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learnwelsh.cymru
Ardal Bae Abertawe
Swansea Bay Region

Terms and Conditions

Registration

All learners on our mainstream courses are expected to ensure that they have officially enrolled. Every learner/prospective learner can register on our mainstream courses by creating a personal account on the national LearnWelsh.cymru website. Once created, it can be used each time to register on various courses.

Course Payment

Learners are expected to pay the due course fee at enrolment.

There are several methods of payment:

- online via the learnwelsh.cymru national website;
- by payment card over the phone;
- cheque sent by post, or
- by calling to our administration office to make a payment in person (cheque, payment card or cash).

If the course fee is being paid by an employer, it is important to ensure that this arrangement is officially put in place. Until such an arrangement is made, it is the individual learner who will remain responsible for the course fee payment.

In some instances, it may be possible to arrange – by prior agreement – payments in two installments – one at the beginning of the course; the second at the end of the first term. Learners are welcome to discuss such requests with staff in the admin office.

Concession Schemes

Occasionally, LWSBR may offer course fees at concessionary rates.

In such circumstances, learners wishing to take advantage of such schemes may need to meet certain criteria. They may also be required to present supportive official documentation to the administration team in order to check the validity of their claim and that they qualify for a concessionary rate.

Any document of proof will be returned to the individual concerned.

Financial Support

The National Centre for Learning Welsh and LWSBR as a local provider have special schemes offering financial support to learners who may find it difficult to meet the costs of study. More information can be found about the Financial Contingency Fund: <https://learnwelsh.cymru/support/financial-support/> Otherwise contact our administrative office for information on how to apply for a LWSBR Bursary.

Repayments

The re-payment of fees structure for our mainstream courses is outlined below:

- No show-ers (i.e. those registered who don't turn up to any of their course's classes) can present a claim for an 80% repayment of the fee paid. Any such claim has to be presented before the booking deadline date for the course. LWSBR will endeavor to ensure that any repayments deemed valid are processed during the first term.
- Learners who decide to drop-out within the first 4 weeks of commencement can present a claim for 50% re-payment of the fee paid. These claims need to be presented before the 8th week of the course commencing. LWSBR will endeavor to ensure that any repayments deemed valid are processed during the first term.
- No re-payments will be made to those learners who decide to leave their course after 4 weeks of commencement.

Penalties for Non-Payment of Fees

If learners are deemed not to have ensured an appropriate payment, they will be asked to leave the course.

When balances of personal accounts are outstanding, LWSBR reserves the right to transfer the relevant information to an external debt collector agency. When forced to take this course of action, an additional administration charge (10% of the outstanding balance, with a minimum of £10) will be added to the learner's account. Any further delays may result in legal action being taken against the learner and this may even progress to a CCJ being lodged against the individual concerned.

LWSBR fully realizes the hardship that some learners experience day-to-day and would always wish to avoid taking unnecessary punitive action. If you are at all worried about your balance or your ability to pay, please get in touch to see if there is any way we can help to ease any financial pressure in relation to course fees.

Exam Fees

In order to support and encourage our mainstream learners to venture on sitting a WJEC Welsh for Adults exam, it is customary for LWSBR to offer paying the learners' examination fee. However, an administrative fee of £30 will be payable should an applicant fail to attend an exam.

Cancellations

Every effort is made to ensure that courses can run as advertised. However, we reserve the right to curtail or cancel intended courses at any time or for any justifiable reason. In the event of a course cancellation, alternative appropriate classes will be sought /suggested for the learners to attend.

If a class has to be cancelled at short notice e.g. due to tutor illness or inclement weather, the administration team will endeavor to give as much prior warning to class members as possible. Tutors will also try to ensure that any lost ground due to the occasional cancellation is made up before the course comes to its intended conclusion. However, on certain occasions, additional sessions may be added at the end of a term or academic year.

Changing of class times or location

Whilst every effort is made to ensure consistency and regularity of the provision, enrolled learners will be notified as soon as possible should any changes be deemed necessary to class times or locations.

Transferring from a course

A change in circumstances can result in a learner having to transfer to an alternative course during the year. This may be arranged but only in consultation with the course tutor and relative tutor-organizer, and any such transfer is dependent on current capacity within classes. Usually, one such transfer is permitted within a year. If the course fee is lower or of the same value as that of the original course, no action is needed. However, if the fee for the course being transferred to has a higher fee than that of the original, then the learner will be required to pay the difference in price.