

## General Information

You will be sent information about the course which includes **what you need** to bring with you, and details about the **venue**. To avoid any unnecessary cost, please **don't buy any materials** or text books until you know the course is running. We usually make decisions a week or two before the course is due to start, so if you don't hear from us then your course will run.

You will gain the most from your course if you **attend regularly**, but if you are unable to attend a session, please let us know. We are unable to offer refunds for this. If your tutor is unable to run a session, we will let you know as soon as we can, and arrange another session.

In cases of **severe weather**, information will be available on our website.

There is a **no smoking policy** on all of our college sites

**Mobile phones** should be turned off or set to silent during classes.

There are **First Aid** Boxes at all our venues and appropriately trained staff available to help in an emergency situation. Please report any accidents or near misses to your tutor or other ACRES staff.

Our **safeguarding** policy states that we cannot allow any under 19 year olds to attend any course. This includes children of learners.

## Supporting you

Information and advice about your learning options are available from your course tutor and from ACRES staff. You can make contact with us before, during and after your course, we are here to help.

## Additional needs

If you have a difficulty or disability that may affect your learning, let us know and we will do everything we can to help. If you think you need extra help, or adjustments to the learning environment, talk to your tutor, or one the ACRES team.



Many adults are unsure of their reading, writing or numeracy skills, especially if they are returning to learning after a long break. Don't wait until you are half way through your course to seek help, talk to your tutor or a member of the ACRES team.

## Financial support

If you receive certain benefits, or are on a low income, you may be able to get help on some courses with costs for childcare, transport, exam fees or textbooks/materials. Contact the ACRES office for more details.

## Quality Learning

We are proud of the high standards of teaching and learning our students receive at ACRES. Your tutor will be an experienced and highly skilled practitioner in their field. We give our tutors a high level of support to ensure they can give you a high quality, individualised learning experience.

Your session may be observed by one of our Quality, Learning and Development Team. You may be asked some questions about your learning, which will inform the support we give to our tutors, and also how we organise our courses in the future.



## Let us know what you think!

You will be asked for feedback at the end of your course so that we can learn how to do things better in the future. However, you can tell us about anything at any time. Just telephone or email us with any concerns, or to tell us what you would like to learn next.

We do have a formal complaints policy which can be found on our website, or obtained from the ACRES office.

## Contacting us

Our Head office is in the grounds of Uckfield College and is open Monday to Friday 9:30am-4pm

 01825 761820

 ACRES House  
Uckfield College  
Downsview Crescent  
Uckfield  
TN22 3DJ

 [adultlearning@acres.org.uk](mailto:adultlearning@acres.org.uk)

# Student Information



## The small print

ACRES has a range of policies and procedures that support your learning.

Copies of these are available on the website or via the ACRES office:

- Health and Safety
- Safeguarding and Prevent
- Equality and Diversity
- Refunds
- Fees
- Complaints
- Data Protection
- Student Exclusion
- Student Charter
- ESFA Privacy notice
- Unique Student Number

Our **Centre Administrators** are available at community college venues from 6:30-9pm on the following evenings:

Hailsham	Tuesday	07840 905849
Heathfield	Thursday	07745 236247
Uckfield	Mon/Tue/Wed	07518 041802
Uplands	Wed	07745 241558
Claverham	Mon/Tue/Wed	07745 263275