

FEES POLICY



| Last reviewed | Reviewed by | Next Review |
|---------------|----------------|-------------|
| April 2024 | Bruna Boscaini | April 2025 |
| April 2025 | Bruna Boscaini | April 2026 |

1. Policy Purpose

The aim of this policy is to establish the guiding principles and framework for determining the fees charged for services offered by the Indoamerican Refugee and Migrant Organisation (IRMO),

2. Objective

IRMO offers a range of services to support our beneficiaries, including advice and casework; education, training and employment activities; family and wellbeing projects. We are committed to making our services accessible to everyone who needs them, regardless of their financial situation, and to ensuring all beneficiaries are treated fairly.

3. English for Speakers of Other Languages (ESOL) courses

- a. IRMO will conduct a financial assessment to evaluate learners' circumstances.
- b. Learners earning below or up to the London Living Wage will be eligible for free access to courses
- c. Learners earning above the LLW will be required to pay the full cost of the course. This fee is to be paid in full at the beginning of each course.
- d. The ESOL courses will run for a period of eleven weeks, and students are expected to attend all sessions.

4. Payment

- a. Payments can be made in cash, by bank transfer, or by cheque.
- b. Receipts will be issued for all payments made to IRMO.

5. Refunds and Cancellations:

- a. Refunds for fees will only be issued in exceptional circumstances, such as illness or bereavement.
- b. Cancellation of enrolment on ESOL course must take place within the first week of the course.. In such cases, a full refund will be issued.



c. A refund will not be issued if a beneficiary withdraws or is withdrawn after the first week of the term or course.

d. IRMO reserves the right to cancel a course if there is insufficient demand. In such cases, a full refund will be issued.

6. Late Payment:

a. Payment of fees must be made in full at the beginning of each term or course.

b. If payment is not received within two weeks of the due date, IRMO reserves the right to refuse entry to the course until the outstanding fees are paid in full.

7. Other Policies and Procedures

By paying the course fee, beneficiaries agree to abide by the policies and procedures of IRMO, and to follow the rules and regulations at IRMO.

8. Policy Review

Our fees policy is regularly reviewed by SMT to ensure that it remains fair and relevant to the needs of our beneficiaries. We welcome feedback and consultation from users and stakeholders to ensure that it meets the needs of the community.