



THE LINK TRAINING ACADEMY

FEES POLICY

2026-2027

Document Control

Policy Title: Fees Policy

Version: FEES_V1_2026-2027

Policy Owner: Directors

Responsible Lead: Director

Approved By: Board of Directors

Review Date: August 2027

1. Purpose

The Link Training Academy is committed to providing clear, accurate and transparent information regarding fees, funding arrangements, payment terms and refunds.

This policy outlines the principles governing:

- Funded programmes
- Apprenticeship provision
- Commercial and full-cost programmes
- Employer-funded learning
- Payment arrangements

- Refunds and credits
- Fee waivers

The policy aims to ensure that learners, apprentices, employers and other stakeholders understand any financial commitments before enrolling on a programme.

2. Scope

This policy applies to:

- Learners
 - Apprentices
 - Employers
 - Commercial customers
 - Staff undertaking approved learning and development activities
 - Any individual or organisation purchasing services from The Link Training Academy
-

3. Fee Principles

The Link Training Academy will ensure that:

- Fees are communicated clearly before enrolment.
- Charges are transparent, fair and proportionate.
- Funding eligibility is assessed prior to enrolment where applicable.
- Learners and employers understand any financial obligations.
- Payment arrangements are clearly documented.
- Refund decisions are applied consistently.

Published fees may vary according to:

- Qualification requirements
 - Awarding Organisation fees
 - Funding arrangements
 - Delivery model
 - Programme duration
 - Resource requirements
-

4. Funded Learning

Where a programme is fully funded through government funding arrangements, eligible learners will not normally be charged tuition fees.

Funding eligibility will be assessed in accordance with current funding requirements and may include consideration of:

- Age
- Residency status
- Previous qualifications
- Employment status
- Programme eligibility criteria
- Availability of funding

Where a learner is not eligible for funding, they may be required to pay the commercial cost of the programme.

The Link Training Academy will provide learners with clear information regarding any fees prior to enrolment.

5. Apprenticeship Provision

Apprenticeship funding arrangements will operate in accordance with the current Apprenticeship Funding Rules and any applicable government guidance.

The organisation will:

- Provide employers with clear pricing information.
- Agree a Total Negotiated Price before programme commencement.
- Confirm any employer financial contribution required under the applicable funding rules.
- Ensure funding arrangements are documented appropriately.
- Comply with all requirements relating to apprenticeship funding, evidence and financial management.

Apprenticeship funding arrangements will be agreed with employers in accordance with the current Apprenticeship Funding Rules.

Employers remain responsible for any agreed financial contributions associated with apprenticeship delivery.

Apprentices will not be charged for any eligible apprenticeship training, on-programme assessment or end-point assessment costs funded through the apprenticeship funding system.

5.1 Changes to Funding Rules

Apprenticeship funding requirements may change during the lifetime of this policy.

Where changes are introduced through government policy, funding rules or regulatory requirements, The Link Training Academy reserves the right to amend apprenticeship charging arrangements accordingly.

Any such changes will be communicated to affected employers and learners as soon as reasonably practicable.

6. Commercial and Full-Cost Programmes

Programmes not supported through government funding arrangements will be charged at the published commercial rate.

Fees may take account of:

- Training delivery costs
- Assessment costs
- Registration and certification fees
- Resource costs
- Venue costs
- Specialist equipment requirements

Commercial pricing schedules will be made available upon request.

7. Employer-Funded Learning

Where an employer agrees to fund a learner's programme, written confirmation may be required before enrolment.

Employers may be invoiced directly in accordance with agreed contractual arrangements.

Where an employer withdraws support and no alternative agreement has been made, responsibility for outstanding fees may transfer to the learner where permitted and agreed.

8. Additional Costs

Where applicable, learners or employers may be liable for additional charges including:

- Replacement certificates
- Duplicate documentation
- Additional learning resources
- Optional workshops
- Reassessment or resubmission fees where permitted
- Late cancellation charges for commercial training

Any additional costs will be communicated in advance.

9. Payment Arrangements

Fees normally become due upon enrolment unless alternative arrangements have been agreed.

The Academy may offer staged payment arrangements where appropriate.

Payment arrangements will:

- Be agreed in writing.
- Specify payment dates.
- Specify payment amounts.
- Outline consequences of missed payments.

Failure to maintain agreed payment arrangements may result in:

- Suspension of services where appropriate.
 - Withholding of certificates where permitted.
 - Recovery action for outstanding debts.
-

10. Fee Waivers and Discretionary Reductions

In exceptional circumstances, fees may be reduced or waived at the discretion of the Directors.

Consideration may be given to:

- Financial hardship
- Compassionate circumstances
- Organisational priorities

- Strategic partnerships

Any fee waiver must be formally authorised and recorded.

The organisation cannot waive fees imposed directly by Awarding Organisations or external organisations unless alternative funding has been identified.

11. Refunds and Credits

11.1 Course Cancellation by the Academy

Where the organisation cancels a programme before delivery begins, learners or employers will normally receive:

- A full refund; or
 - The opportunity to transfer to an alternative programme.
-

11.2 Withdrawal by a Learner

Refund requests should normally be submitted in writing.

Refunds may be considered where:

- Exceptional circumstances exist.
- Medical circumstances prevent participation.
- The Academy agrees that a refund is appropriate.

Supporting evidence may be requested.

11.3 Non-Refundable Costs

The organisation may retain costs already incurred, including:

- Awarding Organisation registration fees
 - Examination fees
 - Certification fees
 - Materials already provided
-

11.4 Programme Transfers

Where a learner transfers to a different programme, any fees already paid may be transferred where appropriate.

11.5 Employer-Funded Programmes

Refund arrangements relating to employer-funded provision will be determined in accordance with the contractual agreement between the Academy and the employer.

12. Complaints and Appeals

Any concerns regarding fees, charges, payment arrangements or refunds should initially be discussed with The Link Training Academy

Where concerns cannot be resolved informally, individuals may use the organisations:

- Complaints Policy and Procedure
 - Appeals Policy and Procedure (where applicable)
-

13. Additional Learning Support

The organisation is committed to supporting inclusion and accessibility.

Where eligible funding is available, learners may access:

- Additional learning support
- Reasonable adjustments
- Accessibility arrangements

in accordance with relevant funding and Awarding Organisation requirements.

No learner will be disadvantaged because they require reasonable support to participate in learning.

14. Monitoring and Review

The organisation will monitor:

- Fee arrangements
- Refund requests
- Learner feedback
- Employer feedback
- Funding changes
- Regulatory developments

The policy will be reviewed annually or sooner where changes in legislation, funding rules or operational requirements occur.

15. Related Documents

- Complaints Policy and Procedure
- Appeals Policy and Procedure
- Equality, Diversity, Inclusion and Belonging Policy
- Data Protection and Information Governance Policy
- Internal Quality Assurance, Assessment and Continuous Improvement Policy
- Apprenticeship Agreements
- Employer Service Agreements
- Awarding Organisation Requirements

Version Control

Version	Date	Author	Summary of Changes
FEES_V1_2026-2027	August 2026	Amanda Lodge-Stewart	Complete review to reflect current funding arrangements, apprenticeship funding requirements, learner transparency obligations, employer-funded learning and commercial provision.