



Fee Remission categories

If you are...	Tuition & exam fees	What to bring as proof of entitlement
In receipt of an income-based benefit such as Universal Credit or ESA	No charge to learner	Letter or official document
in receipt of an individual income of no more than £23,104 before deductions	No charge to learner	Wage slip or P60 etc
in receipt of Pension Credits (Guarantee Credit only)	No charge to learner	Award notice or letter etc
Offender serving a sentence in the community	No charge to learner	Letter from Probation service
Taking a English, Maths or Digital Skills course	No charge to learner	Subject to status of course
Unwaged dependants of those listed above*	No charge to learner	Evidence of partner's entitlement
Registered unemployed, but not in receipt of benefit	No charge to learner	Letter from Job Centre Plus

Evidence

- All proof of entitlement must be produced at the time of enrolment and by the 2nd teaching session.
- Proof of entitlement must be current or dated within the last 3 months.

Failure to supply required evidence may result in the relevant course fee being charged to the learner.

Examination, registration and certification costs

Exam and certification will be absorbed by the Adult Learning and Skills team, for most adult learners, in the 2023-24 academic year, exceptions being:

- where a learner is an employee of or is a client of another organisation, and costs can be recovered from that organisation by way of invoicing.



- where the course lies outside of the funded provision, for example, Equality and Diversity Training
- where learners cannot evidence fee remission category as detailed above

Refund of fees

We know that sometimes there is a genuine reason to ask for a refund. Refunds can be offered for the following reasons:

- where the course closes as a result of lack of numbers to make the class viable
- where a class is cancelled by the service for any reason
- the meeting times, venue or day of the class are changed so that it is no longer possible for an individual to attend.
- a learner enrolls in advance of the course starting and pays a fee but prior to the course starting their circumstances change so that they are entitled to a free class. Note this would not apply once the course has started.
- in addition, a refund may be offered where personal circumstances change so that it is impossible to attend the class.

Appeals

In exceptional circumstances learners who are not eligible for fee remission can appeal, in writing for the attention of the Contracts and Performance Manager, to be considered for fee remission.

Contact is adultlearning@wigan.gov.uk

Review

This policy will be reviewed annually considering national changes in funding for adults.