

## All about fees

The courses that we run are paid for either by the Education & Skills Funding Agency (ESFA) (a department within central government and not Norfolk County Council), fees from our learners or a combination of both.

The funding available for these courses and the learners like yourself on them is complex. Generally it is based on the type of course that is being delivered and a combination of your age, prior qualifications and employment status. In order to claim any funding for your course you will need to meet the ESFA's residency criteria, normally you or a close family member will need to have lived in the UK/EU/EEA for the last 3 years (though there are exceptions to this).

### LeisureStream courses

LeisureStream course codes end with an L and are not funded by the ESFA, the fee that you pay covers the entire cost of the course so there are no reductions.

### Skills and Qualifications courses

Skills and Qualifications course codes end with an X.

If you apply to join a skills or qualification course, you must attend a pre-course Information and Assessment session before being offered a place. If you apply online, we will contact you within 5 working days with the date and location for the session. It may not be in the same location as the course you are applying for.

### Entry level up to level 2

**There are fees for these courses but they are usually paid in full by the government (ESFA) for you if you meet the following criteria:**

You are unemployed, looking for work and receiving one of the following:

- Jobseekers Allowance
- Employment and Support Allowance
- Universal Credit (employment component)

They may also be free if you are unemployed, earning less than 16 times the National Minimum Wage a week or £330 per month and in receipt of other forms of means tested state benefits which are not JSA or ESA:

- 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

**These fees are also met by the ESFA** if you are aged 19 to 23 and don't already have a level 2 qualification.

### Level 3 courses

If you are aged 19 to 23 and studying your first full Level 3 course the course fees will be met by the ESFA. If you have already achieved a qualification at level 3 or higher or if you are aged 24 or over then you will be liable to pay the fees. Though, you may be eligible for an [Advanced Learner Loan](#) in which case there is generally nothing to pay up front or at most only a small deposit. We will discuss this with you at the Information and Assessment session.

### Community Learning courses

Course codes ending with a P are different types of Community Learning courses that we run. For some of these the cost is fully met by the ESFA and there is no fee payable, these courses are specified as "Family Learning" and "Family English and Maths". For the remaining courses the cost is met partly by the ESFA and the rest by a fee from yourself. For these courses you are entitled to the means tested reduction if you are in receipt of any of the following:

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

We will ask you to confirm in writing that you are in receipt of any of the above either at the Information and Assessment session or at the first session of the course.

### Class Cancellations

We reserve the right to cancel courses that fail to recruit minimum numbers. If this becomes necessary, we will contact you by post, telephone, email or text. Please let us know if your contact details change.

### Course Refunds

It is not the policy of Norfolk County Council to refund fees automatically when a change in circumstances prevents or discourages a learner from continuing with a particular class.