

Part-time

Courses for Adults (19+) **2022-23**

QUALIFICATIONS >>

SKILLS FOR WORK >>

LEISURE LEARNING >>



*Scan to view A-Z of
courses for adults*

**You may be eligible for FREE tuition
and it's really easy to book online!**

How to find us...



WALKING // 40 minute walk from Addington Central Parade or a 20 minute walk from Addington Road, Selsdon.

CYCLING // Covered cycle racks are provided on site.

BY TRAM // Line 3 runs from central Croydon via Gravel Hill to New Addington – alight at Gravel Hill.

BY BUS // Buses 64 and 359 stops directly outside the College. Buses 130, 314, 353, 433 and 466 stop near the College.

DRIVING // Easily accessible from the A212, A232 and A2022. Free parking is available on nearby residential roads and onsite during the evenings.

John Ruskin College



TERM DATES

AUTUMN TERM 2022

05 Sept – 15 Dec
HALF TERM: 24 – 28 Oct

SPRING TERM 2023

03 Jan – 31 Mar
HALF TERM: 13 – 17 Feb

SUMMER TERM 2023

17 April – 26 June
HALF TERM: 29 May – 02 June

CLIENT SERVICES

TERM TIME OPENING HOURS:

Monday: 08:30 – 16:30
Tuesday: 08:30 – 18:30
Wednesday – Friday: 08:30 – 16:30

OUTSIDE TERM TIME OPENING HOURS:

Monday – Friday: 09:00 – 17:00

We are closed on Bank Holidays

SEE INSIDE
FOR A RANGE OF
FREE
COURSES FOR
ADULTS

NEW COURSES ADDED THROUGHOUT THE YEAR!



Welcome

Discover our new range of Part-time courses designed to suit all interests and abilities. Whether you are looking to learn a new skill, improve your career prospects or enrich your social life, there's something for everyone!

Many courses are FREE, subject to your circumstances and household income and it's really easy to apply or enrol online.

HELPING YOU BACK TO WORK

Many of our courses are designed to help you upskill, improve your employability, and increase your confidence including:

- // **FREE English and Maths courses for adults**
- // **ESOL courses if English isn't your first language**
- // **Digital Skills to learn computer essentials**

What's inside

Resources & Support	4
How to Apply or Enrol	4
Fees & Funding	6-7
University Level courses	8
Apprenticeships	9
Accounting	10
Computing & IT	10
Construction & Engineering	12
Dressmaking	12
English & Maths	13
ESOL	13
Hair & Beauty	14
College Facilities	15
Terms & Conditions	15



visit us online
at www.johnruskin.ac.uk

Resources and Support

LEARNING RESOURCE CENTRE (LRC)

The Learning Resource Centre is open to all our students with access to:

- // AUDIO-VISUAL RESOURCES
- // BOOKS AND MAGAZINES
- // PC/INTERNET ACCESS (including eZone and online learning resources)
- // PRINTING AND SCANNING
- // QUIET STUDY AREAS & GROUP WORK SPACES

HOW CAN WE HELP?

For advice about support, alternative viewing formats, loop systems or minicom, contact Client Services on 020 8651 1131.

The College has wheelchair access and can consider reasonable adjustments where required.

Our disability statement and equal opportunities statement can be viewed at www.johnruskin.ac.uk, or you can request a copy from our Client Services team.

CAREERS ADVICE & GUIDANCE

Our Careers team offer support with career planning and preparing for key steps towards employment and work readiness. Helping you with:

- // Exploring career pathways
- // Improving your job search
- // Identifying your transferable skills
- // CVs & job applications
- // Managing career change

➔ www.esc.ac.uk/about-careers-hub

✉ careershub@osc.ac.uk

☎ 01737 788444



* FREE GYM Membership for the duration of your course. All students must complete an induction prior to using the gym. For more information and to book, email: enrichment@johnruskin.ac.uk.



HAIR & BEAUTY SALON
open to the public – see page 14



FREE GYM MEMBERSHIP
for all students*



How to Apply or Enrol

It's really easy to apply or enrol on a Part-time course:



ONLINE

Leisure courses: it's easy to BOOK and pay online at www.johnruskin.ac.uk for all leisure and non-qualification courses.

Qualification courses: when you APPLY online for a Part-time qualification marked  a member of our Client Services team will contact you to arrange an interview to progress your application.



BY TELEPHONE

Call **020 8651 1131** and a member of our Client Services team will assist you. They can also give you additional course information, advice and guidance.

Phone lines are open: Monday to Friday during Client Services opening hours.



IN PERSON

Come into College and speak to our Client Services team during opening hours or visit our **Late Enrolment Event** on **Saturday 03 September 10:00 – 13:00** to apply for a course or complete your enrolment.

What will you need to enrol?

- ▶ Details of the course(s) you are interested in
- ▶ Payment for your course
- ▶ Proof of benefits if applicable
- ▶ Proof of residency (Non UK citizens)

Open Events

Our Open Events take place throughout the year and are an excellent opportunity for you and your family to look around the College, talk to tutors and find out about our courses and the support services we offer.

Tuesday 27 September 2022	17:30 – 20:00
Tuesday 18 October 2022	17:30 – 20:00
Saturday 19 November 2022	10:00 – 14:00
Tuesday 28 February 2023	17:30 – 19:30
Saturday 17 June 2023	10:00 – 12:30

IMPORTANT INFORMATION: Your enrolment will only be finalised once payment and a completed, signed enrolment form have been received. Original or certified copies of all relevant documentation will be needed for enrolment onto a course where payment is discounted due to being in receipt of a means-tested benefit. See page 5 for details of the College's refund and cancellation policy.



CLIENT SERVICES OPENING HOURS

Monday – Friday:
08:30 – 16:30

We are closed
on Bank Holidays



PRE-REGISTER
for Late Enrolment &
Open Events to save
time on the day >>

www.johnruskin.ac.uk

For more information and to apply visit www.johnruskin.ac.uk or call 020 8651 1131

Fees and Funding

As an adult student you may be eligible for financial support depending on your circumstances. You may be entitled to FREE or subsidised tuition fees, even if you are working.

Our Client Services advisors can help you access a range of funding to help with course fees, and for use towards equipment, travel or childcare. The amount of funding will vary depending on your household income and the course you want to study.



Q QUALIFICATION COURSE FEES

Free Maths & English courses

Courses will be FREE if you are 19+ and do not already have a grade 4/C (or above) in Maths or English GCSE.

Standard Fee

The Standard Fee will apply if you are aged 19+ on 31 August 2022 and meet the ESFA (Education & Skills Funding Agency) residency criteria, unless you're eligible for financial support.

For Level 2 courses (or below) the Government will co-fund your fees if you are aged 19+ on 31 August 2022 and meet the ESFA residency criteria. The fee you pay equates to approximately 50% or less of the Full Fee.

Full Fee

Full Fee will apply if you are aged 19+ on 31 August 2022 and you do not meet the ESFA residency criteria.

You may also need to pay additional fees based on the course eg assessment fees.

Full Fee also applies if there is no Government funding for this qualification.

Free Tuition for students aged 19+

FREE tuition may apply if you satisfy one (or more) of the criteria below:

- ▶ You are working and earn less than £18,525 (annual gross salary), or £21,157.50 if you are resident in the GLA* area.
- ▶ Aged 19-23, studying or working towards your first full Level 2 qualification.
- ▶ Aged 19-23, studying your first full Level 3 qualification.
- ▶ Aged 19+, you do not have a full Level 3 qualification and are completing a qualification on the National Skills Fund list.

If you are in receipt of benefits

FREE tuition may apply if you are aged 19+ and satisfy one (or more) of the criteria below:

- ▶ In receipt of Job Seekers Allowance (JSA), including those with NI credits only.
- ▶ In receipt of Job Seekers Allowance (JSA), including those with NI credits only.
- ▶ Receive Employment and Support Allowance (ESA).
- ▶ Receive Universal Credit (UC), and your take-home pay as recorded on your UC statement (disregarding UC payments and other benefits) is less than £345 a month (learner is sole adult in their benefit claim) or £552 a month (learner has a joint benefit claim with their partner).
- ▶ Receive any other recognised state benefit and your take-home pay (disregarding benefits) is less than £345 a month, or £552 if you have a joint claim with your partner. The course you enrol on must also be directly relevant to you progressing into more sustainable employment.

Remember, it's always worth checking with our Client Services team to see what support you could be entitled to, as the rules and guidance can be complex and waivers are subject to change as per ESFA guidance.

*GLA (Greater London Authority) area is the area within the M25 – exact eligibility is based on postcode and subject to change, call Client Services on 020 8651 1131 to confirm.

Advanced Learner Loans

If you are aged 19+ on 31 August 2022, an Advanced Learner Loan could help pay for the cost of studying a Level 3 course or above (if you do not qualify for FREE tuition). The minimum loan amount is £300 and is provided by the Government. Our advisors can help you to apply.

- ✓ FINANCIAL HELP FOR THOSE STUDYING LEVEL 3, 4, 5 OR 6 COURSES
- 📄 NO INCOME OR CREDIT CHECKS
- £ REPAYMENTS DON'T START UNTIL AFTER THE END OF YOUR COURSE
- 📅 NO REPAYMENTS UNTIL YOU EARN MORE THAN £524 A WEEK OR £2,274 A MONTH (before tax and other deductions)

Courses in this guide which may qualify for an Advanced Learner Loan are marked with ▲

FOR MORE INFORMATION VISIT: www.gov.uk/advanced-learner-loan or call Client Services on 020 8651 1131

LOAN BURSARY FUND
You may also be eligible for an Advanced Learner Loan Bursary for additional help with equipment, childcare and travel to College.

LEISURE COURSE FEES

Standard Fee

The Standard Fee will apply if you are aged 19+, unless you qualify for a concessionary fee.

If you are in receipt of benefits

FREE tuition will apply if you are aged 19+ on 31 August 2022, are taking a leisure course in the current academic year (note: you may be required to pay a small materials charge) and meet one of the following criteria:

- ▶ You are working and earn less than £18,525 (annual gross salary), or £21,157.50 if you are resident in the GLA* area.
- ▶ In receipt of Job Seekers Allowance (JSA), including those with NI credits only.

*GLA (Greater London Authority) area is the area within the M25 – exact eligibility is based on postcode and subject to change, call Client Services on 020 8651 1131 to confirm.

- ▶ Receive Employment and Support Allowance (ESA).
- ▶ Receive Universal Credit (UC), and your take-home pay as recorded on your UC statement (disregarding UC payments and other benefits) is less than £345 a month (learner is sole adult in their benefit claim) or £552 a month (learner has a joint benefit claim with their partner).
- ▶ Receive any other recognised state benefit and your take-home pay (disregarding benefits) is less than £345 a month, or £552 if you have a joint claim with your partner. The course you enrol on must also be directly relevant to you progressing into more sustainable employment.

PAYMENTS, REFUNDS & CANCELLATIONS

Payments

To qualify for free tuition or a concessionary fee, suitable evidence must be supplied when you enrol. For those with learning difficulties or disabilities we will need to see a copy of your EHCP. For JSA, ESA, Universal Credit or other means-tested benefits, evidence must be supplied as an official letter (eg from a Government department), dated not more than 3 months prior to enrolment, as well as your National Insurance number. For those on a low income, evidence of your 3 most recent payslips must be provided. If you do not qualify for free tuition, payment must be made on the day you enrol. Instalment plans are available for courses that cost £400 or more.

Refunds

You will not normally be entitled to a refund unless your course is cancelled by the College. If in exceptional circumstances a written request for a refund is agreed, an administration fee of £30 will be applied, please refer to the Refund Policy at www.johnruskin.ac.uk/fees-and-funding. East Surrey College Corporation will abide by the Terms and Conditions of the Consumer Contracts Regulations.

Cancellations

We may have to cancel sessions of courses in circumstances beyond our control, such as power failure, extreme weather or sudden staff sickness. The fee you pay is for the whole course, not a set number of weeks and hours. In the event of a cancelled session, we endeavour to ensure that any missed content is covered in the remaining available weeks.

Study a University Level qualification locally

Achieve your career goals with a range of benefits including lower tuition fees, small class sizes and flexible entry requirements. Our sister College in Redhill offers a range of University Level qualifications including Degrees and Foundation Degrees (delivered in partnership with the University of Chichester), HNCs, HNDs, Professional courses and Higher/Degree Apprenticeships.

SUBJECTS AT UNIVERSITY LEVEL

ART, DESIGN & MEDIA

Graphic & Digital Design*
Photography*
Sound & Music Production*
Make-Up, Special Effects & Hair for Media & Performance*

BUSINESS & IT

Internet Software Development*
Management*

CONSTRUCTION

Construction & The Built Environment
Quantity Surveying*

EARLY YEARS

Early Years*

ENGINEERING

Electrical/Electronic Engineering
Electrical Power Networks & Distribution Engineering
Embedded Electronic Engineering
Engineering (General)
Mechanical Engineering

PUBLIC SERVICES

Public Services

SPORT

Sport (Coaching & Sports Development)



FIND OUT MORE AND APPLY

For more information and to apply visit: www.esc.ac.uk/higher-education or call Client Services: 01737 788444



SCAN ME

* Degree programmes are delivered in partnership with:



DO YOU WANT TO GAIN A QUALIFICATION WHILE EARNING A WAGE?

If so, an Apprenticeship could be right for you. We offer Apprenticeship programmes from **Level 2** up to **Level 7** in a wide range of subjects to anyone aged 16 and over.

An Apprenticeship is an excellent way to access on-the-job training and gain a nationally recognised qualification, plus you can start at any time throughout the year.

Our Employer Services team work with many local and national employers and can help you search for an Apprenticeship vacancy.

Apprenticeships

Apprenticeships aren't just for school leavers! We offer over 60 Apprenticeship programmes including:

AVIATION

Ground Operations

BUSINESS & IT

Accounting*
Business Administration
Customer Services
Digital Marketing*
Human Resources*
Infrastructure (IT Support)
Management*
Software Development*
Team Leading/Supervising

CONSTRUCTION

Bricklaying
Building Services*
Carpentry & Joinery
Civil Engineering
Design & Build*
Electrical Installation/Maintenance
Energy Management
Facilities Services
Ground Work
Housing/Property Management & Maintenance
Painting & Decorating
Plumbing & Heating

Site Engineering*
Site Management*
Site Supervising*
Surveying (Chartered*, Quantity, Technician)

EDUCATION, CHILD & ADULT CARE

Adult Care Work
Early Years
Learning & Skills Teaching*
Teaching Assistant

ENGINEERING

Design & Draughting
Electrical Power Networks*
Embedded Electronic Systems*
Engineering (General)
Maintenance & Operations
Manufacturing*
Science Industry Maintenance
Welding

HAIRDRESSING

Barbering
Hairdressing

*Higher and Degree Apprenticeships available

To view current Apprenticeship vacancies visit: www.johnruskin.ac.uk/apprenticeships/current-vacancies

For more information get in touch with our Employer Services team:

✉ JRCApprenticeships@johnruskin.ac.uk ☎ 020 8651 1131



QUALIFICATIONS

SKILLS FOR WORK

LEISURE INTERESTS

COURSE	CODE	DAY	START DATE	TIME	WEEKS	STANDARD FEE	FULL FEE	
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ACCOUNTING

AAT Accounting Level 2 Foundation Certificate	CRME1213XA	Tue	06 Sep	17:30 - 20:30	35	£823	£1,560	Q
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COMPUTING & IT

Essential Digital Skills Entry Level 3	CRMP2E10XA	Tue	1 Nov	18:30 - 20:30	7	FREE	£300	Q
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Essential Digital Skills Level 1	CRM0000097	Tue	17 Jan	18:30 - 20:30	10	FREE	-	Q
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Microsoft Excel For The Workplace and Home – Beginners	CRM0000111	Tue	27 Sep	18:30 - 20:30	4	£64	-	
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	CRM0000114	Tue	17 Jan	18:30 - 20:30	4	£64	-	
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	FCTE2X1NXA	Tue	02 Mar	18:30 - 20:30	4	£64	-	
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Microsoft Office 365 For The Workplace and Home – Beginners	CRM0000110	Tue	20 Sep	18:30 - 20:30	4	£64	-	
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	CRM0000113	Tue	28 Feb	18:30 - 20:30	4	£64	-	
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	CRM0000112	Tue	10 Jan	18:30 - 20:30	4	£64	-	
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STANDARD FEE – this fee applies if you're aged 19+ on 31 Aug 2022 unless you're eligible for financial support depending on circumstances. (see pages 4-5)

FULL FEE – this fee applies if you're aged 19+ on 31 Aug 2022 and do not meet the ESFA (Education & Skills Funding Agency) residency criteria. Full Fee also applies if there is no Government funding for the course. You may need to pay additional fees based on the course eg assessment fees. (see pages 4-5)

▲ ADVANCED LEARNER LOAN – If you are aged 19+ you may be able to apply for a loan from the Government to help pay for the cost of studying a Level 3, 4, 5 or 6 course. Our advisers can help you to apply. (see page 5)

Q QUALIFICATION – this is a qualification course and an interview will be required.

Tailored Training Solutions for Employers

Our Employer Services team provide dedicated support for flexible training programmes customised to your business needs and budget. This includes Work Based Training, Apprenticeships, Traineeships, Work Experience, Statutory Compliance Training as well as tailored courses.

- // CUSTOMISED TRAINING SOLUTIONS
- // QUALITY TRAINING LOCAL TO YOU
- // VALUE FOR MONEY
- // INDUSTRY RECOGNISED QUALIFICATIONS

For more information get in touch with our Employer Services team:

01737 788316

jrcemployerservices@johnruskin.ac.uk



Find out about our Apprenticeship programmes from Level 2 to Higher and Degree Levels on page 9 or visit: www.johnruskin.ac.uk/apprenticeships



JOIN OUR MAILING LIST

Keep up-to-date with the latest news, events and new courses!



sign up today at: www.johnruskin.ac.uk/sign-up-for-updates

Access to HE courses for adults

John Ruskin College offers a range of Access to Higher Education courses, widely recognised by UK Universities. These qualifications are designed for adults without a suitable Level 3 qualification and will prepare you for studying at Degree Level.

- ▶ ACCESS TO MEDICAL SCIENCE
- ▶ ACCESS TO NURSING & HEALTH RELATED PROFESSIONS
- ▶ ACCESS TO SOCIAL WORK



APPLY TODAY at: www.johnruskin.ac.uk/full-time-courses/access-to-higher-education

QUALIFICATIONS

SKILLS FOR WORK

LEISURE INTERESTS



COURSE	CODE	DAY	START DATE	TIME	WEEKS	STANDARD FEE	FULL FEE
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CONSTRUCTION & ENGINEERING

Plumbing Level 1 Diploma	CRMP2110XA	Tue	01 Nov	18:00 - 21:00	31	£993	-	Q
Plumbing Level 2 Diploma	CRM0000115	Tue	13 Sep	18:00 - 21:00	35	£1,287	-	Q
Railway Engineering Level 2	P311A	Mon	12 Sep	09:00 - 17:00	6	£1,626	-	Q
	P311B	Mon	09 Jan	09:00 - 17:00	6	£1,626	-	Q
	P311C	Mon	08 May	09:00 - 17:00	6	£1,626	-	Q

DRESSMAKING

Dressmaking For Beginners	FCTE1X12XA	Tue	20 Sep	18:00 - 20:00	6	£133	-	
	FCTE2X13XA	Tue	17 Jan	18:00 - 20:00	6	£133	-	
	FCTE2X12XA	Tue	25 Apr	18:00 - 20:00	6	£133	-	

You may be eligible for FREE TUITION
See pages 4-5

STANDARD FEE – this fee applies if you're aged 19+ on 31 Aug 2022 unless you're eligible for financial support depending on circumstances. (see pages 4-5)

FULL FEE – this fee applies if you're aged 19+ on 31 Aug 2022 and do not meet the ESFA (Education & Skills Funding Agency) residency criteria. Full Fee also applies if there is no Government funding for the course. You may need to pay additional fees based on the course eg assessment fees. (see pages 4-5)

▲ ADVANCED LEARNER LOAN – If you are aged 19+ you may be able to apply for a loan from the Government to help pay for the cost of studying a Level 3, 4, 5 or 6 course. Our advisers can help you to apply. (see page 5)

Q QUALIFICATION – this is a qualification course and an interview will be required.

COURSE	CODE	DAY	START DATE	TIME	WEEKS	STANDARD FEE	FULL FEE
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ENGLISH & MATHS

First Steps Into English	FCT0000029	Wed	19 Apr	09:30 - 11:30	9	FREE	-	
First Steps Into Maths	FCT0000030	Tue	18 Apr	09:30 - 11:30	13	FREE	-	
* Functional Skills English	P3005	Tue	20 Sep	18:00 - 20:00	14	FREE	-	Q
	P3006	Tue	07 Feb	18:00 - 20:00	15	FREE	-	Q
* Functional Skills Maths	P3004	Tue	20 Sep	18:00 - 20:00	11	FREE	-	Q
	P3003	Tue	07 Feb	18:00 - 20:00	15	FREE	-	Q

* In the 1st week you will be required to complete an online assessment, and bring proof of your English qualifications.

Multiply

LOOKING TO IMPROVE YOUR MATHS SKILLS?

MULTIPLY offers easy access to free numeracy courses where you can build your confidence in using numeracy at work or in everyday life.

Please contact Client Services to express your interest and get more information:

✉ clientservices@johnruskin.ac.uk

☎ 020 8651 1131

MULTIPLY may be right for you if you:

- ▶ Need more confidence before starting a formal college course
- ▶ Have a learning difficulty or disability
- ▶ Have English as a second language
- ▶ Want to support your children with their maths
- ▶ Want to progress in your career and feel maths is holding you back

Launching soon!

ESOL // English for Speakers of other Languages

If English isn't your first language, enrolling on an ESOL course will help improve your English language skills to help you with various aspects of life in the UK including social skills, studying and getting a job.

COURSE	CODE	DAY	START DATE	TIME	WEEKS	STANDARD FEE	FULL FEE
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ESOL

ESOL Speaking and Listening	P3007	Tue	20 Sep	18:00 - 20:00	32	£785	£1,570	Q
ESOL Pre-Entry	P3008	Tue	03 Jan	tbc	20	£785	£1,570	Q



QUALIFICATIONS

SKILLS FOR WORK

COURSE	CODE	DAY	START DATE	TIME	WEEKS	STANDARD FEE	FULL FEE
HAIR & BEAUTY							
African-Caribbean Hair Extensions For Qualified Hairdressers	CRME1X10XA	Tue	20 Sep	18:00 - 21:00	10	£290	-
	CRME2X16XA	Tue	21 Mar	18:00 - 21:00	10	£290	-
Afro Caribbean Hairdressing Level 2 Certificate	CRME121XA	Tue	06 Sep	18:00 - 21:00	34	£1,129	£1,129
Beauty Specialist Techniques Level 2 Certificate	CRME121AXA	Tue	06 Sep	18:00 - 21:00	34	£1,645	£1,645
Nail Technology Level 2 Award	CRME121BXA	Tue	20 Sep	18:00 - 21:00	10	£336	£336
Nail Technology Level 2 Certificate	CRME1218XA	Tue	20 Sep	18:00 - 21:00	20	£475	£475
Weaving Technique For Hairdressers	CRME1X11XA	Tue	20 Sep	18:00 - 21:00	6	£290	-
	CRME2X17XA	Tue	03 Jan	18:00 - 21:00	6	£290	-
	CRME2X18XA	Tue	28 Feb	18:00 - 21:00	6	£290	-
Women's Hairdressing Level 2 Certificate	CRME1219XA	Tue	13 Sep	18:00 - 21:00	18	£1,645	£1,645
Women's Hairdressing Level 3 Certificate	CRME1319XA	Tue	20 Sep	18:00 - 21:00	34	£1,645	£1,842



Offering an extensive range of hair, beauty and spa treatments at affordable prices, our fully operational training salon is open to the public, staff and students.

BOOK YOUR APPOINTMENT TODAY
 ✉ receptionhb@johnruskin.ac.uk ☎ 020 8651 1131 (ext. 158)

College Facilities

John Ruskin College is a unique venue in the heart of Selsdon in South Croydon with well equipped, state-of-the-art facilities including meeting rooms, construction skills centre, hair & beauty salons, sports hall and gym, media production suites and much more. For venue hire enquiries, call 01737 788379.

PARKING

Free parking is available at the College. We can also provide dedicated disabled parking bays. Parking is subject to availability and may be suspended at any time. The College does not accept liability for any accident or damage that occurs in the College car parks.

CHILDREN

We do not admit children under 16 to classes, except where a course is specifically provided for them.

NO SMOKING POLICY

Smoking (including electronic cigarettes and vapes) is not permitted on the College site except at the Smoking Shelter.

Terms & Conditions

COURSE CANCELLATION

Courses quoted are based on a minimum number of students enrolled. If this number is not achieved it may be necessary to cancel the course before the first class and provide students with a full refund.

HOW WE USE YOUR PERSONAL INFORMATION

East Surrey College is committed to complying with GDPR as a data controller. We take your privacy seriously and will only use your personal information to administer your account and to provide the services you have requested from us. This information may also be shared with other organisations for purposes of administration, the provision of career and other guidance and statistical and research purposes, relating to education or training. Full details can be found at www.esc.ac.uk/policies-and-procedures.

Customer Satisfaction



OUR COMMITMENT

We are committed to providing high quality education and customer service at all times, so your comments are very important to us. If you are not satisfied with your course for any reason, we would ask that you discuss your concerns with your course tutor in the first instance.

In case of a query or issue encountered with an online application, or if you have a complaint about a course booked online, you can contact our Client Services team on 020 8651 1131 or view our customer feedback process at www.johnruskin.ac.uk/comments-and-feedback.

If the problem is unresolved you may wish to submit your complaint online at <https://ec.europa.eu/consumers/odr>.

JOIN OUR MAILING LIST

Keep up-to-date with the latest news, events and **new courses!**

sign up today at: www.johnruskin.ac.uk/sign-up-for-updates



CONTACT US

John Ruskin College
Selsdon Park Road
South Croydon
CR2 8JJ

Client Services: 020 8651 1131
clientservices@johnruskin.ac.uk
www.johnruskin.ac.uk



VISIT US

LATE ENROLMENT EVENT

Saturday 03 September 2022 10:00 – 13:00

OPEN EVENT DATES

Tuesday 27 September 2022 17:30 – 20:00

Tuesday 18 October 2022 17:30 – 20:00

Saturday 19 November 2022 10:00 – 14:00

Tuesday 28 February 2023 17:30 – 19:30

Saturday 17 June 2023 10:00 – 12:30

Pre-register online at www.johnruskin.ac.uk



DISCLAIMER: Every effort has been made to ensure that the details included in this guide are up-to-date and accurate at the time of printing. However, the College reserves the right to alter or cancel courses, their content, entry requirements or other details should circumstances dictate.