

Meeting your needs – What we provide 2020/2021

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 and to facilitate initial diagnostic assessments to enable you to join our accredited courses at the level appropriate for you as an individual
- 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 and available online on our website and social media channels
- 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 during our opening hours
- Visit our website www.acreslearning.org.uk to keep in touch and stay informed by joining our mailing list, view our latest brochure online, hear news about our courses and new learning opportunities and to see more detailed information on the courses we offer. You can review course information sheets for specific details of each of our courses one click away.
- Email us at: adultlearning@acres.org.uk with your enquiry
- Call in person or write to us at ACRES' House c/o Uckfield College, Downsvie Crescent, Uckfield, East Sussex, TN22 3DJ
- Follow us on facebook and Instagram @ACRESAdultLearning