

Haringey Learns Fees Policy

Academic Year: 2025-26

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1. About Haringey Learns

Haringey Learns is the Council's community based adult learning service based at Wood Green Library N22 and in community locations across the borough. The service is part of Haringey Council's Placemaking and Community Development Service in the Culture, Strategy and Communities directorate delivering a range of high-quality courses and training across Maths, English, ESOL as well as Employability, Bookkeeping, Health & Social Care & Early Years.

The service supports delivery of the Good Work theme of Opportunity Haringey, the Council's inclusive economy framework, through the delivery of high quality, relevant skills development and robust employability courses, helping residents progress into work or progress in work.

We aim to bring relevant learning and progression opportunities to residents with a focus on those facing the greatest barriers to work, providing a relevant, creative and innovative learning offer in the community for the community.

2. The purpose of the Fees Policy

This policy sets out how Haringey Learns applies fees for all courses set out in the Haringey Learns course prospectus. The policy operates in accordance with the requirements and funding rules of our funders and any other applicable funding or monitoring bodies' regulations.

This policy will be updated and re-issued on an annual basis and included in our Course Prospectus.

3. Course Fees

Haringey Learns applies fees for courses based on the guidelines set out by our funders.

<https://www.gov.uk/government/publications/adult-skills-fund-funding-rules>. Fees will cover:

- Tuition fees for all programme elements
- Examination or quality assurance fees where applicable
- Course materials where applicable

The fee charged will depend on:

- Whether a learner is eligible for Government funding*
- The type of course and where the learning takes place**
- Whether the courses are fully or part-funded by the Government or third parties***
- Whether learners are permanent residents in the UK for 12 months and are eligible for GLA or ESFA funding
- Whether the learner is entitled to an exemption (see section 4).

* 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. Details are set out in appendix 1

** Learners have a legal entitlement to free tuition on certain provision. Details are set out in appendix 1

***Details are set out in appendix 1

4. Fee Exemptions

Learners may be eligible for full exemption or 30% reduction to fees depending on the course they are taking and these are set out in appendix 1, table 1 attached.

In addition to the above, exemptions apply when a learner is:

- Unemployed: In receipt of income-based benefit, such as Universal Credit, Job Seeker Allowance, or Employment and Support Allowance. (See Appendix 1 GLA Definition of Unemployed.)
- Has an income below £24,000 per annum
- If they are a veteran or retired,
- Are receiving benefits related to disability, such as Personal Independence Payment (PIP) or Disability Living Allowance (DLA)

Evidence of entitlement to benefits is required and must be current within the last 6 months from enrolment and the applicant must be receiving benefit at the time of enrolment.

5. Exams Fees

All our course fees include the full exam and registration costs. This information will be on the course information sheet and provided at the point of enrolment.

Exam entries are not refundable and cannot be transferred. If learners do not attend the examination or fail, they will have to pay the full exam entry fee again if they want to re-sit the exam. Those learners wishing to improve a grade and who are re-sitting within the same academic year will pay the full exam cost.

Haringey Learns reserves the right to charge a supplement where an awarding body increases exam charges during the year.

6. Fee Payment

Payment is due once enrolment and initial assessment processes are completed, and confirmation of a place has been issued.

7. Payment methods

- Payment can be made using most major debit and credit cards
- Cash on site in Haringey Learns

8. Non-Payment of Fees

Learners with an outstanding debt will not be able to enrol on further courses until the debt is paid. If a learner with a debt enrolls online, they will be withdrawn from the course until their debt is settled. Haringey Learns will take reasonable steps to advise and support learners in financial difficulty.

9. Course Withdrawals / Non-Attendance

If a learner voluntarily withdraws or does not attend for more than four sessions, they will still be liable to pay the full cost of the course unless they have a legitimate reason such as long-term illness or change in work commitments. (evidence will be requested)

10. REFUNDS

Refunds will only be issued in the following circumstances:

- Courses cancelled by Haringey Learns prior to opening.
- Courses cancelled by Haringey Learns within three sessions.
- Learner cancellation, notified in writing within 14 working days of initial booking and prior to attending the course** (providing the course has not commenced during that period).
- An overcharge in error.
- Transfer to a lower priced course following cancellation of a course by Haringey Learns
- Learner dissatisfaction with a course, reported in writing, and unresolved to the learner's satisfaction.
- Permanent withdrawal from a course by a learner due solely to a long-term medical condition 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.
- Exceptional circumstances such as close family bereavement

It should be noted that an administration fee of £25 will be applied as well as any non-refundable examination fee and course materials where applicable will be charged. Examination entry fees are non-refundable, except as provided in Examination Board Regulations

11. How to request a refund

A request for a refund must initially be submitted in writing and directed to the Business Manager at Haringey Learns as set out in Haringey Learns Prospectus. No consideration will be given to issuing a refund if a written request is not submitted and refunds will be calculated from the start date of the course up until the date a request is received.

Refunds are expected to take 10 working days to process but may take longer during holiday periods or centre closures.

12. Appeals and complaints:

In the first instance an appeal on refund decision should be made in writing to the Principal and the Employment and Skills Lead.

If you are not satisfied with their response or have a complaint regarding this policy, complaints should be addressed to Haringey Council's on [Make a complaint | Haringey Council](#)

13. Equality Impact Assessment - Fees Policy

- Haringey Learns is committed to the promotion of equality, diversity and providing a supportive environment for all. This policy has been reviewed to ensure that it does not discriminate (either intentionally or unintentionally) any of the protected characteristics of age, disability, gender, gender reassignment race, religion or belief, sexual orientation

14 Disclaimer

- All courses are subject to Government, Council and Governing Body Fee Policy and other Regulations.
- Haringey Learns and the Council reserve the right to amend the quoted fee when errors arise or Council/Government policy changes.
- The provision of a course is subject to class sizes. Class times may change, and classes may be amalgamated, divided or closed at the discretion of the principal.
- Examination dates are usually set by external awarding bodies. Haringey Learns cannot be held responsible for any inconvenience or loss caused if an exam date is not suitable for a learner.
- Haringey Learns reserves the right to refuse enrolment or entry to a course or examination.

Appendix 1

Funding Body – Definitions, Regulations and Information

GLA 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).
- They receive Universal Credit (UC), and their take-home pay as recorded on their UC statement (disregarding UC payments and other benefits) is less than £892 a month (learner is the sole adult in their benefit claim) or £1437 a month (learner has a joint benefit claim with their partner).
- They receive other state benefits (not included in the list above) and their take-home pay (disregarding UC payments and other benefits) is less than £892 a month (learner is the sole adult in their benefit claim) or £1437 a month (learner has a joint benefit claim with their partner).
- They are not receiving any benefits, wants to be employed, and we are satisfied identified learning is directly relevant to their employment prospects and the local labour market needs.
- Offenders who are released on temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice.

Appendix 1: Table 1 – Course Funding Table

Funding status	Explanation	Courses	Fees
Fully Funded	These courses have full funding status set nationally; therefore, no fee will be charged.	English Maths Digital Skills to Level 1 Employability provision	No
Part funded courses	Learners will pay the advertised price for the course and will be entitled to a reduced price (Concessionary Fee) or free course if they are on certain state benefits. Additional charges for materials, examinations and other costs will be added, where applicable.	Bookkeeping Health & Social Care Early Years Counselling	Yes
Non funded courses	These courses will be charged at full cost. They are subject to exemptions as they are not funded by our funders	Level 3 + courses such as the Award in Education and Training	Yes

Appendix 2: Table 2
Haringey Learns Scale of Fee Charges 2025-26

Effective from 1 st August 2025 for all published courses NOTE: Fees for 19+ learners				
Provision type	Charge basis	Fee charge	Exam/accreditation fee	Notes
Adult Skills Funding: Vocational Learning Provision up to and including Level 2	Standard Fee: subject to fee remission and concessionary rates dependent of eligibility	Courses up to 20hrs: £4.50 per hr. Courses over 20 hrs: £3.00 per hr.	Where applicable these will always be included in the course fee	<p>Fee exemptions apply when a learner is:</p> <ul style="list-style-type: none"> • In receipt of income-based benefit, such as Universal Credit, Job Seeker Allowance, or Employment and Support Allowance. • Has an income below £24,000 per annum • If they are a veteran or retired, • Are receiving benefits related to disability, such as Personal Independence Payment (PIP) or Disability Living Allowance (DLA) <p><i>Learners need to provide supporting evidence to qualify for fee exemption</i></p>
Tailored Learning: Courses that: <ul style="list-style-type: none"> • Engage &/or build confidence • Prepare for further learning • Prepare for employment & essential skills • Equip parents/ carers support children's learning • Support health & wellbeing • Develop stronger communities 	Standard Fee: subject to fee remission and concessionary rates dependent of eligibility	Courses up to 20hrs: £5.00 per hr. Courses over 20 hrs: £4.50 per hr.		<p>A fee concession of 30% applies when a learner is:</p> <ul style="list-style-type: none"> • In receipt of income-based benefit, such as Universal Credit, Job Seeker Allowance, or Employment and Support Allowance. • Has an income below £24,000 per annum • If they are a veteran or retired, • Are receiving benefits related to disability, such as Personal Independence Payment (PIP) or Disability Living Allowance (DLA) <p><i>Learners need to provide supporting evidence to qualify for the concession</i></p>

Provision type	Charge basis	Fee charge	Exam/accreditation fee	Notes
Fully funded provision: English, ESOL, Maths, Digital Skills to Level 1 and employability to level 2	FREE	FREE	FREE	<i>Learners need to provide supporting evidence they meet the eligibility criteria set by the funders</i>
Cost recovery courses	Standard Fee	Advertised Price	Included in Advertised Price	These courses are not funded through the GLA and are not subject to any concessions