

A man with short brown hair and a light beard, wearing clear safety glasses and a dark grey long-sleeved sweater, stands in a laboratory. He is looking directly at the camera with a slight smile. In the background, there is a sink, a window with a view of a building, and a poster on the wall that says "Make a difference" and features images of dogs. A blue tray with test tubes is visible in the foreground.

**RHACC**

Richmond and Hillcroft  
Adult Community College

# LEARNER HANDBOOK

2024 - 25

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## **TERM DATES 2024 / 25**

### **Autumn Term**

09 September - 14 December 2024

**Half term:** 28 - 03 November 2024

### **Spring Term**

06 January – 06 April 2025

**Half Term:** 17 – 23 February 2025

### **Summer Term**

22 April – 12 July 2025

**Half Term:** 26 May – 03 June 2025

**DISCLAIMER** Every effort has been made to ensure that the information in this document is correct at the time of printing. However we reserve the right to modify, without prior notice, any of the contents.

# WELCOME

## Welcome to RHACC.

We are pleased to welcome you to the College. Whether you have enrolled with us on a qualification course, a leisure course, or just a short workshop, we are sure you will find your experience here supportive and engaging.

Many of our students come back to us year after year – developing their interests as they go. We have many examples of students who have turned an interest into a career, or who have completed a qualification and then returned to enjoy leisure and personal interest subjects.

This handbook explains the core services available to you at RHACC. It outlines some statutory information about studying at the College, including health and safety and our student code of conduct, which we strongly advise you to read, so you are aware of all the necessary guidelines and support available to you.

We would love you to keep in touch with us and your fellow learners through our social media accounts – so you get to hear about all the news and developments at the College and can also share your experience with others.

Follow and like us on:

 [facebook.com/rhacc.college](https://facebook.com/rhacc.college)

 [twitter.com/rhacc\\_college](https://twitter.com/rhacc_college)

 [instagram.com/rhacc\\_college](https://instagram.com/rhacc_college)

 [youtube.com//RHACCTube](https://youtube.com//RHACCTube)

 [linkedin.com/school/rhacc](https://linkedin.com/school/rhacc)



I hope you enjoy studying at RHACC.

**Gabe Flint**  
**Principal**



# EMPLOYABILITY, INFORMATION, ADVICE AND GUIDANCE

## COURSE INFORMATION AND ADVICE

If you need information or advice about course details or fees, please email

[info@rhacc.ac.uk](mailto:info@rhacc.ac.uk) or call **020 8891 5907**.

The Learner Services Team is available Mon-Thu (9 - 5pm), Friday and Saturday (9 - 5pm) in term time, and Mon-Fri (9 - 5pm) out of term time.

## INFORMATION,ADVICE AND GUIDANCE (IAG)

We offer impartial information, advice and guidance to help you decide on the correct career path or learning opportunity. Our Matrix accredited advice sessions are delivered by qualified careers advisors and provide impartial advice and guidance on careers and education choices, UCAS, CVs, interview skills, job search skills, course progression and finance/funding options.

We run workshops and 1:1 sessions which are bookable at <https://www.rhacc.ac.uk/content/employability-information-advice-guidance>

## CAREERS ADVICE

Our Careers Advisors are available weekly and can offer a 30 minute guidance session on:

- Returning to work, career change, redundancy
- Overcoming barriers to employment
- Action plans, goal setting, identifying strengths and skills
- CV Reviews
- Job hunting, occupational analysis, interview skills
- Networking, education and training opportunities

### PLEASE CONTACT US TO MAKE AN APPOINTMENT:

**T:** 020 8891 5907

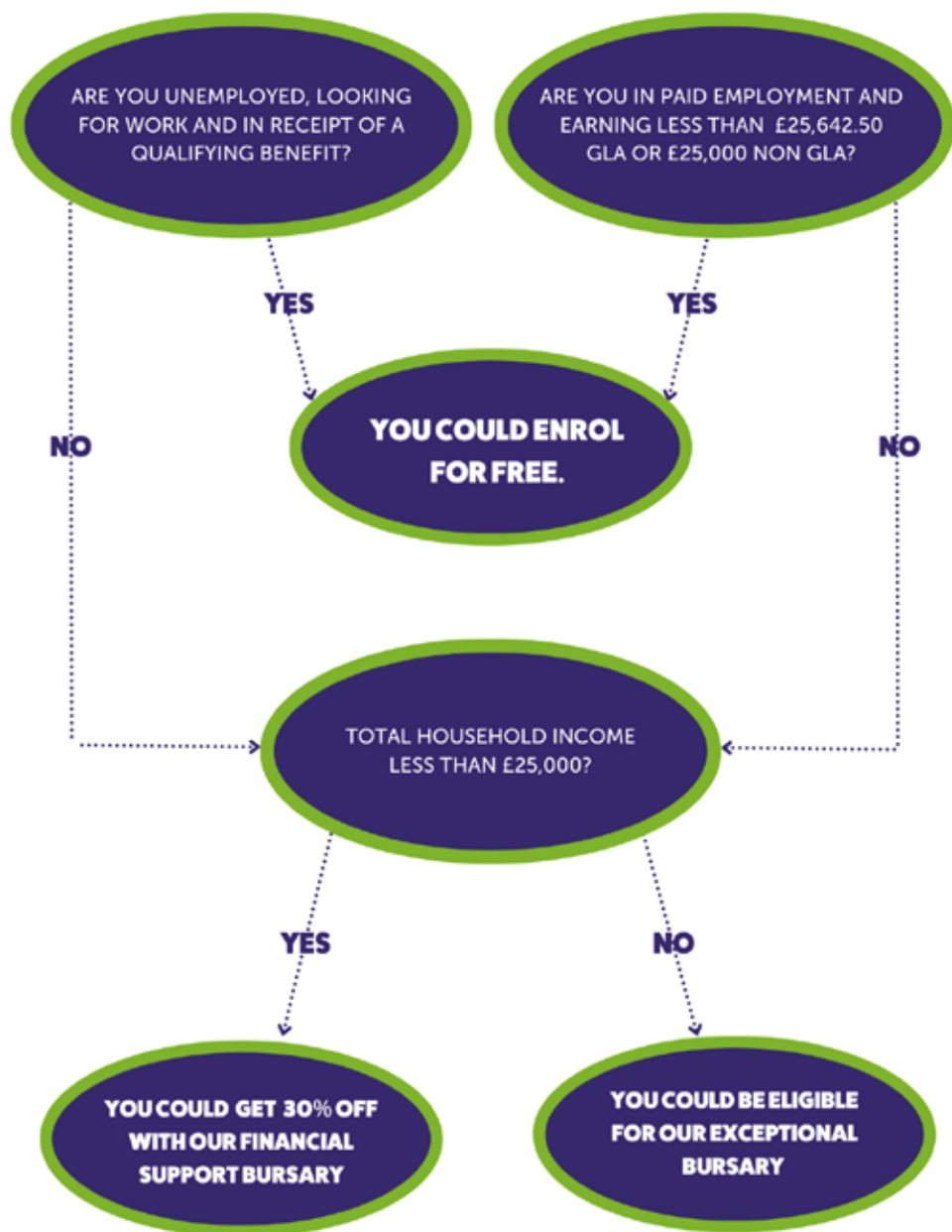
**E:** [iag@rhacc.ac.uk](mailto:iag@rhacc.ac.uk)

**W:** [www.rhacc.ac.uk/iag](http://www.rhacc.ac.uk/iag)

We are based out of the IAG Careers office in room RBS 5 in the Richmond Business School on the Parkshot Campus.

# FUNDING CHART

Check our flowchart below to see if you are eligible for funding on funded courses. Please note funding is only available to learners who have valid residence in the UK.



# LEARNER SERVICES

If you need information or advice about any aspects of college life, our Learner Services team are here to help you. We offer advice and information about a wide range of services and support including:

- Course advice
- Enrolment
- Fees and financial support
- Childcare support
- General enquiries

If you wish to speak to a member of the Learner Services team, please visit the reception desk at either of our centres or give us a call on **020 8891 5907** or email us at **info@rhacc.ac.uk**

Phonelines are open until 5pm.

## OPENING TIMES

### Parkshot term time:

Mon – Thurs: 9 – 8pm

Fri – Sat: 9 – 5pm

Sun: CLOSED

### Non term time:

Mon- Fri: 9am – 5pm

### Hillcroft Term time:

Mon – Thurs: 9 – 6pm

Fri: 9 – 5pm

Sat - Sun: CLOSED

### Non term time:

Mon- Fri: 9 – 5pm



# ADDITIONAL LEARNING SUPPORT (ALS)

We are committed to providing a supportive learning environment to all our learners, actively encouraging people with learning difficulties to participate in every aspect of college life and achieve their potential and reach their learning goals.

If you have a disability, learning difficulty or health problem that may affect your learning, let us know and we will do all we can to help you achieve. There are many ways in which we can help, including advice and guidance, in-class support (e.g. note-taker, reader, signer), specialist equipment, 1:1 tutorial support and exam access arrangements.

If you have an Educational Health Care Plan (EHCP) or very specific support requirements, we need reasonable notice before the start of your course to arrange appropriate support. Once your course has started, your tutor should be your first point of contact if you are worried about your progress. In most cases they will advise you or refer you to the appropriate person.

If you are experiencing any difficulties that affect your wellbeing our friendly team of advisors are here to help. For more information, please email [wellbeing@rhacc.ac.uk](mailto:wellbeing@rhacc.ac.uk).

**ALS drop-in sessions take place at Parkshot on Tuesdays from 12:00-13:30 and Thursdays from 10:00-11:30 and at Hillcroft on Wednesdays from 12:00-13:00. Please ask Reception for room details.**

For details of ALS and wellbeing drop-ins, please ask at reception or email [als@rhacc.ac.uk](mailto:als@rhacc.ac.uk).

## SUPPORT FOR LEARNERS WITH A HEARING IMPAIRMENT



Reception and some rooms have loop systems. A bookable hearing conversor is also available from the Learning Resource Centre.

## EXAMINATIONS

If you are enrolled on a qualification course, you will be expected to complete the assessments including exams. These usually take place in the daytime on weekdays, so you may need to make arrangements to be available. We will advise you well in advance of your exam times. If you require exam access arrangements, you must notify your tutor and the ALS department within the first four weeks of your course.

For more details on exam and assessment processes, as well as how to appeal if you disagree with the outcome of an assessment, please see the [Assessment Procedure](#) document on our website or follow the link on Moodle. For more information, contact the Exams or ALS teams at [als@rhacc.ac.uk](mailto:als@rhacc.ac.uk).



# COLLEGE FACILITIES

## CAFÉ

Our café offers a variety of reasonably-priced, high-quality, hot and cold refreshments and is open to the general public, staff and students.

## CAR PARKING

Onsite parking for learners is limited to those with a disability. The Old Deer Park car park (pay and display) is adjacent to the campus. Parking is free after 6.30pm.

## PERFORMING ARTS CENTRE

Our Performing Arts Centre offers a wealth of facilities to our students and the local community, including:

- A theatre and performing arts space
- A multi-track recording studio
- Space for band rehearsal and practice

## QUIET ROOM

A quiet room (for contemplation, meditation or prayer) is available on request. Speak to reception staff to arrange access.





## THE BRIDGE WORKSPACE

The Bridge Workspace in Richmond and Surbiton provides co-working, office spaces, meeting rooms and more to local entrepreneurs or small businesses.

Providing you with contemporary spacious work environments, there are flexible contracts to fit around your schedule.

Enquire today at 0208 439 8946 or [bridge@rhacc.ac.uk](mailto:bridge@rhacc.ac.uk)



## EVENTS

We have a programme of events that run throughout the year, including drama and music performances, business events, talks, craft fairs and much more. All students and members of the general public are welcome to attend. See [rhacc.ac.uk/events](http://rhacc.ac.uk/events) for our events listings.



## THE PARKSHOT GALLERY

We have an onsite public art gallery and shop that allows learners, staff and local artists to showcase and sell their unique handcrafted work for a commissioned price. If you would like to display your work or simply want to find out more about our gallery and opening hours, please look on our website [rhacc.ac.uk/parkshot-gallery](http://rhacc.ac.uk/parkshot-gallery) or email [gallery@rhacc.ac.uk](mailto:gallery@rhacc.ac.uk)



## LEARNING RESOURCE CENTRE (LRC)/LIBRARY SERVICES

As a student at RHACC, you can use the LRC to:

- Borrow books that you may need for your course
- Practise skills learned in the classroom
- Work on assignments with free access to computers and the internet
- Photocopy and print (small charge)
- Get help with the College Intranet (Moodle)
- Take online assessments (ESOL and BKSb for Maths, English and Digital)
- Time allowed on the computers for non-academic work may be limited at busy times. Wi-Fi is available for students throughout the College.



### LRC OPENING TIMES

Hours subject to change at short notice

**Term Time:** Mon – Thu: 9 – 6pm | Fri: 9 – 5pm

**Out of term time:** Mon – Fri: 9 – 5pm

### CONTACT DETAILS

**T:** 020 8891 5907 ext. 5000

**E:** [lrc@rhacc.ac.uk](mailto:lrc@rhacc.ac.uk)

# IT SERVICES

Windows PCs are available to all current learners in classrooms and open access areas such as the Learning Resource Centre (LRC).

The college provides Microsoft 365 to all current learners, giving you email, Teams and Microsoft Office tools such as Word and Excel.

You can use it from college PCs or your own device (laptop, tablet or smartphone). On the internet, go to [www.microsoft365.com](http://www.microsoft365.com) and sign in with your college email address and select Install Apps from the portal.

Your college Home Drive on College Computers in My Computer as the H drive. All students have an initial storage quota of 10GB.

Your college OneDrive is available in the college and from home. All students have an initial storage quota of 10GB.

Your tutors can request a quota increase where your courses use a large number of files.

Your access and files will be deleted at the end of the academic year. You can get advice about backing up files from the Learning Resource Centre.

By using the College ICT services you agree to abide by the ICT Systems Acceptable Use Policy, which you can view on our website at [rhacc.ac.uk/about-us/policies-and-reports](http://rhacc.ac.uk/about-us/policies-and-reports)

## ACCESSING THE COLLEGE COMPUTERS

To log into RHACC computers, type your username (your student number) and your initial password which will be your date of birth in the format ddmmyyyy e.g 02071969.

You are advised to change your password to secure your account. When logged in to a college computer press Ctrl+Alt+Del at the same time and select Change password.

Current security recommendations are to use a password consisting of 3 random unrelated words, this makes a long secure password that is easy to remember, number and characters are options but it is advised to use at least 12 characters.

## YOUR MICROSOFT SCHOOL ACCOUNT

Your Microsoft school account is your student ID followed by @students.rhacc.ac.uk.

If your student ID is 6236895 then your Microsoft school account will be 6236895@students.rhacc.ac.uk.

The password is the same as the one to access college computers.

# IT SERVICES

## FREE WIFI

The college provides a fast secure enterprise grade Wi-Fi Service to students. This Wi-Fi service is called Eduroam.

You will need to complete a one time onboarding process to get connected. You need an internet connection to complete the onboarding process but you can do this from home. Instructions are available on the college website [rhacc.ac.uk/eduroam](http://rhacc.ac.uk/eduroam)

## ONLINE SAFETY

RHACC monitors internet searches and communications on the College network under our safeguarding obligations. For help and advice on adjusting your privacy settings and getting advice on social networks contact NSPCC helpline 0808 800 5002.

If you have any concerns regarding online safety at the College and/or cyber bullying contact a Safeguarding officer at [safeguarding@rhacc.ac.uk](mailto:safeguarding@rhacc.ac.uk). Online safety guidelines will also be included in lessons where relevant.

## IT HELPDESK

Visit [my.rhacc.ac.uk](http://my.rhacc.ac.uk) to submit a request for help or assistance with using college IT services.

## ELEARNING PLATFORMS

The college uses various learning platforms, you tutor will provide details on which platform your course will be using.



## NEED HELP ELEARNING?

If you need help with eLearning Platforms, you can drop in at the Learning Resource Centre for advice on how to use it, or email [lrc@rhacc.ac.uk](mailto:lrc@rhacc.ac.uk)

# LEARNER AND VISITOR CODE OF CONDUCT



The overwhelming majority of learners and visitors to RHACC treat other people with tolerance and respect, and there are very few examples where behaviour is not excellent.

However, on the rare occasions when a learner's or visitor's behaviour causes upset to others, disrupts learning, or does not comply with reasonable staff instructions in terms of health and safety or coursework, this is dealt with under Fitness to Study or Learner Disciplinary Policy and Procedures.

## ACADEMIC GUIDELINES – YOU ARE EXPECTED TO:

- Complete all work set by tutors to agreed deadlines. Late work will be marked and submitted to the awarding organisation at the tutor's discretion, or according to the awarding organisation's guidelines.
- Complete all internal and external examinations and assessments to progress on the course.
- Ensure all work produced for assessment is your own. Information from other sources must be referenced appropriately. Plagiarism (presenting someone else's work as your own) and/or cheating could result in you failing the assignment and in disciplinary action by the College and/or awarding organisation/examinations board. See the College Assessment Policy and Procedure (on the website and Moodle) for more information.
- Comply with the Acceptable use of IT policy (located in the LRC, on Moodle and on our website). Use IT facilities to support your learning and not to access any website that is against college policy.

## ATTENDANCE AND PUNCTUALITY

You are expected to attend all classes and course-related activities. Please let your tutor know in advance if you are unable to attend a class. We expect you to be punctual to classes. If you are more than 15 minutes late you may not be able to join the class, particularly where lateness has adverse consequences, e.g. missing an exercise class warm-up or instruction on safe techniques in an art class. Poor attendance and punctuality hinders progress, negatively affects overall achievement and may lead to withdrawal from the course.

## CODE OF CONDUCT:

The Code of Conduct is a list of examples of behaviour which we would reasonably expect all learners and visitors to RHACC:

- Comply with reasonable instructions from staff regarding health and safety, conduct in class, compliance with assessment deadlines, and attendance and punctuality.
- Behaving in a way which does not disrupt learning or College business
- No smoking or vaping on College sites
- Treat our buildings, equipment, resources and furnishings with care and respect
- Comply with our IT Acceptable Use Policy
- Not coming to a College site whilst under the influence of illegal drugs
- Not using language or behaviour which is likely to cause insult or offence based on race, gender, disability, age, class or sexual orientation
- Being respectful of other people, including staff, when posting on social networking or media sites
- Not behaving or using language in a way that may damage the College's reputation
- Not using violence or threatening anyone with violence

## PERSONAL LEARNING PLANS (PLPS)

On most courses, tutors help you create a Personal Learning Plan (PLP).

This plan includes your personal targets to help you succeed on your course, e.g. Course Learning Outcomes, as well as wider developmental goals, such as mental and/or physical wellbeing, increased confidence, resilience, communication skills, working independently, problem solving, etc.

- You will review and update your PLP at regular points throughout your course with your tutor.
- Please note that cross-college managers may visit your class and ask to see your PLP.
- PLPs will mostly be digital.



# HEALTH AND SAFETY AT THE COLLEGE

We are committed to providing a safe environment for all our learners and staff. We ask you to be responsible for your own safety and the safety of others around you. Please report anything you think may be a hazard to a member of staff. Your tutor will give you any specific health and safety information that is relevant to your course. They will inform you if personal protective equipment is required during an activity or class, and will offer induction training on safe use of equipment, machines and substances. See the detailed [Health and Safety Policy](#) document which is available on our website.



## PERSONAL AND COLLEGE PROPERTY

- Show respect for the premises and property of the College, and the possessions of other learners.
- Return all borrowed books and items of equipment by the due date.
- You are responsible for the cost of damage to, or loss of College property.
- All valuable articles left on the College premises, including cars, bikes and motorbikes are left at the owner's risk.

Note: Lost property will be kept for a period of 4 weeks before disposal. Whilst every effort will be made to identify and return the lost items to the rightful person, the College accepts no liability.



## COVID INFORMATION

All classes will continue to be risk assessed, and we will keep safety measures such as hand sanitiser, wipes and additional cleaning in place. We will review all class sizes and accommodation to ensure that classes are well ventilated and not crowded.

## ACCIDENTS

In the event of an accident or near-miss, notify a member of staff so that an Incident Form can be completed and safety precautions implemented.

## CLEANLINESS

Keep the College clean and free from litter and graffiti. Do not eat or drink in classrooms or the Learning Resource Centre.

## EMERGENCY PROCEDURES

In order to help ensure the safety of our learners, we will regularly conduct fire evacuation drill, silent evacuation drills, and lockdown drills.

There is a notice in each classroom explaining what to do if there is a fire or emergency, giving exit routes and assembly points. Your tutor will brief you on emergency procedures as part of your course induction.

Please inform your tutor if you have a mobility issue which may affect your ability to evacuate the building during an emergency. Please note that the lifts will not be available for use in an emergency situation.

## MACHINERY INDUCTION TRAINING

Before using some machinery and equipment, you will need to undergo induction training with your tutor or a technician to ensure that machinery is used in a safe manner. It is your responsibility to request further induction training if you do not feel confident or would like a refresher.

## FIRST AID

A number of RHACC staff are trained in first aid and a qualified first-aider will be on duty during opening hours. Please ask your tutor or a member of staff if you need assistance. You should not attempt to administer first aid unless you are a qualified first-aider. All incidents, accidents and near-misses must be reported as soon as possible after the event so an Incident Form can be completed.



## PERSONAL EMERGENCY EVACUATION PLANS

If you feel that you need additional support in order to evacuate the building during an emergency, please email [estatesteam@groups.rhacc.ac.uk](mailto:estatesteam@groups.rhacc.ac.uk), who will arrange the assessment.

You must inform the College if you would need help to evacuate the building in the case of an emergency.

## FIRE SAFETY

We look to ensure the safety of our learners, as such we have a legal obligation to test the fire alarms on a weekly basis. Parkshot is tested on Thursday's at 11am, whilst Hillcroft is tested on Tuesday's at 11am. The alarm bells will activate for no longer than 10-seconds to test that they are working appropriately. Additionally, we have a legal requirement to hold fire safety drills, these will consist of a fire evacuation drill, which is identified by the fire alarm bells activating continuously and where everyone will need to leave the building and meet at the fire assembly point. It will also include a silent evacuation drill; this is where there will be no fire alarm bells activated but everyone will be instructed to leave the building and meet at the designated fire assembly point. It will also include a dynamic lockdown; this is where you will be required to remain in the room you are in and follow instructions carefully. This allows us to ensure that in the event of a real emergency, all learners are kept safe, during such a drill or real emergency event, you must ensure that you follow the instructions of your Tutor and/or Fire Marshal's, Fire Marshal's can be identified by their hi-vis orange vests, which says "FIRE MARSHAL" on the back.

## ESTATES HELPDESK

On the college computers desktop, you will find an icon called "College Helpdesks", inside here, you will find two options available "Estates Helpdesk" and IT/MIS Helpdesk". If you notice any damage, flooded areas, or require help with equipment, please use the Estates Helpdesk option to raise a report, where one of our staff will be happy to help. If the situation is urgent, such as a toilet or sink overflowing, or burst pipe, please call the Estates Team directly or ask a Security Officer or Reception Team to contact them.

## PARKING ONSITE

Parking on any of the RHACC campus sites is restricted to staff and individuals with a valid disabled blue badge due to parking restrictions in place from the local council. If you hold a valid disabled blue badge, you may park on site, you must park within the marked parking bays and display your blue badge in your front windscreen. Parking is only permitted during your class times. However, people carrying large items or heavy items, may park on site for up to 30-minutes to off-load and load your car, however, the vehicle must be removed in between.





## **POLICIES AND PROCEDURES**

You are responsible for becoming acquainted with our Health and Safety Policies and for following health and safety procedures, as directed by tutors and college staff.

## **SAFETY**

Show regard for the wellbeing and safety of learners, staff community groups and visitors at all times. Reports of alleged incidences of violence towards fellow learners, staff or visitors will be investigated under the Student Disciplinary procedures and may result in immediate temporary suspension or permanent exclusion from classes.

## **SUBSTANCE ABUSE**

You should not smoke or be under the influence of drugs or alcohol while on college premises, or bring illegal drugs, alcohol or offensive weapons onto the premises.

## **VISUAL CHECKS**

The College regularly inspects and tests all appliances and sockets. You are responsible for performing a visual check of appliances, plugs and cables before each use.

If you notice anything broken, damaged, or missing in the college, please email [estatsteam@groups.rhacc.ac.uk](mailto:estatsteam@groups.rhacc.ac.uk)

## **CONSULTATION AND FEEDBACK**

If you have questions or concerns about health and safety provisions at the College, please talk to a member of staff or email [feedback@rhacc.ac.uk](mailto:feedback@rhacc.ac.uk).



# EQUALITY AND DIVERSITY

We are proud of our diverse community of staff, students and visitors and are committed to ensuring there is equality of opportunity for all, fostered in an environment of mutual respect and dignity. As a learner at RHACC, you have a crucial role in promoting and celebrating Equality and Diversity and helping to ensure that RHACC continues to be a safe, welcoming and productive environment. You should raise any issues and challenge discrimination. Our Equality and Diversity policy is available on our website.



# ADULT SAFEGUARDING AND CHILD PROTECTION

You have the right to feel safe where you learn. It is the responsibility of all staff and learners at the College to respect other people's right to safety and not to hurt or abuse, or threaten to hurt or abuse, others.

The College recognises that:

- The welfare of the learner is paramount.
- All learners, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.
- Working in partnership with learners and with other agencies is essential in promoting a safe learning environment.

We seek to safeguard all learners by:

- Valuing them, listening to them, and respecting them.
- Adopting safeguarding guidelines through procedures and a code of conduct for staff and volunteers.
- Recruiting staff safely.
- Sharing information about concerns with agencies who need it, and involving learners and their parents/carers appropriately.
- Having robust Adult Safeguarding and Child Protection policies in place to create a safe and secure learning environment.

## PREVENT

As part of our commitment to safeguarding, equality and diversity, and the government's PREVENT duty, we actively include events, activities and lesson content aimed at promoting British Values and preventing people from being drawn into terrorism.

If you think you have been hurt or abused by a learner, member of staff or visitor, you should report it as soon as possible to our Safeguarding Officers.

### **SAFEGUARDING OFFICERS:**

**T:** 020 8439 8954 (office hours) **E:** [safeguarding@rhacc.ac.uk](mailto:safeguarding@rhacc.ac.uk)

You can also contact Samaritans (08457 909 090) or Victim Support (0845 303 0900). Our **Safeguarding Policy** is available on our website.



# GENERAL INFORMATION

## ACCESSIBILITY

The Richmond Campus is fully accessible with ramps and lifts and unfortunately due the age of the building, our Hillcroft Campus is not. Should you find the lift has broken down and you are not able to use the stairs, please contact the Learner Services Team for assistance.

## COLLEGE CHARTER

The College Charter, available on our website and notice boards, sets out the services the College offers and the standards you can expect.

## DELAYS, CANCELLATIONS, REFUNDS, CREDITS AND TRANSFERS

We aim to run all courses as planned, however, there may be instances when we have to cancel or delay a course. If your course is closed, you will receive an email suggesting suitable alternative courses. Please reply to this email to confirm the transfer or request a refund or credit.

Requests for transfers from qualification courses should be made directly to your tutor. If you would like to request a transfer from a leisure course, please complete the Transfer Request form available on the website. Transfers incur an administration fee and any price difference must be paid before the transfer is completed.

To request a refund or credit, complete the form on the Refund Policy web page. Refunds take up to 28 days to process.

Please contact [rtc@rhacc.ac.uk](mailto:rtc@rhacc.ac.uk) if you have any queries. Please refer to the Refund Policy (on our website and at reception) for eligibility criteria.

## FINANCIAL SUPPORT INFORMATION

For information on concessionary fees or help paying for your course, travel expenses or childcare costs, please see our leaflet **Help Your Fees** available on our website and at reception. If you have any more queries, please contact us via email [bursaries@rhacc.ac.uk](mailto:bursaries@rhacc.ac.uk) or call 020 8891 5907.

## LEARNING AGREEMENT

Every time you enrol on a course with us, we ask you to sign a Learning Agreement. This is to ensure that appropriate facilities are available for you, that Health and Safety guidelines are met, that you agree to our Student Code of Conduct, and that our courses are appropriately funded through the Education & Skills Funding Agency.

## STUDENT CARD

The RHACC student card costs £2 and can be purchased from the LRC. Please bring a passport photo. The card is optional and only valid during the time that you are studying at RHACC. It may be accepted in certain retail establishments that offer a student discount.



# FEEDBACK

We are always looking for ways to improve. We also love to hear what we are doing well and how your course has helped you. If you have any suggestions, comments or concerns that you would like to share with us, please let us know. Here are the different ways you can provide us with your feedback:

## SPEAK TO A MEMBER OF STAFF

Talk to your course tutor or a member of the Learner Services Team; you can also meet with a member of the Senior Management Team by joining one of our **Tell Us What You Think** sessions; these are advertised on our website and on posters around the College.

## FEEDBACK CARD

Complete one of our feedback forms with your comments and drop it into our feedback box located outside reception (HC) and reception and Business School Foyer (PK). Or use the online feedback form that you can find at [rhacc.ac.uk/feedback](http://rhacc.ac.uk/feedback). For formal complaints, please see our Complaints Policy and Procedure.

### CONTACT THE FEEDBACK TEAM:

Feedback Team, RHACC, Parkshot, Richmond, TW9 2RE  
**E:** [feedback@rhacc.ac.uk](mailto:feedback@rhacc.ac.uk) **T:** 020 8891 5907 ext. 5030

## TAKE PART IN SURVEYS

Your survey responses help us improve our courses and enhance the overall educational experience we offer. Please take time to complete one or more of these surveys each year:

### LEARNER SATISFACTION SURVEY:

Towards the end of your course, we will also ask you to complete a RHACC Course Evaluation to understand better your levels of satisfaction as well as what you want to do next (destination).

You may also be asked to participate in the Education & Skills Funding Agency FE Choices Survey between November and March. This survey publishes comparative data about providers, so we can determine how well we are doing.

**OFSTED LEARNER VIEWS:** Ofsted compile inspection reports about UK colleges. Survey responses are included in their analysis. You can find this survey online at [learnerview.ofsted.gov.uk](http://learnerview.ofsted.gov.uk). You need to provide an email address to register and login.

## MAKING A COMPLAINT

We pride ourselves on delivering great service, equal opportunities and an environment where learners always come first. However, we don't always get it right. Where we can improve, please let us know straight away. Usually the quickest and easiest way to resolve any issues that may arise is to first talk to your tutor or another relevant member of staff.

If you still do not feel satisfied or you might prefer to send something in writing and complain formally, please follow our Complaints [Policy and Procedure](#).

- Ask reception for a Feedback Form and a copy of our Complaints Policy and Procedure. You can also complete the form [here](#).

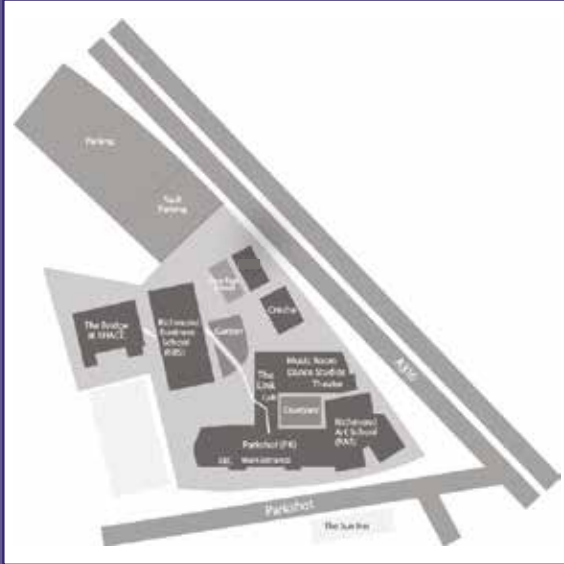
**DESTINATION SURVEY:** The college is required to collect information for the Education and Skills Funding Agency (ESFA) about the destinations of learners, i.e. what you do next once you have finished your course, e.g. further study, employment, etc. This survey is conducted over the telephone by an external research company at the end of the academic year.

### GREATER LONDON AUTHORITY (GLA) LONDON LEARNER SURVEY:

This is an important survey on behalf of the Mayor of London into the benefits of Adult Education for further study, physical and mental health and wellbeing as well as skills for employment. You are requested to complete this survey at the beginning of your course and will be contacted by an external research company five months after completing your course for a follow up survey to determine the benefits that the course has had for you.

- Complete the form and return it to reception or to: The Feedback Team, RHACC, Parkshot, Richmond, TW9 2RE.
- Alternatively you can complete the form online [here](#) or email [feedback@rhacc.ac.uk](mailto:feedback@rhacc.ac.uk) or call 020 8891 5907 ext. 5030.
- Your complaint will be investigated and you will receive a full response within 20 working days of the Feedback Team receiving your complaint (unless you are informed otherwise).
- If you are complaining about the outcome of an internal assessment, speak to your Tutor and/or Programme Manager and refer to the College's [Exams and Assessment Policy and Procedures](#).

# CAMPUS MAPS



**PARKSHOT CAMPUS** (Richmond)  
Parkshot, Richmond, Surrey TW9 2RE

## OPENING HOURS

### Parkshot

Mon - Thurs: 9 - 8pm

Fri - Sat: 9 - 5pm

Sundays: Closed

### Non Term Time

Mon - Fri: 9 - 5pm

Sat - Sun: Closed



**HILLCROFT CAMPUS** (Surbiton)  
South Bank, Surbiton, Surrey KT6 6DF

### Hillcroft

Mon - Fri: 9 - 5pm

Sat - Sun: Closed

### Non Term Time

Mon - Fri: 9 - 5pm

Sat - Sun: Closed

# USEFUL CONTACTS

## RHACC CONTACTS:

**Switchboard:**  
020 8891 5907

**Learner Services Team**  
Tel: 020 8891 5907  
email: info@rhacc.ac.uk

**Learning Resource Centre**  
Tel: 020 8891 5907  
email: lrc@rhacc.ac.uk

**Learning Support**  
Tel: 020 8891 5907 ext. 5032  
email: als@rhacc.ac.uk

**First Aid Support**  
Tel: 07940 567639

## HELPFUL NUMBERS (ADVICE AND SUPPORT):

**Citizens Advice Bureau**  
Offices in Twickenham,  
Richmond, Hampton, Sheen  
Tel: 020 8712 7800

**Age UK (Richmond)**  
020 8878 3073

**Cruse Bereavement Care**  
020 8876 0417

**Disability Action & Advice Centre**  
020 8831 6080

**Richmond MIND**  
020 8772 5687

**Off the Record**  
020 8744 1644

**Richmond Counselling Service**  
020 8948 7881

**Richmond Lending Library**  
020 8940 0981

**Richmond Reference Library**  
020 8940 5529

**Social Services**  
020 8891 7971

**UKCISA (Information for  
International students)**  
020 7107 9922

**Victim Support**  
020 8948 7010

**Welcare**  
020 8893 9123





## **CONTACT**

**Richmond and Hillcroft  
Adult and Community College**

T 020 8891 5907

E [info@rhacc.ac.uk](mailto:info@rhacc.ac.uk)

[www.rhacc.ac.uk](http://www.rhacc.ac.uk)

**RHACC**  

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**Richmond and Hillcroft  
Adult Community College**