

# Skills and Training Services (STS)

## Local Operating Procedure

### Fees and Admissions Policy

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#### Version Control Sheet

Document Title	Fees and Admissions Policy
Author	Dean Hooton
Owner	Dean Hooton
Doc version/status	V1.0
Date issued	29/11/2023
Renewal Date	23/11/2024

#### Version History

Version	Date	Summary of changes
V1.0	29/11/2023	First Issued

#### Approval

Name	Job Role	Date	Signature
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#### Change Control

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## Introduction

The term “learner,” within this policy, is used to describe all learners and apprentices involved with Skills and Training Services, this also includes those learners enrolled with subcontractors.

Skills and Training Services are committed to ensure all learners are provided with equal opportunities to meet their personal and career aspirations. Skills and Training Services provide learners with impartial careers and education, information, advice, and guidance (CEIAG) and carry out thorough enrolment and inductions activities to ensure the learners are enrolling on the right programme at the right time.

Skills and Training Services are also committed to ensure all funding and awarding body rules/requirements are followed to ensure all activity remains compliant.

This policy must be read in conjunction with:

- CEIAG Policy
  - Equality, Diversity, and Inclusion Policy
  - IQA & Sampling Strategy & Procedures
  - Learner Support Policy
  - Complaints and Appeals Policy
  - Attendance and Punctuality Policy
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## Objectives

Skills and Training Services aims to:

- Ensure that all learners are recruited onto programmes based on their aspirations, skills and attributes with integrity and professionalism – right learner, right course, right time.
  - Ensure that all learners are provided with the required information to make their own choice on whether to enrol on the programme.
  - Ensure all learners are provided with impartial careers and education, information, advice, and guidance (CEIAG) in order for them to make the right choices for their career and personal development aspirations.
  - Ensure all learners receive a robust induction onto the programmes.
  - Ensure compliance with funding bodies and awarding organisations rules/requirements.
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## Learner Recruitment

Skills and Training Services are committed to ensure all learners have equality of opportunity to enrol on programmes that are available, in line with the Equality, Diversity and Inclusion Policy.

Skills and Training Services will enrol learners with integrity irrespective of age, gender, ethnicity, sexual orientation, or any other diversity characteristics. Skills and Training Services are also committed to provide the opportunity and support to those learners with additional support/learning needs, as outlined in the Learner Support Policy.

Skills and Training Services will promote the programmes on offer in a variety of ways, and as appropriate to the contract these fall within, this may include (but not limited to):

- Social media promotions
- Pro-actively contacting local businesses
- Encouraging word of mouth promotion via learners and employers

- Targeted recruitment campaigns
  - Attendance at job fairs/learner recruitment events
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### **Admissions/Onboarding**

All learners will go through a robust admissions/onboarding process to ensure they are enrolled on the right programme, this includes:

- Robust review of the learners' prior experiences and qualifications/learning within the programme of study, in line with the Recognition – Accreditation of Prior Learning Policy.
- Robust initial assessment process which includes, as a minimum:
  - Maths, English and Digital IT (where appropriate) assessments
  - Maths, English and Digital IT (where appropriate) diagnostics (where appropriate)
  - Skills scan relating to the knowledge, skills, and behaviours of the programme of study.
- CEIAG will be provided to all learners during the onboarding stage, as well as throughout the entire programme in line with the CEIAG Policy.
- Discussions on any learning differences and what adjustments are required to support learning, in line with the Learner Support Policy.
- Discussions on the details of the programme, including the method of delivery and assessments required. This also includes whether Functional Skills are required.

Once Skills and Training Services and the learner (and employer where appropriate) have confirmed the programme the learners will be provided information on:

- Relevant policies, which outline the key responsibilities and expectations while on programme:
  - Safeguarding
  - Prevent
  - Attendance and punctuality
  - Behaviours, Disciplinary and Expectations
  - Online Safety
  - Plagiarism and Cheating
  - Equality, Diversity, and Inclusion
  - Health and Safety
  - Complaints and Appeals
  - Whistleblowing
- Discussions on awareness of (which are also embedded throughout the programme):
  - British Values
  - Modern Slavery
  - Safeguarding such as signs of abuse (as an example)
- Discussion on progress review frequency and requirements, including employer involvement.

If at any point the learner/employer or Skills and Training Services do not feel the programme is right for the learner, they reserve the right to withdraw their application. In these instances, further impartial CEIAG will be provided to ensure the learner can continue their journey to meet their personal and career aspirations.

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### **Awarding Body Registration**

The learner will be registered with the awarding body (accredited programmes only) based on the requirements of the individual programmes. Evidence of the learner registration with the awarding body must be saved within the learner's portfolio (e-portfolio).

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### **Awarding Body Certification**

Once the learner has successfully passed all assessments/examinations (non-Apprenticeship Standards only) and been through the required quality assurance controls, as outlined in the IQA Strategy and Procedures, Skills and Training Services will either:

- Request certification of the programme with the awarding body, where direct claim status is held.
- Arrange an external quality assurance (EQA) visit with the awarding body to carry out a sampling visit to claim the certifications (where direct claim status is not held).
- Degree apprenticeships, the awarding HEI will complete EQA process before the award is conferred

Direct claim status is given to centres/training providers on an individual qualification basis, which allows the centre/training provider to claim for certification without having to wait for an EQA visit to take place.

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### **End Point Assessment**

All learners must complete the EPA pre-requisites as required by the Standard, the Programmes Lead Education collates an evidence pack for each learner meeting the pre-requisite requirements and forwards these to the End Point Assessment Organisation (EPAO)

All Apprentices are offered a mock EPA. Learners are entered for their EPA by the EPAO, these are confirmed to the learner and Serco STS.

Serco STS use the EPA portals for each EPAO to access the relevant information regarding EPA booking and EPA results. EPAOs will forward results to learners and Serco STS within a month of completion of the EPA.

### **Resits and Retakes**

Apprentices who fail one or more assessment method will be offered the opportunity to take a resit or a retake. When the result notification recommends a re-take, the employer and training provider should consider a supportive action plan that responds to the weaknesses identified from the original EPA result notification.

The action plan should clearly state the nature and extent of the re-training and include the estimated time to prepare the apprentice for the retake. The timescales and fee for a retake must be agreed between the employer and EPAO.

A resit involves the apprentice sitting one or more failed assessment components again, without the need to undertake further training.

Following failure of EPA, the EPAO will provide a result statement showing the assessment components the apprentice has failed and that no further training is needed. Some [EPA plans](#) set out specific criteria for resits which need to be followed.

A resit cannot be taken with the intention of increasing the original grade if an apprentice has passed their EPA. Resits are only to be taken in the event of a failure

### **Who is responsible for resit costs?**

The employer has responsibility for the majority of their apprentice's training. Employers are expected to financially support apprentices until completion, including paying the cost of resits, when necessary. Resits are ineligible costs and are not funded by the Education and Skills Funding Agency (ESFA).

The EPAO and training provider are not responsible for resit costs but may agree to contribute and can include this in their agreement at the beginning of the apprenticeship.

For example, a training provider may contribute to the cost of a resit if the apprentice fails a theoretical element of the training. An EPAO may offer one or more resits in the initial contract price.

The number of resits that can be taken by an apprentice will be at the discretion of their employer, unless the assessment plan limits this to one.

The ESFA recommends a limit of 2 resits, however more than 2 resits can be taken if needed, unless otherwise specified in the assessment plan. Apprentices cannot be asked to pay for costs of training and assessment and are not responsible for resit costs

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## **Tuition Fees**

### **Commercial Programmes**

- Employers or Learners are responsible for the programme fees
- Programme fees are paid either in full before the programme starts or in two instalments one being before the start of the programme and the second no later than the midpoint of each programme.

### **Apprenticeship Levy**

- Apprenticeship fees are agreed between the employer and Serco STS before the commencement of the programme and will consider multiple factors to include APL and EPAO EPA costs, these will be detailed in the employer agreement and listed as Total Negotiated Price 1 for the programme and Total Negotiated Price 2 for the EPA
- Employers will use funds from their Levy or pay an Employer Contribution via their Digital Account
- Registration and Certification costs are met by the employer

Where tuition fees are not paid, Skills and Training Services reserve the right to:

- Withdraw the learner/s from the programme
- Reject any future applications from learners who did not settle their 'debt' of any previous tuition fees.

### **Complaints**

If during any stage of the programme a learner or employer is dissatisfied with the content/delivery of the programme, then they may wish to make a complaint. All complaints must be made following the Complaints and Appeals Policy.

### **Programme Fee Refunds**

Where a course/programme has been cancelled in entirety (before the course/programme starts), and a tuition fee has been paid, then a suitable alternative will be offered, or the tuition fee will be refunded.

Eligibility for a refund differs by programme and clarification can be found in the terms and conditions for each programme

No interest is paid on a refund of any tuition fees.

Where a learner is dismissed from the course following disciplinary proceedings, as outlined in the behaviours, disciplinary and expectations policy, then no refund of tuition fees will be paid.

Skills and Training Services reserves the right to review and amend this policy.