

## Strode's College Adult Learning Terms and Conditions and other information

### **Help With Your Learning**

Whether you are working towards a qualification or doing a course for personal interest, we can provide guidance on reading and writing, numeracy and basic computing skills and general careers guidance. Please ask for further information at the College reception.

### **Inclusion**

The college encourages participation by people with a disability and/or learning difficulty and is committed to help meet their needs. If you have a disability or learning difficulty, please contact us to discuss how we can support you.

### **Policies**

Our purpose is to inspire students to fulfil their potential by providing a broad, high quality education in a supportive and dynamic learning environment. Copies of our policies are available from reception.

We actively promote equality and diversity. We will ensure all students receive equally favourable treatment regardless of gender, age, disability, social class, family circumstances, marital status, sexual orientation, race, nationality, ethnic, national origin or religion. The Equality & Diversity Policy and other College policies are available from reception.

### **Safety**

The safety of our students and staff is paramount. First aid and safeguarding is of utmost importance.

The College has strict safeguarding procedures in place to protect its students. Strode's College Adult learning, in accordance with The Prevent Duty (2015), abides by the duty to have due regards to the need to prevent people from being drawn into terrorism and violent extremism and reviews its curriculum and other learning opportunities to ensure 'British values' are threaded through our work.

## **Terms and conditions**

**Refunds & Cancellations** - Refunds are only available if the College cancels the course. You will be informed of the cancellation as early as possible and will automatically receive a full refund unless you request the fees be transferred towards the cost of another course. In the case of serious illness or other mitigating circumstances, students should inform the college in writing and provide written evidence of their circumstances.

**Transfers** - Students may request a transfer, but this will be subject to approval by the College and when any difference in fees has been paid. Transfers are dependent on space available in the new class. The college may propose a transfer where the level of the course is not appropriate. In the unlikely event of a student being disruptive which has a detrimental effect on the rest of the class, the college reserves the right to remove a student from a class. If possible another class will be offered to the student.

**Payments** - Unless otherwise advised or stated, course fees are required at the start of any course to secure your place. For larger payments, two instalments may be possible. Please enquire for information.

For students applying for a 24+ loan to finance a course marked with **L**, the loan must be secured by the 10<sup>th</sup> week of the course otherwise an interim or full payment will be requested by the College.

**Examination certificates** - Certificates should be collected in person from the College reception or a fee of £4 is required for postage. It is the student's responsibility to check the accuracy of the certificate and inform us within 2 weeks of receipt of the certificate in the unlikely event that there is a spelling error. If this exceeds 2 weeks, a fee

may incur.

**Physical activities** - All students attending classes involving physical activity, including dance and art classes, are responsible for seeking their doctor's advice if they are aware of a health condition which may affect their capacity to undertake the class. They should also inform their tutor of any adjustments that need to be made to take account of their health needs. Although the College offers classes on health related topics and therapeutic exercise, it does not provide advice on any individual medical conditions. It should also be stressed that attendance at these courses does not qualify people as practitioners.

**Absence** - In the event of your own sickness, holiday or other absence, please notify us as soon as possible as we are required to record attendance. If there is unexplained absence for more than three consecutive weeks we reserve the right to withdraw the student from a course.

**Dates of courses** – Unless stated, courses do not take place during school holidays or on bank holidays. The number of course weeks/sessions for which a course is advertised, exclude school holidays. The list of term dates can be found on the Student Information sheet, distributed at the start of courses. Students are also advised to read email correspondence relating to course start dates.

**Government funded/co-funded courses** -The fees shown for each course are for UK/EU residents and different fees may apply for overseas students as many of our courses benefit from a government subsidy. Please contact us for more information.

**Student property** - Strode's College cannot accept responsibility for any loss or damage to students' personal property whilst on college premises.

#### Contact details

The Adult learning team can be contacted on 01784 228676 or [adulteducation@strodes.ac.uk](mailto:adulteducation@strodes.ac.uk)

#### Feedback

We welcome feedback on the service that we provide. This can be provided in person at reception, or in writing to;

Kate Shore  
Director of Adult Learning  
Strode's College  
High Street  
Egham  
Surrey  
TW20 9DR

or email [adulteducation@strodes.ac.uk](mailto:adulteducation@strodes.ac.uk)

Thank you for choosing to study with Strode's College and we hope you enjoy your course.