**Information on fees and charging**

**Policy Statement**

It is The Textile Centre of Excellence’s (The Centre) policy to make clear to employers and learners the levels of financial contributions that are required to participate in our learning programmes. We adopt a market-driven approach to setting fees and charges levels and this approach extends to all areas of charging for teaching and learning activities, including commercial training, consultancy and miscellaneous activities. The Centre adheres to the rules set by the Skills Funding Agency for programmes of learning that are eligible for Government funding. In some instances an activity may be supported by funding with specific terms and if different from The Centre’s fees, these will take precedence.

**Payment of Fees and Charges**

* **Costs:** With the exception of funded training, The Centre’s commercial training and consultancy services are subject to VAT at the current rate. Members will be eligible to receive a discount against the full cost of the service delivered. Course fees include tuition on the day(s), relevant course materials & refreshments. Lunch will also be provided for courses that are held over a full day.
* **Instalment** arrangements are available in certain circumstances for employers, with the approval of one of The Centre’s managers. These arrangements will be confirmed in writing.
* **Joining Instructions:** A course confirmation detailing the course date/times, venue details and a map giving directions to the centre will be emailed at the time of the booking. A reminder outlining the same information will also be sent 2 weeks prior to the start of the course. If you have not received a confirmation prior to the start of the course, please call 01484 346500 and ask to speak to a member of the Training team. The Centre will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.
* **Course Transfers:** There is no charge for transferring your booking to the same course on an alternative date provided you notify The Centre by email/over the telephone up to 10 working days before the start and that there is availability. However, a transfer fee of £25 + VAT (where applicable) will be payable if the notice is received less than 10 working days before the start of the original course. No refund will be made in the event of a transfer.
* **Course Cancellation:** If you contact The Centre in excess of 1 calendar month from the course start date then there will be no charge. Cancellation between 1 calendar month and 10 working days will incur a 50% charge. Cancellation with less than 10 working days’ notice will incur a 100% charge if you are unable to nominate a substitute attendee. Substitutions should be named to The Centre at least 72 hours prior to the course start date in order to be assured that the course is suitable for a replacement candidate. Substitutions are not permitted if the delegate has already been registered with the awarding body.
* **Non-attendance**: If you fail to attend the course on which you are booked and have not given prior notice to The Centre then the course fee will remain payable in full.
* **Cancellation by The Centre**: In any case where circumstances are beyond our control, The Centre reserves the right to cancel or postpone the course. Delegates will be notified immediately and an alternative course date will be provided. Compensation will not be paid for any additional costs incurred.

**Commercial Training**

**Short courses & Vocational Qualifications**

Standard fees are set for The Centre’s commercial short course open programmes and vocational qualifications.

**Other activities**

Fees for all other teaching, learning and consultancy activities, falling outside of the above, are dependent on individual requirements. The Centre has the discretion to negotiate particular arrangements with employers and other sponsors for bulk training.

**Agreement of fees**

Learners or their employer will agree in writing, before the learning/activity commences, the required fees for the agreed service being delivered, including where applicable:

* Additional resources/materials charge
* External fees (such as registration, assessment and exam fees to awarding organisations, and professional body fees).

**Government Funded Training**

Government funded provision will be offered in accordance with the regulations set by the Skills Funding Agency (SFA). The SFA will either fully fund or co-fund provision. The Centre will elect not to deliver training where it can be established that it will make a loss in so doing.

The amount of funding available from the SFA (and whether a contribution is expected from the learner or employer sponsor) will depend on the chosen learning activity and the individual’s eligibility, e.g. employment status, age and prior qualifications.

Where the SFA has made a full contribution to the costs of a Learner’s programme, no further charges will be made by The Centre to a learner or employer for any delivery of the **learning activity** funded by the SFA. Other charges may apply (see below).

Where the SFA has co-funded learning provision, learners or sponsoring employers will be charged up to 50% of the full cost of learning. No further charges will be made by The Centre to a learner or employer for any delivery of the **learning activity** funded by the SFA. Other charges may apply (see below).

The Centre will agree in writing with the learner or employer, as appropriate, any contribution required alongside the SFA contribution (including where provision is within scope of State Aid).

**Other charges that may apply**

Where, in agreement with the employer or the learner, The Centre delivers additional or optional services that are not core to the learning being delivered, additional charges may apply. The volume of learners and geographic location might affect charges also. The following examples illustrate this.

* One learner requiring visits to a geographically distant location could necessitate additional expenses, e.g. mileage, subsistence and hotel costs;
* Materials used in a learning activity that learners wish to keep outside of the learning environment.

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