

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 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 you.

Additional needs

If you have a difficulty or disability that may affect your learning please 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 of 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 learning experience which meets your needs.

Your session may be observed by one of our Learning and Development Team. You may be asked some questions about your learning and progress, 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 to help us continue to improve. However, you can tell us about anything at any time. Just telephone or email us with any feedback, or to tell us what you would like to learn next. Whilst we always try to get it right 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

Student Information



The small print

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

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

- Health and Safety
- Safeguarding and Prevent
- Equality and Diversity
- Refunds
- Fees
- Complaints
- Data Protection
- 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:

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|------------|-------------|--------------|
| Hailsham | Tuesday | 07840 905849 |
| Heathfield | Thursday | 07516 411856 |
| Uckfield | Mon/Tue/Wed | 07518 041802 |
| Uplands | Wed | 07745 241558 |
| Claverham | Mon/Tue/Wed | 07745 263275 |