

# **Fees, Charges and Refund Policy 2026-27**



Our Newham Learning & Skills  
Part-time adult education

**Title** **ONLS Fees, Charges and Refund Policy 2026-27**

**Owner** Head of Operations

**Review Date:** 1 July 2027

At Our Newham Learning & Skills (ONLS), our mission is to support lifelong learning that enables residents to live well, engage in society, and access sustainable, skilled employment. We provide learning pathways that help residents achieve their personal and professional aspirations. This policy is rooted in those values, placing learners at the **HEART** of everything we do.

### **Fees, Charges and Refund Policy 2026 – 2027 Objectives**

This policy provides a framework to ensure that:

- Fees are charged fairly, appropriately, and consistently.
- ONLS complies with Greater London Authority (GLA) Adult Education Budget (AEB) rules and relevant regulatory requirements.

### **Who is this Policy for?**

This policy applies to all learners at ONLS. Our provision includes both accredited and non-accredited part-time adult education courses, primarily funded through the GLA AEB. Additional income is generated through learner contributions where applicable.

### **Residents in Scope:**

You will be eligible for a course if:

- You are aged 19 or over on 31 August 2026.
- You are a London resident and meet GLA funding rules for the Adult Skills Fund.
- You have permission to reside in the UK for at least 12 months from your first day of learning.

### **Course Fees:**

Fees are structured in line with the GLA Funding rates and Formulas.

## **Fully Funded Learners**

Learners are entitled to full funding if they meet specific personal and course eligibility criteria. Categories include:

- Asylum Seekers living in London.
- Aged 19+: Undertaking their first full Level 2 or Level 3 qualification listed on the government's Legal Entitlements list.
- Aged 24+: Taking a first full Level 3 course under the Lifetime Skills Guarantee.
- Receiving benefits (e.g., JSA, ESA, Universal Credit) and:
- Unemployed and required to train
- Earning below £952/month (sole claim) or £1,534/month (joint claim)
- Without GCSE grade C/4 or higher in English or maths and studying up to Level 2.
- Studying digital skills courses up to Level 1.
- Learners aged 19–23 on temporary licence from prison.
- Former Armed Forces personnel: Discharged on medical grounds or with four years' service, undertaking first Level 2 or 3.
- Learners up to age 24 on a Traineeship.
- Employed learners living in London earning below £28,860 (£14.80/hour), enrolled in courses up to Level 2.
- Employed learners outside London (non-devolved areas) earning below £20,319 (£10.42/hour), for courses up to Level 2.
- Unemployed learners not on benefits but seeking work or social integration (including those with no recourse to public funds).
- Learners funded by specific national/local programmes, e.g., Multiply, Skills Bootcamps, Free Courses for Jobs.

## **Co-Funded Learners**

Learners aged 19+ who do not meet the criteria for full funding but undertake a course up to Level 2 are co-funded. These learners will be charged in accordance with current funding rules and rates as defined by the relevant funding agency.

- Exception: No fees are charged for co-funded learners on distance learning courses.

## **Full-Cost Courses**

Where courses are not eligible for public funding or fall outside the scope of GLA or national funding rules, full-cost fees will apply. These fees are charged at rates that are set in line with prevailing market rates and reflect the cost of course delivery.

### **Free Courses are available in Essential Skills for Learners who are entitled to:**

- Job Seeker Allowance
- Employment Support Allowance
- Universal Credit earn under £952 per month (joint claim £1,534 and are determined by JCP to be in a work-related group)
- Earning Below the London Living Wage (approx. £14.805per hour)
- Asylum Seekers
- First Full Level 3 (excluding STLS L3)
- Level 3 for Unemployed or Low Wage Learners (excluding STLS L3)

## **Advanced Learner Loans**

Learners aged 19+ undertaking Level 3+ courses (excluding those eligible for full funding) may apply for an Advanced Learner Loan.

ONLS allows up to one month for confirmation of loan approval. If not approved by then, 50% of the fee is payable. This is refundable upon confirmation of the loan.

## **Concessionary Fees**

Learners may be eligible for reduced fees if they receive the following benefits:

- Personal Independence Payment (PIP)
- Income Support
- Housing Benefit
- Council Tax Benefit
- Working Tax Credit (household income above £21,157.50)
- Universal Credit (earning over £343/month single, or £549/month joint claim)
- Carer's Allowance
- State Pension (applies to non-Newham residents too)

## **ONLS Bursary (Discretionary Learner Support Fund)**

Learners who are unable to meet the cost of tuition and/or course fees and meet specific eligibility criteria may be able to get assistance from the discretionary / Learner Support Fund. Applicants may be eligible for up to 70% off course fees.

## **ONLS ESOL Newham Resident Discount**

Newham residents undertaking ESOL courses may be eligible for 30% reduction of course fees.

## **Disclosure and Barring Service (DBS) Checks**

Fully funded learners requiring a DBS check for their course will not be charged, unless the course is linked to their employment (in which case the employer is responsible).

## **Refund Policy**

- Course Cancellation by ONLS: Learners will be offered a suitable alternative or a refund for unused sessions.
- Learner Withdrawal:
  - Full refunds (minus a £25 admin fee) are available only if requested at least one week before the course start date.
  - No refunds will be issued if withdrawal occurs within one week of the course start date or later.
  - Exceptional cases will be considered; written requests should be submitted to the Data, MIS, Exams & Accreditation Lead.

## **Administrative Charges**

ONLS reserves the right to apply administrative fees in the following cases:

- Transfers (beyond one free change): £25 per request.
- Examination recharges: Where exams are missed without valid reason, or resits are not covered by funding.

Exceptional circumstances will always be considered on a case-by-case basis.