

## Personal Learning Account FAQs

### 1. Who is eligible / ineligible?

Individuals must:

- Reside in Wales
- Want to gain skills/qualifications in priority sectors
- Be aged 19 years old or over

In addition, Individuals must meet at least **one** of the following criteria:

- Employed (including self-employed) and earning under the median income (£30,596), or
- Workers on zero hours contracts, or
- Agency staff, or
- At risk of being made redundant, or
- Offenders on day release
- In addition, full-time carers (paid or non-paid) may be offered PLA funded provision where there is capacity on existing courses (i.e. infill).

### 2. How can the programme be accessed?

Individuals can either apply directly to the colleges or through Working Wales on 0800 028 4844 or visit [www.workingwales.gov.wales](http://www.workingwales.gov.wales)

### 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. Prior to starting the course, individuals will be offered to develop a training plan which will set out the courses / qualifications they can undertake to help them progress their career in whichever sector they choose.

### 4. Can I access more than one course?

All learners will be offered an independent assessment prior to learning to ensure the right learning is considered and undertaken. An individual can only undertake one qualification at a time, which must support employment progression in their chosen sector. This can either be completed by Working Wales or through the college. Working Wales will refer all eligible individuals onto the relevant college.

### 5. 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.

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

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

### **7. What is Working Wales and how can they help?**

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. Their employability support through the Careers Wales Steps to Employment Programme 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.

### **8. How are the courses being funded?**

Welsh Government is funding 100% of the course costs.

### **9. How much will it cost me?**

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

### **10. Will I have to refund the course fees if I am unable to complete the course?**

No, the Welsh Government is fully funding the Personal Learning Account courses. We understand that personal circumstances change for individuals and there may be situations where participants are unable to continue with their course. Where an individual withdraws from a course, and subsequently applies for another PLA course, they would remain eligible provided they still met the eligibility criteria for the programme. However, if an individual drops out more than once the Welsh Government would advise that they should not be entitled to future funding through the Personal Learning Account Programme.

### **11. Why have these courses been chosen?**

Skill shortages within the Logistics, Net-Zero and Green Construction, Advanced Materials and Manufacturing, Hospitality, Health and Social Care, Digital 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 and also support individuals into non-stereotypical sectors. We will continue to review this and additional sectors may be included in the future.

### **12. 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.

### **13. If it is a Personal Account will it support childcare, travel, course materials and so on?**

The college operates a 'student support fund' that can be utilised, where deemed appropriate, for adaptations to the learning programmes, transport or childcare, based on individual learner circumstances.