

POLICY LEARNER FEES 2026-27

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Lead responsibility:	Barrett-Bell Ltd Directors

Distribution to:	
All Staff	✓
SLT only	☐
Teaching Staff/Tutors	☐
Administration Staff	☐
Other (please specify)	✓ Learners

Key Contacts:	
Barrett-Bell Ltd Director	01438 727667

This Policy supersedes any previous Policy of this name or instructions that pre-date this edition.

LEARNERS FEES POLICY 2026-27

1 Policy Statement

Barrett-Bell Ltd is recognised as a good provider. It has sustained record of providing quality T&L that leads to excellent outcomes and achievement. Barrett-Bell Ltd believes that Learners should be told upfront what the expenses that they will incur – this Policy explains who will incur fees and how they are managed.

2 Principles

- 2.1 This Policy applies to all Learners registered on a Course at Barrett-Bell Ltd.
- 2.2 This Fees Policy is intended to make clear to Learners and other Key Stakeholders how all major aspects of fee-setting and collection will operate, including arrangements for recovery and penalties in the event of financial default.
- 2.2 Course fee rates are set and applied to all academic sessions between 1st August and 31st July of the following year.
- 2.3 The payment of fees is the responsibility of the Learner. In the event of Advanced Learner Loans refusing a Learner's funding application, the Learner will be held personally liable for payment.
- 2.4 Privately funded Learners are responsible for payment and must pay into the correct account by the deadline. Cash will not be accepted.
- 2.5 Please note that Barrett-Bell Ltd reserves the right to alter the timing and/or location and/or content of the Course but will advise Learners of any changes at all times.

3 Setting of Fees

- 3.1 The fee rates for the Course(s) are set in line with Department for Education guidance and funding arrangements.
- 3.2 All payments must be made in Pounds Sterling. Crypto currencies and foreign currency are not accepted.
- 3.3 Barrett-Bell Ltd reserves the right to correct administrative errors and to recover any associated shortfall in fees but will consider exceptional

circumstances on a case-by-case basis.

4 Legal Entitlement to Funding

- 4.1 For Learners aged 19 and over beginning study in academic year 2026-27, Barrett-Bell Ltd will adhere strictly to the Advanced Learner Loans funding rules 2026-27.
- 4.2 Learners aged 19 to 23 who do not already hold a full Level 3 qualification may be eligible for free tuition under the government's "Free Courses for Jobs" scheme, rather than needing a loan. The government might pay for you to take a Course that helps you learn new skills or apply for work, depending on your circumstances.

(https://www.skillsforcareers.education.gov.uk/pages/training-choice/free-Courses-for-jobs?gclid=aw.ds&gad_source=1&gad_campaignid=23085552432&gclid=CjwKCAjwntHPBhAaEiwA_Xp6Ru9rEBknIsn0UVtKK6PPoo3ai450TLRzOmwUmKogdcl5y01cnD0JPBoCcz8QAvD_BwE)
- 4.3 For those not qualifying for free tuition, the Advanced Learner Loan can be used to fund the full cost (up to the maximum loan cap) of an approved Level 3 qualification. The loan minimum is £300, and maximum loan amounts are determined by the guided learning hours (GLH) and the programme weighting of the qualification. Learners may choose to borrow up to the full eligible tuition fee. Any difference between the loan amount and the total Course cost must be covered by the Learner.
- 4.4 Learners may opt to pay privately.
- 4.5 It is the Learner's responsibility to confirm entitlement by meeting the eligibility criteria (including residency, age, prior attainment) and to complete the loan application process before enrolment. Barrett-Bell Ltd will provide guidance, issue the required Learning and Funding Information Letter and support applicants to understand their repayment obligations (9% of income above the threshold of £25,000 per year) once the Course is complete.
- 4.6 Barrett-Bell Ltd will discuss your legal entitlement with you before the Course enrolment and inform you of the funding available and if we are unable to facilitate your funding entitlement, then we can signpost you to other organisations via the National Careers Service.
- 4.7 If a Learner chooses to apply for a loan rather than exercising their

entitlement to the Adult Skills Fund, this may mean that they give up their right to exercise their entitlement to Adult Skills funding in the future.

- 4.8 For detailed information of funding criteria, eligibility and repayment of the loan then please visit: <https://www.gov.uk/advanced-Learner-loan>

5 Eligibility for Co-Funding

- 5.1 For Courses part funded by the government the fee will be 50% of the listed un-weighted funding value, except where market conditions dictate otherwise.
- 5.2 Additional costs may be applied for examinations, materials or other sundry fees.

6 Liability for Payment Arrangements

- 6.1 Prospective Learners must apply for funding directly to Advanced Learner Loans <https://www.gov.uk/advanced-Learner-loan/how-to-apply>. This new application must be made for before the start of any Course.
- 6.2 If Advanced Learner Loans agree to fund a Learner, they will notify the DfE who will then confirm the funding to Barrett-Bell Ltd. Fees will be paid directly to Barrett-Bell Ltd.
- 6.3 If Barrett-Bell Ltd does not receive the expected funding from the Advanced Learner Loan on your behalf, it is the Learner's responsibility to rectify any issues they may have with their application. Learners must follow up the reasons that the funding has not been forthcoming. Where funding is not forthcoming, the Learner will be personally liable for payment.
- 6.4 If you are having difficulties with your funding application, our Administration Staff can offer advice and guidance.
- 6.5 In the event of Advanced Learner Loans refusing a Learner's funding application, the Learner will be held personally liable for payment.
- 6.6 Learners opting to pay their own Course fees will have the opportunity to establish a payment plan. The details of this payment plan will be mutually agreed upon with the Directors prior to the start of the Course.
- 6.7 It is essential that all outstanding Course fees must be paid before the Learner

completes the Course. Failure to pay outstanding fees will result in non-certification, preventing the Learner from receiving their Course certificate.

- 6.8 For more information on Advanced Learner Loans, please check their website for details <https://www.gov.uk/repaying-your-Learner-loan>. This is the Learner's responsibility.

7 Bursary arrangements

Barrett-Bell Ltd does not access any bursary or grants funding. Barrett-Bell Ltd only accepts Learners on their Courses who are fully funded either through the Advanced Learner Loans or who opt to pay the full amount personally.

8 Statutory cooling off period

As statutorily required, Learners who start the Course will have a 14day cooling-off period from the date they start their Course, should they decide the Course is not for them. No tuition fees will be incurred during this time but the Learner must inform Barrett-Bell Ltd and follow the Withdrawal procedure within 14 days from the start date of the Course – after 14 days there will be financial implications for the Learner.

9 Payment Issues and management

- 9.1 Barrett-Bell Ltd recognises that the majority of Learners have their funding in place or pay their fees promptly and in full.
- 9.2 Occasionally Barrett-Bell Ltd has issues with Learner non-payment / no loan in place. The following section details financial procedures with which Learners are expected to comply and highlights the consequences of non-compliance for the Learner:
- **The Learner is responsible** for ensuring that their application for funding from Advanced Learner Loans are made before the start of their training and will remain liable for the cost of that Course, to the extent it is not covered by Advanced Learner Loan payments
 - **Any requests by the DfE or Advanced Learner Loans** for further documentation and/or information must be complied with as a matter of

urgency to ensure eligibility and prior to the start of the Course on-site at Barrett-Bell's premises

- **Anti-money laundering regulations** - Barrett-Bell Ltd has robust procedures for its financial accounting and auditing and will not support any suspicious financial type dealing or economic crime. Barrett-Bell Ltd will not accept any payment from persons or organisations unless they relate to a valid charge, levied or impending. This is to comply with UK Money Laundering, Terrorist and Transfer of Funds Regulations and the proceeds of Crime Acts. Any suspicious payments and or refund requests may be reported to the appropriate regulating body
- **A Cooling off period** of 14 days from the start date is available. Where learners decide the Course is not for them, then they must inform the Admin Team and follow the Withdrawal procedure as directed. The Staff will discuss the reasons that the Learner does not wish to continue and try and support the Learner to other options
- **Once enrolled** the Learner is responsible for the payment of fees and any other associated charges from the start date of their Course. These payments also include any amounts due from third parties, which are unpaid. Failure to settle fees on time will mean that Barrett-Bell Ltd will withdraw access to learning facilities and this may ultimately lead to deregistration from the Course
- **Refunds** - Barrett-Bell Ltd will continue to collect outstanding fees from Learners who withdraw from any Course after the 14day cooling-off period. Refunds are only available where a Course is cancelled by Barrett-Bell Ltd. Fees will only be refunded in exceptional circumstances and will be considered on a case-by-case basis. Barrett-Bell Ltd will only refund or reduce fees in circumstances where Barrett-Bell Ltd have caused a change in arrangements (e.g. changing the Course or the start date) or as a result of a settled dispute. No refund will be given unless there is a written confirmation from the Directors to the Learner that a refund is payable

- **Debt Policy and procedures** – Barrett-Bell Ltd aims to ensure that all Learners are treated fairly. Failure to pay Course fees on time means enrolment may be revoked. If a Learner is unable to pay any fees or charges by the appropriate due date, they should contact our administration Staff at the earliest opportunity, as we may be able to help. We will be supportive and assist where we can, however, our quality of teaching and provision is dependent upon monies coming in on time, therefore we must act to recover all outstanding debts. Failure to pay affects everyone in Barrett-Bell Ltd.
- **External debt collection agencies** - Barrett-Bell Ltd reserves the right to refer debt in respect of any ex-Learner to an external debt collection for recovery
- **Returning Learners with debt:** Learners who fail to pay their Course fees debts from a previous academic year or who have been referred to a debt collection agency will not be permitted to re-enrol. Barrett-Bell Ltd may inform the DfE of such applications. All debts must be paid in full before an individual can return to undertake another Course

9.3 Barrett-Bell Ltd is understanding where prospective Learners decide within the 14day cooling of period that they wish to follow other options and will sign post these Learners to alternative external support.

9.4 Where Learners give cause for concern (either in performance, attitude or difficulties with payments) then the Directors will undertake a review of the situation and the following may be considered:

- **Administration support is available** before making a decision to withdraw from the Course so Learners are encouraged to go straight to them as we may be able to signpost you to support to enable you to complete your training. Do not take informal verbal advice from friends, peers or Staff - Learners remain fully liable for the fees unless advised in writing by Barrett-Bell Ltd. hence, if in any doubt, please contact our Admin Team immediately
- **Learners who benefit from Course fee loans** should particularly note that a mid-Course Withdrawal will, in most cases, leave them liable for significant fees. Mid-Course Withdrawal still means that the period of

attendance has to be paid for and there may be other admin fees incurred. Wherever possible, the best advice is to talk it over with the Admin Team or (who will refer it to the Directors) and see if a solution to remain on the Course and gain your qualification can be found

- **Withdrawal because of poor attendance** is always disappointing as Barrett-Bell Ltd puts lots of support in to ensure Learners attend regularly. Course fees and charges are determined on the basis of enrolment status and regular attendance. Where a Learner stops attending but fails to inform Barrett-Bell Ltd that they are withdrawing from their Course, they will be marked as absent but may still be liable for Course fees. If a Learner is considering withdrawing from a Course, it is advisable the Learner discuss any personal difficulties with their Tutor in the first instance and, if Withdrawal is still the only option, contact our Administration Staff for information on the correct Withdrawal procedures
- **If Barrett-Bell Ltd requires a Learner to leave** either because of inadequate attendance (at the premises or remotely), non-adherence to the Learner Code of Conduct or because of unacceptable behaviour(s) the Learner remains liable for any outstanding fees
- **Barrett-Bell Ltd** are under no obligation to reinstate an individual's registration for the current academic year or any subsequent academic year once it has been terminated, even after full payment of outstanding fees and charges

10 Leaving the Course

It is Barrett-Bell's intention that the majority of Learners complete the Course successfully and are certificated, leading onto further training or employment in the industry. Barrett-Bell Ltd has a recognised exceptional Pass rate for its Learners. However, there may be exceptional cases where Learners leave for reasons beyond the Learner's control (eg. moving out of the area, long term illness, family responsibilities).

- 10.1 However, sometimes the change is relatively short-term. Then, in exceptional circumstance a **Break in Learning** may be considered:

- Learners must discuss this before taking any action with the Tutor, Admin Team who will refer it to the Directors, who have the final say in the decision
- If a Learner decides to request a break in learning, it is vital that they inform the Funding Administrator (Kerry Lander) in writing and must receive acknowledgement of this being received before any decision can be made. If you do not receive an acknowledgment within 24 hours please phone the Admin Team
- If the Learner requesting a break in learning has taken out an Advanced Learner Loan, they must inform them immediately of the date of your break in learning, otherwise you may be charged for additional Course fees. Learners must reinstate the Loan on their return. Delivery at Barrett-Bell Ltd will only recommence when the Loan is reinstated

10.2 Where a Learner is considering permanent **Withdrawal** from their Course, they are required to contact the Administration Team by phone, email or in person. Learners are advised to discuss the implications with their Tutor and the Admin Team. If Withdrawal remains necessary, then:

- A copy of the Barrett-Bell Ltd Withdrawal Procedure can be obtained from our Administration Team and can also be found in the Learner Handbook
- Learners should read this carefully and seek advice if they are unsure about any aspect of the procedure or have questions
- Learners who decide to terminate their studies before completion, must inform our Funding Administrator (Kerry Lander) in writing of their decision to leave and must receive acknowledgement of this being received – the acknowledgement is Barrett-Bell Ltd's evidence of the Withdrawal date and failure to do this may mean that the Learner will remain responsible for the full tuition fee
- The date of Withdrawal will be taken as the date of receipt of the email/letter and will affect the Course fees calculated and charged by both Barrett-Bell Ltd and Advanced Learner Loans
- If the Learner has taken out an Advanced Learner Loan, then they must inform them immediately of the date of Withdrawal of the Learner, otherwise they may incur the full Course fees
- Barrett-Bell Ltd will continue to collect outstanding fees (up to the date of Withdrawal) from Learners who Withdraw. Refunds are only available where

a Course is cancelled by Barret-Bell Ltd. Fees will only be refunded in exceptional circumstances and will be considered on a case-by-case basis. No refund will be given unless there is a written confirmation from the Directors to the Learner that a refund is payable

10.3 In all cases, whether a temporary break in learning or permanent Withdrawal from the Course, Learners must contact the Funding Administrator / Admin Team:

- In person during Head Office (Stevenage) opening hours:
8.30 to 16.30 Monday to Thursday
8.30 to 16.00 Friday
- By email - Kerry Lander – kerry@barrettbell.co.uk
- By phone – Stevenage 01438 727667
- By post – Kerry Lander, Barrett-Bell Ltd, Unit L Gunnels Wood Park, Gunnels Wood Road, Stevenage, SG1 2BH

10.4 *NB.* Please note that requests for breaks in learning or Withdrawal must be in writing to be valid (discussions with the Funding Administrator are valuable first but will not trigger the formal process – only the written application will do that).

11 Rights, Responsibilities and Complaints Procedures

- 11.1 Barrett-Bell Ltd does all it can to enable Learners to learn. Barrett-Bell Ltd is responsible for the quality of provision.
- 11.2 Learners are responsible for securing the funding for their Course.
- 11.3 Learners must adhere to the regulations stated above.
- 11.4 Where Learners do not follow the above procedures and then seek to re-join Courses or seek reparation for missed time or early cessation of attendance, then Barrett-Bell Ltd will follow the regulations and guidelines issued by the DFE and the Advanced Learner Loans company.

- 11.5 Any Learner who believes their case to be impacted by 'exceptional circumstances' may request a review and any flexibility within this Policy would be at the sole discretion of the Directors. Only requests submitted in writing and within a reasonable timescale and supported by accurate data/documentation will be considered. The Directors decision is final.
- 11.6 In the event of any challenge to the interpretation or application of this Policy, Learners may bring a complaint under Barrett-Bell Ltd's Complaints Procedure. Information regarding the Learner Complaints Procedure can be obtained from our Administration Staff.