

Fees and Cancellation Policy



Course fees are the responsibility of the learner. If an employer, parent or other body is accepting responsibility for paying the course fee, clear evidence and details of who must be provided during the application stage.

Short courses/workshops: Payment must be made at the time of booking for short courses and workshops, other arrangements apply for longer courses (national qualifications) as detailed below.

Longer courses (national qualifications): A non refundable booking fee of £100.00 following formal offer and acceptance of a course place.

Remitted course fees*: These may be available for eligible learners on some short courses, workshops and longer courses. If a course is eligible for remitted fees information will be available during the application process and will only be approved where there is current evidence of the learner's eligibility.

If it is unclear who is to pay the course fees then PATA will assume that it is the learner and will proceed to invoice the named learner at the address given on the booking form.

Learners in receipt of the 24+ Advanced Learning Loans** for Level 3 qualifications will need to provide evidence the loan has been approved and be aware of the Terms and Conditions from the Student Loans Company. These loans are the responsibility of the learner.

Employers of learners undertaking apprenticeships*** should refer to the Apprenticeship Agreement, Contributions Statement and Acceptance form for details of their obligations.

Payment options may be available for course fees in excess of £150.00 and will be dependent upon the timescale of the required training, an administration set-up fee of £100.00 will be charged.

No Certificates of Attendance or accreditation (national qualifications) will be processed or issued until full payment has been received.

Learners who have outstanding accounts with PATA from prior/completed training courses will not be offered a course place on future training until their training account is settled.

Payments can be in cash, by cheque with card, standing order or BACS to **PATA (UK)** (cheques to include name of learner, course and card details on reverse), payments by standing order/BACS must quote a learner reference number e.g., invoice number.

Cancellation and non attendance

Notification of cancellation of a course or workshop by PATA:

- PATA reserves the right to cancel any course with insufficient numbers and will aim to give 5 working days notice. Where possible an alternative date/course will be offered or a full refund will be given.
- In some instances a **training credit** may be issued for cancelled/postponed learning – this will have an expiry date.

Learner Cancellation – short courses and workshops

- 15 working days before the start date = 100% refund
- 10 working days before the start date = 50% refund
- Less than 10 working days of the start date = no refund
- Non attendance = no refund
- Non attendance or cancellation of FREE (funded) courses will incur a 'no show' charge of £55.00 to cover administration costs

Learner Cancellation – longer courses (national qualifications)

- The course booking fee is non refundable.
- Registration and certification fees are non refundable.
- The refundable course deposit will not be refunded where a learner withdraws or does not complete the qualification.
- Courses fees must be paid in full or arrangements in place to pay by instalment 15 days before the course start date.
- Refunds following withdrawal from the course will be in accordance with the Terms and Conditions of the funding source e.g., apprenticeships or 24+ Advanced Learning Loans. This will be based on a reconciliation of fees paid/due, services delivered and any registration/certification fees calculated at the agreed 'last date of learning'.
- Cancellation of planned Assessor visits for observation of practice with less than 24 hours notice may incur an hourly charge of £30 plus travel costs, at the discretion of the Assessor/Assessment & Training Centre.
- Non attendance at scheduled workshops that subsequently require additional support time for the learner will be charged at the hourly rate of £30 plus travel costs.

Notes:

* **Remitted Fees** are a concession to enable some individuals on certain benefits in certain circumstances (eg unemployed, seeking work) free access to study certain courses or to receive some funding towards their course fees. This concession is available for a very limited number of courses and will only be available to learners if they are in receipt of and can provide current evidence of the following benefits (formerly known as means-tested benefits). Universal credit will, in time, replace some/all of these benefits. There is no automatic right to remitted fees, it is the decision of the funding source;

- Job Seekers Allowance (JSA)
- Employment and Support Allowance
- Working Tax Credit
- Income Support
- Housing Benefit
- Pensions Guarantee Credit
- Council Tax Benefit
- An unwaged dependent of someone claiming these benefits

If a course is eligible for remitted fees you will be advised of this at the time of application.

** **24+ Advanced Learning Loans** provide financial support to learners seeking Level 3 qualifications who are or will be aged 24 or more on the first day of the course of study. Information and the process of how to apply is available on www.pataqlos.org.uk and from PATA. Terms and conditions apply to the potential repayment of these loans; in the event of withdrawing from the course of learning the learner MUST contact PATA and the Student Loans Company to limit the amount of loan they will be incurring and the fee due to PATA.

*** **Apprenticeships** are available to learners who are employed. They are fully funded for learners aged 16-18 years, a fee contribution may be required from the employer for those aged 19+. Considerations for any refunds following the withdrawal from an apprenticeship, and agreed 'last date of learning', will consider costs incurred in course registrations/certifications, services provided and the impact on course viability through the loss of funding.