

## Meeting your needs – What we provide 2019/2020

We have been awarded the Matrix Standard for the quality of the information and advice we give to students at enrolment.

We offer free impartial information and advice to help you choose the right course for you.

### We do:

- Give detailed information about the programmes offered by ACRES
- Provide impartial signposting to other providers who meet our quality standard
- Make arrangements for you to receive free and impartial advice about course choice
- Make appointments to provide facilities for a confidential meeting when requested
- Provide information on our fee policy, ACRES' discretionary bursary, financial support available and cooling off period
- Keep an up to date display of leaflets/brochures on local adult learning opportunities
- Identify ways of supporting you in your learning
- Invite customer feedback to help us to review our service

### We are unable to:

- Provide information on areas other than adult education (eg personal finance or careers advice)
- Provide private tutoring
- Provide guidance for your choice of course
- Provide internet access for information on courses undertaken at other providers

### If you would like more information about a course before enrolling:

- Staff at our office have more information available and are there to help you. Please call us on 01825 761820
- Web: Our website [www.acreslearning.org.uk](http://www.acreslearning.org.uk) has more detailed information on the courses we offer in the course information sheets which you can print
- Email us at: [adultlearning@acres.org.uk](mailto:adultlearning@acres.org.uk),
- Call in person or write to ACRES' Office, c/o Uckfield College, Downsview Crescent, Uckfield, East Sussex, TN22 3DJ.