



Fees Policy and Procedures

As a charity we receive funding to help those who have missed out on educational opportunities, women returning to work, the long-term unemployed and people from minority ethnic groups and migrant and refugee communities into work.

Fees

- All our Advice and Guidance services are free
- Unless they are exempt*, learners attending training courses must pay Nova's administration fee of £35 per term
- Learners, ineligible for GLA funding or co-funding, must pay Nova's administration fee of £75 per term.
- Learners who gained full set of Ascentis ESOL qualifications can apply for the full ESOL Skills for Life Certificate at the additional expense of £120 (academic year 2025-26).
- Course administration payments will not be carried forward. Learners who enrol during the first nine weeks of term are expected to pay the full £35 course administration fee.
- Any learner in severe financial difficulties can request to complete a financial eligibility form and discuss payment by instalments or a fee waiver in a confidential interview with the Education Administrator or Head of Services
- Learners will not be able to start a course until they have paid their course administration fee for that term or have been granted a fee waiver / opportunity to pay by instalments

The course administration fee will only be refunded in exceptional circumstances. A refund must be authorised by either the Education Coordinator or the Education Administrator

- During the term learners can attend as many classes or Nova services as they wish
- All learners may be required to pay for course textbooks and external examinations

***Learners exempt from paying the course administration fee:**

- Refugees (if prohibited from working)
- Asylum Seekers (if prohibited from working)
- Homeless
- Learners staying in a refuge

Informing learners about the fees

- Information about the registration fee is on our website and is included in the user agreement which all clients sign when they register at Nova
- Information about fees is included in the User Handbook. There is a copy of this handbook in each of the training rooms and in the Nova office

Procedure for Trip refundable deposits



- All deposits will be kept in the safe
- Deposits will be returned to all service users who attend the trip
- Deposits from students who do not attend the trip will be retained by Nova

Procedure for collection of course administration fees

- The course administration fee should be paid once the student has been allocated a course
- The fee can be paid by cash or credit/debit card via the payment link on Nova website
- Each student will be issued a receipt when they pay their fee
- The payment amount and receipt number will then be added to Salesforce under the student's profile. If the student is exempt from payment this should also be recorded on Timely
- The date of payment will also be added to the course waiting list

Updated November 2023

Last review date: November 2025

Next review date: August 2027