



Personal Learning Account FAQ's

1. Who is eligible?

You must be:

- Employed
- Earning under £26,000 per year
- Over the age of 19 years old
- Able to travel to the college venues
- Living in Wales

2. How can the programme be accessed?

Simply search Working Wales or call 0800 028 4844. Or alternatively individuals can register directly with the colleges.

3. Do I need any specific skills or qualifications?

As the programme is aimed at individuals that would like to change their career then no prior knowledge is needed of the sector. Some of the courses can be accessed with no specific skills or qualifications. However, you can discuss the course requirements with your Working Wales advisor or with the college when you have a pre-admission assessment.

4. Are these open to the self-employed?

Yes these are open to the self-employed, employed and anyone who has been furloughed, providing that you meet all other eligibility criteria.

5. Can I access more than one course?

Yes, prior to starting the course you will develop a training plan which will set out the courses/qualifications you can undertake to help you progress your career in whichever sector you choose. However, you must ensure that you can commit to completing any or all the courses prior to starting.

6. How do I know when the course will run?

The college will do their best to meet the needs of everyone when planning the dates and times to run the courses. The colleges are flexible and will aim to deliver the learning around people's family and work commitments. Your availability will be discussed during your pre-admission assessment.

7. Are you able to do these if you already have a degree?

Yes you can, if you already hold a degree qualification. If you're currently studying on a full-time basis for a degree or any other formal qualification, you would not be eligible.

Pencadlys/ Campws Brynbuga
Y Rhadyr
Brynbuga NP15 1XJ

Campws Dinas Casnewydd
Ffordd Nash
Casnewydd NP19 4TS

Campws Crosskeys
Ffordd Risca
Crosskeys NP11 7ZA

Parth Dysgu Blaenau Gwent
Rhodfa Calch
Glynebwy NP23 6GL

Campws Ponty-pwl
Ffordd Blaendare
Pont-y-pwl NP4 5YE

Headquarters/Usk Campus
The Rhadyr
Usk NP15 1XJ

City of Newport Campus
Nash Road
Newport NP19 4TS

Crosskeys Campus
Risca Road
Crosskeys NP11 7ZA

Blaenau Gwent Learning Zone
Lime Avenue
Ebbw Vale NP23 6GL

Pontypool Campus
Balendare Road
Pontypool NP4 5YE



8. What is Working Wales and why do clients need to register with them?

Working Wales provides a simple approach to employability support by providing individuals with a single point of contact through which they can access the personalised advice, guidance, support and training they need to secure and maintain long-term employment. The free advice service offers face-to-face help to anyone over the age of 16 who is not in full-time education and wants to secure a job. Support available includes job specific training, job searches, CV writing, confidence building, interview preparation and securing work placements. The expert advisors can also signpost people to programmes where they can access childcare support and transport assistance. It is now the main channel for people looking for training and employment.

9. How is the course being funded?

Welsh Government is funding 100% of the course costs.

10. How much will it cost me?

The course will be 100% funded by the Welsh Government. However, you will need to pay for your travel and ensure you have sufficient time to be able to commit to attending and completing the course.

11. Will I have to refund the course fees if I am unable to complete the course?

The Welsh Government is funding the Personal Learning Accounts Pilot. We understand that personal circumstances change and there will be situations where participants may be in a position where they are unable to continue with their course. During the pilot phase there wouldn't be a cost to you. However, we do ask that you ensure you can commit to the course prior to starting. As this is a pilot, we would not be able to guarantee you could continue with your learning through a PLA in the future.

12. Why have these courses been chosen?

Skill shortages within the ICT, construction and engineering sectors are creating recruitment issues among employers. These courses have been chosen following extensive engagement with employers, stakeholders, representative groups and potential participants to ensure they address the skill shortages within these sectors. We will continue to review this and additional sectors may be included in the future.

13. What type of account is it? Do I get money directly?

You wouldn't receive the money directly, you just need to enrol on the course. The college will be paid directly by the Welsh Government.

14. If it is a personal account will its support childcare, travel and so on?

No childcare or travel costs will be funded through the pilot.

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