



## **Fees and charges for courses with Oldham Lifelong Learning Service**

This fact sheet can be made available in other languages or formats where appropriate by contacting 0161 770 6666 for further information please see our detailed fact sheet Information for all.

### **What does this fact sheet contain?**

An overview of the fees and charges for courses undertaken with Oldham Lifelong Learning Service.

### **Who is the service for?**

Oldham Lifelong Learning Service offers part-time courses for adults in centres across Oldham. The Family Learning Unit also offers part-time short courses for parents/carers and their children. Our Maths and English Skills for Life courses are free and can lead to qualifications. We also offer concessionary fees for learners who are in receipt of certain benefits.

### **Where do I find out about course fees?**

Freephone 0800 525 956 for your free copy of Focus on Lifelong Learning. Our course directory lists all of our courses and sets out the fee for each one, along with concessionary fees.

Course fees are included on our website  
[www.oldham.gov.uk/lifelong/learning](http://www.oldham.gov.uk/lifelong/learning)

Call into or telephone any centre to check fees and any other information you require (see factsheet with Centres and Contacts).

## **What are courses fees made up of?**

Courses fees can be made up of registration fees, course fees and examination or assessment fees. There may be some additional costs for books or equipment.

### **1. Registration fees**

A registration fee of £7 per course applies to all of our courses with a qualification. The registration fee is included in the overall course fee. All learners must pay the registration fee, apart from those on the following courses:

- English and Maths Skills for Life (Basic Skills)
- Family Learning
- Widening participation courses and tasters
- Learners aged 16 to 18 years on courses with a qualification

### **Examination/Accreditation Fee**

Courses with a qualification may also have an examination or accreditation fee. This is included in the majority of course fees.

2. Learners in receipt of benefit (see Concessionary Status) do not pay examination fees. Some of our courses are free but you will have to pay the examination/accreditation fee shown against it. You are not able to enrol onto the course without taking the examination and paying the examination fee. Examination fees are only refunded as part of a full refund should we close the course or if you have given adequate advance notice that you will not be taking up your place on a course.

### **Concessionary Status**

Learners in receipt of the following benefits on courses with a qualification do not pay course or examination fees. They do pay a £7 registration fee for each course where applicable.

Learners in receipt of benefits on courses without a qualification pay a reduced (concessionary) fee.

3. If you receive Disability Working Allowance; Housing Benefit or Council Tax Rebate (excluding single person discount); Income Support; Job Seekers Allowance; Working Tax Credit with a household income of less than the designated threshold (£15,050 per annum); Pension Guarantee Credit (saving credit only is not eligible - please provide a copy of your award notice) or are an unwaged dependant of someone in receipt of the above. If you are in receipt of benefit, proof of this must be shown at enrolment or included with your postal enrolment form.

- Learners aged 60 years or over pay full fees on all courses unless in receipt of one of the above benefits.
- Learners aged 16 to 18 do pay for courses without a qualification, unless they are a dependant of an adult in receipt of a means tested benefit, when concessions may apply.

### **Learner Access Fund**

The Learner Access Fund is available to help learners on courses with a qualification who have difficulty meeting the costs of assessment fees, course fees, books, materials, travel and childcare costs. Please ask for further information and an application form at enrolment or at any of our centres.

### **When do I have to pay?**

You will need to pay your fees in full at enrolment. If your total fee comes to less than £50 you must make full payment at enrolment. If your total fee amounts to £50 or more, we can accept payment in 3 equal instalments over 3 consecutive months via a debit or credit card. You will be asked for your card details at enrolment.

You can use cash, credit or debit card, cheques and postal orders to pay your fees. We accept Mastercard, Visa, Delta, Maestro (Switch) and Solo.

If your employer is paying for your course you must provide a letter of confirmation on letter-headed payment from your employer. We will then send them an invoice.

## **What if my class closes?**

We can only make refunds if your class closes. Although we will do our best to provide our courses and services as published, we may need to alter, postpone or cancel the services or any aspects of them without incurring liability. For example, a course may close because we have not enrolled enough learners. This would happen in the first three weeks of the course. We make every effort to find a suitable alternative for you should this happen.

## **Books and Equipment**

You may need stationery, a textbook and other materials for some subjects. Please ask your tutor at your first class before buying any items.

## **Contact Details**

Our Focus on Lifelong Learning courses directory lists all of our courses and centres. It also provides information on the extensive learner support facilities we offer and clearly lists our fees and charges.

To obtain your free copy or to talk about your learning needs, contact us by freephone 0800 525 956, email [lifelong.learning@oldham.gov.uk](mailto:lifelong.learning@oldham.gov.uk) or call into any of our centres. You can also visit our website on [www.oldham.gov.uk/learning/lifelong](http://www.oldham.gov.uk/learning/lifelong)

We have Online Factsheets listing all of our centres, giving details of our crèche facilities, our Learning Support facilities and staff and our Widening Participation roles.

## **Compliments, Complaints or comments**

We regularly ask our learners to contribute their suggestions and comments as to how we can improve the service. Throughout your time with us you may be asked to complete simple questionnaires about your learner experience.

In the Reception area of each centre, there is a Learners Comments Folder, which every learner is encouraged to use. We regularly check the folder for learner feedback. We also have an easy-to-use and friendly compliments, complaints and suggestions leaflet. Any complaints about the learner

experience are treated seriously and dealt with promptly and in complete confidence.

If you are on a course please talk to your tutor or our reception staff. If you wish to make a formal compliment, complaint or suggestion, please contact Steve Titley, Inclusion and Access Co-ordinator Tel: 0161 770 4287 Fax: 770 4220 email [stephen.titley@oldham.gov.uk](mailto:stephen.titley@oldham.gov.uk)

We want to provide good quality services for people in Oldham and as we are a public service you have a say in what we do. We want you to be completely satisfied with our services but to ensure this we need to know what you think. What we do best? Where could we improve things? Do you have any ideas or suggestions? Only by listening to you can we give you the service you deserve.

If you wish to make a comment about our services you can email us on [customer.feedback@oldham.gov.uk](mailto:customer.feedback@oldham.gov.uk) or you can phone us on 0161 770 4191 or you can write to:

Complaints Officer  
Chief Executives Department  
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