

The logo for Richmond Adult Community College (RACC) features the letters "RACC" in a large, bold, white, sans-serif font. A thin white horizontal line is positioned directly beneath the letters.

Richmond Adult Community College

The title "LEARNER HANDBOOK" is displayed in a large, bold, white, sans-serif font. The word "LEARNER" is on the top line, and "HANDBOOK" is on the bottom line. A thin white horizontal line is placed between the two words.The years "2016" and "2017" are stacked vertically in a large, bold, white, sans-serif font. A thin white horizontal line is positioned between the two years.

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## TERM DATES

### **Autumn Term 2016**

12 September – 17 December

Half term: 24 – 29 October

### **Spring Term 2017**

9 January – 1 April

Half term: 13 – 18 February

### **Summer Term 2017**

18 April – 15 July

Half term: 29 May – 3 June

## **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.

# Principal's Welcome

Welcome to RACC.

Thank you for choosing RACC to pursue your career, hobby or wellbeing goals. We are specialists in adult learning and have a wide range of courses, services and support to help you achieve your potential in work and life whatever your starting point, age, ability or background.



What starts as a hobby or interest can grow to become a new business. We have a programme of short business start-up courses that could help you make your ideas a reality. We also have qualifications that will open the door to university or new careers. Our Admissions team at reception can help you find the right course and provide information about bursaries and financial support.

Learning isn't all about qualifications. It is also proven to improve your wellbeing. Check our course guide and website for our programme of Wellbeing courses, some of which have fee concessions. We also have a new programme of events and a film club that can enrich your learning or provide new opportunities to make friends.

Last year we opened our new award-winning Art School, theatre and performance space. This September we are delighted to open our new facilities for people who have a disability. We hope that our improved facilities will make it easier for those of you who use wheelchairs or care for someone who does, to pop in and visit our shop, gallery and café when you are in Richmond.

We also have a new teaching kitchen where you can learn to eat more healthily, cook more independently, bake like a pro or impress your friends at dinner parties. We have an exciting new range of courses with something for everyone.

We look forward to seeing you in 2016/17 and hope that you enjoy studying at RACC.

Gabe Flint

## LEARNER ADVICE

**Course information and advice:** If you need more information or advice about course details or fees please email [info@racc.ac.uk](mailto:info@racc.ac.uk) or call 020 8439 7921. The course information team is available Monday to Saturday.

**Information, 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 RACC Careers Advisor (available Monday – Thursday, 9am – 5pm).

**Careers:** A National Careers Advisor is available weekly and can offer a 45 minutes guidance session on:

- Returning to work, career change, redundancy
- Overcoming barriers to employment
- Action plans, goal setting, identifying strengths and skills
- Job hunting, occupational analysis, interview skills
- Networking, education and training opportunities

**Please contact us to make an appointment:**

**tel:** 020 8439 7921

**email:** [iag@racc.ac.uk](mailto:iag@racc.ac.uk)

**web:** [www.racc.ac.uk/student-advice-support](http://www.racc.ac.uk/student-advice-support)

## LEARNING SUPPORT

We are committed to providing a supportive learning environment to all our students, actively encouraging disabled people 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.

In addition to a range of courses designed to suit specific disability groups, we also provide support for students on general college courses. If you have a disability or learning difficulty that may affect your learning, let us know and we will do everything we can to help you succeed.

There are many ways in which we can assist you, including: advice and guidance, individual support in class (e.g. note-taker, reader, signer) specialist equipment, instruction in the use of specialist equipment, learning support workshops, additional teaching in English and Maths to help you succeed on funded courses, special examination arrangements.

Please note that if you have complex or very specific support needs, we will need reasonable notice before the start of your course to put appropriate measures in place.

Your tutor is there to support you with your studies and should be your first point of contact if you are worried about your progress or you are not happy with any aspect of the course. 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 difficulties, you can speak in confidence to our Additional Learning Support Co-ordinator (details below) or ask our Information, Advice and Guidance team to provide you with a list of outside agencies that can offer help.

### Support for learners with a hearing impairment

Reception and some rooms have loop systems. There is also a bookable hearing conversor available from the Learning Resource Centre.

### Examinations

If you have enrolled on an examination course, you will be expected to take the exam. These usually take place in the daytime, on weekdays, so you may need to make arrangements to be available at that time. We will advise you well in advance when your exam will take place. If you require special exam arrangements, you must notify your tutor and the Exams office within the first four weeks of the course starting.

For more details on examination and assessment processes, as well as how to appeal if you disagree with the outcome of an assessment, please see the Exams Procedure document on our website or follow the link on Moodle.

For further information contact the Additional Learning Support Team:

**Learning Support**  
**Drop-in Advice Sessions:**  
**Tuesdays 12–1.30pm and**  
**Fridays 9–11am**

**Mental Health/Wellbeing**  
**Drop-in Sessions:**  
**Thursdays 9.30am–12.30pm**  
**(term time only)**

tel: 020 8891 5907 ext.5032 | email: als@racc.ac.uk | web: www.racc.ac.uk/als

# COLLEGE FACILITIES

## Café

Our onsite café offers a variety of reasonably-priced, high-quality, hot and cold refreshments, and is open to the general public, staff and students.

## Car Parking

Onsite parking is restricted to staff and those with a disability. The Old Deer Park car park (pay and display) is adjacent to the site. Parking is free of charge after 6.30pm.

## Crèche

The college offers an onsite crèche for children aged 6 months to 5 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**.



## The Parkshot Gallery

We have an onsite public art gallery and shop that provides opportunities for 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 its opening hours, please look on our website [www.racc.ac.uk/parkshot-gallery](http://www.racc.ac.uk/parkshot-gallery) or email [parkshotgallery@racc.ac.uk](mailto:parkshotgallery@racc.ac.uk)

## Quiet Room

A quiet room is available on request. Speak to reception staff for access.

## The Therapy Rooms

Our onsite beauty and therapies salon is open to the public and offers a range of treatments to RACC learners at a discounted rate. The Therapy Rooms provide our beauty and complementary therapies students with opportunities to practise in a realistic working environment and develop their skills. Find out more about our prices and opening hours at [www.racc.ac.uk/therapy-rooms](http://www.racc.ac.uk/therapy-rooms)



## Performing Arts Centre

Our brand new 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

## Events

We have a programme of events that run throughout the year, including drama and music performances, business events, arts and craft fairs and much more. All our students are welcome to attend, as are members of the general public. If you would like to attend one of our events, please contact [events@racc.ac.uk](mailto:events@racc.ac.uk). For the latest information on events, visit [www.racc.ac.uk/events](http://www.racc.ac.uk/events)

## Learning Resource Centre (LRC)/Library Services

As a student of RACC, 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)
- Online assessment including Microsoft Academy

Please note that use of the internet may be monitored and 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 during 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: 9 – 5pm

### LRC Contact details:

tel: 020 8891 5907 ext. 5000

email: [lrc@racc.ac.uk](mailto:lrc@racc.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 also has Wi-fi zones for RACC learners and staff.

To access college computers you will need your user ID to login. This is given to you when you enrol. You are responsible for it and it should not be shared with anyone. Please remember to change your password regularly by pressing ctrl-alt-delete on any PC in the college.

To log into RACC 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).

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 wiped 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 data from the Learning Resource Centre.

Please note that by using the college computing facilities you agree to abide by the Acceptable Use Policy. This can be found on the college website.



**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 from anywhere on the college campus computer network, from your home or workplace.

Moodle encourages learners to work and share their ideas as part of an online community. Your assignments can be submitted, marked and returned to you with feedback. This enables you to manage your assignments and access useful information to suit your pace and style of learning.

Your tutor will let you know if your course is supported by Moodle and will be able to show you how to find your course. Moodle will provide you with essential resources for your course such as handouts, timetables, activities and useful links.

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

## To access Moodle

Type in the following address to your website browser: **learn.racc.ac.uk**  
Alternatively you can use the Student Intranet link on the college website.

## How to get help with Moodle

If you need help with Moodle, you can contact us via the Moodle Helpdesk, drop in at the Learning Resource Centre for advice on how to use it, or email **lrc@racc.ac.uk**

# YOUR RIGHTS AND RESPONSIBILITIES

## College Charter

The College Charter is available on our website. It sets out the services the college offers and the standards learners can expect.

## Student Code of Conduct

The RACC Student Code of Conduct is designed to ensure that learners contribute to a safe and successful learning environment by defining the behaviour and conduct expected of them.



## Behaviour guidelines - Everyone is expected to:

1. 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 will expect you to report any such incidences to your tutor as soon as possible.
2. Respect contributions made in class by other learners and not undermine them by inappropriate comments or behaviour.
3. Adopt behaviour and use language that is appropriate and does not upset others. Swearing, shouting and using inappropriate gestures will not be tolerated.
4. Follow tutors' instructions and agreed class rules.
5. Switch off mobile phones, tablets and personal stereos in classrooms except if they are being used to assist learning.
6. Provide feedback information as required and use the college's procedures if you wish to make a complaint (see Complaints Policy and Procedures).
7. Meet financial commitments relating to your course (if applicable) promptly and in full.
8. Act at all times in a manner that does not cause offence nor bring the college into disrepute.

## Attendance and punctuality

1. All learners at the college are expected to attend all classes and take part in all course related activities.
2. Please let us know in advance by email, text or phone if you are unable to attend a class or a scheduled event. Poor attendance and punctuality can hinder progress and affect overall achievement, and may lead to withdrawal from course.
3. Lateness: We expect you to be punctual to all classes. If you are more than 15 minutes late you may not be able to join the class, particularly where lateness may have adverse consequences – e.g. missing the warm-up in an exercise class or information on safe techniques in an art class.
4. Learners on full time courses are expected to hand in work on time and attend tests, mocks and exams. Failure to do so may result in disciplinary procedures.

## Academic guidelines - You are expected to:

1. 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, if applicable.
2. Successfully complete all internal and external examinations and assessment, where appropriate, in order to progress on the course.
3. Ensure all work produced for assignments and exams is your own work. Where information is used from another source this must be referenced appropriately. Plagiarism and/or cheating may lead to disciplinary action by the college and/or awarding organisation/examinations board. Plagiarism is the presentation of someone else's work as your own. All assignments produced for assessment must be your own work and you will be asked to confirm this. Any deliberate attempt to pass off someone else's work as your own will be treated seriously by the college, and could result in the failure of the assignment and even disciplinary action. Plagiarism can be avoided by referencing and the use of a bibliography. See the College Assessment Policy and Procedure (on the website and Moodle) for more details.
4. Comply with the 'Acceptable use of IT' policy (to be found in the Learning Resource Centre), use IT facilities to support your learning and not to access any website that is against college policy.

## 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 from the LRC.

1. 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.
2. Become acquainted with our Health and Safety regulations and follow the proper college evacuation procedure in an emergency.
3. Inform the college of any disability that might result in help being required in the case of an emergency evacuation.
4. Do not smoke, bring illegal drugs, alcohol or offensive weapons onto the premise or be under the influence of drugs or alcohol whilst on college premises.
5. Notify a member of staff if you have an accident at college.
6. Keep the college clean, free from litter and graffiti and do not eat or drink in the classrooms or Learning Resource Centre.

## Personal and College Property

1. Show respect for the premises and property of the college, and the possessions of other learners.
2. 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.
3. Be responsible for the loss or damage to your own property. All articles of value left on the college premises, including cars, bikes and motorbikes are left at the owner's risk.

On signing the Learning Agreement form, 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 being implemented in accordance with the college's Student Disciplinary procedures.

# 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; simply talk to your tutor, raise the issue with reception or any other 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 advice on safe use of equipment, machines and substances.

### Emergency Procedures

There is a notice in each classroom explaining what to do if there is a fire or emergency, giving emergency exit routes and assembly points. Your tutor will brief you on emergency procedures as part of your course induction.

Please inform us if you have a mobility issue which may affect your ability to evacuate the building during an emergency. Please also remember that the lifts will not be available for use in an emergency situation.

### First Aid

A number of RACC staff are trained first aiders and a qualified first aider will be on duty during our opening hours. Please ask your tutor or a member of the reception staff if you need assistance.

You should not attempt to administer first aid unless you are a qualified first aider. All incidents and accidents need to be reported as soon as possible after the event on the College Accident or Incident Form.

## EQUALITY AND DIVERSITY

We are proud of our diverse community of staff, students and visitors and are committed to maintaining our excellent record in teaching and learning by ensuring there is equality of opportunity for all, fostered in an environment of mutual respect and dignity.

The promotion of Equality and Diversity concerns all of us. As members of this community, we will contribute to ensuring that RACC continues to be a safe, welcoming and productive environment.

As a learner at RACC, you have a crucial role in promoting and celebrating Equality and Diversity. You should raise any issues and challenge discrimination. Our Equality and Diversity policy is available on our website.

# ADULT SAFEGUARDING & CHILD PROTECTION

You have the right to feel safe where you learn and to help achieve this it is the responsibility of all staff and learners at the college to:

- Respect other people's right to safety
- Not to hurt or abuse others
- Not to 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 will 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. Ask a member of staff to put you in touch with our Safeguarding Officers or contact them directly.

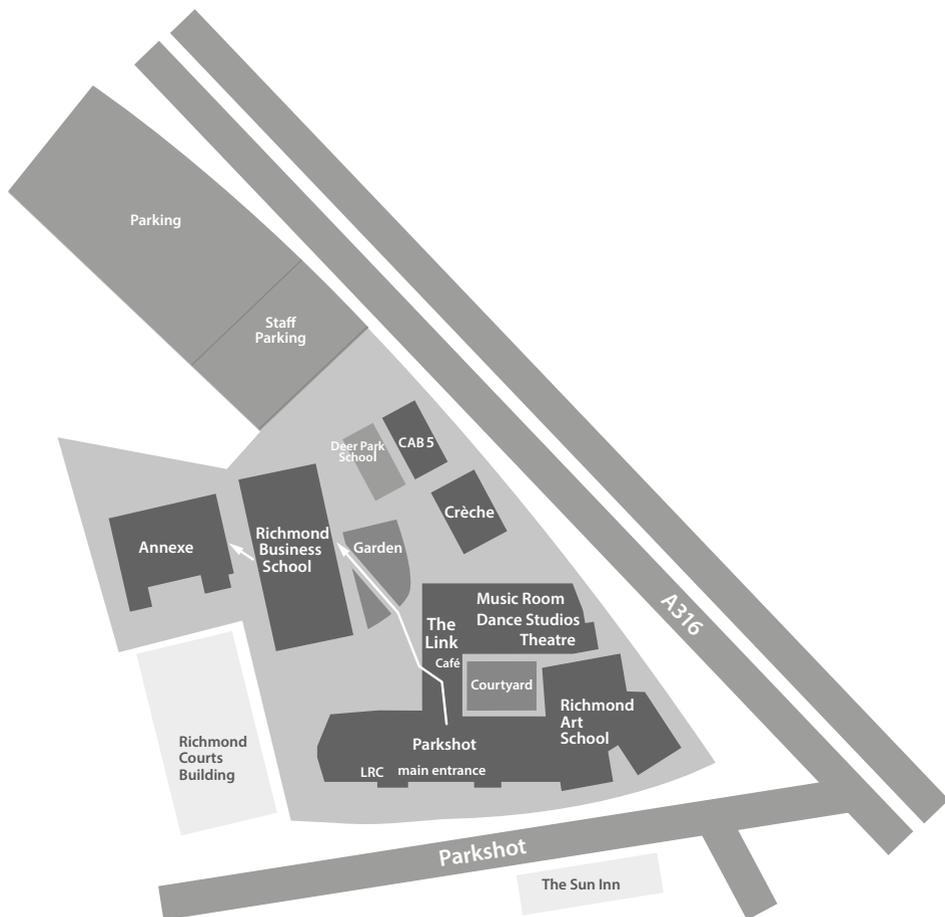
**Safeguarding Officers:**  
**020 8439 8954 (office hours)**  
**email: [safeguarding@racc.ac.uk](mailto:safeguarding@racc.ac.uk)**

You can also contact Samaritans (08457 909 090) or Victim Support (0845 303 0900). Our Safeguarding Policy is available on our website.

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

## Campus Map



## Accessibility

The college site is fully accessible with ramps and lift facilities. In the rare circumstance that you find the lift has broken down and you are not able to use the stairs, please contact reception and they will be able to assist you.

## Student card

The RACC student card is available at a cost of £2 to all current learners at the college and can be purchased from reception. The card is optional and only valid during the time that you are studying at RACC. It may be accepted in certain retail establishments that offer a student discount.

## Financial Support Information

If you need information on concessionary fees or help paying for your course, or with travel expenses or childcare costs, please see our leaflet 'Help with Your Fees' available on our website and at reception. Should you have a specific enquiry which has not been answered by our leaflet, please contact us via email [enrol@racc.ac.uk](mailto:enrol@racc.ac.uk) or call 020 8891 5907.

## Delays and Cancellations, Refunds, Credits and Transfers

We will always try to run all the courses as planned, however, there may be instances when we have to cancel or delay a course if it has not reached the minimum enrolment number.

Please note that courses may be closed either before the first class (for classes with very low enrolments) or in the first or second weeks, depending on the length of the course. We do try to keep classes open and available for as long as possible to allow late learners to enrol and enable classes to run. If a class is closed, learners will receive an email advising them of suitable alternative courses. Please reply to this email to confirm your wish to transfer or request a refund of the fees paid.

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 Request a Transfer form available on the website. Unless there's an academic reason, there will be an administration fee for a transfer, and if agreed, any price difference must be paid before the transfer is completed.

Requests for Refunds, Transfers or Credits should be made by clicking the appropriate link on the Refund Policy web page and completing the form. Please contact [rtc@racc.ac.uk](mailto:rtc@racc.ac.uk) if you have any queries. Refunds take 10-15 working days to process.

Please note that we are unable to make refunds for absences due to changes in work commitments, personal or financial circumstances, or for any other reasons that you may have for not attending the course. Credits are available in the case of serious illness (supported by a medical certificate) and valid for twelve months from the date of issue. In special circumstances a break in learning can be arranged. Email [rtc@racc.ac.uk](mailto:rtc@racc.ac.uk) for details.

Please refer to our Refund Policy (available at reception and on our website) for full details.

## 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 to study, that Health and Safety guidelines are met and that our courses are appropriately funded through the Skills Funding Agency.

If you are enrolling in person, you will be asked to sign it as part of the enrolment process. When enrolling online you will need to print the agreement, sign and return it before starting your course. If you are not able to print out your agreement, please either call in at reception to receive a paper copy or email [enrol@racc.ac.uk](mailto:enrol@racc.ac.uk) and we will post it to you. If you enrol by phone, the learning agreement will be posted to you.

## 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.

### Speak to a Member of Staff

Talk to your course tutor or a member of the reception staff; you can also meet with a member of the Senior Management Team by coming to one of our 'Tell Us What You Think' sessions; these are advertised through our website and posters around the college.



### Feedback Card

Fill out one of our feedback cards to comment on our services or put forward a suggestion, and drop it into our feedback box located outside reception. Use the online feedback form that you can find at [www.racc.ac.uk/college-feedback](http://www.racc.ac.uk/college-feedback). For formal complaints, please see our Complaints Policy.

### Contact the Feedback Team:

**post:** Feedback Team, RACC, Parkshot, Richmond, TW9 2RE

**email:** [feedback@racc.ac.uk](mailto:feedback@racc.ac.uk)

**tel:** 020 8891 5907 ext. 7925

## Take Part in Surveys

- **FE Choices**; this is a mandatory survey that all learners at further education colleges must complete. See posters around the college for details.
- **Ofsted Learner View**; this is an online optional survey by Ofsted, who inspect schools and colleges to ensure quality of provision; another chance for you to have your say.
- **Course Evaluation and Outcomes Survey**; your tutor/assessor will ask you to complete it towards the end of your course. It gives you a chance to tell us what you enjoyed about your course, what impact it had on you and your future plans, and what we need to improve.
- Additional feedback opportunities about specific services we provide e.g. IAG, enrolment, etc.

## 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. This can also be found on our website in the Student Services Section (where you can also complete the form).
- Fill out the form and return it to reception or to: The Feedback Team, RACC, 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, section 'College Reports and Policies' (a link to this section is also available on Moodle).

# USEFUL CONTACTS

## RACC Contacts:

### Switchboard:

020 8891 5907

### Learner Services Team

Tel: 020 8439 7921

email: iag@racc.ac.uk

### Learning Resource Centre

Tel: 020 8891 5907 ext. 5000

email: lrc@racc.ac.uk

### Learning Support

Tel: 020 8891 5907 ext. 5032

email: als@racc.ac.uk

### Crèche

Tel: 07956 865891

email: creche@racc.ac.uk

## Help Numbers (Advice and Support):

### Citizens Advice Bureau

Twickenham

020 8892 5917

### Richmond

020 8940 2501

### Hampton

020 8941 8330

### Age Concern (Richmond)

020 8940 1008

### 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 1141

### UKCISA (Information for International students)

020 7107 9922

### Victim Support

020 8948 7010

### Welcare

020 8893 9123

## Contact us:

020 8891 5907  
info@racc.ac.uk  
www.racc.ac.uk  
Parkshot, Richmond TW9 2RE

## Social Media



facebook.com/racc.college



twitter.com/racc\_college



instagram.com/racc\_college



youtube.com/racctube

## Opening Hours:

### Term Time:

Mon–Thu: 9am – 8pm

Fri: 9am – 5pm

Sat: 9am – 5pm

### Out of Term Time:

Mon–Fri: 9am – 5pm

## Transport:

RACC is easily accessible by rail, road or bus.

**Buses:** H22, H37, 65, R68, R70, 190, 290, 371, 419, 490, 493

**Mobility buses:** 938, 963, 964, 967

**Tube/Train:** Richmond Station

**Car parking:** Onsite parking is restricted to staff and those with a disability. The Old Deer Park car park (pay and display) is adjacent to the site. Parking is free of charge after 6.30pm.

