded and self-funded. Fully-funded and co-funded tuition fees apply to a learner who meets the SFA’s eligibility criteria for funding of the particular course they wish participate on. Where either the learner does not meet these eligibility criteria or the course is self-funded (where no public subsidy is applicable) the self-funded fee applies. (Appendices A&B) (Paragraphs: 30-57, AEB Rules)

2.1.1 Fully-Funded Fees

Where a learner meets the criteria to have their course fully-funded by the Government no fee will be charged for tuition, examinations, registration or anything else that is necessary for the learner to achieve their course, though the Service reserves the right to charge a learner for any extracurricular activities or for materials and services that are not specifically required in order for them to achieve this. The service reserves the right to keep a learner's work for display and marketing purposes where the learner has not been charged an ancillary fee for the materials.

2.1.2 Co-Funded Fees

Where a learner meets the criteria to have their course co-funded by the Government a co-funded fee will be charged at the beginning of their course. This fee will include:

- Tuition Fees for all programme elements
- Registration, Examination and Assessment Fees where applicable
- Additional consumables and protective clothing fees may be payable as a requirement of the course (Ancillary fees)

The service reserves the right to keep a learner's work for display and marketing purposes where the learner has not been charged an ancillary fee for the materials.

2.1.2.1 Concessionary Co-funded Fee

Where a learner is in receipt of any of the following means-tested benefits they will be entitled to pay a reduced concessionary co-funded fee upon presentation of documentary evidence where a fully funded fee is unavailable:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Pension Credit
- Child Tax Credit
- Working Tax Credit
- Council Tax support
- Universal Credit

2.1.3 Self-Funded Fees

Where either a learner does not meet the criteria to have their course funded by the Government or the course is being run on a purely commercial basis a self-funded fee will be charged at the beginning of the course. This fee will include:

- Tuition Fees for all programme elements
- Registration, Examination and Assessment Fees where applicable
- Additional consumables and protective clothing fees may be payable as a requirement of the course (Ancillary fees)

2.2 Definition of Age

2.2.1 Learner Responsive and Community Learning Provision

A learner's age in respect of the above provision is defined as the age the learner will be/was on the 31st August 2017 until their 24th birthday. Thereafter age is defined as the age of the learner on the first day of the course.

2.2.2 Traineeships

A learner's age in respect of Traineeships is defined as their age on the first day of their Traineeship. Where a Year 11 learner wishes to start a Traineeship, they can do so on or after their 16th birthday or the last Friday in June, whichever is later.

2.2.3 Learners aged under 19 planning to study:

2.2.3.1 A Learner Responsive course

Any learner under the age of 19 as defined in paragraph 2.2.1 will be liable to pay a self-funded fee as the service cannot draw down any funding in this instance. The service recommends that the learner seeks education and training from other local providers who have a funding agreement with the Education Funding Agency (EFA) where the course(s) will be fully funded and the learner will not be liable for any tuition fees. Alongside this any hours of a course on which a learner under the age of 19 participates will not count towards the "Raising the Participation Age" requirements for that learner.

2.2.3.2 A Community Learning course

Any learner under the age of 19 as defined in paragraph 2.2.1 will be liable to pay a self-funded fee as the service cannot draw down any funding in this instance. The only exception to this is for parents aged under 19 and participating on a course that is designated as Wider Family Learning (WFL) or Family English & Maths Learning (FEML). Learners in this instance will be treated as 19-23 year olds.

2.3 16-18 Fees

2.3.1 16-18 Traineeship Fee Charges

For 16-18 learners eligible to start a Traineeship no fee will apply as the learners will be fully funded. For a learner to be eligible for a Traineeship programme they must not have previously attained full level 3 qualification and must be:

- unemployed and in receipt of unemployment benefits, or
- unemployed at the start of the traineeship, or are employed and earn less than 16 times the minimum wage each week or £330 per month, and
- have little or no work experience and are focussed on employment, an apprenticeship or the prospect of this, and
- be assessed by the service as having the potential to be ready for employment or an apprenticeship within 6 months.

2.4 19-23 Fees

2.4.1 19-23 Learner Responsive Fee Charges

For 19-23 learners, a course fee will be charged to each 19-23 learner at the beginning of each course. This fee will include:

- Tuition Fees for all programme elements that are funded
- Registration, Examination and Assessment Fees

2.4.2 19-23 Learner Responsive Fee Remission

Where legal entitlements are in place and for certain high priority qualifications tuition, registration and ancillary fees will be waived by way of a fully-funded fee. Where any fee remission is granted for the following reasons the learner will be required to sign a self-declaration stating it is correct.

2.4.2.1 Fees will be waived for 19-23 year olds studying their first full level 2 qualification aim where they have not previously achieved any qualification at a level above, otherwise a co-funded fee will apply.

2.4.2.2 Fees will be waived for 19-23 year olds studying their first full level 3 qualification aim where they have not previously achieved any qualification at a level above, otherwise a self-funded fee will apply.

2.4.2.3 Fees will be waived for 19-23 year olds studying their first full level 4 qualification aim without having first achieved a level 3 qualification or a qualification at a level above, otherwise a self-funded fee will apply.

2.4.2.4 Fees will be waived for 19-23 year olds studying aims that are Adult Basic Skills certificates and Functional Skills in English and Maths **excluding** Adult Basic Skills in ESOL, who have not already reached GCSE grade C or above in those subjects, otherwise a self-funded fee will apply.

2.4.2.5 Fees will be waived for 19-23 year olds studying GCSE English or Mathematics who have not already reached GCSE grade C or 4 or above in those subjects, otherwise a self-funded fee will apply.

2.4.2.6 Fees will be waived for learners aged 19 - 23 studying at entry level or level 1 if this level is needed in order to progress to their first level 2, otherwise a co-funded fee will apply.

2.4.2.7 Asylum Seekers

Fees will be waived for 19-23 Asylum seekers studying up to and including Level 2 in the following circumstances otherwise a co-funded fee will apply:

- Asylum seekers who have legally been in the UK pending consideration of their claim by the Home Office for longer than six months with no decision being made.
- Asylum seekers refused asylum but eligible and granted support under Section 4 of the Immigration and Asylum Act 1999.

2.4.2.8 Work Related Benefits

Fees will be waived for 19-23 year olds studying up to and including Level 2. The following work related benefits attract fee waivers upon receiving official documentary evidence:

- Employment and Support Allowance (work related activity group)
- Jobseekers Allowance
- Universal Credit (earning either less than 16 times the National Minimum Wage a week or £330 a month and are determined by Jobcentre Plus (JCP) as being in one of the following groups; All Work-Related Requirements Group, Work Preparation Group or the Work-Focused Interview Group)

In addition, unemployed learners or those earning less than 16 times the National Minimum Wage a week or £330 per month studying with the service and in receipt of other forms of state benefit which are not JSA or ESA may be eligible for full fee remission. Learners on the following benefits may be eligible:

- Housing Benefit
- Income Support
- Incapacity Benefit (where it is a historical claim equivalent to ESA)
- Pension Credit
- Child Tax Credit
- Working Tax Credit
- Council Tax Support

Learners or partners on a joint claim will be required to present evidence of benefits and complete a self-declaration stating that they are unemployed, the direct claimant of benefits and that their goal is to enter employment.

All learners accepted as eligible under this paragraph must be reassessed for eligibility at the start of each and every programme they undertake.

2.4.3 19-23 Community Learning Fee Charges

For 19-23 year olds who meet the standard residency criteria set out in Appendix B of this document participating in a Community Learning course the fees depend upon the type of course, for those learners who do not meet the residency criteria a self-funded fee will apply.

2.4.3.1 Personal and Community Development Learning (PCDL)

A co-funded fee or concessionary co-funded fee is payable at the beginning of the course.

2.4.3.2 Neighbourhood Learning in Deprived Communities (NLDC)

No fee is payable as learners are fully funded.

2.4.3.3 Family English, Maths and Language (FEML)

No fee is payable as learners are fully funded.

2.4.3.4 Wider Family Learning (WFL)

No fee is payable as learners are fully funded.

2.5 19-23 Traineeship Fee Charges

For 19-23 learners eligible to start a Traineeship no fee will apply as the learners will be fully funded. For a learner to be eligible for a Traineeship programme they must not have previously attained full level 3 qualification and must be:

- unemployed and in receipt of unemployment benefits, or
- unemployed at the start of the traineeship, or are employed and earn less than 16 times the minimum wage each week or £330 per month, and
- have little or no work experience and are focussed on employment, an apprenticeship or the prospect of this, and
- be assessed by the service as having the potential to be ready for employment or an apprenticeship within 6 months

2.6 Registration, Examination and Assessment fees

Registration and Ancillary fees will be waived for learners who receive full tuition fee remittance.

2.7 Learners not eligible for public funding

Learners not eligible for public funding, will be charged a self-funded fee for the course they are undertaking which recognises that the Service is unable to secure a government contribution towards their learning.

2.8 24+ Fees

2.8.1 24+ Fees

2.8.1.1 Learner Responsive Provision up to and including Level 2 qualifications

Where a 24+ learner enrolls on a Learner Responsive qualification that is up to and including level 2 for the sake of fees they are treated as a 19-23 year old learner and paragraphs 2.4.1 & 2.4.2 apply.

2.8.1.2 Community Learning Provision

Where a 24+ learner enrolls on a Community Learning course then for the sake of fees they are treated as a 19-23 year old learner and paragraph 2.4.3 applies.

2.8.2 24+ Learner Fee Charges for full Level 3, Level 4 Qualifications

For 24+ learners enrolling on full level 3 or level 4 qualifications, a self-funded fee will be charged to each 24+ learner at the beginning of the course. This fee will include:

- Tuition Fees for all programme elements
- Registration, Examination and Assessment Fees
- Additional consumables and protective clothing fees may be payable as a requirement of the course (Ancillary fees)

2.8.3 24+ Fee Remission for learners enrolling on full Level 3 or Level 4 Qualifications

For 24+ learners enrolling on full level 3 or level 4 qualifications no fee waivers or reductions apply.

2.9 Commercial provision – Leisure Stream

Where the Service offers provision without a public funding subsidy, a commercial funding model is applied and a commercial fee is payable. These fees apply to programmes which the Service offers outside of its publicly funded learning offer (such as some arts and craft related programmes and qualifications ineligible for public funding). No fee waivers, reductions or refunds will be applicable to courses offered as commercial, including for staff of the Service.

Course fees for commercial courses are set individually per course and learners will be advised before enrolment.

In the event of a course under-recruiting the service reserves the right to consult with the learners enrolled to increase the fee advertised in order to avoid cancellation. Where an enrolled learner is not supportive of this option they will be entitled to receive a full refund.

3 Additional fee considerations

3.1 No Recourse to Public Funds

Learners who have 'no recourse to public funds' stamped in their passport will be subject to normal eligibility rules as this term does not include education or education funding.

3.2 Membership / direct exam entry fees

Where the awarding body requires membership or entry to an examination to be made directly (i.e. not through the Service) this fee will not be included in the course fee and will be directly payable by the learner to the awarding body.

3.3 Recharges by the Service to learners

The Service will recharge all learners, including 16-18 year olds who contravene the following instance:

- Learners taking part on a government funded programmes must have the intention of taking the exam/assessment prescribed to their course, otherwise they will be required to pay the full course cost.

3.4 Transport Cost

The course fee does not include the cost of travel between home and the venue. For advice and help on transport and associated costs please contact the Learner Services Department.

4 Re-sits and Re-takes

4.1 Re-sits

Where a learner wishes to re-sit any examination beyond the end of that qualification they will be classified as a “Private Candidate” and as such should contact the Learner Services Department.

4.2 Re-taking or extending a learning aim

Where a learner fails to complete a learning aim and needs to extend the duration of a course, the Service reserves the right to charge an additional fee as it is unable to recoup government funding. This additional fee will be subject to approval by the Head of Service or their nominee.

5 Replacement Certificates

There will be no charge made to the learner when requesting their 1st replacement certificate within 3 months of achieving a qualification. Thereafter the learner can gain a replacement certificate either directly from the Awarding Organisation at their cost or the Service will administer this for a flat fee of £15 plus the cost of the certificate.

6 Learner Support

Should a learner require support with their enrolment, fees or finances, they should be directed to the Learner Services Department.

Learners may be eligible for Professional and Career development loans, Advanced Learning Loans, or other loans or grants to help pay towards the cost of their fee. In cases of exceptional hardship, learners may be eligible for support funds to help cover the costs of course fees, travel, childcare and the materials and books required in order to achieve their course. The Learner Services Department can advise on these options.

The Learner Services Department can provide advice and guidance on fees, and if appropriate can arrange confidential counselling for learners on the financial aspects of their course.

7 Staff on Courses

NCLS staff are eligible for a fee waiver on publicly funded programmes, where the attendance is normally outside their contract working hours, or when they are released for training and make up the time, or are replaced. A Training Request form should be completed. The member of staff will be charged for all of the relevant registration, examination and ancillary fees.

Basic Skill learning aims are eligible for a fee waiver during contracted working hours. A Training Request form should be completed.

NCLS staff will be required to pay a self-funded fee on all commercial courses. However, the Service may pay the fee under exceptional circumstances where the course is relevant to current employment. A Training Request form should be completed.

Partners of Service Staff are not eligible for fee remission.

8 Payment of Fees

8.1 Scheduling of payments

Course fees are charged at the beginning of the course.

8.2 Payment methods

The following methods of payment include:

- Cash (only accepted at Wensum Lodge reception)
- Cheque; supported by a bankers card or proof of the name and address of the learner
- Most major debit and credit cards
- Bank Transfer

8.2.1 Advanced Learning Loans

Where a 19+ learner subject to a self-funded fee enrolls on a qualification at level 3 or above they may have the option of an Advanced Learning Loan if eligible.

Some examples of provision that Advanced Learning Loans can be used to fund are:

- A-Levels (including up to 4 AS, A2 and full A-Levels)
- Access to HE Diplomas
- Certificates at levels 3 and 4 (QCF)
- Diplomas at level 3 and 4 (QCF)

The Learners Services Department can offer further advice and eligibility information on Advanced Learning Loans.

8.3 Fee payment by an employer

Where a learner's employer has offered to pay the fee, the learner should complete a fee authorisation form which the employer will sign to demonstrate that they are happy to pay the fee. This must be completed prior to the start of the course and presented by the learner either on or before enrolment.

8.4 Service pursuit of debts

Norfolk County Council will pursue vigorously any unpaid fees on behalf of the Service. It is Service policy to exclude learners who fail to pay fees for their training programmes.

Failure to return Service property, e.g. books, equipment will result in an invoice being raised by the Service to collect funds to replace them.

9 Refund of Fees

Any request for a refund is required in writing and should be directed to the Senior Leadership Team for approval. If a written request is not received no consideration will be made for issuing a refund. Examples are shown in Appendix D.

9.1 Withdrawals

Where a learner wishes to withdraw they must notify the Service immediately as any instances of unauthorised absence will count as attended for any refund calculations.

9.1.1 Learner Responsive Provision

Refunds will only be granted to learners 14 days after the course starts in exceptional circumstances and any refund is at the discretion of the Head of Service or their nominee.

Where a refund is granted it will be calculated on a pro-rata basis based on the number of weeks attended after the course begins minus a £50 administration fee.

9.1.2 Community Learning

Refunds will only be granted to learners 7 days after the course starts in exceptional circumstances and any refund is at the discretion of the Head of Service or their nominee.

Where a refund is granted it will be calculated on a pro-rata basis based on the number of weeks attended after the course begins minus a £50 administration fee.

9.1.3 Commercial and LeisureStream Courses

Commercial courses have a strict no-refund policy. The learner will be liable for the entire fee, even if they withdraw before the end of the course.

Where the learner has elected to fund their course either wholly or partly via an Advanced Learning Loan any shortfall between the loan payments and the total course fees where the learner withdraws before the end of the course will still be due and will be the liability of the learner.

9.1.4 Registration, Examination and Assessment Fees

Registration, examination and assessment fees will be refunded if the learner has not been registered with the examining body. However, if a refund of registration fees is due but a balance of tuition fees is still outstanding this credit will be retained to reduce the overall debt.

9.1.5 Ancillary Fees

Ancillary Fees are non-refundable.

9.2 Course cancellation

In the event of course cancellation, the learner will be issued a full refund of fees, without administrative costs being deducted. If a course is postponed a full refund will be issued although the learner will have the choice to offset their payment against a future occurrence of that course.

10 Charges for Services

10.1 Council Tax Certificates

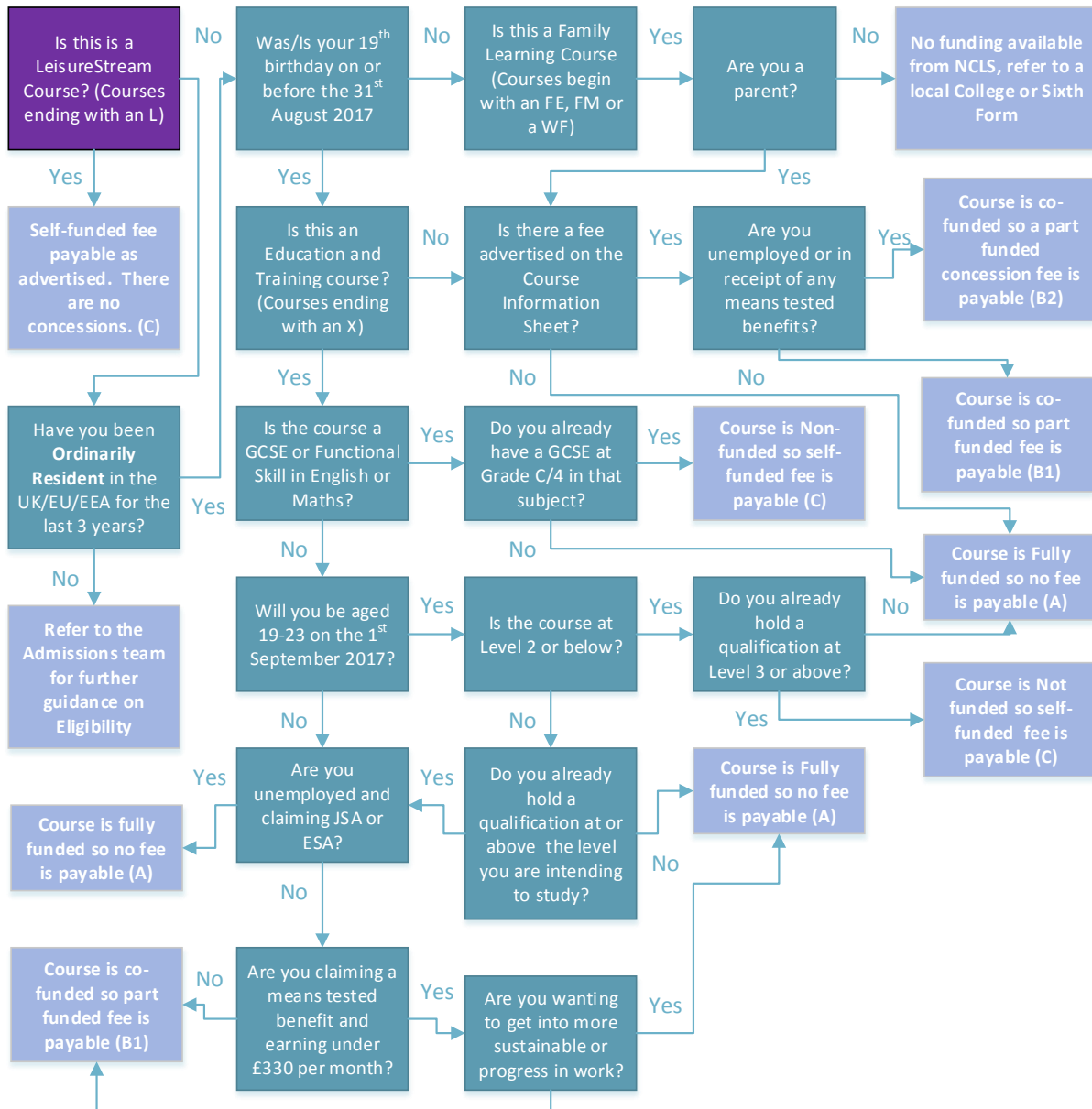
Where the learner requires the Service to issue a Council Tax Certificate a £10 administration charge will be payable.

11 Fees Statement Appeals Procedure

All appeals and complaints regarding this Statement should be addressed to the Head of Service and sent via asksmt.adult@norfolk.gov.uk, and in their absence, to the Senior Leadership Team.

12 Appendix A - Fees Flowchart

To confirm which type of fee you will be required to pay please follow this chart starting in the top left hand corner.



13 Appendix B - Residency Criteria

For a learner to be eligible for funding they need to be classified as “normally resident”.

1. Check Nationality

EU/EEA Check eligible countries list (Appendix C)
 Non-EU All those not included on the eligible countries list

2. Check Residence

LEARNER RESPONSIVE

† = Please refer to Admissions team who will need to take copies of relevant documents

STATUS		FEE	DOCUMENTS REQUIRED
IF EU NATIONAL and:			
	Has been living in EU country for last 3 years	Normally Resident	No documents required
	Has been living outside EU in last 3 years unless:	International	No documents required
	aged 16-18 entering the UK (where not accompanied by their parents) who are British Citizens (but not holders of British Overseas passports)	Normally Resident	Passport †
	Can show absence from EU was temporary	Normally Resident	Passport †, copy of temporary working contracts, bank statement to show bank account kept open etc.
IF NON - EU NATIONAL and:			
	Has been living legally in England for 3 years not on Learner Visa	Normally Resident	No documents required
	Has been living legally in England for 3 years on Learner Visa	International	Refer to International Adviser
	Has been living outside England in last 3 years unless:	International	Refer to International Adviser
	Spouse or civil partner of a person with settled status, who has been both married (or has undertaken a recognised civil partnership ceremony), and resident in UK for 3 years	Normally Resident	Passport †, to show residence in UK Marriage/civil ceremony certificate to confirm married and date married Passport of spouse
	aged 16-18 and their passports have been endorsed to show they have the	Normally Resident	Passport

	Right of Abode in the UK (holders of passports describing them as British Overseas Citizens have no automatic right of abode in the UK, nor do other non-EEA nationals)		
	aged 16-18, accompanying parents who have the Right of Abode or leave to enter or remain in the UK	Normally Resident	Passport for 16 – 18 year old & Passport for parent
	aged 16-18 who are children of diplomats	Normally Resident	Passport of 16 – 18 year old & Documents to prove parent(s)' status
	aged 16-18 and are dependants of teachers coming to the UK on a teacher-exchange scheme	Normally Resident	Passport of 16 – 18 year old Documents to prove parent(s)' status
	acquired settled status (i.e. indefinite leave to enter or remain, Right of Abode or British citizenship) within the 3 years immediately preceding the start of the course	Normally Resident	Passport †
	a person granted humanitarian protection (HP) or discretionary leave (DL) or exceptional leave to enter or remain (ELE/ELR) by the UK government, their spouses, civil partners and children	Normally Resident	UK Travel Document (looks like passport) or Home Office letter †
	spouse, civil partner, child (under 21) of EU national and with 3 years residence in EEA	Normally Resident	Passport for non-EU national to check 3 years residence, Passport for EU national. Marriage/civil ceremony/birth certificate to show link to EU national unless shown in passport †
	EEA national, or spouse, civil partner or child (under 21) of EEA national working in the UK and with 3 years residence in EEA. For extended family i.e. grandparents, grandchildren refer to International Adviser	Normally Resident	Passport for non-EEA national to check 3 years residence, Passport for EEA national to check nationality, Copy of salary slips/contract to confirm EEA national working in UK Marriage/civil ceremony/ birth certificate to show link to EEA national unless shown in passport †

ASYLUM SEEKERS AND THEIR DEPENDANTS			
Learner Responsive courses:			
	Resident for over 6 months, no support will be home fees, over 6 months plus financial assistance will be free of charge for FE. Assistance under terms of the Immigration and Asylum Act 1999 or Children Act 1989 (unaccompanied asylum seekers aged 16 – 18 who are supported by Social Services) Financial assistance from the National Asylum Support Service (NASS) Assistance under the National Assistance Act 1948	Normally Resident	Home Office letter or NASS letter indicating date applied for Asylum † and Copy of NASS letter or other document showing they are in receipt of financial help
	Resident for less than 6 months	International	No assistance available, refer to International Adviser
	Refused Asylum but appealing decision and are eligible for Section 4 support will be free of charge for FE.	Normally Resident	Section 4 support documentation †
REFUGEES AND THEIR SPOUSES, CIVIL PARTNERS AND CHILDREN			
	Length of residence is irrelevant but must have been granted refugee status by UK government	Normally Resident	UK Travel Document (looks like passport) or Home Office letter †

14 Appendix C - EU Member States, EEA & Eligible Overseas Territories

For funding eligibility purposes, this is defined as:

- All member states of the EU
 - Austria
 - Belgium
 - Bulgaria
 - Croatia
 - Cyprus: any Cypriot national living on any part of the island qualifies for EU residency and is considered an EU national Czech Republic
 - Denmark; includes Greenland and Faroe Isles
 - Estonia
 - Finland; includes the Aland Islands
 - France: the French Overseas Department (DOMS) (Guadeloupe, Martinique, French Guiana (Guyana), Reunion and Saint-Pierre et Miquelon) is part of metropolitan France and is part of the EU
 - Germany: includes the former German Democratic Republic and the tax-free port of Heligoland
 - Greece
 - Hungary
 - Ireland
 - Italy
 - Latvia
 - Lithuania
 - Luxembourg
 - Malta
 - Netherlands
 - Poland
 - Portugal: Madeira and the Azores are part of the EU; Macau is not
 - Romania
 - Slovakia
 - Slovenia
 - Spain: the Balearic Islands, the Canary Islands, Ceuta and Melilla are part of the EU
 - Sweden
 - United Kingdom: Gibraltar is part of the territory of the EU (The Channel Islands and Isle of Man are part of the United Kingdom and Islands but not part of the EU)
- EEA States
 - Iceland
 - Liechtenstein

- Switzerland (Although Switzerland is not part of the formally recognised EEA, its nationals are eligible under various international treaties signed by the UK and Swiss governments)
- Norway
- Eligible British and EU overseas territories
 - Anguilla
 - Bermuda
 - British Antarctic Territory
 - British Indian Ocean Territory
 - British Virgin Islands
 - Cayman Islands
 - Falkland Islands
 - Henderson Island
 - Montserrat
 - Pitcairn, Ducie and Oeno Islands
 - South Georgia and the South Sandwich Isles
 - St Helena and its dependencies
 - Turks and Caicos Islands
 - Greenland and Faroe Isles
 - Antilles (Bonaire, Curacao, Saba, St Eustatius and St Maarten)
 - Aruba
 - New Caledonia and its dependencies
 - French Polynesia
 - Saint Barthélemy
 - The Territory of Wallis and Futuna Islands
 - Mayotte
 - French Southern and Antarctic Territories

15 Appendix D - Refund examples

Learner withdraws after not attending or before attending the first 10% of their course.	Refund is issued minus £50 administration cost. The learner must notify us immediately of their intention to withdraw. If they simply do not attend those weeks of unauthorised absence will be counted as attended in the pro-rata fee calculation.
Learner withdraws after attending at least the first 10% of their course.	<p>Tuition fees are calculated on a pro-rata basis based on number of weeks attended, minus a £50 administration fee (unless maximum fee is reached):</p> <ul style="list-style-type: none"> • Example 1 <ul style="list-style-type: none"> ○ Learner attended 4 weeks of a 36 week course costing £3000. ○ Fees payable = $(£3000/36 \text{ weeks}) \times 4 = £333.34$ plus administration cost of £50 = <u>£383.34</u> • Example 2 <ul style="list-style-type: none"> ○ Learner attended 16 weeks of a 32 week course costing £1500. ○ Fees payable = $(£3000/32 \text{ weeks}) \times 16 = £750.00$ plus administration cost of £50 = <u>£800.00</u> • Example 3 <ul style="list-style-type: none"> ○ Learner attended 9 weeks of a 10 week course costing £200. ○ Fees payable = $(£200/10 \text{ weeks}) \times 9 = £180.00$ plus administration cost of £20 = <u>£200.00</u>
Course is cancelled by Service	Full refund is issued without application of administrative cost.
Course is delayed by Service	Full refund is issued without application of administrative cost, or the learner can opt to have payment set against future occurrence of course.