



Sutton
College

a guide to

Support on courses



Enrol

Detailed listings of all courses starting throughout the year can be found on the website at www.suttoncollege.ac.uk

Course details, department profiles, student support and student reference information can also be found there as well as the latest College news and events.

The fastest, easiest way to secure your place on a course is to enrol online at www.suttoncollege.ac.uk

Alternatively, please contact our Customer Enquiry Team who will be happy to help.

The Customer Enquiry Team are based at the main centre and can be contacted via enrol@suttoncollege.ac.uk or by calling 0208 289 4700 for any queries regarding enrolments, fees or eligibility.

For full course listings (inc. course information, fees, dates etc) and to enrol online see www.suttoncollege.ac.uk



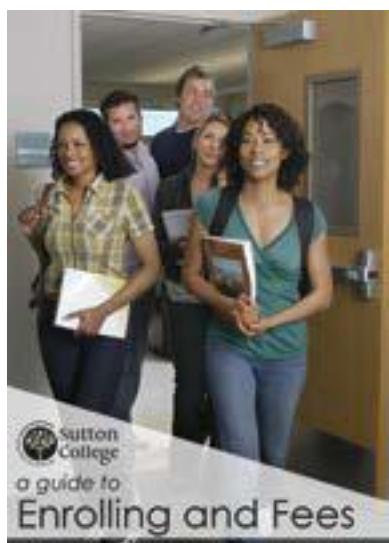
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Download a Guide

You can download the guides below from www.suttoncollege.ac.uk



Our **Enrolling and Fees** guide provides further information about getting on a course at Sutton College and any financial support/funding you may be entitled to.



020 8289 4700

St Nicholas Way, Sutton, SM1 1EA

www.suttoncollege.ac.uk



Customer Enquiry Centre

The Sutton College Customer Enquiry Centre is a one stop shop to answer all your enrolment, eligibility and fee queries. It also encompasses the College Advice Service to help you plan your future education & work, offering a free impartial, confidential information, advice & guidance service for learning, progression and work.

The Customer Enquiry Centre has friendly, qualified staff offering one-to-one advice to help you make an informed decision about your learning, training and new career paths open to you.

We have a range of resources to help you plan your next step such as:

- course finder
- career guidance
- help with CV writing
- help with Labour Market information
- assistance with filling in application forms
- information on your next step and progression routes

If you would like further information or to book an appointment, please contact the Customer Enquiry Centre on 020 8289 4700 or email advice@suttoncollege.ac.uk

[Complete an Advice Service Enquiry form](#)

The Advice service has been awarded the Matrix Charter mark so you can be sure that the service you get will be of the highest quality. It is also a sub-contractor of the National Careers Service delivering Information, Advice and Guidance Service.

Opening Hours during Term Time:

Monday – Friday 0900-1630

Non Term Time

Monday -Friday 0900 - 1630

Tel: 020 8 289 4700

email: advice@suttoncollege.ac.uk



**National
Careers
Service**

Helping you take
the next step

LEARNER SUPPORT

services at Sutton College



Additional Learning Support

If you have a difficulty or disability that may affect your learning on a Sutton College course and you would like additional help, then please tell your tutor or a member of staff so that we can help you in your studies.

Additional Learning Support can offer support such as:

Support for literacy, numeracy, ESOL (English for Speakers of Other Languages) study skills, dyslexia or similar difficulties

- Testing for eligibility for access arrangements in exams (extra time, specialist equipment etc)
- Specialist equipment if you have a physical learning difficulty
- Making it easier to get to class by making it more accessible
- Financial support may be available for help with fees, exam costs and childcare costs
- Information, Advice and Guidance is available for all students

Find out more by contacting our Customer Enquiry Team 020 8289 4700

Please note:

Learning support does not include personal care, arranging or providing transport.



YOUR FEEDBACK MATTERS!

Student Feedback

At Sutton College we put students first – we need your help and involvement to make sure Sutton College gives students the very best experience we can.

Via our '[Student Feedback](#)' webpage, you can give feedback during your course and once you have finished your course. You can let us know how you have found studying at Sutton College and suggest other courses that you feel the College should offer.

Your contributions are very much appreciated.

The feedback forms listed below and opposite are available from the Sutton College website - ['Student Feedback'](#)

- **Course Suggestions**

Tell us what you would like to study. If there's enough demand, we'll try it!

- **Comments & Feedback**

Do you have a compliment, comment, complaint or suggestion?

- **Have your say Ofsted Survey**

An important survey by Ofsted to assess College's nationwide.

- **End of Course Evaluation**

These help us plan future delivery and make improvements. Your tutor will tell you when to complete this form.

- **Mid Course Evaluation**

These are for long courses to assess how the class is progressing. Your tutor will tell you when to complete this form.

- **Short Course Evaluation**

These are for short courses (1-3 day courses) and help us plan future short courses.

- **Student Absence**

If you are unable to attend your class, please let us know via the Student Absence form. We would encourage you to only miss a class if unavoidable in order to get the most from your studies.



Sutton
College



iCLICK



iCLICK Centre

Sutton College Computer & Digital Learning Centre

Support for beginners through to advanced student users and staff.

Please note access is available to current students only. (Enrolled in the current academic year)

Printing and photocopying charges apply.

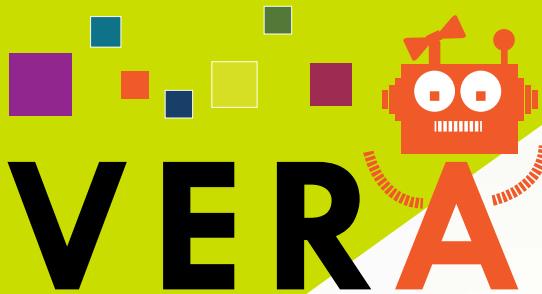
Available Software includes:

- Microsoft Office
- Sage Accounting
- Adobe Master Suite including InDesign, Illustrator, Photoshop

Telephone: 020 8289 4700

Email: iclick@suttoncollege.ac.uk

See www.suttoncollege.ac.uk/college/iclick
for more information



Virtual Education Resources & Activities



VERA (Virtual Education Resources & Activities)

Sutton College has a VLE – Virtual Learning Environment, named VERA – Virtual Education Resources and Activities. VERA consists of a dedicated online area for students, designed to enhance and extend the student learning experience.

It contains information for students such as questionnaires and College communications. It also contains your course site which is a website that is created individually for your course, by tutors, for their students. This will vary in content depending on your course, but the site can contain a variety of elements to support studies such as resources, links, discussion forums, lesson slides, homework, announcements etc. This can greatly enhance your course experience and extend learning outside of the classroom.

At the start of your course, your tutor will give you your personal email address and password which will allow you to access VERA. This is accessed from the home page of the Sutton College website. Please ensure that you use this email address for all your College communications.

You can gain access to VERA from any device that is connected to the Internet. If you need assistance in using computers or using VERA, either your tutor or our Learning Advisors in the iCLICK department can help you with this. We can offer short online or class based computing courses that can support you with your studies.

Please note that not every single course will have a site, as this may not be deemed appropriate eg 1 day weekend courses.

Your feedback is very welcome and we aim to constantly improve and develop this resource.

Please send any feedback to:
curriculum@suttoncollege.ac.uk