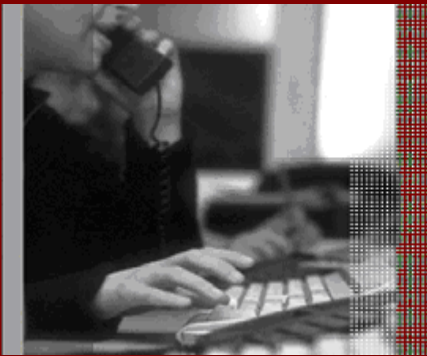


Study Guide



A Guide to Your Study Programme

STUDY HOUSE DISTANCE LEARNING

CONTENTS

Study House Welcome letter	4
Tutor Welcome letter	4
Contact information	5
Student Study & Tuition Guide	6
Section 1: General Administration	6
Section 2: Study & Assessment	8
Section 3: Assignments & Feedback	10
Student Charter	14
Validation & Certification	15
Course Registration Form	17

Study House,
Student Centre,
8 Hillswood Avenue
Kendal,
Cumbria
LA9 5BT,
United Kingdom

www.study-house.org
www.study-house.info
info@study-house.com

Tel: +44 (0)1539 724622,



A WELCOME FROM STUDY HOUSE

Dear Student,

First of all a warm welcome from Study House.

We hope that you enjoy your distance learning study programme and look forward to working with you to achieve success.

Your study pack should contain everything required for you to complete your studies and this booklet contains some very important information which explains the study and assessment process.

Please take a few minutes to familiarise your self with this study guide as it will help to answer many of the common questions which students ask about tutor support, sending in assignments, obtaining feedback and the end of course certification.

One of the first things we would ask you to do is to complete and return the registration form which you will find later in the study guide. This will help to ensure that we have your contact details correct, and that we can register you with the awarding body.

Please also familiarise yourself with the contact points for queries, support, and sending in assignments, which you will find on the next page as this will help you to ensure that requests for support are handled as smoothly as possible.

Finally, we hope that you enjoy and benefit from your chosen course of study and if we can help in answering any questions not covered in these notes please do not hesitate to contact us.

Yours sincerely



Rob Kirkham
Study House
Kendal Publishing Limited



A WELCOME FROM YOUR TUTORING TEAM

Dear Student,

Welcome to your study programme with Study House. My name is Chris Gardner and I am the Study House Tutor Coordinator for all distance-learning courses. I will be your tutor liaison throughout your course.

We use a panel of qualified tutors to mark and assess assignments sent in by students. These assignments flow both inward and back to you via myself to ensure all students have a comprehensive analysis of assignments and to meet the required accreditation guidelines from awarding bodies.

It is absolutely vital that you follow the guidelines set out in your course pack to ensure you obtain the maximum benefit from your course and meet the requirements for accreditation.

To help you get started here are some study suggestions:

We suggest you read through your course as though you were reading a book, to get the feel for your chosen subject.

Once you have completed the read-through, start back at the beginning and work through the course at a pace to suit your requirements.

Try and plan a time during your day that you set aside for your studies, choose a quiet and comfortable place and make sure you tell the people you live with, or work with, that this is your "quality study time."

Take your time, rushing a course to just get a certificate is not the way to proceed, we are here to help you improve your skills and knowledge in your chosen field.

When you submit your assignments, please take care and read all the questions, do not rush your answers, and present your work in a clean, tidy and precise manner.

Remember, if you had to submit a report in a business, you would not have scratching outs or missing answers to questions.

If English is not your first language, or you have any form of disability which might hamper your studies, please let us know and we can take this into consideration when your assignments come in for marking.

I do hope you enjoy your studies with us.

Best of Luck.



CONTACT INFORMATION

Study House has two contact points and to assist in providing an efficient service in answering student queries, marking assignments and claiming certificates we would be grateful if you can direct your queries, enquiries and assignments as follows:

TUTOR SUPPORT, ASSIGNMENT MARKING AND FEEDBACK

For queries related to all aspects of course content, tutorial advice and assignment marking please contact the Student Centre Tuition Department

TUITION DEPARTMENT
STUDY HOUSE STUDENT CENTRE
5 HEATHER CLOSE
CARTERTON
WEST OXFORDSHIRE
OX18 1TF

Email: tutor@study-house.com

(Please use the email address exactly as above and do not attempt to include a tutor's name)

GENERAL QUERIES

For general queries related to the administration of your course please contact the Student Centre General Office

STUDY HOUSE
8 HILLSWOOD AVENUE
KENDAL
CUMBRIA
LA9 5BT

Email: info@study-house.com

TELEPHONE QUERIES

Because tutors also work in a related field to their tutoring responsibilities it is not possible for tutors to be contacted directly by phone. Instead, if you have a question or query and wish to speak to someone about it please call our student helpline where a student advisor will be pleased to help answer your question.

Study House student helpline on:
(open Mon-Fri 9.00am to 5.00pm).

01539 724622

Out of office hours, during evenings, week-ends and holidays an answer-phone service operates where you can leave a message and an advisor will call back once the office is open the next working day.

However, where possible an email enquiry as detailed above will often be answered more quickly than a telephone message.

WEB RESOURCES

The Study House web site has a Student Zone where a number of documents and general information leaflets are available. Our web site address is:

www.study-house.org

STUDY HOUSE DISTANCE LEARNING

STUDY & TUITION GUIDE

This booklet contains important information about your study programme. Please take a few moments to read these notes carefully as this will help to ensure that your studies run smoothly.

SECTION 1 GENERAL ADMINISTRATION

WELCOME

Welcome to your distance learning study pack. You should find in your pack all the information required to complete your programme of study and we wish you success in your endeavours. This study guide gives you information about how to study, what is included in your learning pack, how to contact your tutor and how complete your assessments. If you find anything needs further explanation please contact your tutor or the student helpline in the first instance.

STUDY PACK

The enclosed study pack provides everything required to complete your studies although depending on your choice of course there may be a need to undertake further research from other texts or the Internet. Where this is so the notes clearly indicate what is required.

The course notes include this study guide. You should read these notes carefully before beginning your studies.

PACK CONTENTS

In your enclosed pack you should find:

- Welcome letter
- A Guide to Your Study Programme (including tutor contact details)
- Course Notes
- Assessment materials

You should study this guide carefully as this will help answer many questions about how your course works and also contains tutor contact details

Please ensure that you have familiarised yourself with these documents and that you have read the guide.

RETURNS

Now that you have received your pack, you should make sure it meets your requirements and that you will be able to complete the course. If you have ANY queries or doubts, please do not hesitate to contact our student helpline (Tel **01539 724622** or Email **info@study-house.com**) and one of our advisors will be pleased to discuss your questions.

If you decide that the course is not appropriate to your needs it may be returned. Returns **MUST** be notified within 7 days of receipt.

Since our courses are supplied via a number of distance learning providers, refunds can only be made by the provider from which you purchased your course and in accordance with their terms and conditions. If you wish to return your course pack you should contact the provider from which you made the original purchase who will advise you on what to do. Please note that returns can only be accepted where the pack is in good condition and the correct postage has been paid.

REGISTRATION

It is important that we have the correct contact details for you and that we can register you correctly with your awarding body. If you have not already completed a registration form there is one enclosed in this guide. Please complete this and return it without delay to the student centre [address on the form]. This will help to ensure that we have your details recorded correctly and that we can register you with the awarding body. Please note that receipt of registration forms is not acknowledged.

All data is held in accordance with Data Protection Regulations and other than the course awarding body, data is not divulged to any third parties without your express written permission.

GENERAL ENQUIRIES

If you have any general enquiries and questions about your course you can contact our student helpline during normal office hours. Our staff will endeavour to answer your question or seek advice from your tutor. When contacting the helpline please have your Student Number to hand, as this will help us to deal with your query. The student helpline number is:

01539 724622 (or email info@study-house.com)

ACCESS TO A WORK ENVIRONMENT

Many courses require students to demonstrate how theory works in practice through applying information to a workplace environment. If you are not currently employed in a relevant work environment your answers can be based on previous work experience, work you do for a voluntary organisation or for business courses we can provide case study details on which to base your answers. If you would like to follow the case study route please contact the student helpline.

CHANGE OF DETAILS

If you change your name or contact address please let us know, preferably by email to info@study-house.com. This helps to ensure that assignment feedback and certificates are dispatched correctly.

EXTENDING TUTOR SUPPORT

Your course is provided with support, assignment marking and accreditation/certification for one year from date of first registration should you require it. The twelve month period runs from the date of purchase until the end of the 12th Month. Personal circumstances sometimes dictate that students may wish to take longer than a year to complete their programme. In such cases students may extend for a further 12 month period on payment of a re-registration fee. (subject to continuation of the course accreditation). Should a second extension be required (i.e. at the end of two years) students will be provided with a replacement study pack and a further 12 months support. Current costs of re-registration can be obtained from our web site, or by emailing info@study-house.com. To extend your tuition period we can supply an application form or it can be arranged online by visiting www.study-house.org in the student zone.

STUDENT CHARTER

In this guide you will find a copy of our student charter. This tells you what you can expect from us and what we expect of students. Please read this carefully as it contains further important information about your study programme.

COLLEGE AND AUTHOR NOTE:

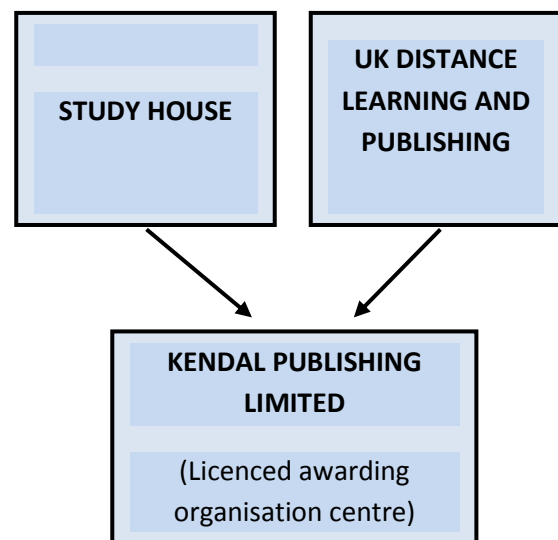
Throughout the course we have tried to provide up to date information needed to gain a suitable understanding of the knowledge and skills required to succeed in your course. Students should note, however, that the study notes are written to meet the requirements of the syllabus agreed or set by the awarding body which sometimes take a little time to catch up with recent changes to legal and regulatory requirements. The College and Author cannot be held responsible for any information that is deemed changeable in terms of latest requirements under UK & EU Law.

Good luck and we hope you enjoy your course with us.

COURSE BRANDING

Your course and its accreditation is licenced by the awarding bodies under our company name of Kendal Publishing Ltd. Kendal Publishing Ltd has two different brand names - Study House and UK Distance Learning and Publishing. These may be more familiar to you as they are the addresses of our websites. All of our learning materials and courses have been fully approved by each of the awarding bodies we work with. So whichever brand name appears on the course materials you have been supplied with you can be assured of the quality of the course and the accreditation you have enrolled on.

All courses operate in exactly the same way, with the same contact information, the same tutor support team, the same registration process and the same helpline number.



SECTION 2 - THE STUDY AND ASSESSMENT PROCESS

HOW TO STUDY

These notes are intended to familiarise you with the study materials and to help you to organise your studies. You will find everything you need to learn about your programme and to prepare for the assessment in a friendly and easy to use format; set out in subject areas which correspond to the course syllabus. The materials are specially written for people who wish to study in their own time and at their own pace. If you do have any difficulties with the materials or need any help, speak to a student advisor in the first instance.

This learning package is designed for people who cannot, or do not, wish to be tied to a day-release college based training course. This has many benefits but requires planning and self-motivation to be successful. The notes below may be helpful in ensuring that the pack provides good preparation for your assessment:

- Study small manageable sections at a time. It is better to study regularly than to try and digest large amounts of information in one go
- Find a quiet place in which to concentrate without distractions
- Plan a study schedule - and stick to it! Remember that most people have an attention span of about half an hour, after which it becomes increasingly difficult to take more in
- Make notes of key points and facts as you work through the material. This will be a valuable aide-memoir for revision and helps new concepts to be understood and remembered more clearly
- Test yourself regularly - both by going over your notes and using the activities. It will help to do this at the start of each study session to remind you of previous learning, and at the end of each session
- If you find a section particularly difficult, seek help from your tutor. It may also be useful to plan your study so that there is a mixture of content in each session - some reading and some activities for example. This gives variety which helps maintain concentration.

STUDY SUGGESTIONS

We suggest you read through your course as though you were reading a book, to get the feel for your chosen subject. Once you have completed the read through

start back at the beginning and work through the course at a pace to suit your requirements.

Try and plan a time during your day that you set aside for your studies, choose a quiet and comfortable place and make sure you tell the people you live with, or work with, know that this is your "quality study time."

Never try to do more than 45 minutes at any one time, take a break and have a cup of tea between your study periods.

Being a distance learning student, you should be planning to spend between 5 and 7 hours a week on your course, if you are in full time employment and have a family or social life.

Take your time; rushing a course to just get a certificate is not the way to proceed, we are here to help you improve your skills and knowledge in your chosen field.

When you submit your assignments, please take care and read all the questions, do not rush your answers, and present your work in a clean, tidy and precise manner.

Remember, if you had to submit a report in a business, you would not have scratching outs or missing answers to questions.

If English is not your first language, or you have any form of disability which might hamper your studies, please let us know and we can take this into consideration when your assignments come in for marking.

MEASURING PROGRESS AND ASSESSMENT

The study pack contains a number of important elements to promote not only knowledge of the principles being taught, but to help you put ideas into practice and to demonstrate your learning. These elements are described below. Please familiarise yourself with each item and if in doubt, ask about how to complete each activity and the timescale required.

ACTIVITIES AND SELF-ASSESSMENTS

Most courses contain a selection of activities. These are designed to help you measure your progress by testing how much you have learned and most importantly, encouraging you to put your learning into practice. These can also be used at the end of each study session, when completing a unit, and at the start of a session so as to refresh your memory. The activities are not part of your formal assessment. They are there to help you with your studies but do not need to be submitted to your tutor for marking. For a small number of vocational courses the student activities do need to be submitted for marking but this is clearly indicated in the course notes where this is so.

WRITTEN ASSIGNMENTS

The award you are entered for is gained by successfully completing the enclosed assignments. There is no set timetable for submission of assignments but at the start of your course you should plan a timetable which enables you to ensure that you complete your course within the 12month support period available with this pack. Of course you may complete in a shorter timescale should you wish.

For each assignment you should answer each question giving sufficient information to enable your tutor to assess your progress. There is no target word count for any assignment question. If you have answered a question fully you will have written enough. This can often be accomplished in a few sentences.

Please remember that these assignments are the sole form of assessment for your award and the information given should provide evidence of your understanding of the course notes, and how it applies in a practice.

The purpose of the assignments is to demonstrate that you have understood the principles and can relate them to a practical situation. It is important therefore to provide the necessary evidence to enable your tutor to assess your work against the criteria set for your award.

Questions can be answered relatively briefly. You may submit assignments hand written or word-processed, but when handing your work in please ensure that the assignment cover sheet is firmly attached.

You will be assessed against three criteria:

- demonstrate that you have read and understood the relevant course text
- demonstrate that you can relate concepts to a practical situation
- present ideas in a clear and logical manner

When composing your answers to assignment questions you should try to bear the above criteria in mind. When submitting an assignment for marking please ensure that you attach a cover sheet from your course guide, or if submitting by email that your name and student number appear in the subject line of the email, and that the email contains your address and identifies which assignment is being submitted.

TUTOR SUPPORT

Each student is appointed a tutor who is there to help with detailed queries, guidance on study and marking of your assignments. Details of your tutor are contained in this guide, together with their contact details.

Tutors can be contacted by mail and email and they will endeavour to answer your questions as quickly as possible. If you need to speak to someone about your course please ring the student helpline in the first instance. Please note that the tutor co-ordinator is only available by mail and email. Any telephone queries

should be made to the student helpline (during office hours).

FEEDBACK ON ASSIGNMENTS

Your tutor will mark your assignment as quickly as possible after receiving it. You should normally receive a reply by email within 7 working days although around holiday times it may take a little longer. If you submit an assignment but do not receive feedback after two weeks please contact the student helpline.

GRADES

Course work is not generally graded as your certification is based solely upon achieving the standard required by the awarding body. However your tutor will indicate if your work is borderline and suggest how you may improve. If you receive confirmation of a Pass for an assignment this is an indication that you have met the awarding body requirements at a good standard.

CERTIFICATION

Our courses are externally endorsed and quality assured through NCFE and ABC Awards which are both awarding organisations regulated by Ofqual.



A note indicating the status of awards is included later in this introductory pack.

OBTAINING YOUR CERTIFICATE

Once you have completed all of the assessments for your course they are subject to moderation. This is a process whereby your work, and your tutor's marking is checked for compliance and conformity with awarding body standards. This is an internal process and you need not do anything but the award of your certificate is subject to these checks which are carried out by a Study House internal moderator and Awarding Body external moderator. Once your work has been moderated, we will request your certificate from the awarding body. This normally takes around six to eight weeks but at certain times of the year when many college students complete their course it may take a little longer. Once we receive your certificate it will be forwarded to you by post.

SECTION 3 - COMPLETING ASSIGNMENTS AND RECEIVING FEEDBACK

WORKING TOWARDS YOUR CERTIFICATE

To be awarded your certificate you will need to complete a number of Tutor Marked Assignments and/or projects, which should be completed and then sent to your tutor for marking. These assignments can be found at the beginning of your course pack, or in some cases at the end of your course, or as and where needed to be completed. Please follow the instructions on when to complete the assignments and how to complete the assignments.

ASSIGNMENTS

An important part of your study programme is the series of tutor marked assignments. These are designed to be completed at various points in your programme. Detailed guidance on producing and submitting assignments is provided later in this guide.

WORD COUNT

There is no fixed word count with any of the questions, unless expressly stated in the assignment. We are looking for enough information to show you have understood the question and related the information in your assignment answer to show your understanding, and where necessary put that information into practice. Where an assignment states that an essay is required then the target word count will be stated and will generally be between 500 and 2000 words in content.

EXTRA READING AND RESEARCH

There are no required textbooks for any of our courses. However any extra reading you can do will be an advantage.

When researching or referring to a specific book or Internet link to answer a question in the assignments it is essential that you quote the reference source in your reply either at the end of the question asked or in a reference section at the end of an assignment. We would also suggest you watch as many programmes as you can related to your course (if available and appropriate) as the content might be beneficial to your assignments and future plans. If you are unsure on any of the above please contact your tutor for an explanation.

AVOIDING PLAGIARISM

It is a condition of the award of your certificate that the work submitted for marking is your own work and authentic. You may, of course, base answers to assignment tasks on what you have read in your course notes and other sources but must use your own words to be able to show your understanding of the principles under discussion.

REFERENCING

When answering assignment tasks it is essential that your tutor and the moderator are able to distinguish between your own compositions and text which derives from other sources, whether quoting directly or adapting other peoples' ideas. Consequently you should follow the referencing code described below when submitting assignments:

A: If you quote another source directly and use words or images which are not your own then you must reference your work within the relevant Task. This should indicate the author / web page / document name and, where applicable, the page number so that it is possible to trace the actual source quotation. This should include text quoted directly from the course book.

B: If you consult or read other sources but use the material to compose your own words you should provide a bibliography at the end of the assignment indicating the source i.e. book title / internet page / journal title and author.

C: If an answer is composed only of your own words drawn from reading of the course text or your own prior knowledge and experience there is no need to provide referencing or a bibliography.

PLEASE NOTE: Studymoose, UK Essay or any other essay writing site is not permitted. Please also refrain from using Wikipedia as it is not a suitably educational approved resource.

Both during marking, and moderation at the end of the course; if it is not clear that the work is your own, except where referenced, you may be asked to attest to the authenticity of what has been submitted, or to re-submit your work.

If you would like further advice on referencing and avoiding plagiarism please refer to the Ofqual document "Using Sources" which can be downloaded from the Student Zone on our web site (www.study-house.org).

WHEN COMPLETING AN ASSIGNMENT

Please will you ensure you carry out the following when submitting an assignment for marking:

1. All assignments should be word-processed wherever possible; hand written assignments can take longer to process and should only be provided in circumstances such as where diagrams and sketches are to be included, or where you do not have access to a computer.
2. All word-processed assignments must be completed in Microsoft Word, Microsoft Works or PDF Format ONLY. (DO NOT use any other packages if emailing your assignment).
3. Back-up and keep a copy of all your work in case it gets lost in cyberspace or in the post. Assignments are retained by the college for moderation at the moderation stage and cannot be returned to the student.
4. All assignments should be in Arial font.
5. All assignments should be in 12-font size.
6. All assignments should be in 1.5 line spacing.
7. Please leave an extra line spacing between paragraphs
8. All assignment pages should be "justified." (Even margins on both sides).
9. All pages in your assignment must have the following information in the top right hand corner:
 - Your full name
 - Your student number
 - Your assignment number
 - Your page number
10. The first page of your assignment must have the following information on:
 - Your full name
 - Your student number
 - Your course title
 - Your assignment number
 - Your full postal address
 Any assignments received without this information may be delayed or returned unmarked.
11. Please ensure you number each question exactly as the question paper (i.e. Task 1, Task 2 etc)
12. Please ensure you answer each Task individually in an assignment.
13. You should list the Task Number, followed by the Task Question and then your answer for that task.

14. All tasks in an assignment must be sent in together for marking in one document. Please do not send in one task at a time for marking as it will be returned to you unmarked.

15. Please ensure that you send in your assignments in order as most courses have a learning flow from Assignment 1 to the end of the course.

16. At all times please use British English on your Word or Works documents, this will ensure you are picking up the correct spelling and grammar and alleviate problems when you send in your assignment for marking.

17. Please do not use "Text Speak" in assignments or email; you should at all time use English in the correct context. For example "grt" should be "great" and "u" should always be "you".

POSTAL PRESENTATION OF ASSIGNMENTS

When you send in your assignment by post it is only required that you staple your assignment in the top left hand corner and include the following

1. Assignment cover sheet
2. Assignment question paper
3. Your numbered assignment answers.

Sending in your assignments in plastic wallets, files and bound books will not affect your grade and will increase postage costs. We are interested in the content not the packaging of the assignment except where specifically pointed out that presentation is vital.

HOW TO SEND IN YOUR ASSIGNMENTS

Students can email assignments to us following the instructions on page 5 of this guide. Or if you prefer you can post assignments in for marking. However marking & feedback by post does take longer to return to students.

Please ensure that your work for each assignment is contained in a single document.

Multiple attachments will be returned unmarked for reformatting into one document in the correct format.

For emailed assignments you will receive a confirmation email stating that your assignment has been received. If you do not receive this confirmation within 48 hours of sending (Allow extra for weekends) of receipt then you can assume it has not been received.

In today's day and age the Internet is like the post office, one slight error in address or overloading of the Internet system can cause delay and loss of emails. When emailing, although a message may have left your outbox there are many reasons why we may not receive it.

If posted please ensure sufficient postage is paid on the envelope. Long delays can be expected where underpaid assignments are received at the college or insufficient information is included on the cover page.

It is recommended if posting in your assignments that you request "Proof of Delivery" or pay for "Signed-for" delivery of your assignments. Do not assume that just by posting your assignment it will arrive. 18 million letters and parcels are lost each year by Royal Mail and one of them could be yours.

Unless you receive an email confirming receipt or are able to track and trace your posted assignments your tutor will not be liable for delaying your assignment due to non-delivery.

EMAILING GENERAL

When sending by email, please ensure you complete the subject line of your email with your student number, name and course title. Emails received with subject headings like "Hi / Hello or RE:" or even blank will often be rejected by the server and cannot be received.

CONTACT WITH YOUR TUTOR

You will not be contacted by the tutor on registration of your course. Students usually prefer to make contact with your tutor as and when required.

Your Tutor will help you in marking your assignments and handling queries directly related to the assignment questions but will not provide any of the following services:

1. Will not preview or check assignments before sending for marking.
2. Handle any queries relating to any matters except the tutoring element of the course.
3. Provide references
4. Handle any administrative function relating to your course.

We use a panel of tutors to both handle queries and mark assignments dependent on the topic being marked. This also helps to ensure fairness and consistency in marking. There is no guarantee you will have the same Tutor throughout your course.

PERIOD OF TUITION

You have a guaranteed tuition period of 12 months from the date you sign up for the course. You are therefore expected to complete all the required assignments for the course within this time period.

We do not provide a timetable of study or assignment submissions as students usually prefer to judge their own pace of study and ensure assignments are submitted in time before the course tuition period expires. Having said that some useful hints would be:

- If your course has 6 assignments then you should submit a minimum of one assignment every 6 weeks.

- If your course has 4 assignments you should submit a minimum of one assignment every 2 months.

The decision is yours, and so is the time scale for completing your assignments - you can choose the pace you want to work at. Details of extensions to your tuition can be found on page 4 - Tutor Support section.

TURNAROUND TIME ON ASSIGNMENTS AND QUERIES

We try to handle all queries within 48 hours however it can take up to 72 hours to reply if the query is not straightforward or insufficient information has been provided.

Assignments are marked and feedback sent to the student within 10 working days from receipt. Do not chase up results by email unless a period of 14 working days has elapsed from date of you posting your work or 7 days from you emailing it to us. Non UK students should allow an extra 14 days to the turnaround time to allow for postal time to their country of residence. Please note that during the summer, tutorial staff may be on holiday for periods and this can add further to the timescale for marking and sending feedback.

When querying a missing assignment result please ensure you state clearly in your email the following information:

- The date you sent it
- How you sent it
- The course you are doing
- The assignment number you are querying
- Your full name
- Your postal address
- Your student number.

HOW ASSIGNMENTS ARE GRADED

Each assignment is awarded the following form of grade. No percentage marks are awarded and assignments which meet the required standard are deemed to have passed; there is no opportunity at this level to be awarded a Merit or Distinction.

PASS: You have achieved above the required standard and have met the requirements of the accreditation or validation.

BORDERLINE: You have met the assessment criteria but should pay close attention to tutor feedback for future assignments as the work is close to the minimum standard required. **If your work has received a borderline grade there is NO need to resubmit it.**

RE-SUBMIT: You have not achieved a sufficient standard to PASS and need to re-submit any work the tutor requires from you to obtain a pass grade.

FAIL: You have not met the minimum requirements of the accreditation and must completely re-do the assignment after further study and research.

CERTIFICATION AND VALIDATION ON COMPLETION

Once you have finished all your course assignments, they will be sent by your tutor to the college student centre for moderation. Moderation (checking by the awarding organisation) takes place for each course approximately six times per year and so the issue of certificates can take up to 10 weeks. Once you have received confirmation from your tutor that you have completed the course you should then refer all queries you have on the receipt of your certificate to the college student centre and not to your tutor. Please remember that certificates will be posted in a DO NOT BEND envelope, to the address given on your final assignment by recorded delivery or by International Signed-for if outside the UK.

CERTIFICATION ADDRESS

If you move house or wish to have your certificate sent to another address you should contact Study House to advise us of the details, immediately that you receive your course completion letter.

STUDENT CHARTER

COURSE INFORMATION, GUIDANCE AND ENROLMENT

As a student of Study House you can expect:

Accurate information about available courses which includes:

- Length content and start date
- Entry requirements
- Fees
- Assessment requirements
- Tutor support arrangements
- Application procedure

RECRUITMENT

When you enrol for a programme you will be dealt with quickly and fairly. You can expect;

- A discussion with specialist advisory staff
- A decision within five working days
- Information about fee payment arrangements
- To be able to enrol on any working day of the year

DURING YOUR COURSE

Once you have enrolled, we shall provide good quality support to ensure that you have the best possible chance of success. You can expect:

An induction which provides:

- The name and contact details of your tutor coordinator
- Basic information about the course and content
- A studyguide explaining the course, assessment and practical tips on studying
- An indication of the amount of work involved
- Details of where to access additional resources
- Regular and prompt feedback on coursework and assignments
- The standard of work required to be successful in assessments
- Information on how to get student support
- An explanation of your responsibilities as a student progression routes
- Reasonable notice of any changes to the learning programme
- Assessment arrangements and processes appropriate to your course
- The opportunity to provide feedback to your tutor and/or to Study House about the programme
- The right to raise any grievances and for them to be heard promptly and sympathetically
- Access to confidential advice and guidance

COMPLETING THE COURSE

When you finish your course you will be offered everything you need to make the next step. You can expect:

- To be notified of results promptly
- Information about progression routes and other courses

COMPLAINTS AND APPEALS

If you have cause to complain you will be able to raise concerns confidentially and for them to be dealt with sympathetically and promptly. You can expect:

- Opportunities to provide feedback to your tutor on the programme content, conduct, duration and assessment etc.
- An opportunity to raise a complaint at any time and for this to be dealt with professionally
- A right to appeal against any decision, assessment outcome or complaint outcome if you are not satisfied with the initial response.

STUDENT EXPECTATIONS

In return for providing a supported learning programme, we expect students to:

- Take responsibility for their own learning
- Attend regularly and punctually where appropriate
- Complete coursework within agreed timescales
- Adhere to acceptable standards of behaviour
- Make prompt payment of course fees

DIVERSITY

Study House is committed to supporting students of all abilities and all ethnic, racial and religious groups. If you have any special requirements in order to complete your studies please tell us at the time of registration and we will do our best to assist.

CERTIFICATION OF OUR COURSES

COURSE CERTIFICATION

Certification for your course will be provided through Study House (part of Kendal Publishing Limited which is a licensed centre for TQUK and ABC Awards QLS scheme). Once you have registered for your course Study House will ensure that you are registered with either NCFE CACHE or ABC and that your certification is undertaken in accordance with awarding body regulations. Both awarding organisations have the same status and you may receive your certificate from either to enable us to fit in with moderation schedules and provide your certificate as quickly as possible after completion of your studies.

These notes are intended to answer many of the questions which students frequently ask about the accreditation of their course but you can contact Study House direct if you would like clarification of any points:

Tel : 01539 724622 / +44 1539 724622

Email : info@study-house.com

AWARDING ORGANISATION – NCFE CACHE

NCFE CACHE is a UK Awarding Organisation registered with Ofqual and providing regulated and accredited QCF/RQF qualifications. Study House is an approved centre for a number of NCFE CACHE regulated qualifications.

NCFE CACHE offers a wide range of qualifications that are recognised by the Office of Qualifications and Examinations Regulation, England (OFQUAL), the Department for Children, Education, Lifelong Learning and Skills and the Welsh Government. Our qualifications are developed by industry experts and are user-friendly and accessible.



AWARDING ORGANISATION – ABC AWARDS

ABC Awards is a leading national Awarding Organisation, regulated by Ofqual, and the Welsh Government for their qualifications on the national framework i.e. the Qualifications and Curriculum Framework (QCF). It has a long-established reputation for developing and awarding high quality vocational qualifications across a wide range of industries. As a registered charity, ABC Awards combines 180 years of examination and assessment expertise but also implements a responsive, flexible and innovative approach to the needs of our customers.

Courses have been endorsed under the ABC Awards' Quality Licence Scheme. This means that Kendal Publishing Ltd has undergone an external quality check to ensure that the organisation and the courses it offers, meet certain quality criteria. The completion of this course alone does not lead to an Ofqual regulated qualification but may be used as evidence of knowledge and skills towards regulated qualifications in the future. The unit summary can be used as evidence towards Recognition of Prior Learning if you wish to progress your studies in this sector. To this end the learning outcomes of the course have been benchmarked against level descriptors published by Ofqual, to indicate the depth of study and level of difficulty involved in successful completion by the learner.

Courses themselves have been designed by Kendal Publishing Ltd to meet specific learners' or employers' requirements. ABC Awards' endorsement involves a robust and rigorous quality audit by external inspectors to ensure quality is consistently met. A regular review of courses is carried out as part of the endorsement process.



CERTIFICATION AND AWARD LEVELS

(extract from notes provided by the regulator
OFQUAL – to enable you to understand the level
descriptors)

Level	Course	Indicator
1	GCSEs graded D-G NVQs at level 1 Foundation Diploma Level 1 VQs:	Level 1 Qualifications and Awards recognise basic knowledge and skills and the ability to apply learning with guidance or supervision. Learning at this level is about activities which mostly relate to everyday situations and may be linked to job competence.
2	GCSEs graded A*-C NVQs at level 2 Level 2 VQs Higher Diploma Level 2 VQs: BTEC awards, certificates & diplomas at level 2 Functional Skills level 2	Level 2 Qualifications and Awards recognise the ability to gain a good knowledge and understanding of a subject area of work or study, and to perform varied tasks with some guidance or supervision. Learning at this level involves building knowledge and/or skills in relation to an area of work or a subject area and is appropriate for many job roles.
3	AS/A levels International Baccalaureate NVQs at level 3 Level 3 VQs: BTEC level 3 awards & certificates BTEC Nationals	Level 3 Qualifications and Awards recognise the ability to gain, and where relevant apply a range of knowledge, skills and understanding. Learning at this level involves obtaining detailed knowledge and skills. It is appropriate for people wishing to go to university, people working independently, or in some areas supervising and training others in their field of work.
4	NVQs at level 4 Certificates of higher education Level 4 VQs: BTEC Professional Diplomas, Certificates and Awards	Level 4 Qualifications and Awards recognise specialist learning and involve detailed analysis of a high level of information and knowledge in an area of work or study. Learning at this level is appropriate for people working in technical and professional jobs, and/or managing and developing others.

Qualifications are best understood by their **level** of difficulty, **size** and, of course, their **content**. Each accredited qualification has a level according to the qualifications framework it is on. **Levels** are a standard way of comparing how challenging a qualification is and what learners should be able to do once they have successfully completed it. Qualifications which are not accredited are not nationally recognised. Defining the **size** of a qualification is dependent, in part, by the framework to which it is accredited.

Course Registration Form

Although you may have provided some personal details at the time of enrolment, it is important that we have a completed registration form in order to register you with the appropriate awarding body with correct details. Please complete and return the details below.

Student Number		Date of Birth	
Title		First Name(s)	
Family Name			

CONTACT DETAILS

Address			
		Postcode	
Email			
Phone			

Course Registered For

The following information is requested for equal opportunities monitoring purposes:

Ethnic Origin			
Gender	Male / Female	Disabled	Yes/No
Please tick if English is <u>not</u> your first language			

Data Protection: All data supplied will be held in accordance with the Data Protection Regulations. Where an email address is supplied by the applicant we assume permission to use this address to communicate information relevant to the chosen programme of study.

SIGNED		DATE	
--------	----------------------	------	----------------------

Please return this form when completed to:

Study House Student Centre
8 Hillswood Avenue
Kendal
Cumbria
LA9 5BT

Or if you prefer, email it to info@study-house.com

THIS PAGE IS INTENTIONALLY BLANK