ADL | Academy for Distance Learning

STUDENT HANDBOOK 2.1

Take Control of Your Future!

Published by:

ADL - Academy for Distance Learning
18, Lower Bridge Street, Canterbury
Kent, CT1 2LG
United Kingdom
Tel: + 44 (0) 1227 789 649
Email: info@adlhomestudy.co.uk
UKLRP: 10031925

© Copywrite, Student Handbook, Edition 2.1, ADL Academy For Distance Learning

CONTENTS

04 Student Handbook
05 Chapter 1: Welcome to ADL
07 Why Choose ADL?
07 Recognition
08 What We Do
09 Our Tutors
10 Chapter 2: What You Need to Know
10 Easy Access Learning
11 Course Withdrawal
12 Refunds
13 Code of Practice
15 Plagiarism
17 Chapter 3: How to Study at ADL
17 Before You Begin

18 Assessing Your Course
19 Get Ready to Study
21 Chapter 4: Your Coursework
21 Your Assignments
22 Uploading Assignments
23 Cover Sheets
28 Chapter 5: Getting Help
28 ADL Administration
29 Other Sources of Help
30 News Sources and Feeds
30 Chapter 6: FAQ's
31 Frequently Asked Questions

STUDENT HANDBOOK

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 Cole - 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 life time 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 without physically attending a school, many people wonder if they can possibly succeed at learning from home without the 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

DARYL TEMPEST-MOGG
Principal and Founder
Academy for Distance Learning

///

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

Why Choose ADL?

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.

ADL has the recognition of relevant professional bodies including:

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

ADL COURSES

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@adlhomestudy.co.uk

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.

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.

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.

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.

So long as students can match these requirements, our courses are open to everyone. We have had students of all ages study with us.

If your goal is to transfer your academic record with ADL to a UK or international univeristy, we highly recommend that you approach the college/ university of your choice, to determine your eligibility and that our academic programmes will be acceptable.

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.

MESSAGE FROM OUR **STUDENTS**

"It was better than I expected. Very professional and my tutor was encouraging and excellent - I always received the best feedback on assignments and ways to improve. My tutor also made difficult modules more clearer to me"

Beverly H - Anatomy & Physiology (Human Biology IA), UK

"It exceeded my expectations. It was more comprehensive than I expected and the assignments really stimulated deep study of the subject. Thank you for your guidance. I am delighted with my certificate and will recommend this course and ADL to my friends and colleagues"

G Flaherty - Ornithology BEN102, Ireland

"I want to thank you for the course - Hotel Management - I've just finished now. The course was comprehensive and well written. I'm working towards a career within the hospitality industry and this course was absolutely perfect. Choosing ADL was one of the best decisions i've ever made"

Daniel K - Hotel Management, Romania

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, 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 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

method offers the most value for money, with the reassurance that your studies will never be put on hold whilst waiting for further payment to be received.

Payment Plans: Several payment plans are available through ADL. However, please note that we do not provide, nor receive, credit for any course on a payment plan. As such, should you fall in arrears with agreed payments we may, at our discretion, suspend further recognition of assignments and access to teaching materials until payment has been received. If a student's circumstances change which result in payments being interrupted, the Academy would consider alternative arrangements on a case by case basis.

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

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. If you wish to request a withdrawal from your course, you must notify the Administration Manager at ADL in writing, whether by e-mail (contact: support@adlhomestudy.co.uk) or by formal written letter.

Please note; the Academy for Distance Learning can not be held liable for changes in your personal circumstances

If Withdrawing/Cancelling within 14 days after Enrolment. For a period of 14 days from enrolment, a full refund will be given on the total amount of tuition fees paid at the time of cancellation. In order to request this, you must provide a letter received within this 14-day period and sent either by email, by post or delivered in person to ADL.

It is the students' responsibility to ensure that notification of their intent to withdraw is received on time by the Academy. ADL will not be responsible for messages that go astray. If you have received course materials in the form of books, USB or printed material, these must be returned before ADL will issue a refund.

If Withdrawing 15-30 days or more after receiving course material. 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 administration fee of £50 will be payable for this service and that it cannot be requested once a course has been commenced (i.e. assignments have been submitted). A request for a course swap must be made in writing to the Administrations 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 materials will be dispatched. For more information please visit: www.adlonlinecourses.com/refund-policy

If withdrawing up to 2 months after receiving course material. For 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 over the enrolment in their stead.

Requests for this service must be made in writing and accompanied by a letter of explanation and can only be undertaken if the student has not yet submitted any assignments. A fee of £75, plus any postage and handling costs will apply to any such changes.

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 course. All such applications must be received on official business letterhead and the signatory of the application must be available to confirm the application if necessary.

Withdrawal in Extraordinary Circumstances:

Should a withdrawal be necessary because of extraordinary circumstances, such as serious illness on the part of the student or an immediate relative, an application for withdrawal will be considered on its merits alone. In order to make such an application, the applicant must provide the following in writing:

1. A detailed account of the circumstances requiring the withdrawal.
2. A medical certificate or legal document to verify the circumstances.
3. A written request for cancellation of the enrolment.
4. In these cases a response will be dispatched in writing within one month of receipts of the complete written submission (containing the three items above).
5. If approved, all course materials will need to be returned. Any monetary refund then given will exclude a charge for any of the following: 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; deferment and extensions.

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

The best way to succeed at your distance learning course is to keep at it. Taking time off is the first step on a road to procrastination, that can threaten your studies and undermine all your efforts. However, we at ADL understand that life can be unpredictable at times and sometimes a period of absence is required.

Any student whose record shows they are making reasonable effort and progress in their studies is automatically entitled to request a six month period of deferment from their studies if required. Another two absences of six months each can be granted on the same basis.

Deferments or extensions for periods longer than six months, or for more than three extensions per person must be approved by the Principal. In this case, a request for the deferral must be made in writing.

Rate of Work or How Often You Must Submit Assignments:

We understand the challenging nature of life faced by all our students, from conflicting requirements of work, family and other commitments, to the difficulty of finding space to study. That's why we offer our students a generous timescale in order to progress along their courses, allowing them to stagger their submission of assignments for up to six months if needed. However, if no work is received from the student within this six-month period, and no attempt and contact or request for any deferment is made, the Academy reserves the right to consider the student inactive and to deem the enrolment to have lapsed. In this case, a start-up fee may be charged to reactivate the enrolment if the student wished to return to the course.

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 education 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, assessment procedures, expected standards and outcomes to be achieved by the students.

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 other 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.

All Refunds are subject to timely contact by the student to the ADL in writing. ADL cannot be held responsible for lost or undelivered messages that do not reach us. The responsibility for making a request on time is with the student.

6. Student Grievances and Appeals

All Students will be provided with a copy of ADL's grievances and appeals procedure (see page 15). Any such appeal must be made in writing first to the ADL. Every effort will be made to settle the grievance internally in a fair and equitable manner to the satisfaction of both parties.

In the event of the matter not being settled, the student will be advised of an appropriate legal body where they can seek further assistance.

7. 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 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 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 learning 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 unauthorized and unethical copying of material without acknowledgement of its source. You may use information from another source as a minor part of your own work if the source is referenced correctly; i.e. it is made 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 leave 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 may 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. The address for such correspondence is: support@adlhomestudy.co.uk.

Please be sure to include as much information as you can about the issue, to help us bring a speedy resolution to the matter.

Every effort will then be made to settle the matter internally in a manner that is agreeable to ADL and the student. However, in the event that this can not be achieved, the student will be advised of an appropriate legal body where they can seek further assistance. Appeals regarding grades considered anytime up to three months following the receipt of the results.

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 ones' 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 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.

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 certification 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 using the work of others. However, plagiarism does not 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)

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

///

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 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

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.

To access the Study Zone, simply input the address into your browser, or click the URL above. When you arrive at the website, you will be asked for your user name and password. These will have been sent to you upon enrolment – refer to the e-mail you received from ADL at the time of enrolment.

Upon logging in for the first time, 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 knows the credentials to log into your account. We recommend including capital letters and numbers to further protect your security.

The Home Page

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 customize your profile, access your courses, and recieve further study information from this main interface. The page will consist of a brief outline of the details and content of the course. Additionally, it will contain all associated materials in digital form; both lessons and assignments. To access the files, simply double-click on them. This will open up the file for you to read.

Lessons

These are the core reading material for the course. The bulk of your time on any course will be spent reading through these documents, which will provide you with the material you will need to learn, in order to complete the assignments.

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 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. Simply right-click on 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. From here, you can download or print your document. Users of other operating systems will have to follow their 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, lets' focus on the lessons for now.

Studying By Correspondence

If you have elected to do your course by correspondence, then we will post all course materials to you, so that you have the convenience of working through them at your own pace. Depending on what you have purchased, you will receive either a paper- based course or a USB containing all the materials.

Please note, that the supplemental fee you have paid for your course, does not include the sending out of replacement documents or USBs – should you lose your original copies, you will be obliged to pay the cost of supplying any replacements to you. You still have full access to the Online Study Zone 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.

Getting Ready to Study

Now that you know how access your lessons, it's time to get to work and make your plans of self-improvement 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 solace 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 wish to consider, when embarking upon your studies.

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 and subjects you are taking the time to study, 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 are going 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 us. ADL and your tutors are there to help you overcome any difficulties you may encounter during your studies.

Learn to 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. However, the key to remaining on schedule is the effective management of time. Achieving your own potential depends on how successfully you can organise this most precious of resources to your benefit.

Set Yourself Clear Goals and Stick to Them. I.e. If you choose to write an assignment every week, make sure you do so.

Limit the Time you spend. You may not be completely happy with the result, but it is more important to keep yourself actively engaged with the learning process, rather than risking the procrastination and non-achievement that comes with waiting for perfection that never comes.

Reward Yourself for Your Progression. If you've sucessfully completed your assignment and sent it off to ADL, make sure to celebrate in the manner you find appropriate. A little reward goes a long way in keeping you moving towards your ultimate goal.

Being Mindful 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. Nevertheless, people still develop their own distinct styles of writing, however, it's important to be certain it's clear and easy to read before submitting your assignment.

ADL
eBOOK STORE

In a work place which is both challenging and competitive, the saying: "Knowledge is Power" is more true than ever before, and your career progress often depends on your ability to learn new 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.

In addition to career orientated titles, there are also many hobby and interest eBooks. Learn how to keep bees and make honey, how to better care for your cat or dog, how to write a novel, or even how to design a garden.

Check out ADLs' 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!

And Finally - Don't be afraid to ask for help!

Even the greatest minds encounter things they don't understand at first. Remember that our common and primary goal is for you to succeed.

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.

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 more about what to do if you need advice or guidance in part five.

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. 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.

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 set task at the end of the lesson. These form parts of your lessons and, in many cases, may comprise the lead up or prelude to your full 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 assessments! 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.

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.

Project: Some courses will ask you to complete a Project rather than sit 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: Networking, observing and documenting your findings in the real world, conducting surveys, growing things, collecting things, 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 classroom (Online Study Zone) by the student.

When working online by computer we recommend you do the following: Use a commonly used font and a size to match. Suggested fonts include Arial, Calibri, Helvetica, Courier and Times New Roman. Use a consistent size throughout your work. We recommend using at least 10 point text and no more than 12 on any work you submit.

Correctly format your documents: Take advantage of bold, italic, and underline features that are in 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 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. Include your name, the assignment number, the course code and the date. This will help both us and you identify it, should it ever become separated from any supporting documents.

Always make sure you make the first page of your assignment as the cover sheet. This will help us (and you) identify the contents that follow.

Make sure you keep a backup: Computers break, memory sticks can go missing and even the Internet is not 100% safe from faults. We recommend that you keep at least three copies – one 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 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 a long way in their functionality and can be an effective method to ensure the maximum chance of your assignments being understood by your tutors. We still recommend you proof read your work even after a check.

Uploading Assignments

So you've completed your assignment, you've checked it twice. You've run it through the spell-checker and you believe it is ready to submit. That's excellent – take a moment to congratulate yourself! But we're not done yet, and you need to submit it before it can be marked. Here we're going to show you just how to do this digitally.

First take yourself over to Online Study Zone: www.adlstudyzone.com/login

The Upload Assignment Button: In the entry on the classroom for each assignment there is a button marked: "Upload Assignment", located under the details about the assignment itself. Clicking on this button will bring up an interface that will allow you to upload your completed assignment. There are two methods you can use to upload your files – **either by directly dragging the file from your computer desktop into the application window highlighted by the blue arrow, or by manually clicking "add" from the interface, selecting the file from your computer and clicking "upload".** Once you have uploaded your assignment by either method, it will appear in the box. At this point, click "Save Changes" to confirm the uploading and saving, and your document will be uploaded to Online Study Zone, ready for marking by your tutor.

Restrictions on Uploads: Please note that you are restricted to uploading no more than 3 files at once and a total of 5Mb per file. For text documents, this is almost never an issue. However, if you use graphics in your work, it may approach the limit. Please consider if large data images are absolutely necessary

Reducing the data size of images is most commonly done by switching to a more efficient format. Typically, a digital camera might take a picture in the bitmap format which, while highly detailed, takes up a lot of room. For this reason, many users convert their images to other formats such at .GIF .Jpeg .PNG and others. Doing such is generally as simple as loading the image up in your image editor of choice and saving your file in a different format from the options presented. Please check the reference material of your image editor for instructions on how to do this. Once converted, copying and pasting your smaller data images into your work should ensure that your assignments do not exceed the maximum file size.

Working by Hand and Other Ways of Doing Assignments

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 us the copy would be the best option, as we will not be able to accept any liability for assignments that get lost or go missing in the post. You can additionally send your work to us either by fax or through the post. Please note, you will be expected to pay the cost for postage should you decide to do so. Please see Chapter 5, page 28 of this manual for phone numbers and addresses you can contact.

Changing Your Submission

Should you decide to change your submission at the last minute you can do so with the "Make Changes to Your Submission" button, under the original submission box. However, make sure to leave a message with your tutor to let them know you've made changes.

Cover Sheets

An essential part of any assignment, your cover sheet must be submitted every time you submit an assignment for marking. In effect, this is a sort of first page which identifies core information about the document. Most importantly; what it is and who it's by. Templates are usually sent out to students with assignments. However, should you not receive one or need to create one of your own design for whatever reason, here is the essential information to be included:

- The Assignment Number
- The Course or Subject
- The Students' Name
- The Students' Address
- Postcode
- Country
- Phone (Work)
- Phone (Home)
- E-Mail address
- Date Submitted.
- Any Important Notes.

It's important to note that cover sheets are not optional. They are an essential part in helping us identify whose work belongs to who, especially when a document is printed or otherwise arrives with us. Please be advised that assignments received without properly filled-in cover sheets WILL NOT be considered complete and ready for assessment. To ensure that your work is marked and graded as quickly as possible, please remember to include your cover sheet.

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 final verdict on your work. ADL wants to help you succeed – by properly marking and grading assignments to add credibility to your work and to help assess your own understanding of your 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.

Mark	Letter Grade	Meaning
91 - 100 86 - 90 81 - 85	A A- B+	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.
76 - 80 71 - 75	B 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.
66 - 70 61 - 70	C+ C	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.
58 - 60 56 - 57 53 - 55	C D+ D	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.
50 - 52 40 - 49	D- F (FAIL)	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.
35 - 39	(FAIL)	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.
25 - 34	(FAIL)	Demonstrates a very superficial comprehension of the topic. The work is weak, with many spelling, punctuation and grammatical errors.
0 - 24	(FAIL)	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	Letter Grade
Outstanding effort	A, A-
Excellent	B+, B, B-
Good work	C+, C
Good attempt: room for improvement	C-, D+
Passable, but you could do better	D, D-
More effort needed F (FAIL)	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 not satisfactory, your tutor will advise you on how to correct the areas of performance.

At Certificate or Diploma level, you may be asked to repeat any work submitted that is considered below standard and needs attention, in order to pass the subject satisfactorily. This is done primarily in the students' interest, as allowing a failure in studies can potentially result in complete failure of the course. It is however necessary and in the best interest of all students, that such standards are maintained, otherwise the qualification would hold no value. Every page of your assignment should have some feedback from your tutor, or at the very least a tick or comment to assure you that your work has been examined and evaluated.

Return of Assignments

Once marked by the tutor, the assignment will be returned to the student either by post or e-mail. However, 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 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.

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 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-based exam paper by ADL 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 responsibility to ensure that when your exam is held, it is done according ADLs' regulations and requirements.

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 tutors' 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 seperately through the RHS or ICB websites and **sit the exam at one of their designated centres.**

"The beautiful thing about learning is that no-one can take it away from you"

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:

Award	Requirement
Letter of Achievement	Awarded for single module courses where the student chooses not to sit an exam.
Certificate	Awarded for 100 hour single module courses where the student passes the exam.
Proficiency Certificate	Two modules completed with exams. Approximately 200 hours of study.
Advanced Certificate	Four modules completed with exams. Approximately 400 hours of study.
Diploma	Complete six modules and associated exams. 600 hours of study.
Advanced Diploma	Eight Modules completed with exams. 800 hours of study.
Higher Adv. Diploma	Twelve Modules completed with exams. Over 1200 hours of study.

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!

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 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 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.

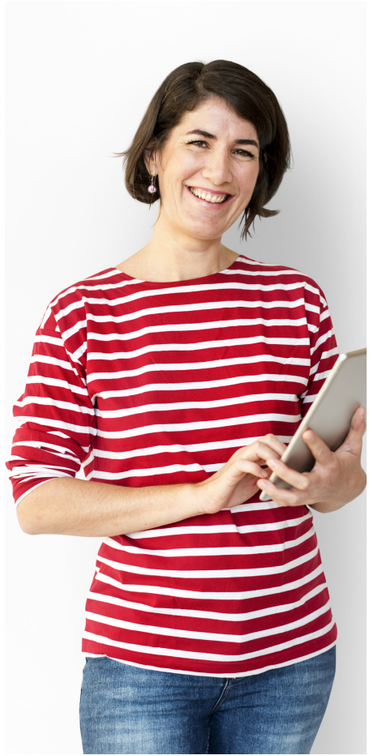
Visit - http://adlonlinecourses.com/blog/ to see for yourself!

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.



Frequently Asked QUESTIONS

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 feed-back 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 over-all 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.

OUR STUDENTS OUR PRIORITY

Our educational philosophy is to focus more on learning and the development of skills and less on assessment. It is to provide a foundation in our students' area of study and set them on a path to continued learning, whilst being able to adapt to a rapidly changing world.

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

Your Privacy

ADL is GDPR compliant. We take data protection very seriously, to ensure students personal data is held and managed safely and is accurate and up-to-date, according to the information provided to us.

See: adlonlinecourses/privacy-policy/ for more details.

Our Comprehensive Information Pack will be able to tell you everything you need to know about ADL and our wide range of Online Courses. Ask a member of our team for further details.

NOTES

NOTES

NOTES

Why not check out our blog? adlonlinecourses.com/blog/

NOTES

Why not check out our blog? adlonlinecourses.com/blog/

Did you know we have an eBook store?

Check it out: adlonlinecourses.com/adl-ebookstore

+ 44 (0) 1227 789 649

info@adlhomestudy.co.uk

www.adlonlinecourses.com

© ADL - Academy for Distance Learning, 18, Lower Bridge Street, Canterbury, Kent, UK. CT1 2LG