Course Information Sheet

D4To take part on this course you must be aged 19+ and Hertfordshire residents.

Course Title: Beginner/Entry 1 for Community Life & Local Services	**Tutor:** Lynn	**Course Fee:** £10 Course fees once paid are non-refundable (fees document attached)
Time: 09.30-11.30	**Days:** Thursday	**Venue:** Wellspring, Wellspring Way, WD17 2AH
Start date: 14/01/2027	**End Date:** 25/03/2027	**Half Term:** W.C: 15/02/2027

ESOL Levels	
WWC Levels	**CEFR Levels**
Beginner	Below A1
Entry 1	A1
Entry 2	A2
Entry 3	B1

Learners per Group:

This course will have no more than 18 learners.

How will I learn?

This course is taught face to face.

- ✓ If you do not attend three consecutive sessions and let the team know, your classroom place WILL be offered to someone else.
- ✓ Attendance is important, and we expect you to attend all your lessons. If you are unwell or have an appointment, please make your tutor aware. You will be given work to help you catch up on anything you've missed
- ✓ If you must arrive late or leave early, please ensure your teacher is aware.

This course will teach you to:

- Use basic spoken English to share personal information and express everyday needs when interacting with others in community and service settings, demonstrated through supported role-play activities
- Understand and respond to simple spoken instructions related to appointments, travel and local services, with learners successfully completing task-based listening activities
- Accurately use at least 10 key words or phrases related to local services (e.g. GP, school, housing, transport) in simple spoken exchanges and activities
- Demonstrate increased confidence, independence and social engagement by communicating a basic need request when interacting with others in a local community or service contact (e.g. GP, school, transport) evidenced through a supported role-play or practical task.

Support:

- If you feel you require further support, please speak to your teacher.

Connect to Work:

- Whilst completing our course you will have the opportunity to speak to one of Employment Advisors who depending on your eligibility will be able to help you with finding work on a 1:1 basis. You can book an appointment to discuss this in more detail in the Education & Training Office

Volunteering:

- If you prefer, you can request a volunteer application form to do some voluntary work, or you can enrol on another course.

Potential Progression Routes:

- Further Learning
- Voluntary Work

- Exploring Career Opportunities

Useful Numbers & emails:

WWC: 01923 816229 Courses Mobile: 07508180147

Manager Email: dirin@watfordwomenscentre.org.uk

Careers Advisor Email: smita@watfordwomenscentre.org.uk

Fees, Charges and Refunds (Education and Training department)

Purpose

We are committed to providing a fair and transparent procedure when dealing with current and prospective learners regarding fees charged and the protection of fees and refunds. We are committed to providing a fair, transparent, and consistent approach to fees, charges, deposits, and refunds, in line with funding requirements and consumer protection guidance.

Scope

This document relates to all fees charged to learners for participation in our learning programmes, including STEP2SKILLS-funded and self-funded courses.

Fees

Fees and charges are communicated to learners prior to, or at the point of, enrolment. Payment arrangements vary depending on programme type, funding eligibility (including STEP2SKILLS criteria), and whether the course is self-funded.

Refunds for all courses:

Non-refundable fees

Refunds due to non-delivery of program:

Admin fees are charged per course and are non-refundable once paid, except in the following circumstances. See the table (1) below about the prices

Once the Admin fee has been paid, it is not returnable except for the following circumstances:

- programme cancelled before commencement
- programme cancelled before completion

Refunds due to non-delivery

- Fees to be refunded in full if the program is cancelled before commencement. (E&T department reserves the right to cancel a program due to lack of enrolments.)
- Fees to be refunded fully if the program is cancelled before completion.

Management discretion

The E&T department reserves the right to waive fees if there is a need, this will be determined by management on an individual basis.

Transferability of fees

Admin fees and Self-Funded costs are solely transferable to another course within the same term of the same value or a further top up payment may need to be paid.

We have courses for Hertfordshire residents only, as well as courses for everyone regardless of where they are geographically located. Staff will advise and support you to decide which course(s) to enrol on.

STEP2SKILLS courses:

learners enrolling on STEP2SKILLS-funded courses are required to provide proof of Hertfordshire residency and valid identification to confirm funding eligibility.

Table 1

Guided Learning Hours	Admin Fee
Up to 20 glh	£10
More than 20 glh	£15

If the learner is NOT a Hertfordshire resident, or doesn't meet the funding eligibility by STEP2SKILLS and is interested in one of the community learning courses by STEP2SKILLS see the table below:

Table 2

Guided Learning Hours	**Admin Fee**
Between 10-15 glh	**<u>One off Payment</u>** £50
20 glh or more	**<u>One off Payment</u>** £60
My Life Courses	£45 to be paid at the time of enrolment.

Self-funded courses

Table 3

Courses	**Cost**
5 week courses	£30
10 week courses	£50

Accredited courses:

Learner eligibility for the accredited courses will be checked by staff.

Course price for eligible learners:

Table 4

Each accredited course	£15 admin fee
Returnable deposit (per course) on successful course completion	£30

If the learner is NOT a Hertfordshire resident, or doesn't meet the funding eligibility by STEP2SKILLS and is interested in one of the accredited courses by STEP2SKILLS see the table below:

Each accredited course	£300 course fee Payable in two instalments of £150.00. First payment at time of enrolment Second payment by week 2 If full payment is not received by the specified deadline, the learner may be withdrawn from the course.

Other:

- Fees to be paid at our main office at 83 Market Street WD18 0PT and NOT to be handed to the tutor during lessons.
- We reserve the right to waive the admin fees when we are working in partnership.
- ESOL exam fees will be charged separately.
- Keep a copy of your receipt for your records

Policies

- Please find our other policies on our website:
- www.wwcplus.org.uk
- Privacy Notice
- Accessibility Statement 2022