

**POLICIES & PROCEDURES**

<b>TITLE</b>	FEES POLICY 2020-2021
<b>AUTHOR</b>	REDBRIDGE INSTITUTE
<b>RESPONSIBLE OFFICER</b>	Finance & Staffing Manager
<b>APPROVED BY GOVERNING BODY OR INTERNAL PROCEDURE APPROVED BY SMT</b>	GOVERNING BODY
<b>DATE OF DRAFT SUBMISSION TO GOVERNING BODY</b>	November 2019
<b>DATE OF APPROVAL</b>	November 2019
<b>REVIEW DATE</b>	November 2020

**Equality Impact Assessment**

Completed by Redbridge Institute		Not applicable – no significant changes	✓
Completed by London Borough of Redbridge		Outstanding – consultation under way	

*The Fees Policy is set annually with effect from 1<sup>st</sup> April  
but will be reviewed in-year to take account of any changes to the funding rules*

## 1. Charges

### 1.1 General Principles

Some charge will be made for all services unless funding or other statutory rules apply or where programmes are developed as part of the Institute's partnership/community provision. Fee charges will be calculated based on costs of provision (including annual inflation) and Government fee expectations.

In addition to course fees, Redbridge Institute will look for other ways to ensure the best possible value is achieved from its community learning funding using the Pound Plus concepts outlined in the Community Learning Strategy

A basic minimum hourly rate will be set annually for standard courses. This will form the basis for all fee calculation. However, the final advertised course price will include other elements and represents the price for providing the whole learning aim. It cannot be broken down into a sessional or weekly price and it will not be amended if the number of sessions is reduced, unless there are exceptional circumstances (see refund section).

Course fees will be rounded up to the nearest pound.

The Institute will vary the hourly rate applied to some courses and will adjust fees according to market circumstances, where appropriate.

Higher fees will be charged for courses which are planned to run on low numbers. The Institute reserves the right to charge a higher fee or to refuse entry to individual learners where external funding will not be available to support learning or for non-priority courses or learners. A higher fee may be charged where the cost of provision is significantly higher.

General discounts and/or Reduced fees or discounts for specific learners or programmes may be introduced from time to time for promotional purposes

Late enrolments which have been approved by the Curriculum Manager for certain programmes will be charged pro rata to the nearest half term. The full cost of registration, materials and examinations will still be due.

Charges will be calculated for corporate work on an individual basis.

All fees must be paid in advance unless

- an instalment agreement has been authorised and implemented; or

- confirmation of a loan agreement is in place with the Student Loans Company; or
- a letter promising payment has been received from an employer or government agency.

Redbridge Institute reserves the right to change a course fee, even if it has been advertised previously. This right will be exercised if an error has been made, or if there are changes to funding rules, the type of provision, minimum numbers or costs.

## 1.2 Registration Fees

A registration fee will be charged for each course or discrete programme of study as defined by Redbridge Institute unless Government, ESFA/GLA or local policy requires free provision. The registration fee will be set at a level that will a) make a contribution to enrolment administration costs and b) make a contribution to the provision of support services.

## 1.3 Exam Fees

Exam charges levied by awarding bodies will be passed on for payment to individual learners or to sponsors, unless the learner is exempt from payment under Government, ESFA/GLA or local funding regulations. These charges will be built into the course fee where possible. Where payment is due, exam entries will not be processed unless payment has been received. A “local fee” will also be charged to make a contribution towards exam board registration and administration costs.

### Exam fee Exemption

Where there is exemption from exam fees, there will be no charge for entry to the primary examination attached to the learner’s designated learning goal, provided that satisfactory progress and attendance has been confirmed by the tutor. A charge will be applied for entries which are not for the primary examination and which are not funded. A charge will be made if the individual fails to attend the exam.

### Re-Sits

Where the learner has failed (or failed to achieve the required grade for the qualification aim) and is re-sitting within the same funding year, no charge will be made. Full charges will apply if the learner re-sits the following year. Where the learner wishes to improve a grade and the Institute allows a learner to re-sit a module, the full cost of a secondary course fee plus all exam fees and other charges will be charged to the learner. Those learners wishing to improve a grade and who are re-sitting within the same academic year will pay the full cost of entry, the local fee and an additional administration fee.

Learners who fail to turn up for the exam may be refused entry onto other courses. Refunds will not be paid and learners who have a free entitlement to an exam entry but fail to turn up may be invoiced for the cost. The Institute reserves the right to charge a supplement where an awarding body increases exam charges during the year.

#### 1.4 **Transfer charges & Re-entry to a course following withdrawal**

A transfer fee will be applied to all transfers requested by individual learners. No charge will be made where the learner transfers to another course because they are dissatisfied with the original course or where Redbridge Institute has cancelled a course.

If a learner wishes to transfer the fee to a third party, written authorisation from the original learner is required.

Learners who have previously withdrawn from a class but then wish to return will be charged the registration fee.

#### 1.5 **Other Learner Charges**

Learners who are required to pay a course fee and/or registration fee will also be charged the full cost of materials and consumables. Where possible, materials and other charges will be applied to the course fee. Otherwise they will be charged on a weekly basis or as costs arise.

Community associations reserve the right to charge an additional membership fee

Administration, other overhead charges and direct costs incurred in connection with projects or externally procured provision outside core ESFA/GLA funded activity will be charged back to the relevant project. This will include a flat rate for general administration plus additional costs as incurred.

#### 1.6 **Lettings Charges**

Two separate hire charge scales will be applied to lettings. Both are subject to the lettings policy.

##### **Public and Commercial Hire charges (Lettings for income generation)**

These lettings will be subject to a minimum charge and a non-refundable deposit. In addition, a retainer will be required. The institute will withhold a portion of the retainer in the case of damage / additional cleaning / extra letting time taken.

##### **Partnership Hire Charges**

3 tiers of charge:

- Standard rate to cover full overhead costs of staff and premises
- Reduced - during operational sessions when additional overhead costs are negligible
- Discounted partnership rate for specific events agreed as part of the Community learning strategy

The full educational rate will be charged for all projects, with a reduced charge if the building is open.

**1.7 Informal Learning Groups**

As part of the Community Learning Partnership Trust priority to support informal community learning in Redbridge, the Institute will continue to offer low cost accommodation to affiliated clubs and other groups formed by past learners who have developed sufficient knowledge and skills to continue to operate on a self-organising basis without the regular support of a teacher. These clubs may be allowed to use Institute premises at non-peak times and where other accommodation needs allow. A termly fee based on the number of individuals will be charged, with a minimum number set for each venue to ensure rental costs are covered.

**1.8 Subcontracted provision**

Where subcontractors are delivering ESFA/GLA funded provision on behalf of Redbridge Institute, the Board of Trustees will set and publish its own fees policy which will be subject to approval by Redbridge Institute.

## 2. Fee Categories

### 2.1 General Principles

The fee charged will depend on:

1. Whether a learner is eligible for Government funding  
Learners not eligible for Government funding are full cost learners and will be charged the full cost of a course place and all additional charges. They are not entitled to any learner support.
2. The type of course and where the learning takes place
  - Learners have a legal entitlement to free tuition on certain provision
  - Some courses will be fully or part-funded by the Government or third parties.
3. The learner's fee status  
There are three levels of funding available for learners:
  - Full Funding
  - Co-Funding
  - No funding

#### **Full Funding**

No fee will be charged. Learners will not pay any course tuition fees, exam fees, registration or other course charges which are a requirement of the learning aim.

(Note: Free exam entry will only be authorised where examination entries relate to the primary examination attached to the designated learning goal and provided that satisfactory progress and attendance has been confirmed by the tutor)

#### **Co-Funding**

The ESFA/GLA will subsidise the cost for these learners. The advertised price covers the balance of the cost. Learners will pay the advertised price for the course and will be entitled to a reduced price or free course if they are on certain state benefits. Additional charges for materials, examinations and other costs will be added, where applicable.

#### **No Funding**

Learners will be charged the full cost of a course place and all additional charges. If the course is eligible for a student loan, learners over 19 years of age may choose to pay by taking out a loan if they are not entitled to subsidised tuition. Limited provision may be provided at low cost for non-fundable priority learners who meet locally agreed priority criteria.

Fee exemption and reduced fees include the expectation that those who can afford to pay should pay and that public funding should be refocused on those who need it most.

This policy refers to classroom based learning. There are separate rules for work-based learning.

Learners must have been permanently resident in the UK for 3 years and eligible for ESFA/GLA funding to be eligible for fee exemption, reduced fees or the advertised prices shown in the tables below. This is in addition to any funding eligibility criteria and applies to all courses.

Evidence of entitlement is always required and in the case of benefits the applicant must be receiving benefit at the time of enrolment. Evidence must be current (within last 6 months)

## 2.2 **Fee Status – Learners aged 16 – 18 & LDD learners aged 19 - 25**

Learners will be charged the advertised price, unless there is a legal entitlement to a free place.

## 2.3 **Fee Status – Learners aged 19+**

Unless learners are listed in sections 2.5.1 or 2.5.2 below, they will have to pay the full cost of the course plus any additional costs.

## 2.4 **Definition of unemployed**

A learner is defined as unemployed if one or more of the following apply

- They receive Jobseeker's Allowance (JSA), including those receiving National insurance credits only
- They receive Employment and Support Allowance (ESA) and are in the work-related activity group (WRAG)
- They receive Universal Credit, earn either less than 16 times the national minimum wage/national living wage a week (subject to change) and are determined by JobCentre Plus as being in one of the following groups
  - All work-related requirements group
  - Work preparation group
  - Work focused interview group
- They are released on temporary licence and studying outside a prison environment and not funded through the Offenders' Learning and Skills Service (OLASS)

**2.5.1 ESFA/GLA Funding Rules – provision leading to a fundable qualification aim based on 2019-2020 funding rules – subject to change**

	19 – 23 year-olds	24+ unemployed	24+ other
<b>English &amp; maths up to &amp; inc. Level 2</b> (must be delivered as part of the legal entitlement)	Free *	Free *	Free *
<b>Level 2</b> (must be delivered as part of the legal entitlement)	Free * (first & full)	Free	Advertised price
<b>Learning to progress to Level 2</b>	Free ^ (up to and including Level 1)	Free	Advertised price
<b>Level 3</b> (First full Level 3 must be delivered as part of the legal entitlement)	Free * (first & full)	Advertised price **	Advertised price **
	Advertised price ** (previously achieved full Level 3 or above)		
<b>English for Speakers of Other Languages (ESOL) learning up to and including Level 2</b>	Advertised price	Free	Advertised price
	Free (unemployed)		
<b>Learning aims up to and including Level 2, where the learner has already achieved a first full Level 2 or above</b>	Advertised price	Free	Advertised price
	Free (unemployed)		
<b>Non-regulated English and maths provision eligible for funding for learners aged 19 years and over with significant learning difficulties or disabilities as part of a personalised learning programme</b> (where assessment has identified that the learner cannot undertake any of the above provision)	Advertised price	Free	Advertised price
<p>Notes</p> <p>*must be delivered as one of the approved English and maths and/or first full Level 2 or first full Level 3 qualifications required in the legal entitlement</p> <p>^must be delivered as entry or level one provision from local flexibility</p> <p>**student loans are available. Availability of loans at Level 3 does not replace the legal entitlement to full funding for learners aged 19 to 23</p>			



<b>2.5.2 Redbridge Institute – local fees policy</b> (allowable under ESFA/GLA funding rules at provider’s discretion)		
<b>Learners who are unemployed and</b> a) want to enter employment and believe skills training will help them to do so; and b) enrol on learning which is directly relevant to their individual employment prospects and the needs of the local labour market; and c) are earning less than 16 times the national minimum hourly wage (national living wage for GLA funded provision) a week and are receiving any of the following benefits (or are unwaged dependent of someone who is in receipt): Universal Credit, Income Support, Housing Benefit, Council Tax Benefit, Pension Credit, Carer’s Allowance; and d) have signed a self- declaration that they are not working and actively seeking work	19-23 year olds starting on courses up to and including level 4  24+ learners starting on courses up to level 2	No fee
<b>Authorised helpers in attendance to assist and provide direct support to a person with a disability</b>	materials, registration & other charges may apply	No fee
<b>Priority groups on community learning programmes identified in the community learning plan</b>		
<b>Learners on Family English, Maths &amp; Language (FEML)</b>		
<b>Unemployed economically inactive learners on Community English programmes</b>		
<b>Low income learners who have not been in the UK/EU for 3 years but who meet local priority strategy criteria</b> (including refugees referred by partners or the Council)		
<b>Bespoke community learning programmes developed with partners where the service level agreement includes provision for a fully ESFA/GLA subsidised programme</b>	additional materials & other charges may apply	advertised price ^
<b>Learners on priority family learning programmes including maths, English, science, parenting &amp; wellbeing,</b> (including non fundable learners on family learning programmes sponsored by a school/children’s centre)		
<b>Learners on Family Learning and Neighbourhood Learning programmes</b> (including non fundable learners on family learning programmes sponsored by a school/children’s centre)	additional materials & other charges may apply	advertised price *
<b>Learners aged 19 years and over with significant learning difficulties or disabilities on Community Learning programmes</b>		
<b>All other learners on core community learning programmes unless they qualify for full funding or are on other provision as above</b>	price to be negotiated with partner !	
<b>Bespoke community learning programmes developed with partners where the service level agreement includes provision for a partially subsidised programme</b>		
<b>Notes</b> *concessions (reduced fees) may apply – see section 3 ^hour banded rates will apply. Additional materials & other charges may apply ! where there is a minimum fee expectation and where the partner fails to recruit sufficient numbers, the partner will be liable to pay the balance		

### 3. Reduced Price (concessionary fees)

- 3.1 Co-funded learners on Community Learning core programmes are entitled to a reduced price (concessionary fee) for their learning if they are:
- in receipt of Job Seekers Allowance
  - in receipt of Employment Support Allowance
  - in receipt of universal credit, income support, housing benefit, council tax benefit (not exemption unless category U), working families tax credit (not child tax credit) with income below £18,000 (subject to change) or other income-based state benefit
  - an asylum seeker in receipt of the equivalent of an income-based state benefit
  - in receipt of disabled persons tax credit
  - in receipt of pensions guarantee credit
  - an unwaged dependent of someone in one of the categories above

In addition, the Governing Body has set a local fees policy to allow concessionary fees for individuals:

- in receipt of carer's allowance

Reduced fees only apply to course fees - not to registration, exams, materials or other charges.

### 4. Payment

- 4.1 Payment may be made by cheque, mastercard or visa. Cash payments will only be taken for LDD learners and in exceptional circumstances. Authorised vouchers may be accepted in some circumstances. Receipts will be issued to the registered learner with whom the contract for service provision has been made unless an employer or other organisation is sponsoring an enrolment, in which case an invoice will be issued to that organisation and the receipt will be issued on receipt of payment accordingly. Payment will be credited to the learner's account even if actual payment has been made by a third party on behalf of the learner.

#### 4.2 Instalments

Instalment payments will be accepted for most courses of 12 weeks' duration or more. Only UK residents can apply to pay by instalments. Instalment payments will be accepted towards course fees only and are subject to a signed credit agreement. An additional charge will be made as a contribution towards the additional administration costs. An initial payment normally including one third of the course fee, the registration fee, the instalment charge and any applicable materials charges will be taken at the point of enrolment. Invoices requesting payment of the balance will be issued within 1-2 months of the initial payment. Invoices will include details

of how to pay and how to make arrangements to spread payments of the outstanding balance if needed. All outstanding debts will be pursued as far as is economically viable. Learners may be excluded for non-payment of fees. Redbridge Institute reserves the right to refuse this payment option in all cases.

## 5. Withdrawals

5.1 Withdrawal is the complete termination of a learner's registration in both the programme of study and all units associated with it.

### 5.2 **Withdrawal by a Learner**

If a learner is planning to withdraw from a course at Redbridge Institute, the learner must:

1. Make an appointment with the curriculum team to explain the reasons and to let them know what they are planning to do next.  
If the learner cannot withdraw in person, they should telephone or email the relevant Team Administrator, supplying the following details: Name, date of birth, date of withdrawal, reason for leaving and what they will be doing next (eg. Work, another course)
2. Pay any outstanding fees (including any monies still due under instalment plans) and repay any monies received from the discretionary learner support fund or bursary fund.
3. Return any Redbridge Institute property

#### **Learners on Job Seekers Allowance, Employment Support Allowance or Universal Credit and who are actively seeking work must also:**

4. Complete a self-declaration letter indicating that the reason for withdrawing is due to obtaining employment that prevents them from continuing the course. Failure to do this may affect their benefits.

#### **Learners who have a Student Loan must also:**

5. Complete the Student Loans Company Withdrawal Form. Failure to do so may mean that the loan liability will continue to increase.

### 5.3 **Withdrawals of a course offer / place by Redbridge Institute**

#### **a) Absence - Automatic withdrawal of a learner by Redbridge Institute**

Redbridge Institute will automatically withdraw a student from a course because of non-attendance or non-participation of any element of their agreed learning plan after four consecutive weeks of absence from planned sessions of their course. If a learner knows of a reason why they are going to be absent for more than four weeks, they must send information to the respective curriculum team in writing explaining why they are going to be absent, and the timeframe of this absence.

Redbridge Institute reserves the right to withdraw the learner after four weeks absence if we are not satisfied that the learner is going to

genuinely return to their programme of learning and to invoice for any outstanding fees.

**b) Behaviour - Automatic withdrawals by Redbridge Institute due to violations of the Learner Code of Conduct**

Redbridge Institute reserves the right to suspend a student from their programme of learning at any time during the course. This may be initiated as a result of disciplinary issues, non-payment of tuition/fees, or incomplete admission/health records, or other situations where the learner code of conduct is broken. The learner will receive confirmation of this in writing, and be told which set of administrative procedures apply, indicating that the learner may be withdrawn from their programme of study. The learner may be invoiced for any outstanding fees or costs incurred.

Funding regulations require accurate recording of withdrawals on the learner's electronic learning record. If a learner leaves early it is crucial that any recorded achievement has credibility and can be justified. The Management Information Systems team will review achievement of learners who leave early to ensure these judgements are accurate and credible.

## 6. REFUND POLICY

6.1 The general policy is that fees are not refunded unless there is a statutory requirement to do so or unless the Institute is unable to provide the course. There is no obligation for the Institute to refund course fees unless the service is not provided with reasonable care and skill. The refund policy does not affect statutory rights.

### 6.2 Refund categories

#### 1. **Automatic Full Refund, including registration fee:**

- a) Courses cancelled by Redbridge Institute prior to their opening
- b) Courses cancelled by Redbridge Institute within three meetings
- c) Learner dissatisfaction with a course, reported in writing prior to the start of the fourth meeting, and unresolved to the learner's satisfaction
- d) Learner dissatisfaction with a course as a result of a merger or a transfer from a closed class, reported in writing prior to the start of the fourth meeting of the transfer or merger, and unresolved to the learner's satisfaction
- e) Learner cancellation, notified in writing within 14 working days of initial booking and prior to attending the course (under the Consumer Protection (Distance Selling) Regulations 2000, if there has been no face to face contact with the Institute at the point of enrolment, there is a right to cancel the course within 7 days of signing the agreement. However, this Refund Policy allows that statutory period to be extended to all enrolments and to a maximum of 14 days providing the course has not commenced during that period)

#### 2. **Automatic refund of the amount due to:**

- (a) an overcharge in error
- (b) transfer to a lower priced course following cancellation of a course by Redbridge Institute

#### 3. **Pro Rata refund/credit of tuition fee may be claimed :**

- (a) If more than 10% of the planned sessions are not provided due to unforeseen circumstances and where no substitute tutor or additional sessions have been provided. If a refund/credit is due in these circumstances, the amount paid will be calculated on the hours missed minus the 10% which will not be refunded.
- (b) Permanent withdrawal from a course by a learner due solely to a long-term new medical condition of the learner which prevents attendance on the course, or of a person for whom the learner has a permanent care responsibility, reported in writing and supported by the written advice of a qualified medical

practitioner.

4. **Other refund requests** will only be granted in exceptional circumstances, such as a close family bereavement, notified in writing to the Finance & Staffing Manager.

In the case of a change of mind or a change in circumstances, the Institute may authorise a credit of fees to last for 12 months so that fees can be transferred to another course. Refunds will not be authorised in these circumstances.

Refunds under categories 3 or 4 will not be processed for amounts under £10. Where a refund under £10 has been authorised in principle, the amount refundable will be held on credit for payment towards future enrolments. Credits must be used within 12 months of authorisation date.

An administration charge of 10% of the full course fee is made on all refunds/ credits under categories 3 or 4

- 6.3 Material charges and other non-tuition fees, including the Registration fee, are not refundable
- 6.4 Examination entry fees are non-refundable, except as provided in Examination Board Regulations
- 6.5 Refunds for original payments made by credit/debit card must be refunded onto the original card. As card details are not stored, the cardholder will be required to present the card or card details again before the refund can be processed.
- 6.6 All refunds will be made to the registered learner unless (a) the registered learner provides written authorisation to make a payment to a third party or (b) the enrolment is being sponsored by an employer or similar organisation.  
Payments made by third parties on behalf of a learner form a contract between the registered learner and the third party. If a refund is due to a learner and a third party (other than an employer or other organisation sponsor) made the original payment on the learner's behalf, the refund will still be made to the registered learner.  
If the original third party payment was made by credit/debit card the cardholder will need to present the card or card details again and the registered learner will need to sign to confirm payment can be refunded to the third party.
- 6.7 The decision of the Principal or delegated Officer is final.

**ANNEX 1**  
**SCALE OF CHARGES**  
**Effective from 1<sup>st</sup> April for newly published courses and activities**  
**Course fee charges where applicable (full fees policy gives exemptions)**

Programmes planned within Adult Education Budget funding rules				
Provision	Notes	Charging Basis	Charges Excluding registration £	£10 Registration to be added
<b>Adult Skills and Community Learning programmes</b> where fees are applicable  (excluding sections below)	A higher fee may be charged for non priority courses or for courses planned on low numbers	<b>Standard Fee</b>	4.40 per hr	Yes
		<b>Concessionary Fee (50%) (where applicable)</b> No fee is due for unemployed learners on some provision	2.20 per hr	Yes
<b>Neighbourhood Learning Community English Ineligible Learners on designated provision</b>	Banded price scale. Materials & other charges may be applied	0 – 39 hours 40+ hours  Unemployed or economically inactive learners on Community English	Registration plus 6.00 11.00  free	Yes Yes  no
<b>LDD Community Learning</b>	Fee for 20 hrs + £10 reg fee + £15 materials	20 hours	course fee 15.00 + reg	Yes
<b>Family Learning</b>	Where courses not part of priority free entitlement	0 – 5 hours 6 – 39 hours 40+ hours	course fee 6.00 6.00 + reg 11.00 + reg	No Yes Yes
<b>Level 3 programmes</b>	Where learners not entitled to free provision.	Full funded value to be applied  Learners may be entitled to a student loan	on request	Yes
<b>Bespoke community programmes</b>	Community programmes developed with partners for disadvantaged or priority learners	Registration and/or materials charges may be applied	0.00	See service level agreement

**Programmes or learners not covered by Adult Education Budget rules**

Full Cost Learners	Ineligible learners enrolling on mainstream ESFA/GLA funded provision alongside ESFA/GLA fundable learners		13.00 per hr per learner	No additional registration
Community Programmes delivered by external agencies (e.g. Vibrance )	Aim: To support community partners/meet partnership targets	Based on: Direct Tutor Cost + 25% towards overheads	47.60 per hour per programme	No additional registration
Full Cost Programmes	Courses not funded by ESFA/GLA but part of planned provision	Minimum 12 learners Any additional accommodation costs to be added	5.50 per hour per learner	Plus £10 registration
Commercial Bespoke Programmes	Based on: Direct Tutor Cost + accommodation @ full classroom rate + 25% towards overheads	Aim: to generate new business/diversify income	150.00 per hour per programme	No additional registration



Other Charges		
	Notes	Charge
Registration		£ 10.00
Informal Learning Group Rate	Gearies - Minimum charge will be applied equivalent to 14 members Other venues - minimum charge to cover rent	£17.50 per person per term
Local (Centre Admin) Exam Fee		£15 per entry
Exam resit fee	Resits within current academic year, within ILR dates and where authorised by Assistant Principal Adult Skills	0.00
	Resits outside funding year – subject to exams policy Note: course fee may also be charged	Full exam fee plus £25.00 local centre admin fee
Transfer Fee	Where learner requests transfer and subject to curriculum manager approval	£ 6.00
Instalment Supplement	Based on a 5% sliding scale	see table below
IT Specialist room	lettings charge – Educational classroom rate + 10%	
Sales Margin		10% - 20%
Attendance letters & Charge for signing Home Office documents related to student visa	Full cost of admin scale point 21 for 30 mins	£ 9.00 per letter
Charge for Photo	where learner requests photo at Exam for immigration purposes	£ 30.00 per photo per exam
Naturalisation papers	Processing and Signing papers	£80.00 per verification
Dyslexia testing	Registered learners only, upon request & subject to approval. Test only – no advice to be provided.	£40.00 per test
Materials charges	To be based on actual costs plus 10% To be added to fee or to be levied separately – finance team to agree	
Overhead and General Administration Charge for all Externally funded projects, including ESFA/GLA work outside core programme	To cover all basic services including information, advice & guidance, enrolment, data entry, funding returns, payroll processing, orders, room bookings, quality measures, CPD organisation, secretarial support etc	15% of total project income

<b>Instalment Supplements</b>							
<b>Price £</b>	<b>charge £</b>		<b>price £</b>	<b>charge £</b>		<b>price £</b>	<b>charge £</b>
<b>0 – 100</b>	<b>5.00</b>		<b>401 – 450</b>	<b>22.50</b>		<b>751 – 800</b>	<b>40.00</b>
<b>101 – 150</b>	<b>7.50</b>		<b>451 – 500</b>	<b>25.00</b>		<b>801 – 850</b>	<b>42.50</b>
<b>151 – 200</b>	<b>10.00</b>		<b>501 – 550</b>	<b>27.50</b>		<b>851 – 900</b>	<b>45.00</b>
<b>201 – 250</b>	<b>12.50</b>		<b>551 – 600</b>	<b>30.00</b>		<b>901 – 950</b>	<b>47.50</b>
<b>251 – 300</b>	<b>15.00</b>		<b>601 – 650</b>	<b>32.50</b>		<b>951 – 1,000</b>	<b>50.00</b>
<b>301 – 350</b>	<b>17.50</b>		<b>651 – 700</b>	<b>35.00</b>		<b>calculation required for fees over £1,000</b>	
<b>351 – 400</b>	<b>20.00</b>		<b>701 – 750</b>	<b>37.50</b>			

<b>Parking at Gearies Centre</b>	
<b>0 - 3 hours</b>	<b>£ 1.00</b>
<b>3 - 4 hours</b>	<b>£1.50</b>
<b>4 – 7 hours</b>	<b>£ 2.00</b>
<b>Over 7 hours</b>	<b>£ 10.00</b>
<b>Learner permit per year</b>	<b>£50.00</b>

**ANNEX 2**  
**LETTINGS CHARGES – 2020-2021**

Prices per Hour

<b>Public &amp; Commercial Hire Charges</b>		£ per hour	£ per hour
		<b>Hall</b>	<b>Classroom</b>
Monday – Saturday daytime	9.30am - 5.00pm	92.00	78.00
Monday – Thursday evening	5.00pm - 9.30pm	92.00	78.00
Friday & Saturday evening	5.00pm - 11.30pm	115.00	Not available
Sunday daytime	9.30am – 5.00pm	120.00	Not available
The above prices apply to bookings for up to and including 4 hours. For bookings of more than 4 hours: the above rates will apply to the first 4 hours, then the remaining hours will be charged at £ 50 per hour at all times.			
All bookings subject to minimum 2 hours charge Deposit £100 payable on booking. Full payment payable before event. £100 retainer required. This will only be returned if all conditions met.			

<b>Partnership Hire Charges (subject to approval by Principal / Assistant Principal Finance &amp; Resources)</b>		£ per hour	£ per hour
		<b>Hall</b>	<b>Classroom</b>
Standard partnership rate		78.00	70.00
Reduced partnership rate when RIAE already operating		39.00	35.00
Discounted Partnership Rate for specific events agreed as part of Community Learning Strategy		20.00	18.00
All bookings subject to minimum 2 hours charge Full payment payable before event.			

All charges inclusive of Institute chairs and tables.

The kitchen is not available. There are no facilities on site to prepare or heat food.

Hire of flipcharts and similar equipment will be £10 per item.

Printing facilities are available in some rooms but will be subject to charge.

Car parking charges apply at all times.

Terms and conditions apply.

<b>TITLE</b>	<b>Fees Policy 2020-2021 Annex 3 Subcontracting – Supply Chain Fees &amp; Charges Policy –2019-2020</b>
<b>AUTHOR</b>	Redbridge Institute
<b>RESPONSIBLE OFFICER</b>	Principal
<b>DRAFT DATE</b>	
<b>APPROVAL DATE</b>	November 2019
<b>REVIEW DATE</b>	December 2020

<b>Approval</b>	<b>Signature</b>	<b>Date</b>
<b>Principal Joni Cunningham</b>		
<b>Chair of Governors Margaret Partridge</b>		

## **Fees & Charges Policy - ANNEX 3**

### **Subcontracting – Supply Chain Fees & Charges Policy**

#### **Background**

ESFA/GLA Procurement Rules require each provider to publish its subcontracting policy and fees charges.

Context:

Redbridge Institute currently subcontracts with 1 training provider.

#### **Strategic Objectives**

Working in partnership with sub-contractors underpins the strategic plan by helping to meet the following strategic objectives:

##### **Learners**

To keep learners at the centre of all we do ensuring their safety and wellbeing, providing effective support and involving them in planning and improving our services. By working with key partners, we are able to support the community to access teaching and learning that we, as Redbridge Institute, do not have the resources to provide directly.

##### **Curriculum and Quality**

To provide easy access to a wide range of high quality courses which meet the needs of learners and the local communities and businesses we serve. Again, working with subcontractors allows us to offer a wider and greater choice of learning to the local community.

##### **Collaboration and Partnership**

To work effectively with the voluntary and community sector, the business community, schools and other stakeholder organisations to increase learner participation and progression to further study and work by offering a wider and great choice of learning to the local community. Examples include: specialist adult skills training; access to Apprenticeships, or access to specialist training for adults with Learning Difficulties and or Disabilities (LLDD) and young people not currently in education, employment, or training (NEET) provision.

##### **Finance**

To ensure a robust financial position in a time of reducing Government funding through efficiencies, targeted growth, diversification and development of shared services

## Subcontracting Process

Process	Action	Further details
Stage 1	Expression of Interest Submitted	Request sent into Principal
Stage 2	Due Diligence checks Pre-screening checks completed, these include: ID checks (e.g. companies house, charity commission), confirmation of UKPRN, successful assurance gateway submission(if relevant), FE choices score (if relevant), National Success rates(if relevant), ICO Registration, Financial Health), Health and Safety, Awarding Body registration. Preliminary partnership meeting	Principal or Assistant Principal Finance & Resources with support from Facilities Manager and relevant Assistant Principal for Curriculum
Stage 3	Supply chain fees and charges policy is communicated to and discussed with proposed subcontractor	
Stage 4	Service Level Agreement and contract completed and signed by all parties	Principal agrees contract and Service Level Agreement with subcontractor
Stage 5	Partnership meetings initiated to monitor contract performance and review supply chain fees and charges policy	Principal, together with relevant Assistant Principal, initiate regular cycle of partnership monitoring meetings.

Redbridge Institute reserves the right to terminate the process at any of the above stages. The process will stop and feedback will be given. If successful, all due diligence evidence will be stored for the duration of the contract.

### The Importance of High Quality Teaching, Learning and Assessment

High quality teaching, learning and assessment are crucial to the success of learners on subcontracted provision. As a result Redbridge Institute has the following expectations of subcontractors:-

- i) Subcontractors to attend regular partnership meetings to support monitoring and the success of the subcontract.
- ii) Subcontractors undertake effective continuous professional development of their staff and as such would be invited to the Institute's own CPD programme.
- iii) The Institute provides relevant development opportunities arising from both observation and learner feedback to relevant staff of subcontractors
- iv) Opportunities to share outstanding practice are identified and implemented

- v) Subcontractor teaching, learning and assessment is observed by either subcontractor or Redbridge Institute staff as agreed by the Assistant Principal Quality at Redbridge Institute. Feedback to teaching or assessment staff of the subcontractor is to help drive improvement, but is sensitive and supportive.

### **Fees**

The subcontractor will set its own fees policy which must be agreed by Redbridge Institute.

Redbridge Institute will charge a management fee of 15%. For this Redbridge Institute will offer the following support :-

- i) Management Information support
- ii) Regular performance monitoring reports for Partnership meetings
- iii) Marketing Opportunities, e.g. free advertising in the Redbridge Institute prospectus.
- iv) Regular help desk support
- v) Partnership meetings to undertake sub-contract performance and to communicate and discuss supply chain fees and charges policy
- vi) Quality review of course and learner documentation
- vii) Support for improving Teaching, Learning and Assessment, including access to in-house CPD
- viii) Access to discretionary financial learner support for eligible learners

In addition to teaching and operational costs incurred in meeting the terms of the contract, subcontractors are expected to meet Additional Learning Support needs from payments made to the subcontractor under the terms of the contract.

### **Subcontractor Declaration**

The college will ensure that the following details are recorded:

- a) Name of the subcontractor
- b) UKPRN number of the subcontractor
- c) Contract start and end date
- d) Type of provision including relevant learning aims
- e) Funding paid to subcontractor
- f) Funding retained by the college for management fee

### **Payments**

Payment will be made to each subcontractor in accordance with the service level agreement.

Redbridge Institute reserves the right to review any historical arrangement at the end of an agreed sub-contract period.

No payment will be made in relation to the participation in a programme of any learner who is not eligible under funding rules:

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Policy	Fees Policy
Approval Date	November 2019
Review Date	November 2020

If Redbridge Institute pays the price to the Sub-contracted partner in relation to any Learner who is subsequently demonstrated not to be eligible for payment of the Funding by the ESFA/GLA, the Institute will be entitled to be fully refunded by the Sub-contracted partner. At the discretion of the Institute such refund will either be payable within 30 days on notice by the college to the Sub-contracted partner or may be deducted from the price payable in relation to the subsequent payment period.

If (in respect of any Funded Learner) the ESFA/GLA shall for any reason whatsoever (being a reason outside the control of the Institute) refuse or fail to pay the fees of any funded learner Redbridge Institute shall be under no obligation to pay any part of the price relating to that funded learner to the sub-contractor and any part of the price relating to the said funded learner shall be fully refunded to the Institute by the sub-contractor.

Redbridge Institute will not be under any obligation to make overpayment to the Sub-contracted partner in respect of Learners or Funding over and above any upper limit on the number of Learners of Funding (as the case may be) permissible on the programme(s) which is agreed between the parties.

Redbridge Institute reserves the right to restrict the level of funding to that agreed depending on monitoring performance, and the total demand on the Institute's funding. Redbridge Institute will serve the sub-contractor eight weeks' notice of the implementation of such a restriction.

#### **Timing for Policy Review**

This policy will be reviewed by the Governing Body with the fees policy on an annual basis and published on the Institute's website.

#### **Current subcontracting arrangements**

Redbridge Institute currently subcontracts with the following:

#### **The Redbridge Council for Voluntary Service**

UKPRN	10005411
Contract dates	1 <sup>st</sup> September – 31 <sup>st</sup> July
Funding earmarked from Adult Education Budget	£46,800
Funding paid to Subcontractor	£39,780
Funding retained	£ 7,020