

Learner (Fees & Charges) Policy

Introduction

The purpose of this policy is to establish a framework for Fareport Training Organisation Ltd (referred to as "Fareport") to design and implement its fee-setting and refund procedures. Additionally, it provides a structure to ensure that clear and comprehensive guidance on fees for subsidised courses is readily available and accessible to learners, employers, and staff.

This policy also applies to all activity supported with funds supplied by the Education & Skills Funding Agency (ESFA), Department for Education (DfE), Department for Work & Pensions (DWP) or any successor organisations.

To ensure compliance with any mandatory changes imposed by the ESFA/DfE/DWP, Fareport may be required to amend course fees within current contract year. Should this be the case, fees will remain as per agreed and signed Training Agreements.

Scope

This policy applies to all fee-paying learners registered with Fareport.

This policy applies to all learners at Fareport, specifically those aged 19 and over who are required to pay fees for Level 3 qualifications or higher, in partnership with the Student Loan Company (SLC). Fareport is responsible for ensuring that learners are fully informed of any applicable fees prior to commencement of their programme, including fees and any additional charges incurred during their learning journey. Learners must also be made aware of their individual financial responsibilities and Fareport's charging policy, ensuring they understand the potential implications on fees should their circumstances change.

Fareport's Chief Executive will produce an annual fees schedule outlining fee levels, eligibility for concessions, and the refund policy. Higher fee rates may apply to learners who do not attract DfE or other grant funding, as these courses will represent full-cost delivery. Additionally, Fareport reserves the discretion to negotiate bespoke arrangements with employers for larger groups or cohort enrolments.

Fee refunds or waivers will only be permitted where Fareport has cancelled a course, there is a justified complaint, or in exceptional personal circumstances, as described in this Policy.

All learners at the time of enrolment must have a method of payment of fees in total which include:

- Fully funded through DfE and/or Local Authority funding streams
- Fee paid fully by the learner
- Payment by Employer

- Payment through a loan scheme – Advanced Learner Loan

Course Fees

When setting fees, the Board will take into account market conditions, Fareport's strategic objectives, DfE/DWP funding regulations, and the costs associated with delivering the course. For courses spanning more than one academic funding year, Fareport may offer flexible payment arrangements to help distribute the costs.

Note: Learners who fail to complete their programme within the planned duration may be liable for a charge for the additional learning and support required to complete their programme of learning.

Registration, examination, and certification fees will be included in the agreed course costs. However, if a learner fails to meet the requirements of the awarding body, such as late exam cancellations without sufficient notice, Fareport reserves the right to charge the learner for any additional administration or re-registration fees incurred.

A course may be eligible for an Advanced Learner Loan if it is at Level 3 to Level 6. These loans can cover the cost of tuition, eliminating the need for learners to pay upfront. Fees for eligible learners will be determined based on the cost of delivery and the maximum amount calculated through the Learning Aims Reference Service funding guidelines and will be supported by the availability of the Advanced Learner Loan. www.gov.uk/advanced-learning-loans.

Payment of Fees

If an employer has agreed to cover the fees for one of their employees, the employer must provide written evidence of contact details via Fareport Payment Terms form prior to commencement of programme and include purchase order numbers where applicable to confirm that the employer will cover the full cost of the course.

If a payment plan is agreed upon before the start of the programme, the learner's continued attendance and progression are contingent on adherence to the agreed payment schedule.

Failure to make payments as per the agreed terms will result in access to course materials and training being suspended until payments are brought up to date. Please note that an additional administration fee of £30 may be applied. Learners who persistently default on their payment terms may be withdrawn from the programme and forfeit any refund on payments already made.

Refunds

This refund policy does not apply to private commercial courses accessed via **Skills Lab**, as arrangements and associated costs will have already been incurred to deliver these sessions.

For all other programmes, a refund will be issued where a learner cancels their enrolment at least 14 days* **before the course start date**. An administration fee of £50 applies which will not be refunded.

Fareport does not automatically issue refunds when a change in circumstances prevents or discourages a learner from continuing their programme.

Refunds of course fees will only be granted in exceptional circumstances, such as ill health with evidence, and must be requested in writing. Requests should be submitted to the **Director of Operations** at haveyoursay@fareport.co.uk for approval. Refund requests not submitted in writing will not be considered. If a refund is approved, it will be calculated on a pro-rata basis and will incur a £30 administration fee. Supplementary costs, such as exam fees, are non-refundable. In cases of learner suspension or removal from programme, no refund will be issued.

Apprenticeship Provision

- Fees charged to Employers for Apprenticeship provision will be in line with guidance published by the DfE and programme funding bands as outlined by Skills England – Apprenticeship Finder <https://skillsengland.education.gov.uk/>
- Where a fee is applicable, it will be derived from the maximum of the price band to which the Apprentice standard has been attached and adjusted to a ‘total negotiated price’. This will reflect for example, any recognised prior learning.
- All employers will be required to be registered on the Apprentice Service, and the agreed funding will be paid on a monthly basis by the Apprentice Service. Where funding is provided on a co-investment model, or where remaining levy funds are insufficient and a cash payment applies, employers will be invoiced and are expected to pay fees due within 30 days.
- Where employers fail to adhere to their agreed payment plan, Fareport reserves the right to suspend their apprentice’s learning until payment is received, and the employer will remain liable for the fees.
- The apprentice will not be asked to contribute financially to the eligible costs of training, on-programme or end-point assessment. This includes both where the individual has completed the programme successfully or has left the programme early. Costs include any co-investment or additional training and assessment costs above the funding band, that the employer has paid directly to us where this is part of the agreed apprenticeship

Quality Assurance

Quality assurance is integral to Fareport’s provision. The quality of teaching and learning is monitored and managed through Fareport’s existing QA processes.

This policy positions quality assurance as a core activity to drive continuous improvement in teaching and learning for both Fareport, learners and partner organisations. Improvement will be achieved by sharing effective practices, such as through the Self-Assessment Report process and Peer Review.

Improving the Quality of Teaching and Learning

Contract management, quality audits, and data analysis will identify areas for improvement to inform Fareport’s annual training plan.

Fareport will provide opportunities for advanced training, consultancy, and capacity-building activities to enhance teaching and learning. Good practices will be identified through observations, learner and employer feedback, and peer reviews, and shared through standardisation and moderations activities

Communication & Policy Review

Fareport will review its Fees and Charges Policy annually, unless earlier review is required by changes to DfE/ DWP contracts or other factors. The policy will be published on Fareport's website.

A full list of qualification offered by Fareport can be located on our website - <https://www.fareport.co.uk/>

Signed:

A handwritten signature in black ink that reads "N Cahill". The signature is written in a cursive style.

Natalie Cahill, Chief Executive

Updated – May 2026