

FREQUENTLY ASKED QUESTIONS

LEISURE LEARNING 2020/21

Q: WHO CAN ENROL ON TO A LEISURE LEARNING COURSE?

A: Any individual who is age 19 or above on 31 August 2020. Each course page will outline any knowledge or experience you may be required to have prior to joining the course, to support you in undertaking the right level of course to meet your needs and interests.

Q: CAN I ENROL ON TO A LEISURE LEARNING COURSE AFTER IT HAS STARTED?

A: Due to our systems and processes, we are unable to accommodate late enrolments. Each course page indicates when the course closes to enrolment. Whilst this may vary, it is commonly 5 working days prior to the start of the course.

Q: IS PARKING AVAILABLE AT THE COLLEGE?

A: Suffolk New College has plenty of parking space, filled on a first-come-first-served basis, which is free after 6pm to students (before which the charge is £3 for the day). Occasionally there may be an event at the College, which means that the parking facilities are likely to be in higher demand. The course page will identify any relevant dates that may affect a session when you are at College.

Q: I AM UNFAMILIAR WITH THE COLLEGE. WHERE DO I GO ON MY FIRST NIGHT AND WHAT DO I BRING?

A: The course page will identify what you need to bring with you and, where relevant, what you need to wear. Please arrive at least 10 minutes prior to the start of your session. On arrival at the main reception of Suffolk New College, you will be directed to specific seating in the Atrium. A staff member will meet you in that location and show you to the teaching room.

Q: WHAT IF I AM UNABLE TO ATTEND A CLASS WITHIN THE COURSE?

A: If you are unable to attend a session, please email Tracey Macdonald at traceymacdonald@suffolk.ac.uk in advance of the session. If you feel your absence may occur for more than one session then please include this information in the e-mail communication. Please note that there is no price adjustment to the course if you are unable to attend a planned session.

Q: CAN I BE REFUNDED IF I NO LONGER WISH TO ATTEND THE COURSE?

A: Our refund policy is located within the Terms and Conditions on the Leisure Learning page of our website.

Q: WHO CAN I CONTACT IF I HAVE A QUERY?

A: The course information on our website may help you, alternatively you can e-mail Business@suffolk.ac.uk or speak directly to your College tutor.

Q: I HAVE BEEN INFORMED BY MY TUTOR THAT I AM ELIGIBLE FOR A DISCOUNT FOR MY NEXT COURSE. HOW CAN I REDEEM THIS?

A: Once you have completed a Leisure Learning course you will receive a discount code via your e-mail address. You can redeem this discount at the point of booking your next Leisure Learning course via Eventbrite.

Should you have any further questions, please email the Leisure Learning team at Business@suffolk.ac.uk.