

FEES POLICY 2025-26	
APPROVING AUTHORITY	SLT
RESPONSIBLE OFFICER	Assistant Principal Student Services Data Monitoring & Exams Manager
EFFECTIVE DATE (APPROVAL DATE)	
NEXT REVIEW	Feb 2026
RELATED DOCUMENTS	Scale of Charges – Appendix A
AMENDMENT DATES	FGB Approved

The Fees Policy is set annually with effect from 1st August but will be reviewed in-year to take account of any changes to the funding rules as they are updated.

1. Charges

1.1 General Principles

Some charges 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.

A basic minimum hourly rate will be set annually for standard courses. This will form the basis for all fee calculations. 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.

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.

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 Programme 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 and/or commercial work on a separate and individual basis.

All fees must be paid in advance unless:

- An instalment agreement has been authorised and implemented; or
- Confirmation of an Adult Learner 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 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, GLA/DFE 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” may also be charged to contribute towards exam board registration and administration costs.

1.2.1 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.

1.2.2 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 for the first re-sit. Further re-sits will be charged according to the awarding body charges. 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.

1.3 Transfer charges & re-entry to a course following withdrawal

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.

1.4 Other Learner Charges

Some resources and materials may be charged as an upfront cost on a weekly basis or as costs arise.

1.5 Subcontracted provision

Where subcontractors are delivering GLA/DFE funded provision on behalf of Redbridge Institute, the Subcontractor will follow the Redbridge Institute fee policy.

Fee Categories

1.6 General Principles

The fee charged will depend on:

- a) 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 (classroom or financial).
- b) The type of course and where the learning takes place
 - Learners have a legal entitlement to free tuition on certain provision
- c) The learner's fee status

There are two levels of funding irrespective of delivery mode available for learners:

- 1. Full Funding
- 2. Co-funded
- 3. No funding (self-funded)

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

Learning up to and including level 2 (local flexibility and ESOL) for those learners who do meet the unemployed or London Living wage earnings threshold criteria. But not including entitlement courses English, Maths up to and including level 2 or Digital Skills up to and including level 1 which are fully funded.

No Funding

Learners will be charged the full cost of a course place and all additional charges. If the course is eligible for an Advance Adult Learner Loan, learners over 19 years of age may choose to pay by taking out an Adult Learner Loan if they are not eligible for fee remission.

Learners must have been permanently resident in the UK and eligible for GLA/DFE funding to be eligible for fee exemption, 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 fee remission based on low income must be current (within last 6 months).

1.7 Fee Status – Learners aged 19+

Unless learners are exempted through the current version of the funding rules, they will have to pay the full cost of the course plus any additional costs.

2. Payment

2.1 Payment may be made by debit/credit card or BACS payment (on invoice).

2.2 Instalment payments will be accepted for most courses of 20 weeks or more duration. See Scale of Charges for further information.

3. Refund Policy

3.1 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.

3.2 Refund categories

3.2.1 Automatic Full Refund:

- a) Courses cancelled by Redbridge Institute prior to their opening
- b) Course hours may be responsibly adjusted due to unforeseen circumstances. This will not normally lead to pro rata refund entitlement.
- c) Courses cancelled by Redbridge Institute within three meetings.
- d) Learner cancellation, notified in writing within 14 working days of initial booking and prior to attending the course (under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, 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)

3.2.2 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
- c) Learner dissatisfaction with a course, reported in writing prior to the start of the third meeting, and unresolved to the learner's satisfaction (*pro rata of the course fees remaining*).

- d) 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.
- e) **Other refund requests** will only be granted in exceptional circumstances, such as a close family bereavement, notified in writing appropriate Programme Manager.

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

3.4 Material charges and other non-tuition fees, including the Registration fee, are not refundable.

3.5 Examination entry fees are non-refundable, except as provided in Examination Board Regulations.

3.6 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 made. 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.

3.7 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.

3.8 The decision of the Principal or delegated Senior Officer is final.

ANNEX 1 SCALE OF CHARGES
Effective from 1st August 2025 for courses and activities
Course fee charges where applicable

Provision	Notes	Charging Basis	Charges Excluding registration £
Adult Skills qualification courses (where fees are applicable)		Standard fee	Full weighted funding value as set by GLA/DFE
Tailored learning		Priority learners	Free
Level 3 / Level 4 / Level 5 qualification courses	Where learners are not eligible for free provision. Learners may be entitled to an Adult Learner Loan.	Standard fee (Plus, registration costs where applicable)	Full weighted funding value as set by GLA/DFE
Full Cost Learners on Adult Skills qualification courses	Where learners do not meet eligibility criteria	Weighted rate plus area and post code up lift	Full weighted funding value as set by GLA/DFE
Co-funded learners on Adult Skills Qualification courses up to and including level 2 (not entitlement courses)	For those learners who do not meet the unemployed or London Living Wage earning threshold criteria	50% of the weighted rate plus area and post code up lift	50% deposit then equal monthly payments in advance over the duration of the course.
Online courses (non-qualification courses through Equal platform)	Where learners do not meet eligibility criteria	One-off registration fee	£35
Exams resit fee	Resits within current academic year, within ILR dates and where authorised by Assistant Principal	Exams resit - in-year	1st resit Free
Adult Skills qualification courses	For qualification courses over 20 weeks only.	Instalments	50% deposit then equal monthly payments set up

Payment by instalment			as a monthly standing order.
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