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Controlled Document
This document has been created following the RNN Group policy production guidelines. It should not be altered in any way without the express permission of the author or HOD detailed above.

Fees Policy

Version 2026-27

1st August 2026

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Version Control Table

Date	Version No	Summary of Changes	Changes Made By
30/07/2020	2020-21	Birth of Policy	Financial Controller
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21/07/2022	2022-23	Annual review	Financial Controller
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1. SCOPE AND PURPOSE

1.1 This policy sets out the methodology and approach for all course fees in the academic year 2026/27, i.e. 1 August 2026 to 31 July 2027, as a minimum but may continue in operation thereafter if no subsequent policy is presented. The policy has been prepared following careful reference to the recommendations, guidance and rules of the appropriate funding bodies at the time of the review. However, the RNN Group (hereinafter referred to as the 'Group') reserves the right to deviate from this policy if the funding guidance and rules change within the academic year, or for future years where there is no replacement policy in place. Given the diverse nature of the provision undertaken across the Group, occasional deviation from this policy may be necessary, this should only take place on the express authority of either the CEO/Principal or Executive Director of Finance and MIS.

1.2 At the date of this policy the funding bodies (hereinafter collectively referred to as the 'Funding Bodies') referred to are the Department for Education (DfE), South Yorkshire Mayoral Combined Authority (SYMCA), East Midlands Combined County Authority (EMCCA) and the Office for Students (OfS).

1.3 All staff must adhere to this fees policy and direct learners to it when there is a query.

2. GENERAL PRINCIPLES

2.1 Current policy from the Funding Bodies makes it clear that the Group should apply a tuition fee to all funded programmes at a rate determined by their respective funding methodologies. In particular circumstances, the DfE/Devolved authority pay this fee element on behalf of the learner, which is known as fee remission. In a prescribed set of circumstances for adult courses, the DfE/Devolved authority contribute towards the costs of the course fee, with the expectation that the learner, or someone on their behalf, also pay a contribution, this is known as co-funded. The Group are fully aware and make clear to all prospective learners that the fees are required in order to study at the Group sites and additionally ensure that individuals and employers are aware.

2.2 The fee structure at the Group is complex, as it links to rules around available funding.

2.3 Except where expressly stated, it is assumed that all learners will provide their own general materials required for the course i.e. stationery.

2.4 Learners are broadly split into the following categories:

a) Learners under the age of 16 (as at 31 August 2026 or the year in which their course begins if this is not 2026) will be required to pay the full fee for the course(s) of study unless related to, a specific contract or an agreement with the local authority school/agency.

b) Young people (aged between 16 and 18 on 31 August 2026 or the year in which their course begins if this is not 2026) on study programme or traineeship provision do not pay course fees, and it is anticipated that fees are only charged for resits and / or additional residential / trips or sundry fees linked, related or attributable to their course. Learners may apply for additional financial assistance in the form of a bursary though it should be noted that such application does not guarantee that such financial assistance will be provided in all circumstances.

c) Adult learners (19 years or over on 31 August 2026) are eligible to pay fees unless covered in full or part by the fee remission categories detailed within this policy. Learners may apply for financial assistance from Discretionary Learner Support funding though it should be noted that such application does not guarantee that such financial assistance will be provided in all

circumstances.

d) Apprenticeships – funding is dependent on the age of the apprentice at the start of the apprenticeship and the number of employees and / or payroll costs of the employer.
e) Learners aged up to and including 24 years with an EHCP on an agreed study programme or supported internship provision do not pay course fees.

3. FEE STRUCTURE

3.1. All fees

Course fees will normally include registration and examination charges except where otherwise specified. Further information on course fees is available through our enquiry team/channels. For any examination resits please see section 6.

3.2. Under 16 years of age

Course fees for learners under the age of 16 are determined by the Group to cover all costs incurred in the planned delivery with a contribution to cover support and administration costs.

3.3. 16-18 year olds

Learners aged between 16 and 18 years of age on 31 August 2026 or the year in which their course begins if this is not 2026, on a study programme or traineeship provision will not pay course fees. This also includes 16 to 24 year old learners with an EHCP. The only fees due will be any resits and / or additional residential / trips or sundry fees linked or relating to their course.

3.4. Adults

Fees for Adults (19+ years of age) are split into those covered by DfE/Devolved authority FE funding guidance, HE courses and non-funded/full cost provision.

a) Adult DfE/Devolved authority FE funded provision covers those learners and courses for Adult Skills Fund (ASF) and Advanced Learners Loans (ALL). ASF provision can be subject to Government funding depending on the type of provision. ALL are available to eligible learners aged 19 and above studying at Level 3 and above, please see https://www.gov.uk/advanced-learner-loan for more detail. When charging a fee to co-funded learners, the sum of the government contribution and the learner's fee must not exceed the fully funded weighted rate for the learning aim, and the learner should not have to pay more than 50% of the unweighted rate.
b) Unfunded adult learners studying a second Level 3 programme are ineligible for funding from the DfE and are liable for the full costs of their programme. In most of these cases, learners will be eligible for an Advanced Learner Loan to pay for their course.
c) HE learners are eligible to pay fees and no fee exemption exists. All HE fees will be charged at an annual rate, agreed by the RNN Board, which will remain stable for the duration of their course. Each payment is for a single academic year only, for 2026/27 the fees are dependent on the course and are up to £7,600 for full-time and up to £4,750 for part-time courses but this would usually be 50% of the full-time rate (Applicable rates for academic years other than 2026/27 are available upon request from September 1st of the given academic year). HE fees may be covered via a student loan from Student Finance England and learners should look into this in more detail at https://www.gov.uk/student-finance.
d) Non-funded / full cost provision is charged in full with no fee remission. Full cost provision can be tailored to meet requirements and quotes are available on request, please ask the business development team for more details.

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3.5. Apprenticeships

a) Apprenticeship funding is categorised as either 16-18 year olds or Adults, dependent on the age of the apprentice at the start of the apprenticeship. Funding / fees depends on the number of employees and / or payroll costs of the employer.
b) Funding is either non-levy, which is a combination of Government funding and employer contributions, or levy funded which is directly funded from the employer levy pot.
c) Apprenticeship fees are charged at the maximum bands subject to price negotiation for specific circumstances.

3.6. Overseas learners

The Group is not registered to deliver courses to overseas learners.

4. FEE REMISSION

4.1 Fee remission is defined as the waiver of full or part fees. Fee remission can only be given to learners where both the learner, and the course, qualify for public funding or under exceptional circumstances as defined by the Group. There is no fee remission for HE courses.

4.2 Fee remission will only be given where individuals can provide the appropriate evidence of their situation / status. Where this is not supplied, the relevant course fee will apply in all cases.

4.3 Individuals will be eligible for ASF funding if the learning takes place in England and they are ordinary resident in the UK on the first day of learning.

4.4 The following learners will be eligible for fee remission:

a. 16-18 year old learners.
b. 16-24 year old learners with an Education, Health and Care Plan (EHCP) (up to 25 year old learners as long as the learner is 24 at the beginning of the academic year).
c. 19-23 year old learners studying their first Level 1 qualification.
d. 19-23 year old learners studying their first full Level 2 qualification (not all qualifications are full level, this is determined by the DfE).
e. 19-23 year old learners studying their first full Level 3 qualification (not all qualifications are full level, this is determined by the DfE).
f. Learners who are 19 or over and do not already hold a GCSE in English or maths at Grade 4 or above (or a qualification that is at a comparable or higher level) and/or have been assessed as having an existing skill level lower than grade 4 (even if they have previously achieved a GCSE or equivalent qualification in English or maths)
g. Learners who are 19 or over and do not already hold an Essential Digital Skills Qualification up to and including Level 1
h. Learners who are 19 or over and do not have a level 3 qualification or higher, may be able to access a free level 2 or level 3 qualification through the Free Courses for Jobs (FCFJ). Level 3 is equivalent to an advanced technical certificate or diploma, or A levels. Level 2 only includes Engineering and manufacturing sectors in non-devolved and EMCCA.
i. If a learner already has a level 3 qualification or higher, but earns below the National Living Wage annually (£26,800 from non-devolved areas and £34,977.43 from SYMCA areas and £35,182.47 EMCCA areas) from April 2026) or is unemployed, then

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they may also access these qualifications through the FCFJ. This is regardless of any qualifications that the learner already has.

j. Please note that not all level 3 courses are included in the FCFJ. Please contact the Group to check eligibility.
k. The eligibility criteria for ASF funding includes having earnings below the threshold of £26,800 from non-devolved and EMCCA areas and £26,227.50 from the SYMCA area annual gross salary. This includes individuals with no earnings, such as those who are unemployed or economically inactive and are undertaking a course up to and including level 2 to progress into employment or more sustainable employment.
l. Those who are unemployed but on a recognised means tested benefit such as Council Tax Benefit, Housing Benefit and Income Support are entitled to full fee remission provided they are actively seeking employment, sign a declaration to that effect and are undertaking a course up to and including level 2.
m. ESOL will be fully funded for those who are on JSA or ESA in the Work-Related Activity Group. This remission only applies to JSA and ESA claimants and not to those in the categories mentioned above.
n. Learners that are eligible for co-funding on courses below level 3 and earn less than £26,800 from non-devolved and EMCCA areas and £26,227.50 from the SYMCA area annual gross salary.
o. Learners that are eligible for co-funding and are ordinarily resident within the Group's devolved funding areas (currently the South Yorkshire Mayoral Combined Authority and East Midland Combined County Authority regions), where the course is part of the Group's Fees Waived Policy. Learners residing outside these areas will not be eligible for fee waiver under this provision.
p. Tailored learning courses, covered by section 5.
q. Asylum seekers are eligible to receive funding if any of the following apply:
    i. They have lived in the UK for six months or longer while their claims are being considered by the Home Office, and no decision on their claim has been made,
    ii. They are in the care of the local authority and are receiving local authority support under section 23C or section 23CA of the Children's Act 1989 or section 21 of the National Assistance Act 1948.
    iii. They have appealed against a decision made by the UK Government against granting refugee status and no decision has been made within six months of lodging the appeal.
    iv. They are granted support for themselves under section 4 of the immigration and Asylum Act 1999.
r. From August 2026, we are making it possible for providers to claim for the cost of a CSCS card to support learners to start work in the construction industry. Learners must be eligible under the criteria for DWP funded ASF and be enrolled on a level 2 or 3 qualification within sector subject area (SSA) 05.2 Building and construction listed in find a learning aim. For learners, we will fund the cost of their card application fee and the health and safety test. Some qualifications have an associated alliance scheme and these can also be funded. CSCS cards will be recorded against category code 76. Refer to learning aim reference service (LARS) category codes for further details.
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5. NON-FORMULA TAILORED LEARNING

5.1. Background

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The purpose of Tailored Learning is to develop the skills, confidence, motivation and resilience of adults of different ages and backgrounds in order to:

i. Progress towards formal learning or employment and / or
ii. Improve their health and well-being, including mental health and / or
iii. Develop stronger communities and / or
iv. Progress towards meeting Ofsted outcomes including but not exclusively social skills, confidence and resilience.

Non-formula Tailored Learning forms part of the Adult DfE/SYMCA/EMCCA funded provision through ASF.

5.2 Pound Plus & Local Fee Remission

a) The 'Pound' represents the public pound, the 'Plus' is everything else that we can generate in addition to the non-formula Tailored Learning funding allocation, such as fee income, funding from other sources, resources in kind and other sources of revenue / sponsorship / volunteering.

b) Contributions / resources in kind include:
   a. Accommodation such as schools / children's centres
   b. Equipment such as computers / ovens / materials
   c. Staffing such as volunteers / support staff

c) FEE REMISSION: Learners in receipt of the following benefits will be eligible for fee remission in relation to Tailored learning fees:

   i. Income based Job Seekers Allowance (not contribution based)
   ii. Housing Benefit or Council Tax Support (not Single Person's Discount)
   iii. Employment Support Allowance
   iv. Income Support
   v. Employment & Support Allowance (ESA)
   vi. Universal Credit (UC)
   vii. Unwaged Dependents of those in receipt of the above benefits.
   viii. Identified elements of Universal Credit

d) All benefits claimants will be required to provide evidence of their benefit status to qualify for fee remission.

e) DISCRETIONARY FEE REMISSION: There are some categories of learners, for example but not limited to travellers, the homeless and hostel dwellers who, whilst not necessarily in receipt of benefits, are clearly unable to contribute to the cost of their learning. In such instances, the Group may agree discretionary fee remission to groups of learners or individual learners without the prior consent of the DfE. Records of all such discretionary remissions will be retained.

5.3 Non-fee bearing courses

The following courses will continue to be free at the point of delivery:

i. Courses that help parents and carers to support their children's learning and development
ii. First Step accredited courses (maximum 15 guided learning hours) that are designed to re-engage adults who have no or very low qualifications into learning and are intended to lead to longer qualifications and develop work related skills

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iii. Targeted provision to engage specific cohorts into further learning or address disadvantage and deprivation for identified individuals and communities
iv. Short engagement activities (maximum 6 guided learning hours) that are designed to introduce learning in a specific subject area and encourage individuals to progress into further learning

6. EXAMS & RESITS

6.1 Registration and exams fees are usually included within the overall course fee unless otherwise stated.

6.2 Where learners are charged for any re-sits the fee will be charged directly to the learner and no final exam booking will be made until the fee has been paid in full.

6.3 Test/exam excluding functional skills & HE

Where a learner is required or wishes to re-sit an exam the following will apply:

a. Full time learners and part time learners aged 16-18 (including Apprenticeships) and additional qualifications studied alongside a full-time programme:
    i. Where learners have attended and failed an external test/exam they may have one re-sit entry at no charge, providing the usual test/exam entry criteria are satisfied. After this the Group may charge learners for any costs incurred from awarding bodies, or towards the administrative costs of staff booking the exams.
    ii. Where learners wish to re-sit to improve their grade above a grade 4, they may do so but may be required to pay the re-sit entry fee in full.
b. Part time learners aged 19 & over - learners may be charged for all re-sits, regardless of whether or not they were required to pay for the first entry.
c. Where learners have failed to attend an exam without good reason, they may be required to pay the re-sit entry fee in full.

6.4 Functional Skills Re-Sit Tests/exams

Learners will only be entered if they are predicted to pass and realistically expected to complete their portfolio. Learners will be allowed 2 re-sits free of charge, at each Functional Skills Test which they fail. Learners may be allowed a subsequent attempt, free of charge, if approved by the English and Maths Curriculum Manager.

6.5 HE exams

All HE re-sits / retakes involving re-doing the full year will be charged to the learner as usual HE fees.

6.6 November re-sits for GCSE English and/or Maths

Candidates who sat the same GCSE in the previous Summer (May / June) series and obtained a Grade 3 will NOT be expected to pay re-sit fees.

6.7 Apprenticeship End Point Assessments (EPAs) resits

Any EPAs will be negotiated on an individual basis based on the End Point Assessment Organisation's (EPAOs) policies and practices.

7. PAYMENT

7.1 Fees will be due for one year of study at any one time. For courses of more than one year fees will be due for each individual year at the start of that academic year.

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7.2 Fees are due immediately upon enrolment unless agreed otherwise. The Group reserves the right to specify that payment of fees can only be by a certain method where enrolment is at external venues to protect the safety of staff.

7.3 Fees may be paid in full or partly by:

a) Fee remission.
b) In Full via credit card / debit card, online payment, cash or cheque made payable to "RNN Group".
c) Employer invoice – subject to the proof of the employer's commitment to fund all years of the course being enrolled to. This could be a letter which must be on company letterhead and signed by an authorised individual.
d) Loans – Advanced Learning Loan (ALL) for learners aged 19 years or over studying at level 3 or above, or Higher Education (HE) loan for HE courses. Learners required to secure an ALL or HE loan may enrol prior to receiving confirmation from the Student Finance England on production of evidence that a loan application has been completed. Learners are required to produce evidence, of a loan, within 60 days of the commencement of their course. Failure to do so will result in the learner being invoiced for the full cost of the course fees. ALLs and HE loans are non-secured loans repayable when a learner's future earnings reach the repayment level. Repayment is made via employers through payroll deductions. Student Finance England will 'write off' any outstanding ALL balances for an Access to HE course if a learner goes on to complete a higher education course which is eligible for Student Finance.
e) Instalments/Recurring card payment - only available for courses with fees over £100 and a minimum duration of 3 months. The maximum number of instalment payments is 12, with the first payment taken at enrolment and subsequent payments taken on a monthly basis. Full payment of fees must be made before the course ends.
f) Approval for Discretionary Learner Support funding (DLSF) - learners aged 19 or over, on a further education course and facing financial hardship, can apply for assistance through Student Services for help from the Discretionary Learner Support funding.
g) Other relevant bursary applicable at the time of enrolment - learners aged 19 or over, on a course and facing financial hardship, can apply for assistance through Student Services for help from the relevant bursary applicable to their course funding.

7.4 Adult bursary funding:

a) Bursary funding is not applicable to all courses and subject to funding available at that time from funding bodies or other organisations.
b) Any bursary funding is only available to support learners whilst they are on programme, which may mean withdrawing from a course leaves outstanding course fees to pay that are not covered by the relevant bursary.
c) Some bursary funding is linked to loans and only applicable whilst any loan funds are being received by the Group on behalf of the learner.
d) Bursary funding criteria depends on the funding body / organisation's stipulations or allowed local variations.
e) Bursary funding provides a contribution towards costs incurred through learning and is not guaranteed to cover full fee costs. If approved, DLSF may support up to 90% of fees depending on individual circumstances, and only in exceptional circumstances will 100% support be available.

8. REFUNDS / CREDITS

8.1 A refund relates to the repayment of sums paid by a learner, or on behalf of a learner, to the

Group. A credit relates to an appropriate reduction in the amount owed by the learner, or in relation to the learner.

8.2 Full refunds / credits will automatically be given / applied when a course is cancelled by the Group before the start date. Should this action prove necessary this will be actioned by the Group and no formal request or refund form is required.

8.3 Partial refunds /credits will automatically be given / applied when a course is cancelled by the Group once it has commenced. Should this action prove necessary this will be actioned by the Group and no formal request or refund form is required from individual learners. In such an event the following learners will not be eligible for a refund / credit:

a) Learners who have voluntarily left the course.
b) Learners who have not attended due to a pre-notified absence / leave.
c) Learners who have not attended for a period of four weeks prior to the decision to cancel the course.
d) Learners who have already received a refund for the course.
e) Learners where a refund request has already been denied.

8.5 Where a course is postponed the Group will work with learners to look at options for deferring payments already made to the rescheduled course.

8.6 Refunds / credits will be considered when apprenticeship provision has commenced but cannot continue in a timely manner due to circumstances beyond the Group's control, i.e. long-term sickness of relevant staffing. This will be considered on an individual basis but may involve the deferring of payment until such time that provision can re-commence.

8.7 Refunds /credits will not be made for any personalised kits or materials which are being retained by the learner or any registration fees which have been paid to a third party by the Group on behalf of the learner.

8.8 Fees will not be refunded / credited where course cancellation is temporary or due to circumstances beyond the control of the Group, including but not exclusive to fire, flood or other force majeure, adverse weather conditions, failure of public utilities or transport systems/networks, restrictions imposed by the government, terrorist attack or threat of, epidemic or pandemic disease, temporary staff absences or changes including those due to industrial action.

8.9 Refund / credit of fees requested by a learner, once the course has already started, will only be approved in exceptional circumstances. All refund / credit requests, except these noted above, require the completion of a Refund of Fees form which will be assessed and approved or declined based on individual case basis. Forms can be obtained from Student Services and completed forms must be submitted to the Students Services team.

8.10 Refund / credit requests will be considered only where written / e-mailed application for a refund / credit is received within 30 days of the last date of attendance or of the start date of the course.

8.11 Where a refund request is in response to a course issue or problem the Feedback and Complaints Policy document should be reviewed.

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8.12 Where refunds / credits are approved for FE courses this will be based on the number of remaining months pro rata to the length of the course. This is the same approach applied by the Student Loan Company to ALLs taken by the learner reducing the loan liability through a credit rather than a refund.

8.13 Learners on HE courses who have a refund / credit approved will have final costs as follows based on their withdrawal date falling into a term:

a) Term 1 - 25% charge
b) Term 2 - 50% charge
c) Term 3 - 100% charge

Depending on payment method this will result in either a refund or reduced loan liability.

8.14 Learners paying by instalments who withdraw from their course before the expected end date and have a refund / credit approved, will be charged on a pro rata basis for the number of months attended. This will result in credit to their invoicing arrangements which may still leave a balance due remaining.

8.15 Student Finance England will automatically make adjustments to FE and HE loans based on any change of circumstances actioned due to refund requests.

8.16 Refunds will only ever be made via BACS / cheque and never by cash. Where the payment was made via the Group's online payment system, the refund will be made through this system.

8.17 There will be no refunds for bespoke/full cost provision unless in exceptional circumstances and with the expressed approval of the Executive Director of Finance and MIS.

9. OUTSTANDING FEES

9.1 Where fees remain outstanding at the course end date, the Group reserves the right to withhold exam results and certificates as well as delaying graduation and any other reasonable measures as determined by the Group until such point that the outstanding fees are received in full.

10. LINKED POLICIES AND PROCEDURES

10.1 RNN policies and procedures
Single Equality Scheme
Feedback and Complaints Policy

10.2 External links
FE complaints following exhaustion of the RNN Group Feedback and Complaints Policy and Procedure shall be referred to the Complaints Team, The Department for Education (DfE). https://www.gov.uk/complain-further-education-apprenticeship

HE complaints following exhaustion of the RNN Group Feedback and Complaints Policy and Procedure shall be referred to the Office of the Independent Adjudicator for Higher Education (OIAHE). https://www.oiahe.org.uk/students/can-you-complain-to-us/

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Consumer Credit Service disputes following exhaustion of the RNN Group Feedback and Complaints Policy and Procedure shall be made to the Financial Ombudsman. The investigation can take up to 8 weeks. Refer to the Executive Director of Finance and MIS for further information. https://www.financial-ombudsman.org.uk/consumers/how-to-complain

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Appendix 1:

Debt Control / Non-Payment of Fees

1. Responsibilities

1.1 It is the responsibility of all members of staff to ensure that all students who are on programme have the means and intention to pay for their course, if they are not subject to fee remission. This includes apprentices where the employer is responsible for a non-levy contribution or must have sufficient funds in their levy pot to cover relevant fees. A key part of this is timely liaison between departments including Academic staff, Work based learning staff, Finance, MIS, Student Support and Learner Recruitment.

1.2 The Group will be clear in its fees guidance and ensure that all interested parties have access to the fees policy through the website and enquiry channels. This also applies to apprentices where it might be the responsibility of the business development staff / enrolment officer to ensure employers are aware of the Group's fees policy. They must also ensure that the fee source is correctly recorded at the point of enrolment and all completed paperwork provided to MIS / Finance on a daily basis. Paperwork should be sent to finance via e-mail to salesledger@rnngroup.ac.uk. Learners should not be enrolled until the appropriate evidence has been seen.

2. Processes

2.1 Finance will run the reports daily from the Group Reporting Portal and upon receipt of the correct paperwork, invoice processing will be complete within 2 working days. Where the student's employer is to pay the fees and a confirmation letter is attached, the invoice will be raised in advance of the course start date.

2.2 Direct debit mandates supporting the payment of fees for any learner will be passed to Finance to enable timely collection.

2.3 The relevant reports should only show enrolments where fees are outstanding and should clearly show the fee source for each student. All reports should be in the format as requested by Finance and MIS and Learner Recruitment will endeavour to resolve any issues within 2 working weeks.

2.4 On a weekly basis, Finance will provide MIS and Learner Recruitment with details of any enrolments where the fee source is not known. MIS/Learner Recruitment will respond to Finance within 5 working days advising of the correct fee source. Finance will then process in line with the above timeframes.

3. Loans

3.1 The learner is responsible for their fees and Student Support will support the student with any loan applications. Student Support must also ensure that registration and attendance confirmations are done for all learners on programme in line with SLC timescales (2 weeks for registrations and quarterly for attendance) to allow funds to be released to the Group.

3.2 Where learners have not produced proof of a Loan within the 60-day period an invoice will be produced and issued. Failure to provide either loan documentation or payment of the invoice will result in being withdrawn from the course and prevented from sitting future examinations, or graduation in the case of HE loans.

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4. Non-payment of Fees

4.1 On a monthly basis, Finance will circulate details of all unpaid fees, cancelled Direct Debits and learners with outstanding loan paperwork to Curriculum Managers (CMs), MIS and Student Support.

4.2 It is the responsibility of CMs to follow up as necessary, liaising with other departments if required. If the learner has withdrawn, this must be recorded by CMs/MIS in a timely fashion on pro-solution. CMs will inform Finance of the outcome for all learners within 10 working days.

4.3 Where the above procedures do not result in the recovery of fees, Finance will inform the relevant department and the Group may suspend continued study and / or prevent future enrolment on additional courses if any fees are outstanding. 100% of the debt will be charged to the relevant department. The Group may additionally or instead take appropriate legal action where fees are outstanding. Any costs incurred in the recovery of fees will be added to the amounts already outstanding, along with interest, calculated as per specified guidance on interest due. In suspending / withdrawing learners ID cards will be disabled to restrict access to building and learners will be prevented from sitting future exams, where relevant. In instances where exams have already taken place, the Group reserves the right to withhold exam results and certificates. HE learners will be prevented from graduating until such point that the outstanding fees are received.

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Appendix 1a: Debt Control Timetable 2026/27

Action	Due by	Responsible
1. Enrolments reports run from pro-solution	***Daily throughout year***	***Finance***
2. Enrolments paperwork (Employer letters, DD mandates and loan confirmations) passed to Finance	***In line with SLC guidance***	***Learner Recruitment***
3. Timely ALL and HE loan registration & attendance confirmations		***Student Support***
4. Timely processing of 26/27 enrolments (where correct paperwork received):	***Prior to course start date***	
- Employer invoices raised	***Within 2 working days of receipt***	***Finance***
- DDs, invoices & loans processing		***Finance***
5. If required, list of 'unknown payers' added to shared google document	***Weekly***	***Finance***
- MIS/Learner Recruitment response to Finance on how to proceed (including paperwork where necessary)	***Within 5 working days***	***MIS/Learner Recruitment***
6. List of outstanding debts and cancelled DDs circulated to CMs, MIS, Student Support & Learner Recruitment:	***Monthly from end of October***	***Finance***
- CMs to follow up as necessary (chase students if still on course and process withdrawals on pro-solution if necessary)	***Within 10 working days***	***CMs/MIS***
- CMs to inform Finance of outcome for all learners	***Within 10 working days***	***CMs***
- Invoices raised for any fees where paperwork is outstanding after 60 days (as per learning agreement)	***31st October***	***Finance***
- Invoices raised for withdrawn students (pro rata in line with fee policy)	***31st October***	***Finance***
7. Where the above does not result in recovery of fees:		
- Students removed from course		***CMs***
- Exam results and certificates withheld		***Exams***
- Non-payment recorded on pro-solution to prevent future enrolments	***All on-going***	***MIS***
- RNN Group debt collection policy commences and 100% of the debt is charged to relevant department		***Finance***

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Appendix 2:

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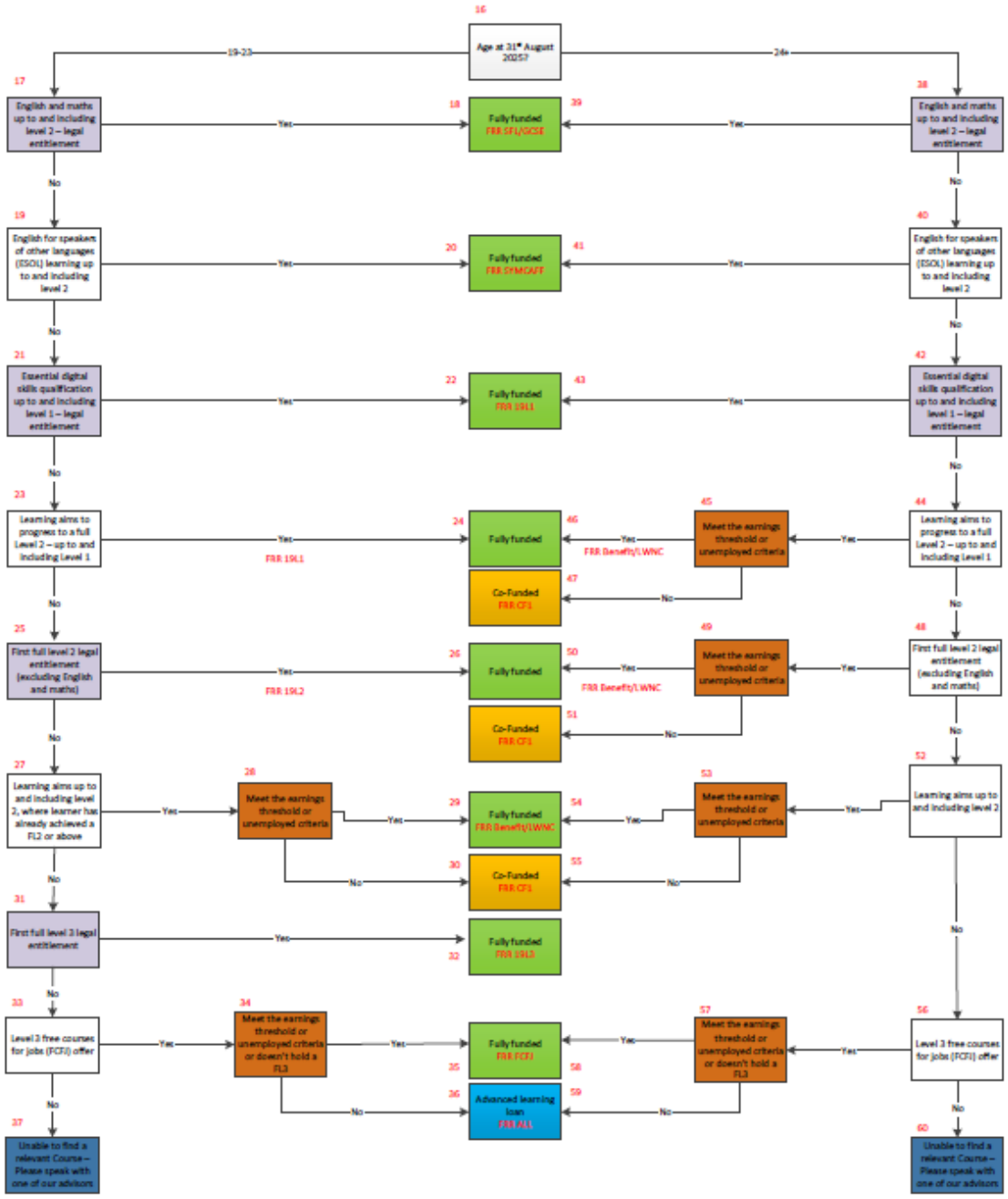
Version 1

Adult – SYMCA Fees Flowchart 2025-26

Numbers in red relate to the Interactive Fees Policy Web Pages

Boxes coloured lilac – See Supporting Information page for legal entitlement under the SYMCA heading

Boxes coloured brown – See Supporting Information page for earnings and unemployment criteria under the SYMCA heading



FRR = Fee Remission Reason followed by the code to use

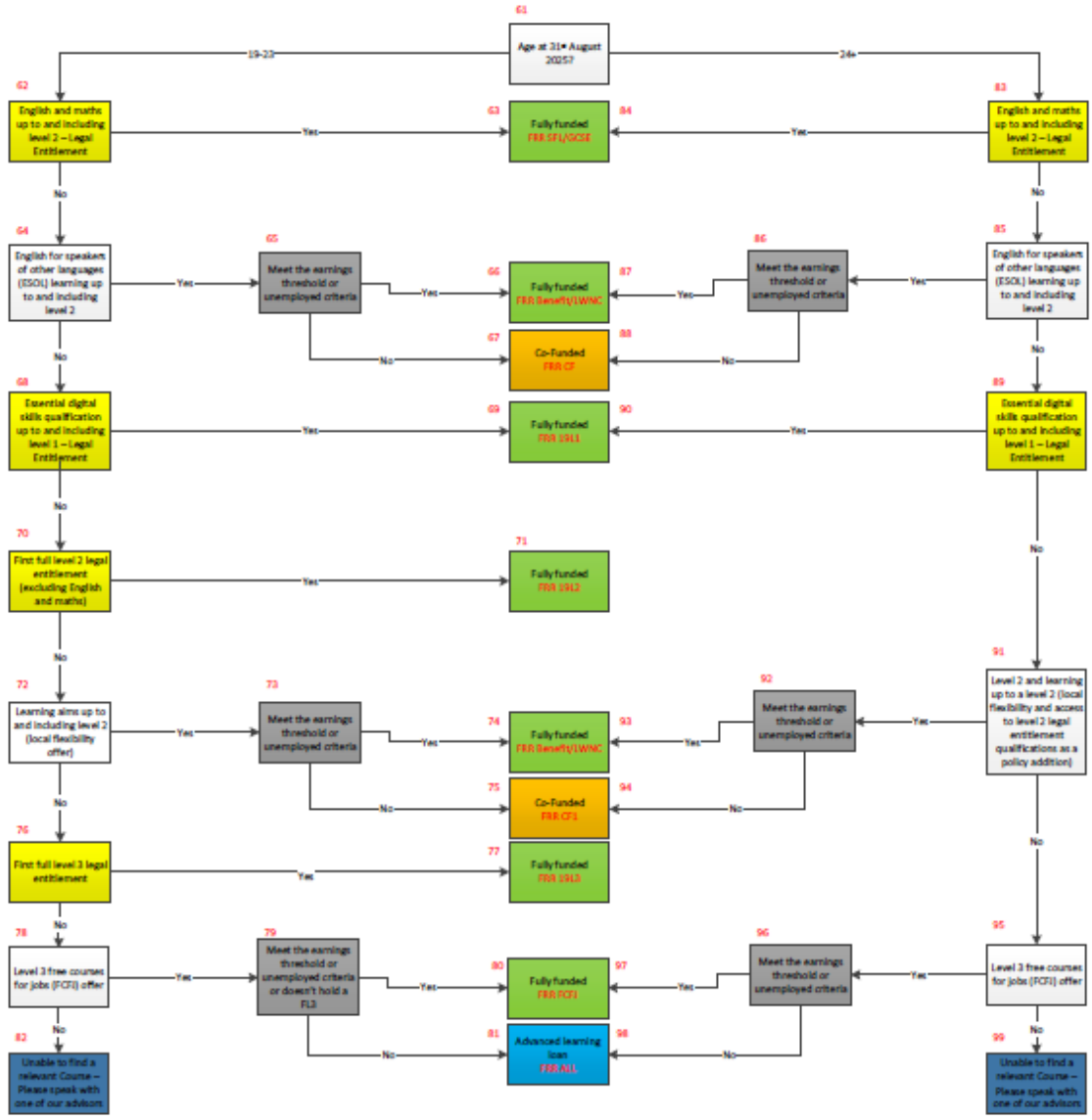
Version 1

Adult – DfE Fees Flowchart 2025-26

Numbers in red relate to the Interactive Fees Policy Web Pages

Boxes coloured yellow – See Supporting Information page for legal entitlement under the DfE heading

Boxes coloured grey – See Supporting Information page for earnings and unemployment criteria under the DfE heading



FRR = Fee Remission Reason followed by the code to use

Fees Flowchart 2025-26

Version 1

Adult – Supporting Information

SYMCA – South Yorkshire Mayoral Combined Authority

We use the terms 'resident' and 'learner' to cover those South Yorkshire adult residents whose provision is funded by the Authority. Eligible Residents will have a post code which confirms they reside in Barnsley, Doncaster, Rotherham, or Sheffield for the duration of their learning

Unemployed residents

For funding purposes, we define a learner as unemployed if one or more of the following apply:

- They receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only.
- Receive Employment and Support Allowance (ESA)
- Receive Universal Credit (UC), and their take-home pay as recorded on their UC statement (disregarding UC payments and other benefits) is less than £617 a month (learner is sole adult in their benefit claim) or £988 a month (learner has a joint benefit claim with their partner)
- Are released on temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice

Learning Organisations may also use their discretion to fully fund other residents if any of the following apply. The learner:

- Receives other state benefits (not included in the list above) and their takehome pay (disregarding UC payments and other benefits) is less than £617 amonth (learner is sole adult in their benefit claim) or £988 a month (learner has a joint benefit claim with their partner), and
- Wants to be employed, or progress into more sustainable employment, and their take-home pay (disregarding UC payments and other benefits) is less than £617 a month (learner is sole adult in their benefit claim) or £988 a month (learner has a joint benefit claim with their partner), and you are satisfied identified learning is directly relevant to their employment prospects and the local labour market needs

Earnings threshold

The Authority has set a low-income threshold salary level to £30,476.96 for level 3 Free Courses for Jobs to enable progression. For all other learners we will maintain the Real Living Wage or the equivalent of the new real living wage of £12.00 per hour, and full time equivalent e.g., £23,400 for 37.5-hour week. The salary level will be kept under review.

You must be satisfied the resident meets the eligibility criteria and note the amount of the real living wage.

S.26 You must have seen evidence of the resident's gross annual wages in these circumstances. This could be a wage slip within 3 months of the resident's learning start date, or a current employment contract, which states gross monthly/annual wages. You must record what evidence you have seen, with a signature from the member of staff to acknowledge the said evidence. Please note this is not an exhaustive list but you must have audit evidence on file to support your decision to award full funding to an individual who would normally be eligible for co-funding.

4 legal entitlements to full funding for eligible adult learners.

The current legal entitlements enable eligible residents to be fully funded for the following qualifications:

- English and maths, up to and including Level 2, for individuals aged 19 and over, who have not previously attained a GCSE grade A* - C or grade 4, or higher; or who have previously attained a GCSE Grade A*- C or Grade 4 in either English and maths and has since been assessed and they lack sufficient numeracy or literacy skills to operate in everyday life; and/or
- First full qualification at Level 2 for individuals aged 19 to 23; and / or
- First full qualification at Level 3 for individuals aged 19 to 23
- Essential digital skills qualifications, up to and including Level 1, for individuals aged 19 and over, who have digital skills assessed at below Level 1.

DfE – Department for Education

Individuals resident in areas of England outside of devolved authority areas undertaking DfE funded ASF

Unemployed

For funding purposes, we define a learner as unemployed if one or more of the following apply, they:

receive Jobseeker's Allowance (JSA), including those receiving National Insurance credits only
receive Employment and Support Allowance (ESA)
receive Universal Credit (UC), and their take-home pay as recorded on their UC statement (disregarding UC payments and other benefits) is less than £952 a month (learner is sole adult in their benefit claim) or £1534 a month (learner has a joint benefit claim with their partner)
are released on temporary licence, studying outside a prison environment, and not funded by the Ministry of Justice

Providers may also use their discretion to fully fund other learners if either of the following apply. The learner:

receives other state benefits (not included in the list above) and their take-home pay (disregarding UC payments and other benefits) is less than £952 a month (learner is sole adult in their benefit claim) or £1534 a month (learner has a joint benefit claim with their partner)
not receiving any benefits, wants to be employed, and you are satisfied identified learning is directly relevant to their employment prospects and the local labour market needs.

Earnings threshold

You may fully fund learners who are unemployed, employed, or self-employed, up to and including level 2 and the level 3 offers, if they earn below £25,000 annual gross salary.

You must have seen evidence of the learner's gross annual wages in these circumstances. This could be a wage slip or a UC statement within 3 months of the learner's learning start date, or a current employment contract which states gross monthly/annual wages. Please note this is not an exhaustive list, but you must evidence your decision to award full funding to an individual who would normally be eligible for co-funding.

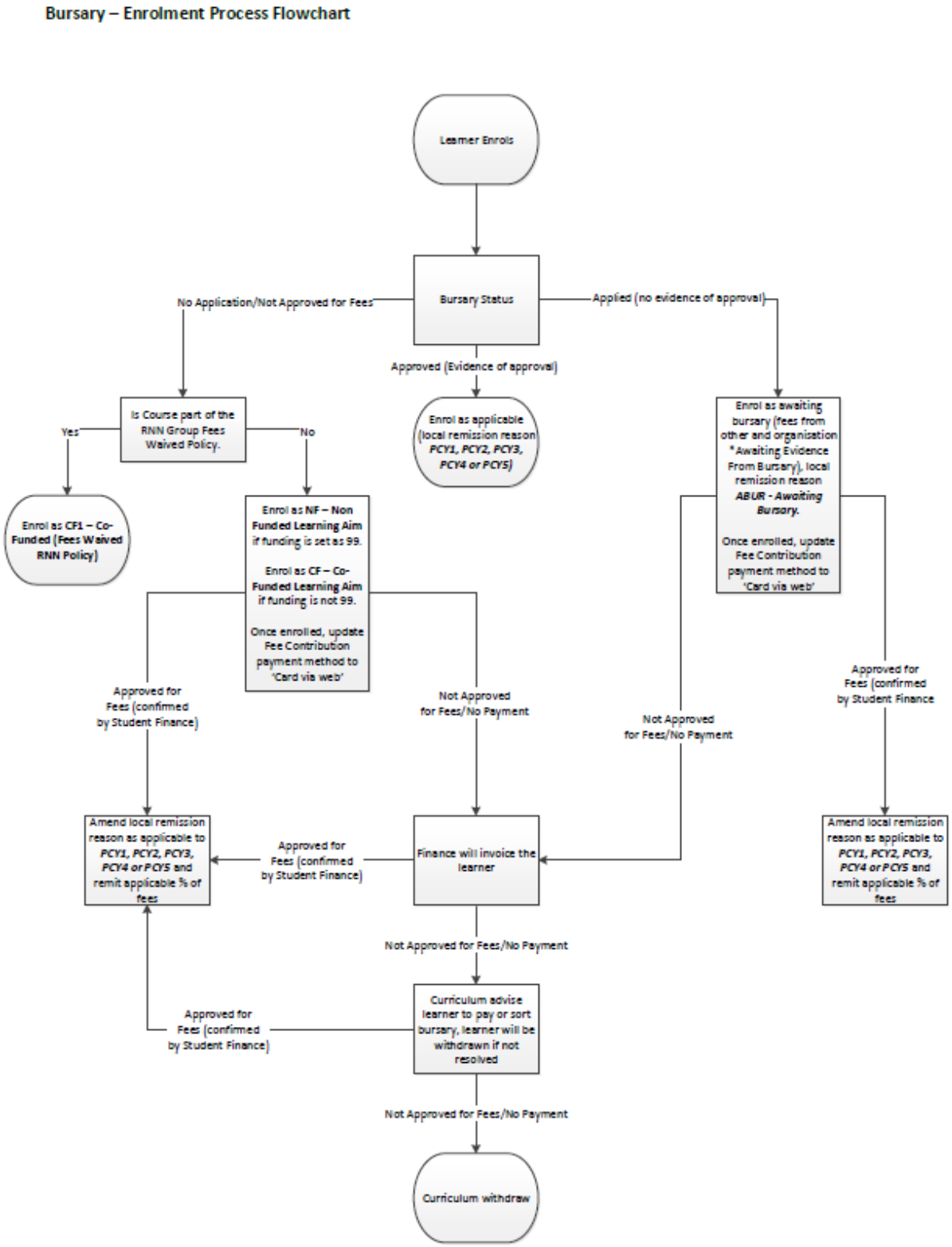
4 legal entitlements to full funding for eligible adult learners.

The legal entitlements for level 2 and level 3 follow the definition of fulness in the full level 2 and full level 3 sections respectively. A learner can only be fully funded for one vocational qualification from the entitlement qualifications list when exercising their legal entitlement. Appropriate information, advice and guidance should be given to a learner and the learner should be made aware of their entitlement rights and progression routes on completing an entitlement qualification.

These entitlements are set out in the Apprenticeships, Skills and Children Learning Act 2009, and enable eligible learners to be fully funded for the following qualifications:

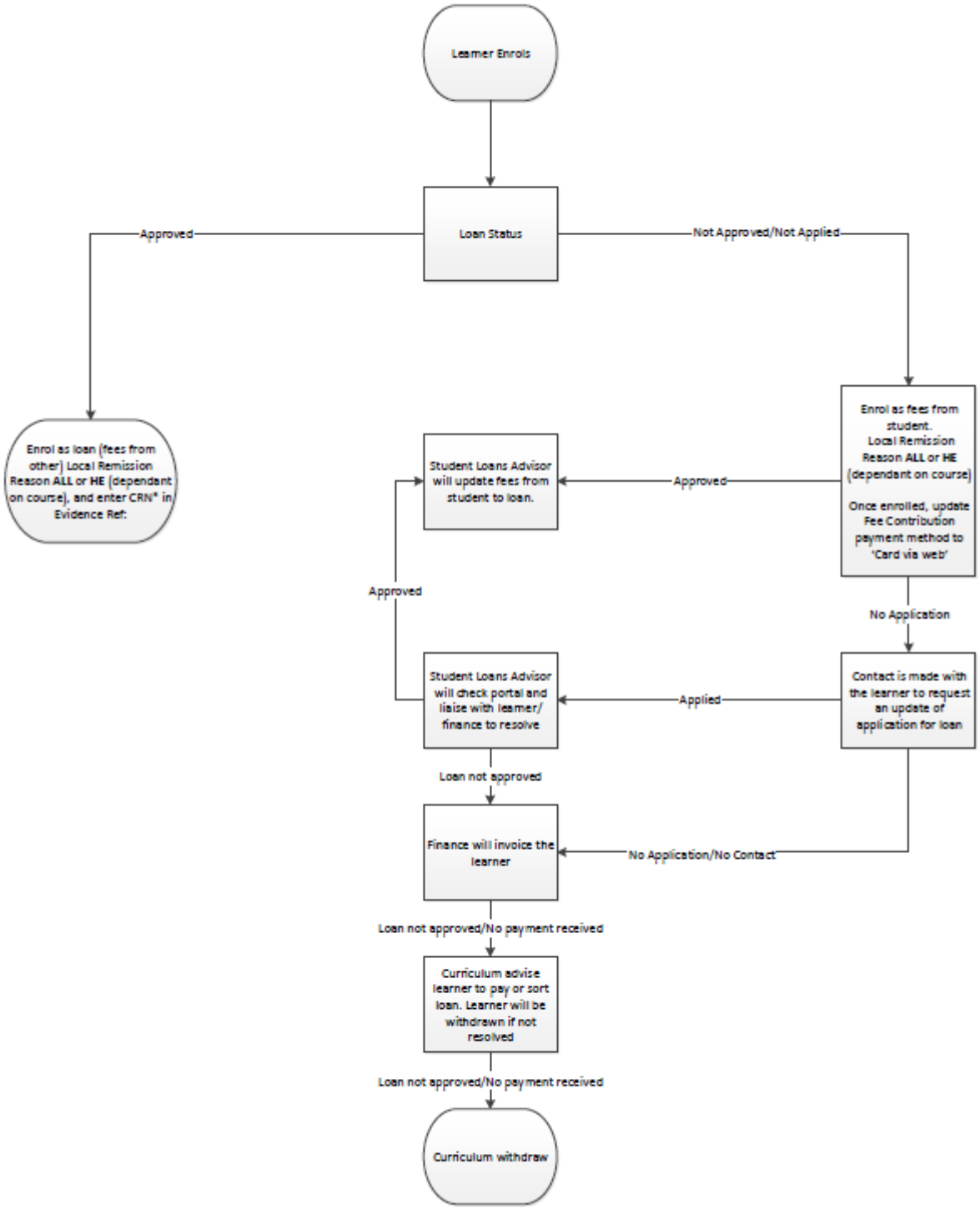
English and maths up to and including level 2 for individuals aged 19 and over who have not previously achieved a GCSE grade A* - C or grade 4 or higher, and/or have been assessed as having an existing skill level lower than grade 4 (even if they have previously achieved a GCSE or equivalent qualification in English or maths)
first full qualification at level 2 for individuals aged 19 to 23, and/or
first full qualification at level 3 for individuals aged 19 to 23
Essential Digital Skills qualifications (EDSQs) or Digital Functional Skills qualifications (FSQs), up to and including level 1, for individuals aged 19 and over, who have digital skills assessed at below level 1

Appendix 3:
Bursary – MIS Enrolment Process Flow Chart



Appendix 4:
Loans - MIS Enrolment Process Flow Chart

Loans – Enrolment Process Flowchart



*CRN – Customer Reference Number