STUDENT HANDBOOK 2.1

Take Control of Your Future!
Welcome to ADL

Welcome to the Academy for Distance Learning. In today’s world, lifelong learning isn’t just an aspiration or a hobby, it’s a necessity. With labour markets changing day by day and new technologies and methods reshaping the world of work, the days of one career between school and retirement are over. But with it come many new opportunities. Never before have people been empowered to experience so many different roles in one lifetime thanks to distance education.

At the Academy for Distance Learning, we are committed to spreading the benefits of education to as many people as possible. In choosing to take one of our courses, you are taking the first steps in furthering your education and your potential, but without physically attending a school, many people wonder if they can possibly succeed at learning from home without the structure and demands of a conventional academic timetable.

This Student Manual is our answer to these concerns. With it, we hope to address the most common issues our students have when undertaking our courses and to show you how to get the most out of your time studying with us. Therefore, if you have any concerns, please do not hesitate to contact us: +44(0)1227 789 649 / support@adlhomestudy.co.uk

As a lifelong educator, and Principal and Founder of the Academy for Distance Learning, I am glad to extend a warm welcome to you.

Regards

DARYL TEMPEST-MOGG
Principal and Founder
Academy for Distance Learning

Congratulations on your decision to become a student with ADL - Academy for Distance Learning.

Here at ADL, we are excitedly working towards the future of learning and we are glad to have you along for the journey! In years gone by, classroom education had some advantages over distance education, but that is no longer the case. Being taught in a classroom setting is costly today, bureaucratic procedure means corners often get cut and services suffer. Today’s technology has, at the same time, made services through distance education more accessible, affordable than ever, whilst lowering costs. This means there has never been a better time to undertake a pathway distance learning course for professional development, a career change, further and higher education, improving skills or simply for personal interest.

Academy Management Team

Daryl Tempest-Mogg – Principal and Founder
Amanda White – General Manager / Registrar
Cara Gage – Administration, Student Support
Stewart Wilson – IT/SEO Advisor
Simon Code – Web Maintenance and Design
Paul Evans – Accounts and Payroll Officer
Mary Anne Ewing-Patterson – GDPR Officer
Craig Evans – Graphic Designer
Michael Booth – Moodle Tech Support

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With so many providers of distance education out there, anyone would be justified in asking why they should choose the Academy for Distance Learning to assist them in furthering their careers and professional lives. Here’s a couple of reasons why we feel ADL is exceptional.

Students are our Priority: Our philosophy revolves around helping our students reach their potential and ensuring that their achievements are recognized. As an independent institution we are free of the chains of bureaucracy that hold back more traditional educational institutions.

We believe in preparing for the future: That is why our courses focus on developing applicable skills alongside the knowledge gained in study. We believe in courses that are relevant for the world of the future, that are neither the traditional university nor vocational route, but rather something dynamic and more useful in the rapidly changing lives of our students.

We are there for our students all the way: ADL is administered by a small team of educational experts, who are committed to providing our students with much more individual attention than larger distance learning schools can typically offer. If you ever have a problem, our student support officers are there to help. Furthermore, we offer unlimited tutor support – you can contact your tutor as often as you like, any time that you like.

We Focus on Learning: We think it is essential that you build up experience and training in the pursuit of learning. We focus less on examinations and other competency tests, and more on ensuring that you know how to fulfill the role you’re training towards through practical assessment.

Recognition: It’s important to note that, as an academy that offers courses worldwide, our study programmes are certified with numerous prestigious educational organisations. As a student, your first priority is to ensure that the course you take will provide you with the knowledge and skills that will help you develop personally and professionally towards your goals.

Why Choose ADL?

TQUK - Recognised Training Qualification Centre: www.tquk.org
IARC - The International Approval and Registration Centre (IARC): www.iarcedu.com
ICB - The Institute of Certified Bookkeepers: www.icbglobal.org - www.bookkeepers.org.uk
CMA - The Complementary Medical Association: www.the-cma.org.uk
RHS - The Royal Horticultural Society: www.rhs.org.uk
ACCPH - Accredited Counsellors, Coaches, Psychotherapists and Hypnotherapists: www.accph.org.uk
ACS Global Partners Network (AGPN):

ADL has the recognition of relevant professional bodies including:

ADL is located in the beautiful Cathedral City of Canterbury, Kent, UK.

WHETHER YOU’RE JOB HUNTING OR WANT TO IMPROVE YOURSELF IN YOUR CAREER, DEMONSTRATING YOU ARE UNIQUE IS THE KEY TO SUCCESS.
Course Features

Unlimited Tutor and Administrative Support
You have direct contact with your tutor via the Online Classroom for any course content related queries. Alternatively, you can write, email or phone the Academy. You can also contact your tutor via the “Online Classroom”. If you have any technical problems or concerns during your studies with us, a member of our student support team will be available to assist you from: Monday to Friday, 9am-5pm - London time.

Please call on +44 (0) 1227 789 649, or email us at: info@adlonlinecourses.com

Practical and Academic Tasks
When you enrol, you are not just purchasing a set of notes or books but purchasing a learning programme. You are given practical tasks (set tasks) to complete (located at the end of each lesson) as well as academic assignments. These will efficiently prepare you for real life professional situations, e.g. demonstrating in a job interview that you have practical skills and subject knowledge, will set you above the competition. We encourage students to network, observe and do things in the real world in many ways.

Accessible Course Materials
The learning formats that are available are: Online (Online Study Zone, Online Classroom), Correspondence (paper form) and USB (receive your course on a preloaded USB stick).

Flexibility
Our courses have no deadlines. If your circumstances change, that’s not a problem. If you want to delay the completion of your course, just let us know. Everybody’s circumstances are different. Assignments can be submitted at your own convenience. All tutors are required to mark assignments within 7 days, enabling you to move on to the next assignment.

No Hidden Extras or Costs
There are no hidden costs. The published tuition fees are all that you pay. All the necessary course material and notes are included in the tuition fees, with unlimited tutor access. The only extras that may be required are for public exams required to sit the RHS and ICB courses.

ADL COURSES

Take Control of Your Future
Our certificates, diplomas and higher advanced diplomas are modular in design and can be studied from any location either online or offline. The modular style of learning allows you to benefit from Designing Your Own Qualification. A very popular choice.

Technologically Competent
Gone are the days of the blackboard and chalk. As most of our students are proficient with IT, so must our tutors be, in order to support them properly.

Our Tutors
ADL’s courses are taught by experts in their given fields. Our tutors are professional experts with a minimum of tertiary qualifications and at least five years’ experience in the industries they teach about. We also require them to be actively involved within their disciplines to ensure that they are kept up to date with the latest developments and ideas reshaping their fields. On top of these requirements, we select only those candidates who demonstrate suitable aptitude to properly care for their students. With an ADL Tutor, you can be assured that you are progressing with a proficient, competent professional who is fully committed to helping you achieve your very best.

Your tutor is your main point of contact for any course you are studying, guiding your studies and helping you plan and achieve your learning goals.

Our Tutors must be:

Encouraging - Able to motivate and keep a student’s desire to learn and master the subject alive, even during the most challenging parts of a course.

Helpful - When a student needs support, our tutor is right there to help.

Patient - Mistakes are a natural part of the learning process. It can be difficult to grasp new concepts and ideas so, we require our Tutors to have the patience to help any student who struggles with their subject.

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Students should:

- Be educated to a Year 10 standard academy level or equivalent.
- Be literate and able to write and read English.
- Have the self-confidence and motivation to complete their coursework of their own will.
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Courses Resulting in Certificates, Proficiency Certificates and Advanced Certificates:

Students should be educated to at least GCSE or equivalent secondary level. We will also accept students who have been in employment for a year after their GCSE’s or who are over 21 and returning to education.

Courses Resulting in Diplomas, Advanced Diplomas and Higher Advanced Diplomas:

Students should be educated to at least A level standard or equivalent, or possess a vocational certificate demonstrating over 600 hours or more of study. Alternatively, we will also accept adults over 21 returning to education.

Vocational Qualifications:

For courses leading to vocational qualifications our requirements are slightly higher. This is because many of these courses require prior knowledge and experience before being embarked upon. The requirements vary depending on the qualifications earned at the end of the course. Our Student Support representatives are glad to help with questions.

Advance Standing and Recognition of Prior Learning:

All of our students are unique and come from a wide range of backgrounds and prior experiences. ADL recognise and celebrates this and, where appropriate, attempt to make allowances for those of our students who are beginning their studies from a position of advanced knowledge. Where granted, any credit is not commonly given for more than a third of a formal qualification. However, in a few exceptional cases where industry experience and prior formal studies are recognized, more credits may be granted. The minimum recognition that can be awarded for any course is 50%. This only applies to Proficiency Certificates and above.

Granted Credit:

Any credit that is awarded on the basis of academic achievement gained in other courses, whether from the Academy or other institutions, is referred to as granted credit. This may be granted based on the approval of ADL of transcripts from prior courses.

Recognition for Prior Learning:

Recognition for Prior Learning (or RPL) is where advance standing is granted based on a combination of prior studies undertaken and work experience. If desired, a formal application must be made to ADL, which should include collaborating documentary evidence proving the merit of the application such as your resume, copies of previous examination results and other evidence of prior learning.

Please be aware that any advance standing on our courses is granted entirely at the decision of the academic faculty at ADL.

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Withdrawals and Refunds:

Despite our best efforts to accommodate our students’ study plans, we appreciate that sometimes it is simply impossible to continue a course to its conclusion and that our students may need to withdraw from it. In such a case, there are several options we may consider. Students may need to withdraw from a course for a variety of reasons. If the course is being paid for by a third party, such as an employer or other individual other than the student, written permission will be required for any course withdrawal. If the course is being paid for by the student, written consent is also required. course withdrawal to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment. The student must be made aware that the withdrawal of a course may impact access to teaching materials and assignments. The best way to succeed at your distance learning course is to progress along their courses, allowing them to reflect and work towards providing high standards of integrity, accuracy and professionalism. ADL’s Code of Practice - What to expect from us:

1. Educational Standards
ADL will ensure that its policies and practices reflect and work towards providing high standards in the marketing and delivery of its educational services and courses, and safeguards the educational interests and welfare of its students.

2. Marketing
ADL will market its educational products with integrity, accuracy and professionalism.

3. Student Information
ADL will provide comprehensive information to students that sets out the total costs and fees of the selected course and the objectives, administration and postage costs already incurred; assignments already marked; support services provided over the telephone, email or in any other way which have been accessed; books and supplementary course materials; deferral and extensions.

Deferment and Extensions; when you need to take a break:

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4. Student Recruitment
ADL will recruit its students at all times in an ethical and responsible manner. Recruitment will be open on the basis of selection through ADL’s assessment of a student’s competency to undertake the course.

There is no discrimination towards the applicants at ADL. The courses are open to all, regardless of their sex, nationality, race, religion, sexual orientation, age or any non-educational factors. ADL will comply with all equal opportunity legislation.

5. Refund Policy
ADL will provide a copy of its refund policy to every student undertaking a course, explaining the guidelines for requesting a refund of fees. It will also explain what will happen in the case of a course being cancelled or the unlikely event of ADL closing down for any reason.

5. Guarantee
ADL guarantees to honour any statement made in this code of practice or in the current student manual.

What ADL expects from students:

1. Personal Behaviour
Students are expected to behave cordially and with appropriate respect when communicating with other ADL representatives, course tutors or fellow students. Discrimination, foul language and aggressive behaviour will not be tolerated.

2. Activity
Students are expected to submit at least one assignment or piece of work in every six-month period. If this cannot be maintained, then it is up to the student to request a deferment of their course.

3. Responsibility
Whilst ADL will endeavour to provide all the support it can within reason, all students must ultimately accept responsibility for their own learning outcomes, management of their time and for ensuring any necessary contact with ADL to take place.

Students are granted the right to use all prepared materials for the purposes of personal studies only. They may not make copies of any provided materials, nor provide third parties with access to ADL online学习 materials. All courses and their accompanying materials and documentation remain the copyright of ADL.

4. Academic Honesty
Students are required and expected to act honestly in the representation of themselves to the Academy. All work provided for assessment must be the product of the student and cannot be the product of a third party acting in place of the student. This extends to plagiarism, which is the unauthorised and unethical copying of material without acknowledgement of its source. Plagiarising another person’s work is one of the most unethical things a student can do. It is, in effect, a theft of ideas and effort. Worse still, it gives no indication that the student has learned or comprehended the front or behind them. For this reason, even though it comes under our Academic Honesty requirement in our student charter, we feel it is essential to ensure that all students understand the importance of it.

Grievances and Appeals:

For example, copying the entry in a Wikipedia article and pasting it wholesale into a report without giving any mention as to where it came from.

Our Stance on Plagiarism:

Students must understand the difference between plagiarism and the acceptable use and interpretation of someone else’s work.

One of the greatest problems in academic study is that of plagiarism. Plagiarism is the copying of another person’s work and passing it off as one’s own, without giving credit to the original source. For example, copying the entry in a Wikipedia article and pasting it wholesale into a report without giving any mention as to where it came from.

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Our Stance on Plagiarism:

Students must understand the difference between plagiarism and the acceptable use and interpretation of someone else’s work.

One of the greatest problems in academic study is that of plagiarism. Plagiarism is the copying of another person’s work and passing it off as one’s own, without giving credit to the original source. For example, copying the entry in a Wikipedia article and pasting it wholesale into a report without giving any mention as to where it came from.

Plagiarising another person’s work is one of the most unethical things a student can do. It is, in effect, a theft of ideas and effort. Worse still, it gives no indication that the student has learned or comprehended the front or behind them. For this reason, even though it comes under our Academic Honesty requirement in our student charter, we feel it is essential to ensure that all students understand the importance of it.

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Grievances and Appeals:

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This section is intended to help you understand exactly what is expected when you submit work to us.

Before You Begin:

Your method of submission will be based on whether you have chosen to learn via electronic means, using our Online Study Zone, or whether you prefer to learn via correspondence, whereby physical materials are posted to you and you are more likely to post your completed work for assessment.

As the majority of our students prefer to take full advantage of our e-learning facilities, we’ll begin by focussing on those learning online. We are glad to inform students choosing other ways of learning.

Going Electronic: The “Computer” You’ll Need:

ADL provides access to most of its course material and submissions through our Online Study Zone (located at: adlstudyzone.com). This website complies with standard internet requirements and is accessible from a wide range of computer and other internet enabled devices, such as tablets and smart phones. Your computer should also be able to run the applications necessary to create the assignments you wish to submit. Both of these should be within the ability of any computer, or tablet, purchased in the last decade.

The Software: You’ll need several key items of software in order to engage in your studies and submit assignments. Please note, detailing the specific use of the different software is far beyond the scope of this manual.

The most important are:

- An Internet Browser: Some form of program for browsing the internet. This will vary depending on the computer you are using but commonly used ones include Internet Explorer, Firefox, Chrome and Safari.

- A Word Processor: You will need software to allow you to write your assignments in a digital format, that can then be uploaded for assessment through our Online Study Zone. Fortunately, there has never been a better time for word processing. Alongside decades long stalwarts like Microsoft’s Word packages, there are multiple free alternatives available online. For example, Libre Office, Google Docs, and even a free version of Microsoft’s standard Word software obtainable on the internet. You may also benefit from:

  - An Image Editor: A simple image editor, such as Microsoft Paint on Windows computers, will be invaluable should you find yourself wishing to add pictures and diagrams to your assignments.
  - A Spreadsheet Programme: Ideal for creating tables for data or extrapolating charts and graphs. While Microsoft Excel is perhaps the most well known programme of this type, there are plenty of free alternatives available online.

- An Internet Connection: ADL provides its courses in the forms of documents that are typically rated in sizes of megabytes (MB). As such, they are suitable for downloading on any connection, even on slower ones. However, for the optimal experience, we recommend at least a DSL connection of 500kb or faster. As more courses take advantage of the latest video and sound transmitting technologies, the internet connection needed will likely increase over time.

Accessing Your Courses

ADL’s courses are delivered through our online

Academy For Distance Learning - www.adlonlinecourses.com

STUDY THE ADL WAY

IF YOU ARE NOT WILLING TO LEARN, NO ONE CAN HELP YOU. IF YOU ARE DETERMINED TO LEARN, NO ONE CAN STOP YOU.
to access the Study Zone, simply input the address to your own platform specific options to achieve the same results.

Assignments
Assignments are the second most common file you’ll find on your courses and complement the learning you will have done in your lessons, by requiring you to give a practical example of your learning. Typically, you will be required to write between 1-3 paragraphs worth of information for each question in your assignment. You will then submit this via the online system for marking and receive feedback from your tutor.

Before covering details of assignments, let’s focus on the lessons for now.

Studying By Correspondence
Before covering details of assignments, let’s focus on the lessons for now.

Getting Ready to Study
Now that you know how access your lessons, it’s time to get to work and make your plans of study. With the Academy for Distance Learning, the flexibility of how and when to study is truly your own. So long as you continue to submit work for assessment, at least once every six months, you can progress with your studies at your own pace. Whether you prefer to study with your favorite tunes playing, together with a friend, or you prefer complete silence in silence, you alone know how best to motivate yourself to learn.

Motivation is the most important asset for the successful distance learner. While the Academy is here to support you, in the end, you and only you, can determine how much effort you are willing to put in to succeed at your studies. Having said that, here are a few pointers you may find appropriate. A little reward goes a long way in keeping you moving towards your ultimate goal.

Remember You’re Doing This to Learn
Distance Learning with ADL is not all about whether or not you pass (though that is the eventual goal). It’s about ensuring that the topics you are studying become part of your personal knowledge and skill set. It can be tempting to resort to plagiarism or even not to submit an assignment at all for fear of failure. DON’T! Even mistakes are a vital part of your learning process. Knowing where you have gone wrong is essential if you are to correct gaps in your knowledge and to help your tutors see where you are in most need of help. You will always be encouraged with valuable and constructive feedback when submitting your work to ADL and your tutors use this to help you overcome any difficulties you may encounter during your studies.

Manage your Time Properly
Even the shortest of our courses require time and commitment. While we may give estimations on how long we expect a course to take, the actual time required per student will ultimately depend on their own schedule, time devoted, and learning style. Students who are slower readers or otherwise disadvantaged may require much longer than the time quoted. The key to making progress is the effective management of time.

Delivery platform; the Online Study Zone. You can find this at: www.adlstudyzone.com. From this convenient place you can download your course materials, upload any assignments you complete for marking, and correspond with your tutors and ADL.

Once you have successfully logged in, you will be presented with the home page of the Study Zone. From here, you can access the full functionality of the site by following the appropriate links. You can customise your profile, access your courses, and receive further study information from this main interface. The page will consist of a brief outline of the topics, content of the course, and a description of what you will learn.

During your studies, you will need to acquire one. Adobe Reader is one such free program, that functions as the standard format for PDF's. It is ideal if you do not already possess such software. You can download a copy for your machine and operating system at: www.adobe.com/products/reader.html. Since our lessons are PDFs, you can download them for further use on any device of your choosing. Right-click the document on a Windows PC, to bring up the contextual menu and select “save as...”. Choose a location on your computer to save the document to, and an offline PDF document will be created for you to use. If you are a Mac user, simply right-click the document and you should see a similar set of choices appear.

You can still make use of it. This provides an alternative way of getting hold of replacement study materials, should you wish to make use of it. This provides an alternative way of getting hold of replacement course material, should you require it for free.

To access the Study Zone, simply input the address to your own Internet capable machines. In the event that you lose your original copies, you will be obliged to purchase replacements. Here are a few pointers you may find appropriate. A little reward goes a long way in keeping you moving towards your ultimate goal.

Business of Your Writing
Having access to computers is a huge advantage to the modern student, taking much of the effort out of putting together good looking written assignments. However, people still develop their own distinct styles of writing, whether it is important to be certain it’s clear and easy to read. People still develop their own distinct styles of writing, whether it is important to be certain it’s clear and easy to read. People still develop their own distinct styles of writing, whether it is important to be certain it’s clear and easy to read. People still develop their own distinct styles of writing, whether it is important to be certain it’s clear and easy to read.
In addition to career orientated titles, there are also different disciplines to choose from. eBOOK STORE

Your Coursework

Assignments: These are your coursework pieces that you must submit back to ADL as part of your studies. The content of your course will determine what sort of assignment is required.

Set Tasks: Many modules, but not all, include: a Project rather than sit the exam. The option is available where relevant as part of the course, exclusively online and only for certain courses. We regret we cannot make these available in paper format for our correspondence students. However, sitting an exam is daunting, you also have the option to complete a “Project” instead, that can be completed within a certain time frame and from your home. However, sitting an exam adds significant weight to your end qualification.

Example: Networking, observing and documenting your findings in the real world, taking photographs and much more!

Remember, Set Tasks are NOT assignments, however, they do form part of the Assignments.

Doing your Assignments

We at ADL recommend all assignments to be word processed and ideally uploaded onto the ADL website for further details.

YOUR COURSEWORK

Efficient learning is learning by doing, and at ADL we believe firmly that it’s not simply enough to give you the course material and a certificate saying well done. If your course is to have any worth, you must be given a chance to put your learning into practice. Anything less would dilute the value of your learning and your award upon completion.

Courses include a set of various activities which include:

Lessons: This will be the bulk of your course.

Exams: A final test sat at the end of your course or module. Note that these tests are compulsory if you wish to receive a qualification. However, if the thought of sitting for an exam is daunting, you also have the option to complete a “Project” instead, that can be completed within a certain time frame and from your home. However, sitting an exam adds significant weight to your end qualification.

Self-Tests: Some courses have optional self-tests you can take on our online learning platform, to further test your developing knowledge. Note, these are available where relevant as part of the course, exclusively online and only for certain courses. We regret we cannot make these available in paper format for our correspondence students. But they do come as part of the USB package.

Within it, you will find the information you need to complete all assignments. This is not to say it is an exhaustive source of information on the topic, but it covers the necessary subject matter needed to pass the course. You are encouraged to do extra reading if you can obtain it.

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Examples include:

Set Tasks: Always Involve Some Sort of Practical Work

Remember, Set Tasks are NOT assignments, however, they do form part of the Assignments.

Set Tasks are completed by the student alone and are not submitted for assessment. Don’t make the mistake of sending in a set-task for marking instead of your assignments! Unless it is something that you have been specifically asked to do within your assignment.

Self-Tests: Some courses have optional self-tests you can take on our online learning platform, to further test your developing knowledge. Note, these are available where relevant as part of the course, exclusively online and only for certain courses. We regret we cannot make these available in paper format for our correspondence students. But they do come as part of the USB package.

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Project: Some courses will ask you to complete a Project rather than at the exam. The option is there for students to choose to do a project in the place of an exam if they are not confident about their abilities.

Set Tasks and You

At the end of each lesson, and also placed before your assignment, is a Set Task. This is the opportunity for you to undertake practical work, which will help you acquire knowledge, skills and practical experience to further build on what you’ve already learned. Completing your Set Tasks is an essential part of your studies. Although they are not submitted for assessment, they will often form the basis of the actual assignments that make up a part of your coursework.

Set Tasks Always Involve Some Sort of Practical Work

Examples include:

Remember, Set Tasks are NOT assignments, however, they do form part of the Assignments.

Doing your Assignments

We at ADL recommend all assignments to be word processed and ideally uploaded onto the
ADL classroom (Online Study Zone) by the student. When working online by computer we recommend you do the following:

1. Use a common font and size throughout your work. Recommended is at least 10 point text and no more than 12 on any work you submit.

2. Correctly format your documents: Take advantage of bold, italic, and underline features that are in every credible word processor, but don’t overuse them. Different font sizes, such as 14 or 16, may slow the exports of your work. Always make sure your work is readable by your tutor – this will reduce the chances of you being misunderstood and help ensure your work gets the credit it deserves. Save your file with a name that makes it obvious just what it is. For example:

   A.Rogers, Assignment 1, BHT104 01.01.2014.

3. Use the spell and grammar checkers:
   - Use a common font and a size to match. Take advantage
   - of the spell and grammar checkers:
   - In all good
   - We recommend that you keep at least three copies –
   - In the worst case, memory sticks can go missing and even
   - that makes it obvious just what it is. For example:
   - A.Rogers, Assignment 1, BHT104 01.01.2014.

4. Managing the Grade – Your Marks

   Despite the obvious advantages of working by a computer, ADL recognizes and accepts that some of our students, whether by circumstance or preference, will not be able to submit or do their services online or even type up their work on a computer. Working by hand is perfectly acceptable, however, you should take care to ensure that you keep copies of your work until it reaches us, as it may be the only copy that exists otherwise. Photocopying your work and sending it to us is generally as simple as loading the image up in your image editing software. Files submitted in other formats processors will have no difficulty in processing these files. Files submitted in other formats increase the chance that we will not be able to open assignments and will cause delays in processing your work.

   Use the spell and grammar checkers:
   - of all good word processors these essential tools have come
   - to ensure that your work is marked and graded as quickly as possible, please remember to include your cover sheet.

   Having sent your document in for assessment and marking, it’s final time to sit back and wait for the verdict. ADL wants to help you succeed – by properly marking and grading assignments to add credibility to your work and to help you assess your own understanding of the studies. At ADL however, we believe that sufficient information both helps you recognize your progress and effectively identifies any areas of weakness that need addressing. When your exam is marked and returned by your tutor, you will, along with the tutors feedback, receive an overall grade.
Tutor Feedback

In addition to the percentage, your tutor will provide you with additional feedback and an overall grade. The rating for this is as follows:

Written Grade  | Letter Grade
--- | ---
Outstanding effort | A, A-
Excellent | B+, B+, B
Good work | C, C+, C
Good attempt; room for improvement | D, D-
Passable, but you could do better | F (FAIL)
More effort needed | F (FAIL)

The tutors’ feedback will include notes on various points you will have made throughout the course of your assignment, as well as suggestions on where you can improve. In the event that your work is satisfactory, your tutor will advise you on how to correct the areas of performance.

Examinations

In addition to your assignments, some ADL courses have associated exams. For some courses these are voluntary but in others they are an essential part of the course. In all cases, these are taken towards the end of the course or module, in the case of diplomas with more modules.

The purpose of an exam is to test what knowledge you have truly managed to retain. The examination is an important part of being able to sit and pass an examination. Some of our students eagerly look forward to having the opportunity to put their hard won progress to the test and prove to everyone just what they can do.

How Examinations Work

Different examinations differ in several ways. All have their unique and individual traits, but they share a few things in common. You will be provided with a paper-based exam paper by ADL and expected to complete it under exam conditions in an allotted time. Over time this will be the case where the examination is taken fairly and with no recourse to cheating. Most exams are one and a half hours long, with short answer questions.

As a distance learning educational institution, there are two options. An Examination at the ADL: Convened to those with access to ADL’s home city of Canterbury in the UK, we can provide classroom conditions and an adjudicator, to give you the conditions to sit your exam.

A Distance Examination: Alternatively, you may choose to nominate your own adjudicator to run your exam. Your adjudicator must be a professional person of good character, who is not related to, nor lives with you. It will be their responsibility to ensure that when your exam is provided with a paper-based exam paper by ADL, you are given the conditions to sit your exam.

Meaning

A: Demonstrates an excellent comprehension of the topic and displays very good critical analysis through developed argument. The topic is very well summarised. Important aspects are identified and understood.

B+: A strong commitment to independent study is evident and all references are well-integrated within the work and correctly acknowledged. The written work is highly literate and relevant data is well-presented and well-integrated within the work.

B: Demonstrates a very good comprehension of the topic and displays good critical analysis through developed argument. The topic is well-summarised and the important aspects are identified and explained. The extension of the knowledge to other fields is adequately addressed. A commitment to independent study is evident and all references are well-integrated within the work and correctly acknowledged. The written work is highly literate and includes appropriate data presentation.

C: Demonstrates a good comprehension and some critical analysis of the topic. The topic is summarised and many of the important aspects are identified and explained. The extension of the knowledge to other fields is addressed. A commitment to independent study is evident, however not all references are well-integrated within the work and correctly acknowledged. The written work is of a logical format and well-presented.

D+: Demonstrates a comprehension but only a brief critical analysis of the topic. The extension of the knowledge to other fields is not adequately covered. The student’s work does not demonstrate a commitment to independent learning. The written work is of a logical format and is well-presented.

D: Demonstrates only a superficial comprehension of the topic. Little evidence of independent learning exists. The work does not fit a logical format and includes some spelling, punctuation and grammatical errors.

F (FAIL) | F (FAIL)

Your address, we will hold on to the document provided with incorrect information regarding your address, we will hold on to the document for three months, before disposing of it. If you do not receive your work back within a month of submitting it to ADL, please contact us to ensure it has not been lost.

All three parties will not accept the merit of your self-study course until you have demonstrated your ability to sit and pass an examination. Some of our students eagerly look forward to having the opportunity to put their hard won progress to the test and prove to everyone just what they can do!
The Examination will be posted out to your nominated adjudicator, who will be responsible for hosting your exam at a time mutually acceptable to you both.

Applying for Examination

When you are eligible and ready to take an exam, contact the Academy Administration team with your request. You will be provided with the information you need in order to get your exam prepared and sent out to you. Note, the cost of examination is included in your course fees. However, the student is responsible for the costs incurred in returning the examination papers and related documents if it is held remotely.

The Examination Itself

The Examination will be held at a time and place agreed between you and your adjudicator. During the examination you will be allowed no outside texts or documents, nor will you be permitted to use computers or programmable calculators. Exceptions may apply in situations where a student has a known disability; please discuss this with ADL when making your application. The exam papers will be sent directly to the Adjudicator and will not be seen by the examinee until the beginning of the exam. When the time elapses, the adjudicator will collect the exam papers, seal them, and send them back to ADL. The student will only see the exam questions during the test itself and will have no foreknowledge of what will be tested.

NOTE: You do not have to do an examination unless you want to! (To gain an official pass however...the exam is necessary).

Exam Marking

Your examination will be marked by two assessors, to ensure neutrality in the marking, and overseen by your tutor. Your tutor’s input will be limited, ensuring that the exam paper submitted appears to be similar in nature to that of your previously submitted assignments. This is to ensure impartiality.

If the grades awarded by the assessors significantly differ for whatever reason, a panel of the assessors, your tutor, and the principal of ADL will assemble to determine what your final grade should be.

You will be notified of your result within five working days. Should you succeed in the exam and be awarded a pass, a “Statement of Attainment” will be sent from ADL, acknowledging your success.

RHS and ICB Qualifications and Examinations:

Please note:

The above information does not apply to the RHS (Royal Horticultural Society) and ICB (Institute of Certified Bookkeepers) examinations. You will need to register separately through the RHS or ICB websites and sit the exam at one of their designated centres.

Qualifications Awarded

The Qualifications you will be awarded at the conclusion of your course of study will vary depending upon the course, the number of individual modules within it, and whether or not it is accredited by an external body. Here is a brief summary of the qualifications we award and how much study is involved:

<table>
<thead>
<tr>
<th>Award</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter of Achievement</td>
<td>Awarded for single module courses where the student chooses not to sit an exam.</td>
</tr>
<tr>
<td>Certificate</td>
<td>Awarded for 100 hour single module courses where the student passes the exams.</td>
</tr>
<tr>
<td>Proficiency Certificate</td>
<td>Two modules completed with exams. Approximately 200 hours of study.</td>
</tr>
<tr>
<td>Advanced Certificate</td>
<td>Four modules completed with exams. Approximately 400 hours of study.</td>
</tr>
<tr>
<td>Diploma</td>
<td>Complete six modules and associated exams. 600 hours of study.</td>
</tr>
<tr>
<td>Advanced Diploma</td>
<td>Eight Modules completed with exams. 800 hours of study.</td>
</tr>
</tbody>
</table>

Courses accredited by third parties may be granted additional qualifications, accreditations and memberships. Such courses and their rewards are labelled in the course description on our website or catalogue.

“The beautiful thing about learning is that no-one can take it away from you”
Questions about enrolment
Problems operating the Online Study Zone
Payments to make or questions regarding billing
A request to undertake an examination
A need to report a change of circumstance or change of address
A need to request a deferment in your studies
Feedback you’d like to make

But please DON’T contact Administration if:
- You have questions about specific things you are reading about on your course. While Administration is pretty amazing, they’d be hard pressed to be experts in all of our hundreds of courses – that’s what our tutors are for!

Contacting Administration
Administration can be reached easily via the following information. Please remember that office hours are between 9AM and 4.30PM, Monday to Friday - UK Time. Any messages or calls left outside these hours will not be responded to until the next working day.

By Phone
Dial (+44 for outside of the UK) (0)1227 789 649

By e-Mail
For assignment related postings: assignments@adlhomestudy.co.uk
For payment issues: payments@adlhomestudy.co.uk
For general assistance: support@adlhomestudy.co.uk
For all other enquiries: info@adlhomestudy.co.uk

By Live Chat
You can talk to us through our website during office hours. Simply visit: adlonlinecourses.com. If your web browser is up to date, you’ll see a handy little box at the bottom right of your screen, which, when clicked, will open into a chat window, where you can converse with an Academy representative directly.

By Post
Address all correspondence to: ADL - Academy for Distance Learning 18, Lower Bridge Street Canterbury, Kent CT1 2UZ, United Kingdom

By Skype
ADL support is now available on Skype! Add: adlmain as a contact on Skype to talk to us.

At ADL, we take great pride in the achievements of our students. As a smaller Academy, we’re better able to offer individual assistance to students. Whenever you need administration or study support, we want to be of assistance. Here are some of the ways in which ADL can be of help to our students.

Tutors
ADL tutors are all experts in their fields, recruited for their professional expertise and industrial experience. Highly educated and experienced, you can trust with confidence in the knowledge and guidance they offer students on their distance learning adventure. General contact of tutors is done through the Online Study Zone (Chapter 2). However, from time to time you may benefit from a direct telephone call and this can be arranged. Contact your tutor through the system to arrange a time. While having a direct chat can be ideal in coming to understand a particularly difficult topic, please note that ADL respects the privacy and private details of its tutors and does not give out the private e-mail addresses or phone numbers of our colleagues.

The ADL Newsletter
Every month ADL releases a newsletter informing of new developments both at ADL and the world beyond. Packed with news about courses and educational trends, this monthly release will help keep you informed. We don’t share any of the contacts we get with third parties for marketing purposes, so you can be assured it’s just us emailing you. If you get tired of hearing from us, you can unsubscribe any time you like from any emails you send us.

Just visit: adlonlinecourses.com and follow the link for the newsletter.

The ADL Blog
Blogging has fast become the way to express opinions and ideas across the world quickly and easily, and ADL is on-board with these changes. Our blog includes features on our staff and students, and is packed with articles on education, useful study tips, and insights into some of our courses.

Visits: http://adlonlinecourses.com/blog/ to see for yourself!

ADL on Facebook
ADL is on Facebook! Say hello, meet fellow students and be the first in the know about any forthcoming online promotions. There is also a “Student Community Group” which you can join, to engage in discussion with your fellow students! Find us at: http://www.facebook.com/academyfordistancelearning

ADL on Twitter
Blogging was never enough - we wanted to get into micro-blogging too! Subscribe to ADL Twitter feed: @adlhomestudy.com for all the great news from ADL that we can cram into 140 characters.
Do I need to buy expensive books?
No, you do not need to buy any expensive books.

I can’t access my account?
Double check your password and make sure you are using capital letters correctly – the password system is case sensitive. If you’re still having issues or have entirely forgotten your password, contact ADL at: support@adlhomestudy.co.uk or call us on +44 (0)1227 789 649.

I can’t upload my assignment?
Please check the tutorial for uploading your assignment on Chapter 4, page 22.

Please note, on rare occasions access to sections of our site may be disabled during necessary maintenance periods. In such a case, it’s best to try again later. Alternatively, if you continue to have difficulties with uploading documents, do let us know.

How do I contact my Tutor?
From the Online Study Zone, your tutor is listed on your assignments under the heading “Message My Teacher”. Clicking on that link will take you to an interface, where you can send a message to your tutor.

Please note, our tutors do not operate a live service and it may take a day or so, particularly at weekends or public holidays to get a reply. Students are advised to plan their contact appropriately.

Please note, for privacy and data protection reasons, we do not give out the private e-mail or telephone numbers of our tutors. If a tutor wishes to provide these to the student, this is at the tutor’s sole discretion.

What do I do if I can’t contact my Tutor?
As mentioned above, our tutors are not a live service, so a response should not be expected immediately. However, if you have not received a reply after 48 hours, please feel free to contact the ADL Administration team, who will investigate the reason for the tutors absence on your behalf.

How long does it take to mark an assignment?
We aim to have all assignments marked and returned to our students within 7 working days. However, if you haven’t received any response after this period, please contact us at: assignments@adlhomestudy.co.uk for further information.

Can I submit more than one assignment at a time?
In general, we recommend that you do not submit another assignment or even begin working on it until you have received your feedback and results from the previous task. This is to ensure that the areas needing improvement are brought to your attention, so you’re then able to eliminate them from future work and improve the overall standard of your assignments.

If you do choose to submit more than one assignment at a time, be aware that:
• Your assignments will take longer to mark and be returned to you
• You may have to re-submit assignments that did not pass because you missed the chance to act on the feedback you have received with earlier assignments. Contact your tutor to let them know if you intend to submit multiple assignments.

Can I retake assignments to improve my grade?
Yes! If you want to re-submit an assignment because you were unhappy with your results, you are welcome to do so. Unfortunately, our system cannot currently process re-submissions online. If a re-submission is necessary or desired then it must be either emailed, if using the online method, or sent by post.

Please contact: assignments@adlhomestudy.co.uk for further details.

Can I receive a discount for enrolling on a second course?
Yes, you may claim a 5% discount when you enrol in a second course. (Note: This does not apply however to the second stage or part of the same certificate or diploma).

You can find answers to a more comprehensive list of commonly asked questions at:
adlonlinecourses.com/faqs

Do I need to buy expensive books?
No, you do not need to buy any expensive books.

I can’t access my account?
Double check your password and make sure you are using capital letters correctly – the password system is case sensitive. If you’re still having issues or have entirely forgotten your password, contact ADL at: support@adlhomestudy.co.uk or call us on +44 (0)1227 789 649.

I can’t upload my assignment?
Please check the tutorial for uploading your assignment on Chapter 4, page 22.

Please note, on rare occasions access to sections of our site may be disabled during necessary maintenance periods. In such a case, it’s best to try again later. Alternatively, if you continue to have difficulties with uploading documents, do let us know.

How do I contact my Tutor?
From the Online Study Zone, your tutor is listed on your assignments under the heading “Message My Teacher”. Clicking on that link will take you to an interface, where you can send a message to your tutor.

Please note, our tutors do not operate a live service and it may take a day or so, particularly at weekends or public holidays to get a reply. Students are advised to plan their contact appropriately.

Please note, for privacy and data protection reasons, we do not give out the private e-mail or telephone numbers of our tutors. If a tutor wishes to provide these to the student, this is at the tutor’s sole discretion.

What do I do if I can’t contact my Tutor?
As mentioned above, our tutors are not a live service, so a response should not be expected immediately. However, if you have not received a reply after 48 hours, please feel free to contact the ADL Administration team, who will investigate the reason for the tutors absence on your behalf.

How long does it take to mark an assignment?
We aim to have all assignments marked and returned to our students within 7 working days. However, if you haven’t received any response after this period, please contact us at: assignments@adlhomestudy.co.uk for further information.

Can I submit more than one assignment at a time?
In general, we recommend that you do not submit another assignment or even begin working on it until you have received your feedback and results from the previous task. This is to ensure that the areas needing improvement are brought to your attention, so you’re then able to eliminate them from future work and improve the overall standard of your assignments.

If you do choose to submit more than one assignment at a time, be aware that:
• Your assignments will take longer to mark and be returned to you
• You may have to re-submit assignments that did not pass because you missed the chance to act on the feedback you have received with earlier assignments. Contact your tutor to let them know if you intend to submit multiple assignments.

Can I retake assignments to improve my grade?
Yes! If you want to re-submit an assignment because you were unhappy with your results, you are welcome to do so. Unfortunately, our system cannot currently process re-submissions online. If a re-submission is necessary or desired then it must be either emailed, if using the online method, or sent by post.

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