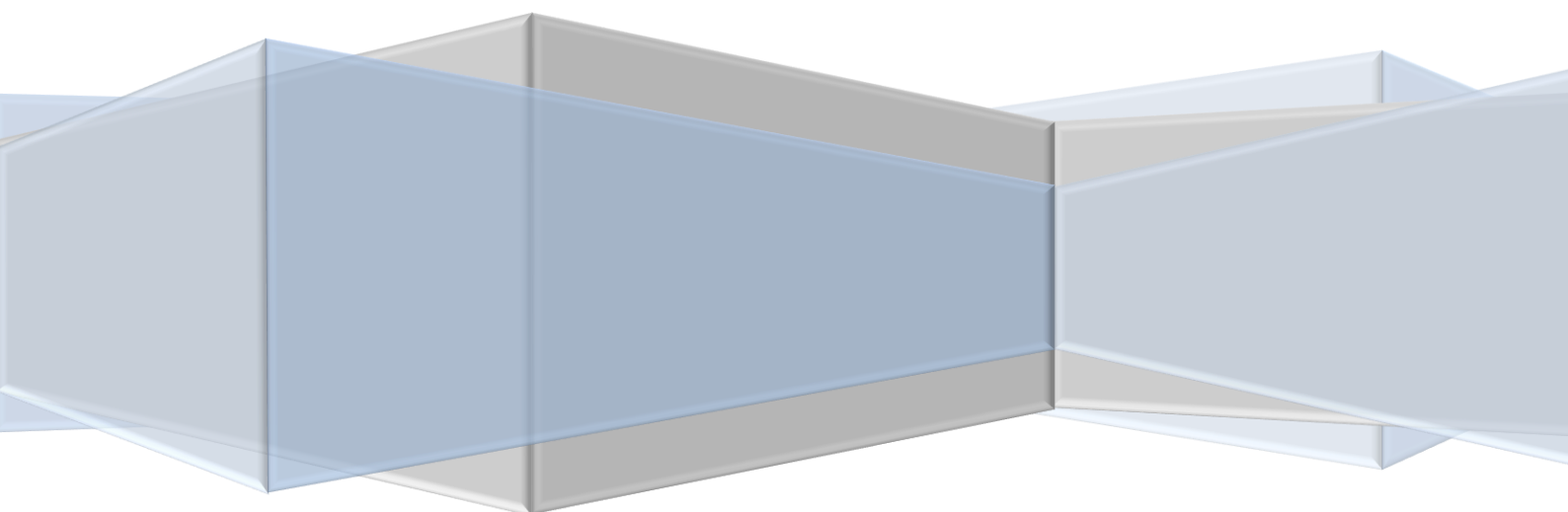


Adult and Community Learning (ACL) Fees and Charges Policy 2025-2026



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Section 1: Introduction

The Department for Education (DfE) funds Stoke-on-Trent City Council's Adult and Community Learning (ACL) Service for the provision of both accredited and non-accredited learning opportunities for adults.

Courses are held across multiple venues throughout the city to ensure that they are accessible to people citywide. Our commitment is to ensure that everybody is given the best possible chance improve their individual opportunities, enjoy learning and benefit from our courses.

Our aim is that learners will:

- Agree a plan with their tutor, detailing what and how they want to learn;
- Learn in safe and comfortable surroundings, where they are treated with respect;
- Participate in an enjoyable learning experience, with learning support (if required);
- Benefit from high quality teaching, from a tutor who is experienced, skilled and qualified;
- Receive helpful feedback and support recognising progress and achievement;
- Have access to impartial information, advice and guidance about learning opportunities available.

Section 2: Eligibility

To be eligible to enrol on any Adult and Community Learning course, a learner must:

- Be aged 19 or over on or before 31st August 2025

And

- Have been ordinarily resident in the UK, a British Overseas Territory, or a Crown Dependency (Channel Islands or Isle of Man) for at least the previous 3 years on the first day of learning

Please note: residents of devolved authority areas (e.g. Greater Manchester, West Midlands Combined Authority) are **NOT** eligible for our provision.

Alternatively, learners may meet the residency requirements under one of the following categories:

- UK nationals and other persons with the right of abode

- UK nationals residing in the European Economic Area (EEA) or Switzerland
- EEA nationals AND Swiss Nationals currently residing in the UK
- Other non-UK nationals who meet specific immigration or residency criteria

Please refer to Appendix 1 for the full residency eligibility criteria, including exceptions based on immigration status.

Section 3: Tailored Learning

The primary purpose of tailored learning is to support adults to move closer to the labour market and progress into employment or further learning, in line with the overall aims of Adult Skills Funding (ASF).

In addition to employability and progression, tailored learning may also contribute to wider personal and social outcomes, including:

- Building confidence and engaging learners who may be distant from education
- Preparing individuals for accredited or higher-level learning
- Developing employability skills and readiness for work
- Improving essential skills, including English, ESOL, maths and digital literacy
- Equipping parents and carers with the skills to support their children's learning
- Promoting health, well-being and personal development

Section 4: Fees and Concessions

Pound Plus

The term Pound Plus refers to the value generated in addition to the public funding received from the Department for Education (DfE). The 'Pound' represents the DfE-funded allocation, while the 'Plus' includes:

- Fee income from learners
- Funding from other sources
- Sponsorship and resources in kind
- Volunteer contributions

This additional income is used to enhance and extend learning provision, particularly for those who are unable to afford fees themselves.

Stoke-on-Trent City Council aims to collect appropriate fees from those who can afford to pay, using this income to expand learning opportunities and support access for the wider community.

Course Fees and Concessions

The following fees and concessions apply to all Adult and Community Learning provision:

Tailored Learning

Course Type	Fee Information
General Adult Learning (Workshops and Courses)	An hourly rate of £4.75* applies. Courses may be offered free or at a reduced rate depending on the learner's eligibility. Unfunded learners (i.e. those not meeting eligibility criteria) will be charged double the standard course fee.
Adult Family Learning*	No charge for learners enrolled on these programmes.
Subcontracted Tailored Learning	No charge for learners enrolled on these programmes.

* All Family Learning activities are free to schools and to parents/carers and children. ACL are funded by the Department for Education. It is the adult who is funded in this activity.
PLEASE NOTE: A CANCELLATION FEE OF £32 for a 2-hour workshop will be charged to schools where the school cancels within 24 hours.

Adult Skills (Accredited Learning)

These courses lead to recognised qualifications and include core skills such as Functional English, Maths, and Digital Skills.

Course Type	Fee Information
Fully Funded Learners	No charge for eligible learners on core accredited programmes: – Functional Skills English & Maths (up to and including Level 2) – Essential Digital Skills (up to Level 1) – Employability Skills
Co-Funded Learners	Learners may be required to pay a contribution where full funding is not available. This applies to courses such as ESOL and first other non-core Level 2 qualifications. Fees depend on course and eligibility.
Unfunded Learners	Learners not eligible for full or co-funding may be required to pay the full course fee based on the funding rate. This includes learners on both in-house and subcontracted accredited courses.
Subcontracted Accredited Provision	Where a course is not fully funded and a learner is not eligible for concessions, a fee will apply.

Course Type	Fee Information
Fee Waivers	Individual circumstances will be considered in accordance with the Adult Learning Fee Waiver Policy.

Non-Fundable Learners and Bespoke Courses

Learners who do not meet eligibility for any government funding or who request bespoke standalone services (e.g. assessments, exam-only entries, private courses) will be charged in accordance with Appendix 5: Unfunded and Bespoke Learner Pricelist.

Cancellations and Withdrawals

All cancellation or withdrawal requests must be submitted in writing to:
adult.learning@stoke.gov.uk.

Examination Fees

For all eligible learners, Adult and Community Learning (ACL) will fund:

- The cost of your initial examination attempt, and
- The cost of one resit, if required.

Any further resits beyond this must be paid for by the learner. The resit fee will be in line with the cost set by the course awarding body.

For any ineligible learners, please see Appendix 5: Unfunded and Bespoke Learner Pricelist.

Concessions

Fee remission for low income learners (Adult Skills)

Learners up to and including Level 2 (and those accessing eligible Level 3 offers) may be entitled to full fee remission if they:

- Meet the standard eligibility criteria, and
- Earn less than £25,000 gross annual salary

Evidence of income must be provided to support this. Acceptable forms of evidence include (but are not limited to):

- A contract of employment showing gross monthly or annual salary
- A recent payslip
- A Universal Credit statement (dated within 3 months of the enrolment date)

Other forms of documentation may be accepted if they clearly show gross income and support the funding decision.

Both conditions must be met and evidence must be submitted before enrolment.

Fee remission for Tailored Learning

Some employability-focused courses delivered under Tailored Learning are offered free of charge to eligible learners. Please contact the Adult and Community Learning team to check which courses this applies to.

Learner Type	Concession
Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), and Universal Credit claimants	Free access to Employability and Personal Development courses (subject to meeting funding eligibility criteria)
JSA, ESA, and Universal Credit claimants	20% discount on other non-accredited courses
Other low-income learners	20% discount on non-accredited courses Learners must provide evidence of income in line with the "Fee Remission for Low-Income Learners" criteria

From time to time, special offers and targeted discounts may be made available to specific groups or local communities as part of widening participation efforts.

Fee Waiver Policy

Learners who do not meet the standard eligibility criteria for concessions may still be considered for a fee waiver in cases of financial hardship.

Fee waivers may be granted where:

- A learner is experiencing severe financial hardship, and/or
- Course fees are a significant barrier to participation in learning

Each application will be assessed on an individual basis, considering the learner's personal and financial circumstances.

All information submitted as part of a fee waiver request will be treated with strict confidentiality.

To apply for a fee waiver, learners should speak to a member of staff or email:

adult.learning@stoke.gov.uk.

The decision of a fee waiver will be decided by the management team. The management decision is final.

Payment for All Courses

All course fees must be paid in full and in advance of the course start date. Payment methods include:

- Cash – to be made in person at the Adult and Community Learning Hub: **High Street, Tunstall, ST6 5TJ**
- Debit or Credit Card

If you are experiencing difficulty paying the full fee upfront, please speak to a member of staff or email:

adult.learning@stoke.gov.uk.

To discuss possible payment support or alternative payment options.

Cancellation and Refund Policy

1. Minimum Numbers Required

For a course to run, a minimum number of learners must enrol. If this number is not met, the course may be cancelled (including on the first day of delivery). In such cases, a full refund will be issued via the original method of payment (cash, debit or credit card).

2. Learner Cancellations

Learners cancelling up to 24 hours prior to the course start date will receive a full refund via the original payment method.

If a course is cancelled by ACL after it has started, learners will be offered:

- A full refund, or
- The opportunity to transfer to an alternative class at a later date.

3. Refunds After Course Commencement

Once a course has started, no refunds will be given to learners who choose to leave.

Exceptions may be considered on a case-by-case basis in the event of serious personal or family circumstances.

Please note: refunds will **not** be granted for holidays, change of interest, or scheduling conflicts.

4. Appeals and Enquiries

If a learner wishes to challenge a refund decision, they should contact the ACL Support Services Manager:

stacey.hargreaves@stoke.gov.uk

01782 234775

Review Date

April 2025

Appendix 1: Learner Eligibility Criteria (Summary Table)

Category	Eligibility Summary	Evidence Required
General Eligibility	• Aged 19+ before 31 Aug 2025. Resident in the UK for 3 years on the first day of learning	Proof of age (e.g. ID), proof of address. Proof of residency and length of stay
UK Nationals	• Lived in UK, EEA, Switzerland, Gibraltar, or EU Overseas Territories for 3+ years • Returned to the UK after living in those areas	Proof of residency and length of stay
UK Nationals Living in EEA/Switzerland	• Lived in EEA or EEA + UK for last 3 years	Residency documents (e.g. utility bills, tenancy agreement)
EEA Nationals and Swiss Nationals in the UK	• Must have pre-settled or settled status under EU Settlement Scheme • Lived in EEA/Gibraltar/UK for 3+ years	EU Settlement Scheme status + residency proof
Non-UK Nationals	• Lived in UK for 3+ years • Immigration permission to stay (not for education only) • Or pre-settled/settled under EUSS	Biometric Residence Permit or Home Office letter
Family Members of UK/EEA Nationals	• Must be spouse, civil partner, child, grandchild, or dependent parent/grandparent • Lived in UK/EEA for 3+ years • Settled/pre-settled status if required	Relationship and residency evidence, EUSS status
Individuals with certain types of immigration Status	May be exempt from 3-year rule if: • Refugee • Humanitarian Protection • Asylum seeker (some cases) • Discretionary Leave to Remain Indefinite leave to remain as a bereaved partner or victim of domestic abuse • Afghan/Ukrainian schemes	Biometric Residence Card / Permit, Home Office letters

Category	Eligibility Summary	Evidence Required
Afghan and Ukrainian Nationals	• Eligible under relevant UK government schemes	Proof of scheme entry (e.g. visa or permit)

Appendix 2 -This sets out the countries falling within the below categories as referenced in Eligibility requirements: -

Category	Country / Territory	Notes
British Overseas Territories	Anguilla Bermuda British Antarctic Territory British Indian Ocean Territory British Virgin Islands Cayman Islands Falkland Islands Gibraltar Montserrat Pitcairn, Henderson, Ducie & Oeno Islands South Georgia and the South Sandwich Islands St Helena, Ascension & Tristan da Cunha Turks and Caicos Islands	Considered eligible under DfE residency rules
EEA – EU Member States	Austria Belgium Bulgaria Croatia Cyprus (all parts of the island) Czech Republic Denmark Estonia Finland France Germany	Learners must meet 3-year residency requirement

Category	Country / Territory	Notes
	Greece Hungary Ireland Italy Latvia Lithuania Luxembourg Malta Netherlands Poland Portugal Romania Slovakia Slovenia Spain Sweden	
EEA – Non-EU Countries	Iceland Liechtenstein Norway	Included under EEA agreements
Switzerland	Switzerland	Not in EEA, but included via international agreement
Other Eligible Territories by Association	Denmark: Greenland, Faroe Islands Finland: Åland Islands France: Guadeloupe, Martinique, French Guiana (Guyane), Réunion, Saint-Pierre et Miquelon, New Caledonia, French Polynesia, Saint Barthélemy Germany: Tax-free port of Heligoland Netherlands: Aruba, Bonaire, Curaçao, Saba, Sint Eustatius, Sint Maarten	Treated as part of their parent EU nation for funding eligibility

Category	Country / Territory	Notes
	Portugal: Madeira, Azores Spain: Balearic Islands, Canary Islands, Ceuta, Melilla	
Not Eligible	Andorra Macau Monaco San Marino Vatican City	Not considered part of the EU or EEA for residency purposes

Appendix 3: Devolved Authority Areas (Ineligible for Funding).

Learners cannot be resident in a devolved authority area on the first day of learning. These areas receive their own separate adult education funding and have different rules from the Department of Education.

Devolved Authority Area	Includes
Greater London Combined Authority	All London boroughs
Greater Manchester Combined Authority	Manchester, Salford, Bolton, Bury, Oldham, Rochdale, Stockport, Tameside, Trafford, Wigan
Liverpool City Region Combined Authority	Liverpool, Halton, Knowsley, Sefton, St Helens, Wirral
West of England Combined Authority	Bath and North East Somerset, Bristol, South Gloucestershire
West Midlands Combined Authority	Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall, Wolverhampton
Tees Valley Combined Authority	Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland, Stockton-on-Tees
Cambridgeshire and Peterborough Combined Authority	Cambridgeshire and Peterborough
North East Combined Authority	County Durham, Gateshead, Newcastle upon Tyne, North Tyneside, Northumberland, South Tyneside, Sunderland
South Yorkshire Mayoral Combined Authority	Barnsley, Doncaster, Rotherham, Sheffield
West Yorkshire Combined Authority	Bradford, Calderdale, Kirklees, Leeds, Wakefield

Appendix 4 – Fees for Unfunded and Bespoke Training.

Where learners are not eligible for Department of Education funding, or where a learner requests a standalone or bespoke service, a fee may be applicable. These fees help cover the administrative, assessment, and delivery costs involved.

This applies to (but is not limited to):

- Learners not meeting residency or funding eligibility criteria
- Individuals wishing to access a one-off service (e.g. diagnostic assessments, exams)
- Employers requesting bespoke training
- Learners wishing to pay to attend courses privately

A general overview of these charges is provided below. Prices are reviewed annually and are subject to change. For current charges, please contact the Adult and Community Learning team.

Unfunded & Bespoke Services Pricelist

Service	Description	Cost
BKSB Login & Assessment	Access to the BKSB platform for diagnostics and initial assessments in Maths or English	£10
	Access to the BKSB platform for diagnostics and initial assessments in Maths or English and access to an Initial Assessment Officer to carry out the Initial Assessment and IAG	£40
Maths Course (Entry Level to Level 2)	Learners who are not eligible for funding can still take part in full tutor-led sessions as part of an existing course.	£250.00
English Course (Entry Level to Level 2)	Learners who are not eligible for funding can still take part in full tutor-led sessions as part of an existing course.	£350.00
Maths Course (Entry Level to Level 2)	For learners not eligible for funding, access to tutor-led sessions (up to 55 GLH hours) can be arranged by setting up a new course, (minimum of 8 participants to run)	£800 (per learner)
English Course (Entry Level to Level 2)	For learners not eligible for funding, access to tutor-led sessions ((up to 55 GLH hours) can be arranged by setting up a new course, (minimum of 8 participants to run)	£800 (per learner)
Maths	Maths Entry Exam Only (including resit)	£150.00
Maths	Maths Level Exam Only (including resit)	£150.00
English	English Entry Exam Only (including resit)	£250.00

Service	Description	Cost
English	English Level Exam Only (including resit)	£250.00
Other Accredited Courses	Learners who are not eligible for funding can still take part in full tutor-led sessions as part of an existing course.	Quoted Individual
Replacement Certificates	Issued for lost or damaged certificates	£60
Digital Skills Course	Basic IT and digital training sessions	Quoted Individual
One-to-One Tuition	Personalised tutoring (per hour)	£30
Employer Bespoke Training Package	Custom training tailored to employer needs	Quoted Individual