

## Welcome to ACRES

### Adult College for Rural East Sussex

This leaflet contains important information explaining what you can expect from us and what we expect from you.

### Course materials

To avoid unnecessary costs, please do not buy materials or textbooks until you are certain your course will run. Course decisions are typically made a week before the course start date.

### Attendance and absence

Courses are planned so that learning progresses and high attendance will ensure that you achieve your course aims.

If you cannot attend a class please inform the ACRES office who will inform the tutor.

If you are absent for two weeks without letting us know you will be contacted to check if you have been unwell or if there has been another problem preventing your attendance.

Many of our courses receive government funding and student attendance is recorded to evidence use of public money and could impact on future funding for adult learning.

If ACRES needs to cancel a class you will be contacted and notified of the date for the make up class. In cases of severe weather, information will be available on our website.

## Health and Safety

ACRES takes the health and safety of students, tutors and staff very seriously. You will be asked to read and sign a H&S document at the start of your course. You are responsible for following all H&S guidance given to you by your tutor or ACRES staff.

### Accidents

First Aid Boxes are at all our venues and appropriately trained staff to help in an emergency situation. If you have an accident or 'near miss' during a class, please let your tutor or other ACRES staff know as soon as it is safe to do so. All accidents or near misses must be recorded.

### Pre- Course Questionnaires

A pre-course health questionnaire must be completed and returned to ACRES before participating in health and fitness courses.

### Student Charter

The Student Charter is available to view on our [website](#). It identifies student's and ACRES' entitlement and expectations. All students on funded courses will be asked during their first lesson, to sign a Learning Agreement stating that they have read and understood the Student Charter. This is a non-negotiable funding requirement.

### Smoking and vaping

There is a no-smoking and vaping policy on all our college sites.

## Supporting You

ACRES holds the Matrix Certification, a national quality standard for education providers who give information, advice and guidance.

### Additional Learner Support

At enrolment students are asked to let us know about any difficulty or disability that may affect their ability to learn. ACRES' will, where reasonable, organise appropriate support to accommodate learning needs. If there is anything you need to let us know, please speak to your tutor or one of the ACRES team.

### Financial Support

Funding from the Education and Skills Funding Agency (ESFA) allows ACRES to offer many courses at a reduced rate or free to eligible students.

Further financial support may also be given from the ACRES Discretionary Student Support fund to students experiencing financial hardship.

### Quality Learning

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

Sometimes lessons are observed by one of the Teaching, Learning and Development team who may ask some questions about your learning. This will inform the support and guidance we give tutors and inform future courses.

## Giving feedback

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. As well as being good practice, the collation of this feedback is a requirement of our funding and Ofsted inspection. If you have any questions or concerns please speak to your tutor or contact the ACRES team at any time.

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

## 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:

Complaints	GDPR
Copyright	Health and Safety
Course Enrolment	Online Learning
Equality and Diversity	Refunds
ESFA Privacy notice	Safeguarding
Fees	Student Charter
Financial Support	Student Support
	Student Number

## Contacting us

Tel **01825 761820**  
Email [adultlearning@acres.org.uk](mailto:adultlearning@acres.org.uk)

**ACRES' House  
Uckfield College  
Downsview Crescent  
Uckfield  
TN22 3DJ**

Our opening hours are:  
**09:30 - 16:00**  
**Monday to Friday**

Our Centre Administrators are available at college venues from 18:30-21:00 on the following evenings:

Beacon		
Academy	Tuesday	TBC
Hailsham	Tuesday	07840 905849
Heathfield	Thursday	07516 411856
Uckfield	Mon/Tue/Wed	07518 041802
Claverham	Mon	07745 263275

# ACRES

Adult Learning  
Adult College For Rural East Sussex

## Student Information



[www.acreslearning.org.uk](http://www.acreslearning.org.uk)