

The Small Print

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

Copies of these policies and procedures are available on our website, Moodle or via the **ACRES'** Office:

- Health and Safety
- Safeguarding and Prevent
- Equality and Diversity
- Refunds
- Fees
- Complaints
- Data Protection
- Student Exclusion
- Student Charter
- Skills Funding Agency Privacy Notice
- Unique Student Number



Contacting Us

Our head office is based at Uckfield Community Technology College and is open Monday—Friday from 9.30am—4pm.

Tel: 01825 761820

Email: adultlearn@uctc.org.uk

ADULT COLLEGE FOR RURAL EAST SUSSEX

Student Information Handbook

Welcome to ACRES

We are pleased you have chosen to enrol on an adult learning course with **ACRES**.

This guide will provide you with some useful information to help you make the most of your time here with us.



We have adult learning offices at each of our community colleges which are open during adult learning term times from 6.45pm-9pm on the following evenings:

Hailsham Adult Learning Office
(Tues eve 07840905849)

Heathfield Adult Learning Office
(Thurs eve 07745236247)

Uckfield Adult Learning Office
(Mon, Tues, Wed eve 07518041802)

Uplands Adult Learning Office
(Mon, Wed eve 07745241558)

Claverham Adult Learning Office
(Mon, Tues, Wed eve 07745263275)

Enjoy your learning!


acres

T: 01825 761820

E: adultlearn@uctc.org.uk

W: www.acreslearning.org.uk

M: <https://acres.uctc.org.uk>

General Information

Course Information

Each course has a course information sheet which gives information on what you can expect from the course and any items you need to bring to the course. To avoid any unnecessary cost, please do not purchase any materials or text books until you are sure your course is running.

Venue Information

Information on the venue for your course is sent to you at enrolment. If you have any queries about the venue and its accessibility, please contact us.

Attendance

You will gain most from your course if you can attend regularly. If you are unable to attend a session please let us or your tutor know.

Will your course run?

After you have enrolled, if you do not hear from us then your course will run. We usually make decisions a week or two weeks before the course is due to start.

Severe Weather

In the event of severe weather information on whether classes will be running will be on our website and a message left on our answerphone.

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



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



Supporting You

Information and Advice

Information and advice about your learning options are available from your course tutor and our admin and centre staff. You can ask for information and advice before, during and after your course. We are proud that we hold the Matrix Award that recognises the high quality information and advice we give.

Supporting Students with a Learning Difficulty or Disability

If you have a learning difficulty or disability that may affect your learning let us know and we will do everything we can to help. If you think you may need help talk to our admin team or your tutor.

Need help with reading, writing or numeracy?

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 our admin team.

Financial Support

If you are attending a course marked with an *, you may be able to get help with costs for childcare, transport, exam fees or textbooks/materials. Contact the ACRES' Office for more details.

Health and Safety

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.



How We Ensure Quality

High Quality Teaching, Learning and Assessment

We are proud of the high standards of teaching, learning and assessment our students receive at ACRES. Your tutor will be experienced and qualified and a highly skilled practitioner in their field.



Let Us Know What You Think

We like to know what you think, so please tell us when:

- We have done something well.
- Your tutor has made your learning particularly enjoyable or rewarding.
- You have any suggestions to help us further improve.
- You need to make a complaint.
- You have any ideas for new courses.

Visits to Courses

Your session may be observed, these visits will normally last between 30 minutes and an hour. You may be asked some questions about your learning.

Complaints

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