STUDENT HANDBOOK 2.1

Take Control of Your Future!
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 Cokl - 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

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 time-table.

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
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 fulfil 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.

ADL has the recognition of relevant professional bodies including:

TOUK - Recognised Training Qualification Centre: www.touk.org
IARC - The International Approval and Registration Centre (IARC): www.iarc.edu.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.accpph.org.uk
ACS Global Partners Network (AGPN):

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

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

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 5 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.

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. This 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.

“...The beautiful thing about learning is that no-one can take it away from you...”
WHAT YOU NEED TO KNOW

Easy Access Learning

ADL is committed to opening up education to as many people as possible. Therefore, most of our courses are open to anyone from any walk of life. We try to see the person, not the paperwork, when admitting people to our courses. However, we do have some general expectations of our students prior to them beginning our courses and meeting these standards helps them progress successfully during their course.

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.
- 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.
- Students should: be educated to at least Level 3 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.

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.

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 recognises and celebrates this and, where appropriate, we 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 maximum 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 previous 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.

Paying for Your Course:

Your course will be paid for in accordance with the agreement made by yourself and the Academy for Distance Learning. Here is a reminder of the options available to you:

Full Up Front Payment: With this option you pay the full fees upfront at the time of enrolment. This

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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.

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For any payment issues you may have, contact: payments@adlhomestudy.co.uk.

In order to make a course swap, a student must be responsible for messages that go astray. If notification of their intent to withdraw is not received on time by the Academy. ADL will not provide, nor receive, credit for any course or materials that have already incurred; assignments already marked; books and supplementary course materials that have already been accessed; books and supplementary course materials that have already been accessed; and any other purchases will not be offered, except for exceptional circumstances. Please note that an application if necessary. In this case, a request for the deferral must be made in writing. If no work is received from the student within this six-month period, and no attempt and contact or request for any deferral is made, the Academy reserves the right to reactivate the enrolment to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment once a course has been completed (i.e. assignments have been submitted). A request for a course swap must be made in writing to the Administrators Manager, with an explanation as to why a course change is being requested.

The best way to succeed at your distance learning course is to keep it up. Taking time off is the first step on a road to procrastination, that can threaten your studies and undermine all your efforts. However, at ADL we understand that life can sometimes be unpredictable at times and sometimes a threat to students that sets out the total costs and fees of assessment procedures, expected standards and outcomes to be achieved by the students.

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

Withdrawal in Extraordinary Circumstances:

Withdrawal for courses paid for by third parties. If the course is being paid for by a third party, such as an employer or other individual other than the person enrolled, any requests for withdrawal or refund must be made by the agency that funded the enrolment. If such applications are granted on the same basis.

Several payment plans are available through ADL. However, please note that we do not provide, nor receive, credit for any course or materials that have already incurred; assignments already marked; books and supplementary course materials that have already been accessed; books and supplementary course materials that have already been accessed; and any other purchases will not be offered, except for exceptional circumstances. Please note that an application if necessary. In this case, a request for the deferral must be made in writing. If no work is received from the student within this six-month period, and no attempt and contact or request for any deferral is made, the Academy reserves the right to reactivate the enrolment to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment once a course has been completed (i.e. assignments have been submitted). A request for a course swap must be made in writing to the Administrators Manager, with an explanation as to why a course change is being requested.

Should ADL accept the request, then all course notes and materials provided must be returned to ADL within 1 week acceptance, before any new course can be considered, Therefore provide a letter received within this 14-day period and sent either by email, by post or delivered in person to ADL.

If withdrawing up to 2 months after receiving course material, a period of up to 2 months from the receipt of study material, a student may apply to have their enrolment transferred to a friend, relative or colleague who wishes to take the course on a payment plan. As such, should you withdraw for courses paid for by third parties. If the course is being paid for by a third party, such as an employer or other individual other than the person enrolled, any requests for withdrawal or refund must be made by the agency that funded the enrolment. If such applications are granted on the same basis.

A full refund will not be given. However, a student may apply for special consideration to have their course swapped for another course. In this case, the cost of the original enrolment will be credited against the new. However, a monetary refund or credit against other purchases will not be offered, except for exceptional circumstances. Please note that an application if necessary. In this case, a request for the deferral must be made in writing. If no work is received from the student within this six-month period, and no attempt and contact or request for any deferral is made, the Academy reserves the right to reactivate the enrolment to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment once a course has been completed (i.e. assignments have been submitted). A request for a course swap must be made in writing to the Administrators Manager, with an explanation as to why a course change is being requested.

It is the students’ responsibility to ensure that notification of their intent to withdraw is received on time by the Academy. ADL will not provide, nor receive, credit for any course or materials that have already incurred; assignments already marked; books and supplementary course materials that have already been accessed; books and supplementary course materials that have already been accessed; and any other purchases will not be offered, except for exceptional circumstances. Please note that an application if necessary. In this case, a request for the deferral must be made in writing. If no work is received from the student within this six-month period, and no attempt and contact or request for any deferral is made, the Academy reserves the right to reactivate the enrolment to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment once a course has been completed (i.e. assignments have been submitted). A request for a course swap must be made in writing to the Administrators Manager, with an explanation as to why a course change is being requested.

Academy For Distance Learning - www.adlonlinecourses.com
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1. Personal Behaviour

Students are expected to behave cordially and with appropriate respect when communicating with either 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 securing any necessary contact with ADL to take place.

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 not the product of a third party acting in place of the student. This extends to plagiarism, which is the unauthorized and unethical copying of material without acknowledgement of its source. You may use information from another source as a basis for your work, but you must make clear where that information came from. It is not acceptable to misrepresent yourself as the source of copied text in such a manner that the reader or tutor might be led to believe that the work is your own.

Grievances and Appeals:

At ADL, our aim is to have all of our students completely satisfied with the quality of their education and courses received. However, working with so many people of so many backgrounds, we need on rare occasions, to examine living up to our own high standards. Thus, in the name of fairness, we are obliged to have a system to listen to the problems our students might experience. That’s why we have our grievances and appeals policy.

In the event of an incident, students are first required to submit the details outlining their grievance to the ADL. Thus, our Grievance and Appeals procedure (see page 15) gives no indication that the student has learned or comprehended the subject put in front of 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.

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 subject put in front of them. Plagiarism is not tolerated and will be penalised. Students submitting such work will be required to redo the assignment. If a student is later discovered to have submitted plagiarised work after completing a course, any passes or awards they have achieved will be revoked.

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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Work that is deemed to be plagiarised will not be accepted. Students submitting such work will be required to redo the assignment. If a student is later discovered to have submitted plagiarised work after completing a course, any passes or awards will be revoked.

Plagiarism is not tolerated and will be penalised.

A Note on Referencing:

The important thing to bear in mind is the difference between plagiarism and referencing. Both of them involve the use of the work of others. However, plagiarism means to give credit to the original source whilst referencing does. When using others’ work, students must give written credit within the body of their work to the original source material, providing the relevant information that a reader would need to find the original source for themselves. For example, the title of the work, the author, page number of the quote, date of publication and publisher.

Referencing is needed when:

- You have copied words from a book, article, or other source exactly (quotation)
- You have used an idea or fact from an outside source, even if you haven’t used their exact wording (paraphrasing and summarising)
- You have used a concept or fact from an outside source, even if you haven’t used their exact wording (paraphrasing and summarising)

We recommend that you look no more than 15% of your work to be made up of direct references from other sources.

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IF YOU ARE NOT WILLING TO LEARN, NO ONE CAN HELP YOU. IF YOU ARE DETERMINED TO LEARN, NO ONE CAN STOP YOU.

Study The ADL Way

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 such as Open Office, 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...
interface. The page will consist of a brief outline of
customize your profile, access your courses, and
From here, you can access the full functionality of
presented with the home page of the Study Zone.
Once you have successfully logged in, you will be
asked to nominate a new password for your
account – this is a security precaution for your
own benefit, to ensure that nobody but you
receive feedback from your tutor.
Before covering details of assignments, lets’ 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
advancement a reality. 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 solitude in silence, you alone
know how best to motivate yourself to learn.
Studying By Correspondence
Lessons are typically provided using PDF files. This is
a standard document format that can be read on
most Internet capable machines. In the event that
your computer does not have a PDF reader format,
you will need to acquire one. Adobe Reader is one
such free program, that functions as the standard
for PDF’s. It is ideal if you do not already have
such software. You can download a copy of
the reader for free at: www.adobe.com/products/reader.html
You will then be able to download the documents
for your course and access them using this software.
You may also wish to consider, when embarking upon your
studies 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 wish
to consider, when embarking upon your studies:

Limit the Time you spend.
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.

Reward Yourself for Your Progression.
Those who are slower readers or otherwise
overcome any difficulties you may encounter
during your studies. You will always be encouraged with valuable and
constructive feedback when submitting your work
for assessment, at least once every
six months.
You will then be able to download the documents
for your course and access them using this software.
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six months.
In a work place which is both challenging and demanding, there is more true than ever before, and your career skills. Whatever your area of interest, get fully prepared for that new job with an eBook or short course from ADL. We have e-titles across 20 different disciplines to choose from.

Check out ADL’s website for further details.

Remember that spelling, accuracy and clarity remain vitally important. Not taking the time to use the spell checker included with most Word Processors shows a lack of effort on the part of the student and may risk misunderstanding on the part of the Tutor marking the assignment.

Likewise, a failure to be clear in your writing may conceal the true extent of your understanding from your assessor, resulting in you getting a lower grade than you have worked for.

Avoid verbosity: using too many words to make the point. Try to provide as much relevant fact as you can, while restricting how much you write.

After all, if you write a lot of words but they’re not answering the question, it’s not much use! After all, if you write a lot of words but they’re not answering the question, it’s not much use! As a student, don’t be afraid to approach your Tutor, or even ask other students, if there is something you don’t understand. We’ll cover the lead up or prelude to your full assignments.

But they do come as part of the USB package. We at ADL recommend all assignments to be word processed and ideally uploaded onto the word processed and ideally uploaded onto the your Tutor marking the assignment.

So be sure to take advantage of every resource you have to help yourself understand things. You can often find great tutorials or explanations of even the most complicated subjects from the comfort of your home over the Internet.

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When working online by computer we recommend you do the following: Use a commonly used font such as Times New Roman and a size that makes it obvious just what it is. For example: "Your Name", "Assignment Number", and "Due Date". Use the spell and grammar checkers: Every credible word processor, but don’t overuse them. Use different font sizes, such as 14 or 16, to mark sections of your work. The key is to make your document more readable by your tutor – this will reduce the chances of you being misinterpreted. We also recommend you keep a backup – on your computer, one on a separate device, such as a USB stick, and another digital version through an online cloud service, such as Google docs, to ensure the maximum protection for your work in case of mishap. Even a hard copy print-out can, in the worst case, be photocopied or scanned digitally to make replacement copies if necessary. Submit your assignments in.doc format: We can also accept.docx, and most modern word 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 the assignments and will cause delays in processing your work. Use the spell and grammar checkers in all good word processors these essential tools have come digitally to make replacement copies if necessary. Submit your assignments in.doc format: We can also accept.docx, and most modern word 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 the assignments and will cause delays in processing your work.

Making the Grade – Your Marks

Having sent your document in for assessment and marking, it’s finally time to sit back and wait for the result. 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 your studies. At ADL however, we believe that sufficient marking, it’s finally time to sit back and wait for the result. 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 your studies. At ADL however, we believe that sufficient marking, it’s finally time to sit back and wait for the result. 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 your studies.

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**Mark**

- 91 - 100 A
- 86 - 90 A-
- 81 - 85 B+
- 76 - 80 B
- 71 - 75 B-
- 66 - 70 C+
- 61 - 65 C
- 56 - 60 C-
- 51 - 55 D+
- 46 - 50 D
- 41 - 45 D-
- 0 - 40 F

**Letter Grade**

- A
- A-
- B+
- B
- B-
- C+
- C
- C-
- D+
- D
- D-
- F

**Meaning**

- 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.
- 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.
- 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 well addressed.
- Demonstrates a very deep comprehension of the topic and displays excellent critical analysis through developed argument. The topic is very well summarised. Important aspects are identified and understood.
- 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 is well-presented.
- 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.
- 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.
- 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.
- Demonstrates almost no knowledge of the basic facts. The work is very poorly presented with many spelling, punctuation and grammatical errors.

**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**

- Outstanding effort
- Excellent
- Very good
- Good
- Passable
- Poor
- Failure

**Letter Grade**

- A, A-
- B+, B, B-
- C+, C
- C-, D+
- D, D-
- D-, F

The tutors’ feedback will include notes on various points you will have made throughout the course of your assignment, as well as suggestions on how to correct the problems. The written work is of a logical format and is well-presented.

**Return of Assignments**

Once marked by the tutor, the assignment will be returned to the student either by post or e-mail. In instances where ADL has been provided with incorrect information regarding your address, we will hold on to the document for three months, before disposing of it. If it attempts to work your work back within a month of submitting it to ADL, please contact us to ensure that it has not been lost.

**Examinations**

In addition to your assignments, some ADL courses have associated exams. For some courses those exams 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 prove the success of your learning and many third 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!

**How Examinations Work**

Different examinations for different courses all have their unique and individual traits, but they share a few things in common. You will be provided with a paper version of the examination, and expected to complete it under exam conditions in an allotted time. Overseeing this will be an adjudicator, ensuring that the exam is taken fairly and with no recourse to cheating. Most exams are usually 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: Convenient 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 professional person of good character, who is responsible to ensure that when your exam is held, it is done according ADL's regulations and requirements.

**Return of Assignments**

If your work is not satisfactory, your tutor will advise you where you can improve. In the event that your work is not satisfactory, your tutor will advise you where you can improve. In the event that your work is not satisfactory, your tutor will advise you where you can improve. In the event that your work is not satisfactory, your tutor will advise you where you can improve.

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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 exam.</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.
GETTING HELP

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.

ADL Administration
ADL’s Administration is the hardworking machinery that keeps the Academy functioning. From enrolling students to dispatching certificates and diplomas, the Administration takes care of everything that is not the academic side of the institution.

Contact Administration if you have:
- 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!

ADL’s Administration is the hardworking machinery that keeps the Academy functioning. From enrolling students to dispatching certificates and diplomas, the Administration takes care of everything that is not the academic side of the institution.

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 queries: info@adlhomestudy.co.uk

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

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.

Over Skype
ADL support is now available on Skype! Add: adl-main as a contact on Skype to talk to us.

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 their 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 whole 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.

Visit - 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: https://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.

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.

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.

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.

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 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).

Can I submit more than one assignment at a time?
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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).
Did you know we have an eBook store?
Check it out: adlonlinecourses.com/adl-ebookstore