

**RHACC**

Richmond and Hillcroft  
Adult Community College

# LEARNER HANDBOOK 2018-19

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## TERM DATES 2018-19

### Autumn Term 2018:

10 September – 15 December 2018

**Half term:** 22 – 28 October 2018

### Spring Term 2019:

7 January – 6 April 2019

**Half term:** 18 – 23 February 2019

### Summer Term 2019:

23 April – 13 July 2019

**Half term:** 27 May – 01 June 2019

## 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)

I hope you enjoy studying at RHACC.

**Gabe Flint**  
Principal



# 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 8439 7921**. The Learner Services Team is available Mon-Thu (9am-8pm), Friday and Saturday (9am-5pm) in term time, and Mon-Fri (9am-5pm) out of term time.



## ADVICE AND GUIDANCE:

We offer impartial advice on:

- Identifying strengths and skills
- CV writing, job applications and interview skills
- Applying for university via UCAS
- Student Finance

We run a weekly Job Club to help you if you are looking for paid or volunteering work, or you can see the RHACC Careers Advisor (Mon – Thu, 9am – 5pm).

## PLEASE CONTACT US TO MAKE AN APPOINTMENT:

**T:** 020 8439 7921 **E:** [iag@rhacc.ac.uk](mailto:iag@rhacc.ac.uk)

**W:** [www.rhacc.ac.uk/help-advice/advice-and-guidance](http://www.rhacc.ac.uk/help-advice/advice-and-guidance)

# LEARNING SUPPORT

We are committed to providing a supportive learning environment to all our students, actively encouraging disabled people or people with learning difficulties to participate in every aspect of college life and working to overcome barriers presented by the physical environment, the way things are organised and people's attitudes.

If you have a disability or learning difficulty that may affect your learning, let us know and we will do all we can to help you succeed. There are many ways in which we can help, including advice and guidance, individual support in class (e.g. note-taker, reader, signer), specialist equipment, learning support workshops, additional teaching in English and Maths, and exam access arrangements.

If you have complex or very specific support requirements, we need reasonable notice before the start of your course to arrange appropriate support. Your tutor should be your first point of contact if you are worried about your progress. In most cases, they will be able to resolve the problem, advise you, or refer you to other sources of support, if required.

If you have any mental health needs, you can speak in confidence to our Additional Learning Support (ALS) Co-ordinator (details below) or ask our Learner Services Team to provide you with a list of outside agencies that can offer help.

For details of ALS and wellbeing drop-ins, please ask at reception.

## 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 Manager 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:

**T:** 020 8891 5907 ext. 5032 | **E:** [als@rhacc.ac.uk](mailto:als@rhacc.ac.uk) | **W:** [www.rhacc.ac.uk/als](http://www.rhacc.ac.uk/als)

**T:** 020 8891 5907 ext. 7982 | **E:** [exams@rhacc.ac.uk](mailto:exams@rhacc.ac.uk) | **W:** [www.rhacc.ac.uk/exams](http://www.rhacc.ac.uk/exams)

# 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.

## QUIET ROOM

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

## 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 drama and dance studio with a sprung floor
- A multi-track recording studio
- Space for band rehearsal and practice

## 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 [www.rhacc.ac.uk/parkshot-gallery](http://www.rhacc.ac.uk/parkshot-gallery) or email [parkshotgallery@rhacc.ac.uk](mailto:parkshotgallery@rhacc.ac.uk)

## CRÈCHE

The College offers an onsite crèche for children aged six months to four years. However, places are limited, so it is essential that you check availability before enrolling on your chosen course. Further information is available at reception or contact the crèche on **07956 865891**.

## 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.

## LEARNING RESOURCE CENTRE (LRC)/LIBRARY SERVICES

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

- Borrow books, CDs and DVDs 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 including Microsoft Specialist and Expert testing.

Use of the internet may be monitored. Access to inappropriate sites may be blocked. Inappropriate use/attempted use may be reported. 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:

Monday–Thursday: 9am–7pm  
Friday: 9am–5pm

## Out of term time:

Monday–Friday: 9am–5pm

## CONTACT DETAILS:

T: 020 8891 5907 ext. 5000  
E: [lrc@rhacc.ac.uk](mailto:lrc@rhacc.ac.uk)

## IT SERVICES

The College uses a mixture of Windows PCs and Apple Macs, which are available to all current students in the classroom and the open access areas such as the Learning Resource Centre (LRC).

The College provides the free eduroam WiFi service for learners and staff. See [rhacc.ac.uk/wifi](http://rhacc.ac.uk/wifi) for details on how to connect.

### ACCESSING THE COLLEGE COMPUTERS:

To log into RHACC computers, Wi-Fi or Moodle, type your username (this is your student number – supplied at enrolment) and your password (date of birth in the format ddmmyyyy, e.g. 02/07/1969 must be typed in as 02071969).

Please remember to change your password regularly by pressing **ctrl-alt-delete** on any PC in the College.

We provide 1GB of network storage to all learners. This is available as a drive called H: on the PCs (in My Computer) or a drive called studentid on the Apple Macs (in Finder). This data is erased at the end of the course so you should ensure you take copies of anything you want to keep, or transfer your data regularly to portable storage such as a USB memory stick. You can get advice about backing up files from the Learning Resource Centre.

Please note that by using the College computing facilities you agree to abide by the **Acceptable Use of IT** policy. This can be found in the LRC, on our website and on Moodle.

### IT HELPDESK:

Call ext. 4357 (HELP) for help or assistance with any college ICT-related issues

## MOODLE

### WHAT IS MOODLE?

Moodle is the College's online Virtual Learning Environment (VLE) designed to support you with your study. It can be accessed on the internet on a college computer, or from your home or workplace.

Moodle enables you to share your ideas as part of an online community.

Your tutor will advise if your course is supported by Moodle and will show you how to find your course. Essential resources such as handouts, timetables, activities and useful links, will be available on Moodle.

Your assignments can be submitted, marked and returned to you with feedback via Moodle. This enables you to manage your assignments and access information to suit your pace and style of learning.

You can also use Moodle to find information on:

- Career progression
- Employability skills
- Learner handbooks and IT Induction
- Study skills and subject specific resources
- UCAS support

### LOGGING ONTO MOODLE:

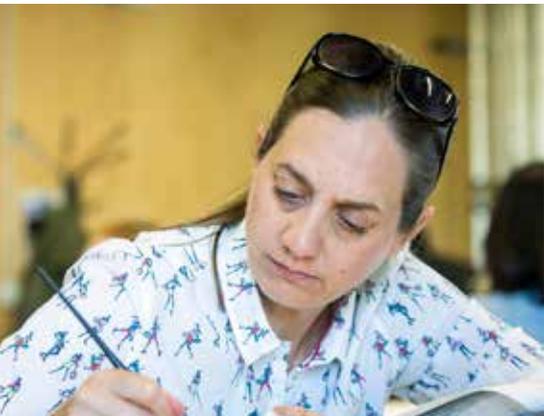
Type in the following address to your website browser: **[learn.rhacc.ac.uk](http://learn.rhacc.ac.uk)**. Alternatively you can use the Student Intranet link on the College website.



### NEED HELP WITH MOODLE?

If you need help with Moodle, 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 CODE OF CONDUCT



The Learner Code of Conduct outlines the behaviour and conduct expected of you to ensure a safe and successful learning environment.

On signing the Learning Agreement you agree to our terms and conditions and to follow our Code of Conduct. Failure to comply with the Code may lead to disciplinary action in accordance with the our student disciplinary 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.

## BEHAVIOUR GUIDELINES – EVERYONE IS EXPECTED TO:

- Treat everyone with respect regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability or social class. The College will not tolerate any discrimination, harassment or bullying, including cyber bullying, and you should report any such incidences to your tutor as soon as possible.
- Respect contributions made in class by other learners and do not undermine them with inappropriate comments or behaviour.
- Adopt behaviour and use language that is appropriate and does not upset others. Swearing, shouting and using inappropriate gestures will not be tolerated.
- Follow tutors’ instructions and agreed class rules.
- Switch off mobile phones, tablets and personal stereos in classrooms, except when they are being used to assist learning.
- Provide feedback as requested and follow our Complaints Policy and Procedures if you wish to make a complaint (see [www.rhacc.ac.uk/contact-rhacc/feedback/complaints-policy-and-procedure](http://www.rhacc.ac.uk/contact-rhacc/feedback/complaints-policy-and-procedure)).
- Meet financial commitments relating to your course promptly and in full.
- Act in a manner that does not cause offence or bring the College into disrepute.

## HEALTH AND SAFETY

Health and safety is the responsibility of all users of the College and a detailed Health and Safety Policy document is available on our website.

You are expected to follow the procedures outlined in the Health and Safety at the College Section, on page 12 of this handbook.

## 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.

# 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.

**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.

**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.

**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.

**EMERGENCY PROCEDURES:** 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.

**FIRE SAFETY:** It is illegal to prop open fire doors and/or tamper with fire safety equipment such as fire extinguishers and smoke detectors. Learners who transgress these rules will undergo disciplinary procedures.



**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.

**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.

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

**PERSONAL EMERGENCY EVACUATION PLANS:** You must inform the College if you would need help to evacuate the building in the case of an emergency.

**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.

# 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.

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.

**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.

# GENERAL INFORMATION

**ACCESSIBILITY** The Richmond Campus is fully accessible with ramps and lifts and the 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.

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 10–15 working 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 with Your Fees** available on our website and at reception. If you have any more queries, please contact us via email [enrol@rhacc.ac.uk](mailto:enrol@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 cards with your comments and drop it into our feedback box located outside reception. Or use the online feedback form that you can find at [www.rhacc.ac.uk/contactrhacc/feedback](http://www.rhacc.ac.uk/contactrhacc/feedback). For formal complaints, please see our Complaints Policy.

## 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. 7925

## 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:

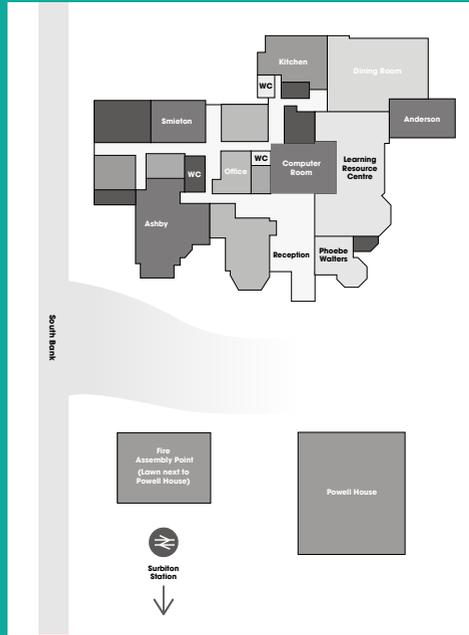
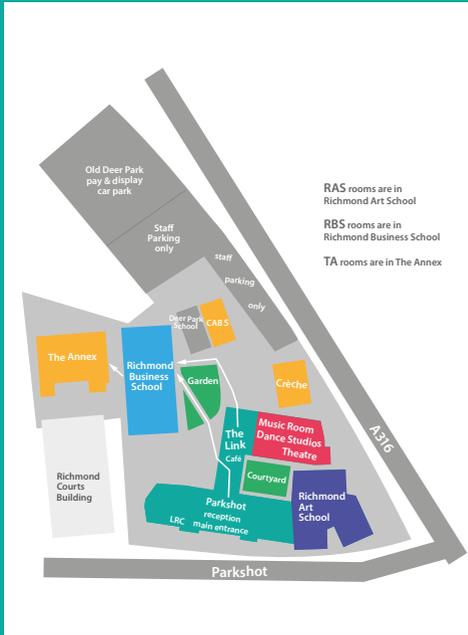
- **COURSE EVALUATION AND OUTCOMES SURVEY:** We ask all learners to complete our internal Course Evaluation Survey. You can do this at any time within the final weeks of your course or just after the course ends. Your responses do matter and really do make a difference. The online survey is available on the college website. Paper versions are also available.
- **FE CHOICES:** Between November 2017 and March 2018, you can complete the FE Choices Survey for the Education & Skills Funding Agency. To enter this website, you need your ULN (unique learner number) from your learning agreement. You also need the RHACC College Number: 10003088. A link to this survey is available on the college website, or search 'Learner Satisfaction FE Choices' online.
- **OFSTED LEARNER VIEWS:** Ofsted compile inspection reports about UK colleges. Survey responses are included in their analysis. You can find this survey online at [learnreview.ofsted.gov.uk](http://learnreview.ofsted.gov.uk). You need to provide an email address to login.

## MAKING A COMPLAINT

We always try to deliver great service, however, if you do not feel satisfied and wish to complain formally, please follow our Complaints Policy and Procedure:

- Ask reception for a Complaints Form and a copy of our Complaints Policy and Procedure. You can also complete the form online at [www.rhacc.ac.uk/contact-rhacc/feedback](http://www.rhacc.ac.uk/contact-rhacc/feedback).
- Complete the form and return it to reception or to: The Feedback Team, RHACC, Parkshot, Richmond, TW9 2RE.
- Your complaint will be investigated and you will receive a full response within 20 working days of the College receiving your complaint (unless you are informed otherwise).
- If you are complaining about the outcome of an internal assessment you should refer to the College's Appeal Procedure (part of the Assessment Policy and Procedure). Ask for a copy at the Learning Resource Centre or access it on our website (a link to this section is also available on Moodle).

# CAMPUS MAPS



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

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

## OPENING HOURS:

**Term Time:**  
Mon–Thu: 9am – 8pm  
Fri: 9am – 5pm  
Sat: 9am – 5pm

**Out of Term Time:**  
Mon–Fri: 9am – 5pm

# USEFUL CONTACTS

## RHACC CONTACTS:

**Switchboard:**  
020 8891 5907

**Learner Services Team**  
Tel: 020 8439 7921  
email: iag@rhacc.ac.uk

**Learning Resource Centre**  
Tel: 020 8891 5907 ext. 5000  
email: lrc@rhacc.ac.uk

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

**Crèche**  
Tel: 07956 865891  
email: creche@rhacc.ac.uk

## 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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