

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.

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.

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.

Attendance and absence

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

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

If your attendance falls below our 85% threshold we will contact you to discuss how we might support you to improve this. If absences then continue, with agreed exceptions, your place on the course will be reviewed and may be at risk. Full details of ACRES attendance policy is on our [website](#).

Class Cancellations

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.

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.

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.

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.

Health and Safety

ACRES takes the health and safety (H&S) of students, tutors and staff very seriously. Your tutor will explain the emergency procedure and course specific (H&S) guidelines at the beginning of your course. A detailed version of this can be found via the policies & procedure page of the website and [here](#).

Matrix

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

Pre- Course Questionnaires

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

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.

Smoking and vaping

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

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.

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:

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

Contacting us

Tel **01825 761820**
Email 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	07522 429121
Hailsham	Tuesday	07840 905849
Heathfield	Thursday	07516 411856
Uckfield	Mon/Tue/Wed	07518 041802
Claverham	Mon	07745 263275

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Student Information



www.acreslearning.org.uk