



Neath Port Talbot
Adult Learning
in the
Community

Prospectus 2023-2024



Adult Learning would like to extend a warm welcome to those of you returning and those considering studying with us for the first time. We hope you enjoy your learning journey.

Our Prospectus lists new and continuing courses from entry level up to Level 3. These courses are delivered at centres throughout Neath Port Talbot. We also provide a free and impartial information and advice service, which includes support for wellbeing, help to get you on the right course and extra support for literacy and numeracy and IT skills. Please ask your tutor or a member of the Adult Learning Team for more information.

We welcome all correspondence in Welsh. If you would like this Prospectus in Welsh, please contact us on: 01639 763059.

Please note that these courses are delivered through the medium of English.

We look forward to welcoming you.

The Adult Learning Team.

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WALES ESSENTIAL SKILLS TOOLKIT (WEST)

On some of our courses, you may need to complete a literacy and/or numeracy assessment through WEST.

A member of the Adult Learning Team will explain the guidelines to you. If you have completed an assessment with Adult Learning or another provider, you will not be asked to repeat this again. If you would like to know more, you can contact Jo on 07970 969824.

Entry requirements:

The majority of Adult Learning classes have no formal entry requirements. During the course your tutor will support your portfolio building. There are also Study Skills sessions available for further support.

Paying for your course online:

You can pay for your course by debit or credit card by visiting www.npt.gov.uk. Ask our Adult Learning Team for a guide to paying online.

Enrolment is from 1st August.

For enrolment by phone, please call us on:

01639 686306 or 07483 817851 or 01639 686654.

For enrolment in person, enrolment forms are available from Tir Morfa Centre, please complete, sign and return the form to us at:

Adult Learning
 Tir Morfa Centre
 Marine Drive, Sandfields, Port Talbot
 SA12 7NN
 Tel: 01639 686306

Please make cheques payable to Neath Port Talbot Council.

ENROLMENT AND TERM DATES

2023-2024 Academic Year Term Dates

Autumn Term 1	1st September – 27th October
Autumn Half Term	30th October – 3rd November
Autumn Term 2	6th November – 22nd December
Christmas Holiday	25th December – 5th January
Spring Term 1	8th January – 9th February
Spring Half Term	12th February – 16th February
Spring Term 2	19th February – 22nd March
Easter Holiday	25th March – 5th April
Summer Term 1	8th April – 24th May
Summer Half Term	27th May – 31st May
Summer Term 2	3rd June – 19th July

SUPPORT SERVICES

- Courses and Training
- Career Options
- CV and Interview Skills
- Signposting to Support Agencies
- Volunteering Opportunities
- Mental Health Support such as listening to your concerns, providing information, advice and signposting
- Essential Skills Support
- Access Arrangements for Examinations and Assessments
- Support with Additional Learning Needs
- WEST Support

VOLUNTEERING

If you are looking for a new challenge or a change of career, sparing a few hours of your time to volunteer is a great way to develop your skills.

Volunteering is a brilliant way to make a difference and gain valuable work experience. You can meet interesting people, boost your confidence and gain life changing skills.

We offer placements at various learning centres, with opportunities to gain experience in areas as diverse as digital media, classroom support and office administration.

Volunteers are assessed and supported by a dedicated volunteer coordinator.

Contact Jo on 07970 969824 or j.griffin@npt.gov.uk for information.

PARTNERSHIP WORKING

NPT LEARNING AND SKILLS NETWORK

Adult Learning is partly funded through a franchise agreement with NPTC Group of Colleges and directly by the Welsh Government. Adult Learning works closely with a number of partners to ensure the best for all learners. We aim to provide a high-quality learning experience in a range of venues across a large geographical area, bringing learning to the heart of your community. We need your voice to help us meet our goals and are always happy to hear your views.

Adult Learning is a member of the Learning and Skills Network in conjunction with other learning providers in the Neath Port Talbot area. In partnership with other organisations, Adult Learning arranged Family Learning events in schools during 2022 – 2023 which were very successful. We also promoted adult learning at different events throughout the year such as family fun days, numerous jobs fairs, health and wellbeing events and open days at the Tir Morfa Centre.



ENGAGEMENT WORKSHOPS

We offer an array of craft introduction and taster sessions along with health and wellbeing workshops, with a holistic approach to building confidence and bringing far reaching community groups together. These sessions offer the opportunity to meet new people, connect with the local groups, develop a new hobby and progress onto a course. Sessions include working with glass, shell, paint, felt and sewing skills. They also cover healthy eating, family learning, gardening and much more. We always strive to develop new and exciting workshops based on the needs and wishes of our participants.





BRITISH SIGN LANGUAGE

INTRODUCTION TO BSL (AGORED CYMRU)

A 6-week BSL course for beginners or those with a little BSL knowledge, delivered in a relaxed and supportive environment. Learners will understand and use basic signs for letters of the alphabet and learn how to convey basic personal details and greetings.

BSL LEVEL 1 SIGNATURE

This qualification is designed to enable learners to communicate with Deaf people in British Sign Language (BSL) on a range of topics that involve simple, everyday language use. They will gain basic skills and confidence in production and reception of BSL. There is a progression route to BSL Level 2 on successful completion of a Level 1 programme.

BSL LEVEL 2 SIGNATURE

This qualification is designed to enable learners to develop their ability to communicate through BSL, in a range of familiar contexts through participation in lengthy and open-ended exchanges. The course will develop functional communication in BSL via a range of real life, routine and daily experiences. Learners will be able to deal with most routine language tasks and have sufficient grasp of grammar to cope with some non-routine tasks. A progression route to BSL Level 3 is optional on successful completion of this course.

BSL LEVEL 3 SIGNATURE

This qualification is designed to enable learners who already have competence in BSL at Level 2 and are interested in developing their skills and knowledge. Successful learners must be able to demonstrate competence at Level 3 of the UK Occupational Language Standards (Instructus 2012). This means that the learner will be able to understand and use varied BSL in a range of work and social situations.

Learners will develop an advanced knowledge of the structure and function of British Sign Language and an understanding of the Deaf community and Deaf culture.

A photograph of several children sitting around a table, playing with colorful building blocks. A woman is partially visible in the background, looking down at the children. The scene is brightly lit, suggesting an indoor play area or classroom.

CHILDCARE AND CHILD DEVELOPMENT

INTRODUCTION TO CHILDCARE

Learners will develop awareness of the importance of play, build their confidence, and the course will help them to identify approaches to supporting children's play.

CHILDREN'S CARE, PLAY, LEARNING & DEVELOPMENT: CORE AND PRACTICE (LEVEL 2 and LEVEL 3)

This course leads to a qualification in Childcare for anyone who wants to work or has just started to work in the children and young people's sector.

Learners will develop the knowledge and skills needed when working with children and young people from birth to 19 years of age and be assessed through work or work placement. This qualification meets the requirement for employment and/or career progression in childcare or health settings.

USING STORY SACKS (FAMILY LEARNING)

Learners will identify the skills developed when using story sacks by creating and using the story sacks and its activities with their children.

PHONICS AND SPELLING

Participants will learn how to apply phonics rules for spelling. This helps them to understand how children learn to read and write by learning sounds. They will be able to support their children at home with reading and help to improve their spelling.

LEARNING TO READ IN THE FOUNDATION PHASE

Learners will develop communication skills to support a child with their reading.

IMPORTANCE OF SHARING BOOKS

These sessions aim to develop communication skills to support a child with their reading. Through activities related to reading, you will understand the importance of sharing books with a child and learn strategies involved in learning to read.



CHILDCARE AND CHILD DEVELOPMENT

HELPING A CHILD TO DEVELOP LISTENING SKILLS

Discover how listening skills are developed in childhood. Learn some activities and strategies that will help children to explore and develop their listening skills.

USING POETRY AND RHYME WITH A CHILD

1,2,3,4,5... Once I caught a fish alive...

Understand how to use poetry and rhyme to help a child with their language development.

AWARD IN INTRODUCTION TO HEALTH AND SOCIAL CARE

This qualification provides stepping stones to move into employment and complete either a Level 2 qualification in Health and Social Care or in Children's Care, Play, Learning and Development. The course is for those wanting to learn more about employment working with adults, children and young people.

CLASSROOM SUPPORT

Understand school and classroom organisation and further support roles. Learn how to help and support pupils in the classroom.

HELPING A CHILD WITH LISTENING SKILLS

Learners will explore ways of helping to develop a child's listening skills.





GCSE

Unsure if a GCSE is for you? Why not try a taster or a FREE Pre-GCSE first? Call 01693 686554 to enquire

MATHEMATICS

A one-year course at Foundation / Intermediate / Higher levels. The course covers number, algebra, data handling, shape and measure. The course is completed in May/June with two examinations (one calculator paper, one non-calculator paper).

ENGLISH LANGUAGE

A one-year course covering spelling, grammar and punctuation, speaking and listening, understanding a variety of texts, descriptive/narrative writing and different text types. The course is completed in May/June with two written examinations and two oral assessments.

ENGLISH LITERATURE

A one-year course covering poetry and drama texts (one Shakespeare play and three chosen texts). The course is completed in May/June and consists of two written exams and a controlled assessment task.

PSYCHOLOGY

You will gain knowledge and understanding of cognition and behaviour, memory, perception, early brain development and different research methods. You will demonstrate knowledge and understanding of social influence, language, thought and communication and psychological problems.





GCSE

MEDIA STUDIES

This course covers all aspects of media including language, representations and gender, industries and audiences giving students an in-depth look of how media represents the world. Learners will analyse TV, films, advertising, newspapers etc.

HISTORY

A one-year course covering: war, depression & recovery, changes in South Africa and changes in health & medicine. There are three written examinations (in May/June) and a controlled assessment task.

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A LEVELS

A LEVEL PSYCHOLOGY

A WJEC qualification that looks at different psychological approaches, the history of psychology, contemporary debates and research methods. This course looks at studies of behaviours and controversies in psychology. There is also the opportunity to conduct a personal investigation.

A LEVEL HISTORY

This one-year course covers two in-depth studies (British History and non-British History). After completing the AS Level, learners can progress on to the second year to gain a full qualification. The course follows on from the AS History. It covers two units: Royalty and The American Revolution and Restoration in England and Wales 1603 – 1715, and the American Civil War and the aftermath. The course will increase student's analytical skills and provide opportunities to understand and evaluate historian's interpretations.

A LEVEL ENGLISH LANGUAGE / LITERATURE

The English Language and Literature course promotes the integrated study of language and literature combined. It enables learners to develop analytical and reflective skills through exploring a range of literary and non-literary texts, including poetry and pre and post-20th century plays and texts.

A LEVEL MATHEMATICS

This course gives an opportunity to build on the skills gained at GCSE level in topics such as geometry, algebra, calculus and trigonometry and to use these ideas within the 'applied' topics such as mechanics, statistics and pure maths.



LEVEL 3

LEVEL 3 CRIMINOLOGY DIPLOMA (WJEC)

In year 1, learners will start to look at criminological theories of crime, why crime occurs and the different types of crime. Learners can gain a certificate qualification after year 1 or continue to year 2, where they can develop their knowledge further looking at crime scenes and punishments. After year 2, learners can gain a Level 3 diploma.

LEVEL 3 EDUCATION AND TRAINING

This course will help learners to understand: the roles, responsibilities and relationships in education and training; inclusive teaching and learning approaches and the principles and practices of assessment. A percentage of the course is practical but there is no requirement for an ongoing teaching placement

LEVEL 3 LITERACY PRACTITIONERS

This course will help learners to understand adults and young people as literacy learners, the various stages of assessment of literacy learners and the knowledge and skills required to plan, deliver and evaluate effective literacy programmes. A 15-hour teaching placement and two teaching observations are required in this course.

LEVEL 3 NUMERACY PRACTITIONERS

This course will help learners to understand adults and young people as numeracy learners, the various stages of assessment of numeracy learners and the knowledge and skills required to plan, deliver and evaluate effective numeracy programmes. A 15-hour teaching placement and two teaching observations are a requirement of this course.

LEVEL 3 CERTIFICATE IN ASSESSING VOCATIONAL ACHIEVEMENT (TAQA)

This certificate is intended for those whose role involves the assessment of both vocationally related achievement and occupational competence.



ADDITIONAL COURSES

HEALTHY EATING

Learners will understand portion sizes, food groups and how to plan healthy meals.

COST OF LIVING

Learners will develop skills in budgeting, cooking on a budget, managing finances and help and guidance with debt.

COOKING ON A BUDGET

This course will help learners to develop the numeracy skills required to budget for a healthy diet, including developing numeracy skills to purchase ingredients and cooking utensils for use at home.

DIGITAL LITERACY FOR UNIVERSAL CREDIT

This course will provide learners with the digital literacy skills to make claims and manage them online following the introduction of the Universal Credit System.



SKILLS FOR ONLINE LEARNING WORKSHOP

This drop-in workshop will support learners to overcome the barriers to learning online, including using their own mobile, tablet or computer for learning.

ADAPTIVE TECHNOLOGY

This course teaches people with disabilities (including visual and hearing impairment) how to gain skills and independence using computers, with a particular focus on internet and emailing.

GOOGLE DRIVE

Learners will develop skills for organising, storing, sharing and protecting digital information.

DIGITAL SKILLS FOR BEGINNERS

Learners will develop skills for safe and effective use of the internet and email for communication and for researching information; learners will learn how to save and store files on various devices such as smart phones, laptops and tablets.

WORD PROCESSING AND OFFICE SKILLS

Learners will develop communication skills required for word processing and develop knowledge and understanding regarding the provision of administrative services.





FREE ESSENTIAL SKILLS

ESSENTIAL SKILLS – NUMERACY

An informative class for adults who would like to improve their numeracy (Maths) skills. The course helps learners to perform calculations, develop number sense, measure and weigh with accuracy, gather and interpret data and work with fractions, decimals, percentages, money, and time within the context of everyday maths such as paying household bills. Teaching is suitable for all abilities, including people who need extra support with their learning or have specific needs such as Dyslexia, Dyspraxia etc.

ESSENTIAL SKILLS – LITERACY

A class for adults who would like to improve their literacy (English) skills. The course helps learners to read and understand, develop reading strategies, improve vocabulary, communicate with others, and develop their writing skills to improve confidence and accuracy. Teaching is suitable for all abilities, including people who need extra support with their learning or have specific needs such as Dyslexia, Dyspraxia etc.

SCIENCE - ENTRY LEVEL CERTIFICATE IN SCIENCE LITERACY

The WJEC Entry Level certificate in science will enable the learner to develop knowledge of key areas of science whilst also developing confidence in a variety of practical and problem-solving skills. Learners will develop an understanding of scientific processes, conduct their own experiments, collect data and evaluate results.

ENTRY PATHWAYS

A WJEC pre-GCSE Level qualification that gives an excellent grounding in studying at this level. Learners can choose from a range of subjects including English, Media, History, Science and Maths.





ADDITIONAL LEARNING NEEDS

DISABILITY AWARENESS

This course will help learners explore the concepts of 'disability' and 'inclusion' within current legislation to understand the barriers that individuals with a disability experience and the solutions to overcome them. The course will help learners recognise different attitudes towards disability relating to discrimination and how these might be shaped in the future.

DYSCALCULIA AWARENESS

This course will help learners understand what Dyscalculia is, how to recognise and respond to it, the impact it has on individuals and how to support those with Dyscalculia.

ADHD AWARENESS

This course will help learners increase their knowledge of ADHD. This includes how it affects individuals and how we can support those with ADHD.

DYSPRAXIA AWARENESS

This course will help learners understand the difficulties that could be experienced by an individual who has Dyspraxia, how it looks in the classroom, the pathway and process for referral and ways of supporting individuals.

DYSLEXIA AWARENESS

This course will help learners increase their knowledge of Dyslexia, Dyslexia as a disability under the law, how it affects individuals and how we can support those with Dyslexia.





ADDITIONAL LEARNING NEEDS

INTRODUCTION TO SENSORY LOSS

This course will help learners to develop basic knowledge and understanding of sensory loss, including sight loss, hearing loss and deafblindness.

COMMUNICATING EFFECTIVELY WITH PEOPLE WITH ALN

This course will help learners understand the importance of developing communication strategies and opportunities for children and young people who have additional learning needs (ALN), particularly children with more substantial communication difficulties such as those with ADHD and/or autism.

SUPPORTING THE LEARNING OF ADULTS AND YOUNG PEOPLE WITH MENTAL HEALTH ISSUES

Learners will understand and learn to support the needs of adults and young people with mental health issues in an educational setting.

AUTISM AWARENESS

This course will help learners understand the difficulties that could be experienced by an individual who has autistic spectrum conditions, the importance and need for the autism spectrum, ways of supporting individuals and approaches to communication.



YOUTH OFFENDING

This course provides the learner with information about young people and the criminal justice system. Learners will begin to look at the causes of youth offending, the impact of criminal behaviour and approaches which may help reduce young offending.

CHILD PSYCHOLOGY

An introduction to the area of child psychology and some of the key questions such as 'What influences child development?' You will study early socialisation, attachment and explore the nature vs. nurture issue. Topics include language and development, gender and research methods.

CRIMINAL PSYCHOLOGY

During this course, you will get the chance to critically discuss the definition of criminal behaviour and look at individual case studies. You will study the different approaches to understanding and solving crime. Topics include behavioural profiling and forensic psychology.

CRIMINAL LAW

This is an introduction to criminal law, offences, and related punishments. You will learn to understand the role of criminal law, the nature of crime, liability and the range of punishments available to the courts.

INTRODUCTION TO MENTAL HEALTH

This unit aims to give learners a better understanding of how to lead a healthy lifestyle. Topics such as nutrition, smoking, sexual health, substances and alcohol are covered.

UNDERSTANDING MENTAL HEALTH

You will discover the impact of prejudice for individuals living with problematic mental health, find out about the causes of mental health problems, how to promote mental wellbeing and the support available to individuals living with mental health problems.

UNDERSTANDING CO-OCCURRING MENTAL HEALTH AND SUBSTANCE MISUSE PROBLEMS

Learners will be able to define what is meant by co-occurring mental health and substance misuse and will be able to identify primary and secondary care pathways for those affected.

DEVELOPMENTAL PSYCHOLOGY – EARLY SOCIALISATION

Learners will understand the development of sociability, attachment formation and factors affecting it and the long-term effects on children resulting from early experiences.

MANAGING ANXIETY

Learners will identify and understand the effects of anxiety and how this can be managed.

UNDERSTANDING BODY AND MIND

Learners will understand common physical problems and their possible psychological causes and learn more about the body and how it works.

LANGUAGES BEGINNERS FRENCH / PORTUGUESE / ITALIAN

Separate beginner courses designed for those with little or no knowledge. Developing skills in reading, writing, listening and speaking in a new language.

FIRST STEPS IN WELSH

This course allows learners to use some basic Welsh vocabulary and develop their skills to support a child with his or her Welsh language acquisition.

INTRODUCTION TO PSYCHOLOGY

This is an introduction to psychology which provides a basis for progression. Learners will study different areas of psychology and define some basic concepts in psychology. Topics include theories of personality, models of memory and observation techniques.

DEVELOPMENTAL PSYCHOLOGY

This Level 2 course covers several aspects of developmental psychology including the nature vs. nurture debate, stage theories of development and the code of ethics relating to psychological experiments. It also covers how early socialisation relates to child development.

WELSH HISTORY

An accredited Level 1 course offering an introduction into the study of Welsh history. This course looks at primary and secondary sources and the role of significant Welsh individuals. Learners complete the unit by producing their own project on a chosen individual.

CREATIVE WRITING

An accredited Level 2 course offering a great introduction to writing creatively. Genres include fiction, non-fiction, life-writing, travel writing and more. The unit is completed with an extended project in a chosen genre.



HOSPITALITY

Learners will discover the basics of the hospitality industry, including the wide variety of outlets that offer these types of services. In particular, you will learn what types of job roles are available in various outlets. You will find out where you can obtain further training and gain more qualifications. Hospitality Skills covers customer service, professional communication, why customers come back, job types and roles, building a positive reputation and types of employment contracts.

FOOD SAFETY AWARD LEVEL 2

The HABC Food Safety award Level 2 is an industry recognised qualification.

ADMIN LEVEL 1 AND 2

Research, e-mail, Microsoft Word and Excel. Course topics include admin roles and responsibilities, skills and qualities required, how to plan a meeting, producing basic spreadsheets, business letters and emails. You will learn how an office works and the different types of office equipment.

MANAGING PERSONAL PERFORMANCE AND DEVELOPMENT

Learners will develop the knowledge and skills required to manage personal performance, time and workload. They will also be able to identify their own development needs and fulfil a personal development plan.

COMMUNICATION SKILLS IN THE WORKPLACE

This course includes looking at stereotyping and social categorizing, reading what people really think, improving your own communication, support to appear confident, learning more about why we act the way we do and why people make judgements about us, covering a wide range of techniques that can be used to improve communication.

BUDGETING

Make the most of your money on this two-day course. Learners will understand the need for budgeting within the home and understand payment methods, such as utilities, mobile phones etc. and ways to get the best deal.

CALL CENTRE SKILLS AND INCOMING CALLS

This course is not cold calling. It covers an understanding of data protection, how to speak to customers, gathering information and learning how to deal with complaints.

INTERVIEW SKILLS

This course looks at what an interview involves, how to communicate, why body language is so important, preparing for an interview, listening skills and interview questions. This course also includes a mock interview.

RESILIENCE SKILLS

This one-day course will provide you with knowledge and understanding of an individual's resilience and strategies for improving your own resilience. You will look at creating a positive outlook on life, your own resilience skills and different ways to improve them.

RETAIL SKILLS UNIT 1 AND 2

This course includes understanding how shops and supply chains work, how they sell products, why customers buy certain products, the importance of teamwork, contracts and terms of employment, appraisals, customer service, building a loyal customer base, creating the right impression and handling complaints.

SAFEGUARDING

This course is aimed at those working in a wide range of settings, introducing the important area of safeguarding individuals from abuse.

OVERCOMING BARRIERS TO WORK

Learners will be able to identify and understand the effects of anxiety and how this can be managed, barriers to finding work and how to get support and help to overcome them.

HEALTH AND SAFETY IN THE WORKPLACE

This half-day Health and Safety in the Workplace course is for people working or looking to work in any environment and gain a nationally recognised qualification.

UNDERSTANDING COACHING

This course looks at what an interview involves, how to communicate, why body language is so important, preparing for an interview, listening skills and interview questions. This course also includes a mock interview.

ASSERTIVENESS SKILLS

Learners will develop knowledge and skills for using assertiveness.

COMMUNICATION IN A BUSINESS ENVIRONMENT

This unit aims to develop the knowledge and skills required to communicate in a business environment. Upon completion of this unit, learners will be able to produce written business communications and will be able to communicate verbally in business environments.

COMPLETING JOB APPLICATION FORMS

Learners will develop skills for completing job applications and submission processes.

CONFIDENCE AND SELF ESTEEM

To provide the opportunity for vulnerable learners to gain recognition of their learning on short courses which are designed as the first step in a process of engagement with education.

ANGER AND CONFLICT MANAGEMENT

Learners will understand the effects of anger and how conflict management can be used to avoid anger and conflict.

RECEPTION SKILLS

This session will teach learners how to carry out basic reception duties including handling incoming calls and interacting with customers appropriately and within their own levels of responsibility.

PRINCIPLES OF TEAM LEADING

This course aims to deliver the knowledge and understanding required to lead a team. Learners will develop an understanding of key team leading principles, including leadership styles, team dynamics and team motivation. Learners will also develop an understanding of techniques used to manage the work of teams and the impact of change management within a team.

STRESS MANAGEMENT

Learners will be able to recognise and understand their personal stress and how to manage aspects of stress.



COURSE EXAM FEES AND REFUNDS

Course duration	Full Fee	Reduced Fees
2 Weeks / 4 Hours	£10	£10
4 Weeks / 8 Hours	£20	£10
6 Weeks / 12 Hours	£25	£10
8 Weeks / 8 Hours	£32	£10
10 Weeks / 20 Hours	£40	£10
20 Weeks / 40 Hours	£80	£20
30 Weeks / 40 Hours	£100	£25

COURSE LOCATIONS

Libraries	Tir-morfa	Neath YMCA
School Halls	Churches	Sandfields Business Centre

Contact us to find or arrange a course near you

EXAM FEES AND SPECIFIC COURSES

- British Sign Language (Signature Level 1, 2 and 3)
Reduced Fee £25 Full fee £100 PLUS exam fees = £55-105
- Children's Care, Play Learning and Development (CCPLD) £150
- GCSEs, AS and A Levels Exam fees £42 -£55

CANCELLED COURSES

Information contained in this prospectus is correct at the time of production. Please note, courses are subject to sufficient attendance numbers. Adult Learning will alter or cancel courses where circumstances demand.

REFUNDS

A full refund of course fees will only be given if:

- A course is cancelled by the service.
- The course day, time, venue or mode of delivery is changed by the service and it is found unacceptable.

The decision to refund will be at the service's discretion. The service reserves the right to charge an administrative fee of £10 for refunds. Please note, refund requests will only be considered in writing. Please send your letter/email requesting a refund, clearly stating the reason, to the Project Manager Michelle Trigg: email: m.trigg@npt.gov.uk or write to: M. Trigg Project Manager, Tir Morfa Centre, Marine Drive, Sandfields, Port Talbot, SA12 7NN.





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or contact us



01639 686654



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