

our students, our priority

Academy for Distance Learning

STUDENT HANDBOOK

ADL Student Handbook Second Edition

ADL and the ADL Logo are trademarks of the Academy of Distance Learning.

All Rights Reserved. No part of this publication may be reproduced or transmitted via any means; electrical, photocopying, recording or otherwise without the prior express permission of the publisher.

While every effort has been made to ensure that the content of the text within is accurate and correct, the publisher accepts no liability for errors or omissions, or for damages arising as a result of the contents contained herein.

Visit ADL on the World Wide Web at www.adlonlinecourses.com

STUDENT HANDBOOK

There's never been a better time to undertake a course of study by distance learning for a career change, upskilling or simply for a hobby. As part of ADL's commitment to embrace the new technologies, ADL - Academy for Distance Learning offers a range of online courses which are highly interactive and feature self assessment quizzes, online videos and fast tutor access. Our aim is to provide you with the support and motivation necessary for the successful completion of your course.

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 very costly today. Corners often get cut and services suffer. Today's technology has, at the same time, made services through distance education more accessible, affordable and bigger and better than ever; without increasing costs.

Copyright © 2014 Academy for Distance Learning

Designed by:

ADL Management Team

Daryl Tempest-Mogg – Director of Vocational Studies, ADL
Gareth Patterson – Writer
Amanda White – Admissions Officer, ADL
Mary Anne Ewing-Patterson – Proofreading
Phil Lowry – Communications, Marketing Design

Published by:

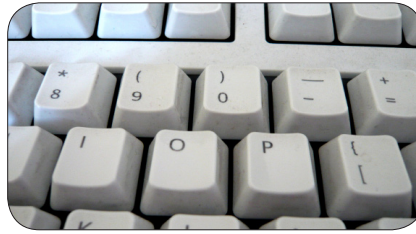
The Academy for Distance Learning
ADL House
18 Lower Bridge Street
Canterbury
Kent CT1 2LG
United Kingdom

Contents



Ch1. Welcome to ADL

WELCOME TO ADL	7
WHY ADL?	9
RECOGNITION AND ACCREDITATION	10
WHAT WE DO	11
OUR TUTORS	12



Ch2. What you need to know

EASY ACCESS LEARNING	14
PAYING FOR YOUR COURSE	16
WITHDRAWAL AND REFUNDS	17
ADL CODE OF PRACTICE	20
PLAGIARISM	23



Ch3. How to Study at ADL

BEFORE YOU BEGIN	25
ACCESSING YOUR COURSE	27
GETTING READY TO STUDY	30



Ch4. Your Coursework

DOING YOUR ASSIGNMENTS	36
UPLOADING ASSIGNMENTS	37
COVER SHEETS	39



Ch5. Getting Help

ADL ADMINISTRATION	47
OTHER SOURCES OF HELP	49
NEWS SOURCES AND FEEDS	50



Ch6. Frequently Asked Qs

FREQUENTLY ASKED QUESTIONS	51
----------------------------	----



>Welcome

Welcome to ADL

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 comes many new opportunities. Never before have people been empowered to experience so many different roles in one life time thanks to distance education.

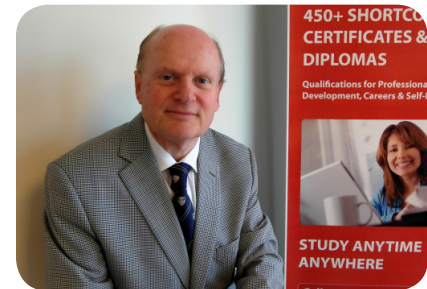
At ADL, we are committed to spreading the benefits of education to as many people as possible. In choosing to undertake one of our courses, you are taking the first steps in furthering your education and your potential as a person and we applaud you for that. But it can be daunting – without physically 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. However, this is just a guide and can't comprehensively answer every question you might have. Don't worry though, that limitation is also covered!

As a lifelong educator, and now Director and founder of ADL, I want to extend a warm welcome to you. Whether this is your first time studying with us or you've studied with us before, I look forward to helping you further on your own quest for personal betterment.

Best Regards

Daryl Tempest Mogg
Director of Studies
Academy for Distance Learning



whether you're job hunting

want to improve yourself

in your career,

being able to demonstrate

that you're different is the

key to success.

Why ADL?

An investment in knowledge pays the best interest.

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

Students are our Priority: Our entire academy revolves around helping our students in reaching their potential and in ensuring that their achievements are recognized.

We believe in preparing for the future: That is why most of 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 different and more useful in the rapidly changing lives of our students.

We're there for our students all the way: ADL is a smaller provider. This means we have the luxury of providing our students with much more individual attention than larger distance learning schools can typically offer. If you ever have a problem, ADL is there to help. Furthermore, we offer unlimited tutor support – you can contact your tutor as much as you like, any time that you like.

A Focus on Problem Based 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 you know how to fulfil the role you're training towards doing through practical assessment.

Recognition and Accreditation

It's important to note that, as an academy that offers courses worldwide, it would be impossible for us to be certified with everybody in all of the 196 countries in the world. 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.

Nevertheless ADL has the recognition of several bodies and our courses are accredited by several reputable third parties such as:

ASIQUAL - ASIQUAL is a UK based awarding body offering qualifications which recognise both students' academic achievements and evidenced skills. - <http://asiqual.com>

The International Accreditation and Recognition Council (IARC) - <http://www.iarcedu.com/>

The Institute of Certified Bookkeepers (ICB) - <http://www.icbglobal.org> - <http://bookkeepers.org.uk>

The Complementary Medical Association (CMA) - <http://www.the-cma.org.uk/>

The Royal Horticultural Society (RHS) - <http://www.rhs.org.uk/>

ACS Global Partners Network (AGPN) - <http://acsedu.com/>

What we do

ADL is a distance learning centre, specialising in Online Courses and homestudy, and offers courses that focus on **Adult Education, primarily intended for adults returning to education.**

These courses are generally taken out of a **desire for personal knowledge and self-improvement.** Vocational Courses are more focussed around gaining skills and knowledge to be directly used in the work a student currently undertakes, or intends to undertake, in their future career. Higher Academic Courses are larger programmes of study that are taken at a higher level than the vocational courses. These are typically much larger and will challenge the student mentally, requiring greater thought and a considerable time commitment in order to succeed.

Our services don't stop there. We offer a wide range of complementary services for our current students and alumni. These are covered further in chapter five.

Our Tutors

ADL's courses are run by experts in their given fields. Our tutors are men and women with tertiary qualifications and at least five years' experience in the industries they teach about. We also require them to be actively involved within their fields 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 getting a proficient, competent professional who is fully committed to helping you achieve your very best.

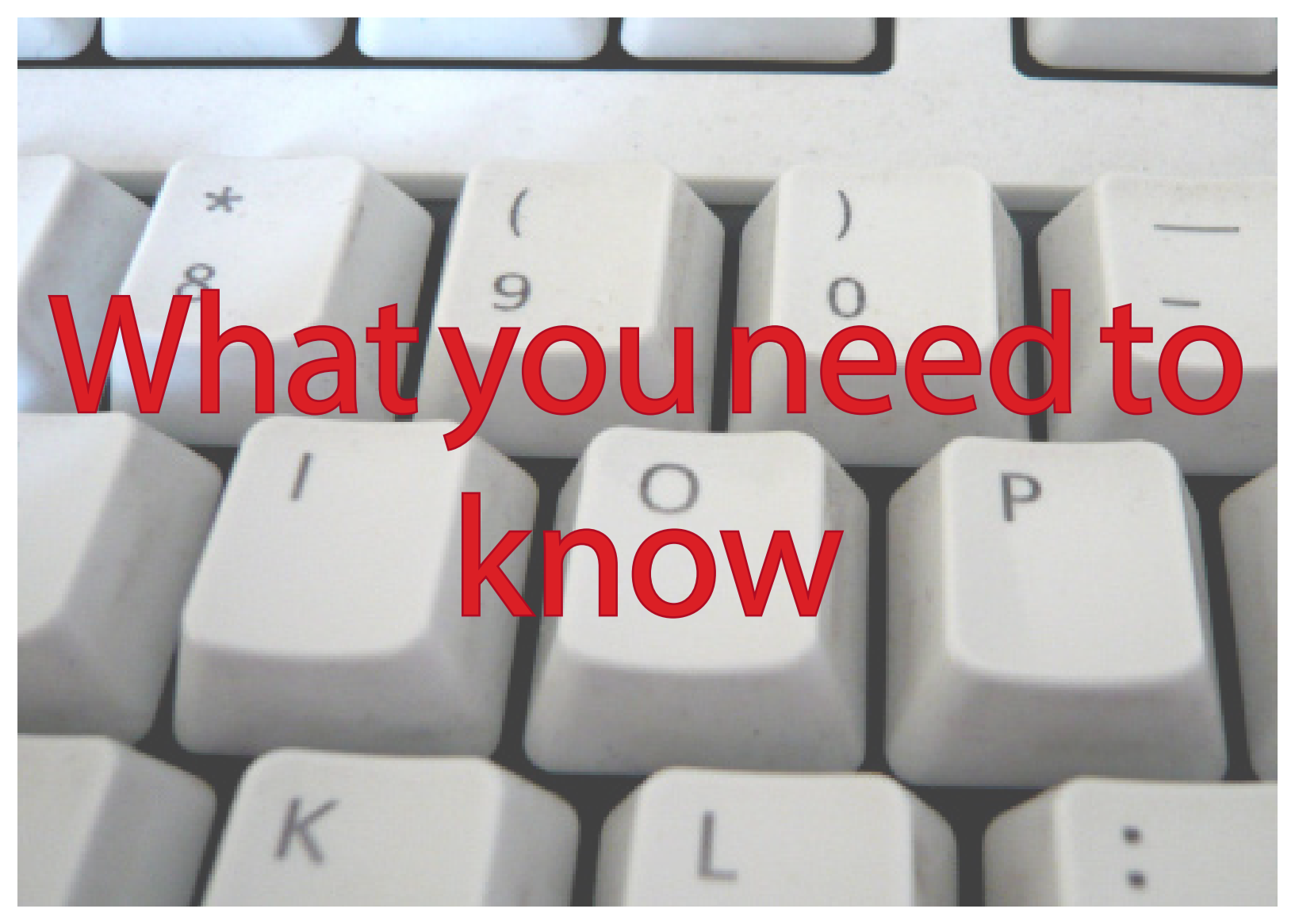
Therefore our Tutors must be:

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 stumbles, our tutor is right there to help them.

Patient - Mistakes are part of the learning process. It can be difficult to grasp new concepts and ideas and because of this, 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 fully proficient with IT, so must our tutors be in order to support them properly.

A close-up photograph of a white computer keyboard. The keys are white with black characters. The text "What you need to know" is overlaid in a bold, red, sans-serif font. The text is centered horizontally and spans across several rows of keys. The background shows keys with characters like *, 9, 0, /, O, P, K, L, and :.

**What you need to
know**

We've tried really hard to make things as simple as we can. After all, this is a help book not an exam itself! That said, here are the things we really think you need to know as a Student of ADL right from the start. **If you're going to read anything, please read this:**

Easy Access Learning

ADL is committed to opening education up 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 and embrace life and work experience when enrolling new students. Having said that, we do have some general expectations of our students prior to them beginning our courses. While these aren't enforced as a hard rule, individuals not able to meet these standards might find the course a little tougher.

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 do their courses of their own will.

So long as students can match these requirements, our hobby and adult education courses are open to everyone. We have had students as young as 14 and as old as 80 on our courses.

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.

For 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.

For 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 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. Should you believe you qualify for any such recognition, you should make your application prior to enrolling on a course. 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 recognised, more 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 ADL 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 the academy 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.

[click me to read more about RECOGNITION OF PRIOR LEARNING online](#)

Paying for your course

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

Full Up Front Payment: With this option you pay the full fees upfront at the time of enrolment. This method always offers the most value for money with the reassurance that your studies will never be put on hold while waiting for further payment to be received.

Payment Plans: Several payment plans are available through ADL. As we are committed to encouraging education, we don't charge extra for these. 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, ADL would consider alternative arrangements on a case by case basis. For any payment issues you may have, contact payments@adlhomestudy.co.uk.

[click me to read about PAYMENT PLANS](#)

Withdrawals and Refunds

Despite our best efforts to accommodate our students, 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 or formal written letter. [Click to read our refund policy.](#)

Please note that ADL cannot be held liable for changes in your personal circumstances

If Withdrawing up to 14 days after Enrolment. A full refund will be given minus an administration fee. The fee retained by the academy is 15% of the value of your course with a minimum fee of £50. In order to request this, you must provide a letter received within this 14 day period and sent either by email, fax, by post or delivered in person to ADL.

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

If Withdrawing up to 30 days 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.

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 the Academy accept the request, then all course notes and materials provided must be returned to the academy within 1 week acceptance before any new materials will be dispatched.

If Withdrawing up to two 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 already 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 a bit 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

As a distance learning Academy, ADL understands completely the challenging nature of life faced by all our students from the conflicting requirements of work, family and other commitments and that finding space to study can be a challenge. That's why we offer our students a generous timescale in order to progress along their courses allowing a student 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 ad 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 Code of Practice - What to expect from ADL

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 to safeguard the educational interests and welfare of our students.

2. Marketing

ADL will market our 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 student's 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 by assessment by the academy of a student's competency to undertake the course.

There will be no other discriminating factors and application to study with ADL is open to all regardless of sex, nationality, race, religion, sexual orientation, age or other non-educational factor. ADL will comply with all equal opportunity legislation.

5. Refund Policy

ADL will provide a copy of their refund policy to every student undertaking this course explaining the guidelines for requesting a refund of fees by students. It will also explain what will happen in the case of a course being cancelled or the event of the Academy closing down for any reason.

All Refunds are subject to timely contact by the student to the Academy in writing and the Academy cannot take responsibility 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 our grievances and appeals procedure (see page 22). Any such appeal must be made in writing first to the academy. 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

The Academy 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

While 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 takes 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.

5. 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 acknowledgment of its source. **Plagiarism is not tolerated and will be penalised.** Therefore, students must understand the difference between plagiarism and the acceptable use and interpretation of someone else's work.

You may use information from another source as a minor part of your own work if the source is properly referenced; 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 lead 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 we appreciate that, working with so many people of so many backgrounds we can, on rare occasions, not live up to our own high standards. Even if we were perfect, in the name of fairness we would still be 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 academy. 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 the academy 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 and marks of exams and assignments will be considered anytime up to three months following the receipt of the results.

Our Stance on Plagiarism

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

Plagiarising another person's work is one of the worst 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.

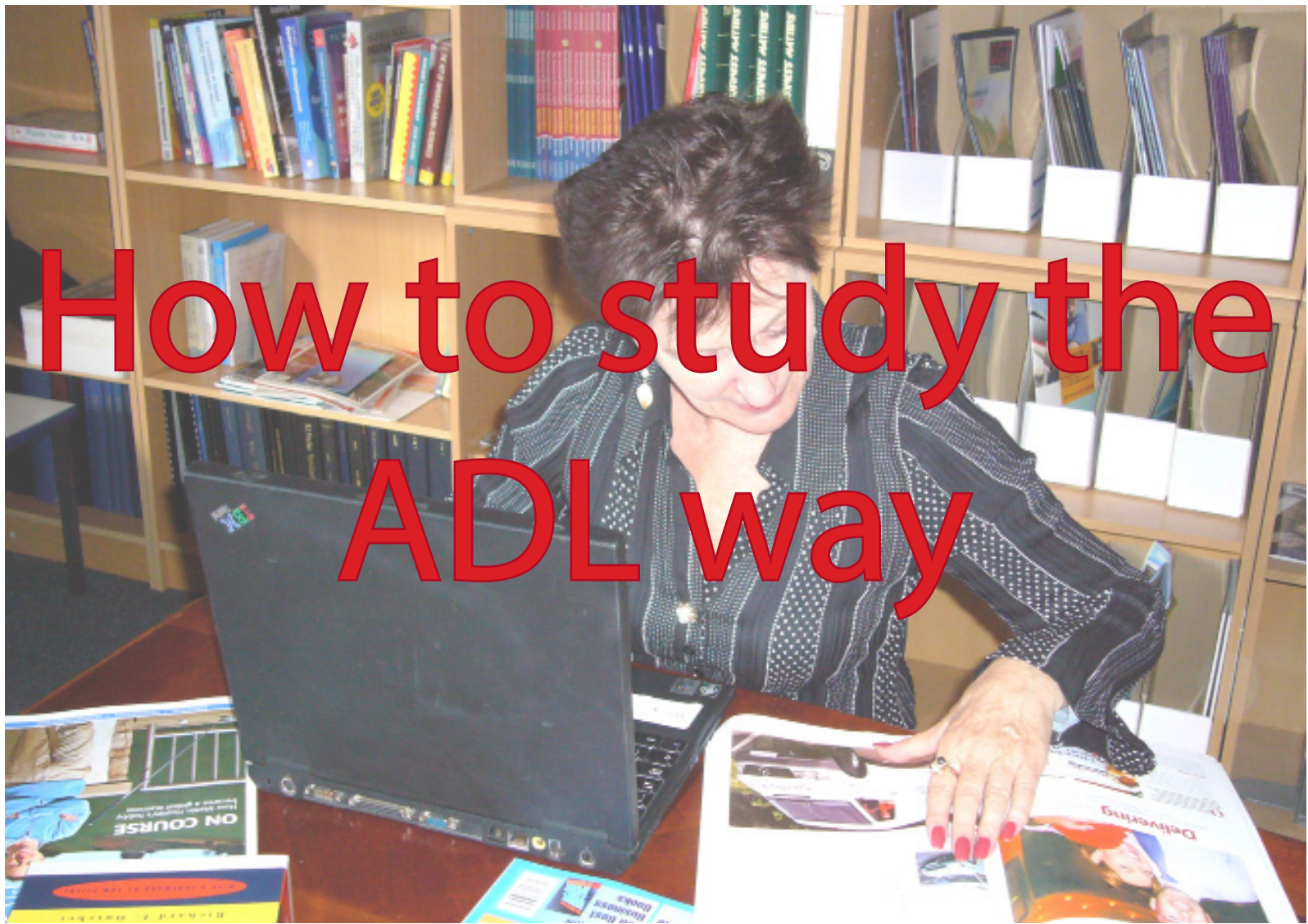
A Note on Referencing

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 but referencing does. When using others' work, you must give written credit within the body of your 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.

Even so, we strongly recommend that you allow no more than 15% of your work to be made up of direct references from other sources.

[click me to read about our PLAGIARISM POLICY](#)

How to study the ADL way



If you're new to distance learning, or just to ADL, you might find that we do things a bit differently. There's nothing worse than making an elementary mistake with your work that leads to your studying and progress not being recognized. 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 special student learning 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 overwhelming majority of our students prefer to take full advantage of our e-learning facilities, we'll begin by focussing on those learning online. But don't worry if you aren't – most of the important things are exactly the same whether you prefer to work by e-mail or post.

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 easily within the ability of any computer, or tablet, purchased in the last few years.

The Software: You'll need several key items of software in order to engage in your studies and submit assignments. Please note that 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 know programme of this type, there are plenty of free alternatives available online.

An **Internet Connection**: ADL mostly 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 newer video and sound transmitting technologies, the internet connection needed will likely increase over time.

click me to get OPEN OFFICE (for desktop/laptop computer)

Accessing Your Courses

ADL's courses are delivered through our online delivery platform, the **ADL 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, 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 will have 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 on to 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 more from this main interface.

The page will consist of a brief outline of the details and content of the course. It will additionally contain underneath all associated materials in digital form, both lessons and assignments. To access the files simply 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 and is ideal if you do not already possess such software. You can download a copy for your machine and operating system at <http://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 or move to other devices for your convenience. 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 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.

We'll cover just how to do this in a moment. For now, lets focus on getting on with your lesson.

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 CD containing all the materials of the course on them.

Please note that the supplemental fee you have paid for your course does not include the sending out of replacement documents or CD's – 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 to get access to your lessons, it's time to get to work and make your plans of self-improvement a reality. With ADL, 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 favourite 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 we at ADL are here to support you however we can, 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 your 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 never be ridiculed when submitting your work to us – ADL and your tutors are there to help you overcome difficulty as you encounter it in 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 them.

Students who are slower readers or otherwise disadvantaged may require much longer than the time quoted. However the key to remaining on schedule is proper management of time. Even the cleverest student will never achieve their potential if they fail to organize this most precious of resources to their benefit. When studying we recommend that you:

Set yourself clear goals and stick to them. If you choose to write an assignment every week make sure you do so.

Be Prepared to 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 got your assignment finished and posted, 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. For most of your studies with ADL, this is generally fine, however it's important to be certain that this is clear and easy to read before submitting your assignment.

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 should have.

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 we at ADL want 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 room 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 have problems 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 of your course. 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 always 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: 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 that these are available where relevant as part of the course exclusively online and only to certain courses. We regret we cannot make these available in paper format for our correspondence students. But they do come as part of the CD package.

Exams: A final test sat at the end of your course or module. Note that these are optional, meaning that if you dread the thought of sitting an exam you don't have to! However, for some courses they are required, and in all cases sitting an exam adds significant weight to your end qualification.

Project: Some courses will ask you to complete a project instead of an exam. A very few will ask you to complete a project as well as an 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 and there is another project to sit.

Set Tasks and You

At the end of each lesson, and 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 study. Although they themselves 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 involved 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. Don't make the mistake of submitting your Set Task and forgetting about your assignment – it'll only hold you back.

Doing your Assignments

The days of students struggling with recalcitrant ink pens refusing to work during the crucial minutes of an exam are dead and gone. Cynics might point out that the replacement of the pens with equally recalcitrant computers is not much of an improvement. Nevertheless, the benefits by far outweigh the cons, and that is why we at ADL recommend all assignments to be word processed and ideally uploaded onto the ADL study zone by the student.

When working 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, 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.

Properly format your documents: Take advantage of bold, italic, and underline features that are in every credible word processor, but don't over use 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 marking 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. Including 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 documentation. Always make sure you make the first page of your assignment is 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 online digitally through an online cloud service, such as google docs, to ensure the maximum redundancy for your work in case of disaster. 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.

And lastly, but not least importantly, 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, although not fool proof, method to ensure the maximum change 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 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.

The Upload Assignment Button: In the entry on the study zone 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 the 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 it is your intention to use graphics in your work you may run up against the limit if you are not careful. The big culprit in these cases are images that are too large data wise and rarely need to be.

Fortunately there are ways to reduce the data size of images, most commonly by switching to a more efficient format. Typically a digital camera for example might take a picture in the bitmap format which, while highly detailed takes up an awful lot of room. For this reason many users convert their images to other formats such as .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 images into your work as the smaller images 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 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 writing 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 as, until it reaches us it is the only copy that exists otherwise. Should the unthinkable happen and your assignment go lost or missing in the post we will not be able to accept any liability for it and you would have to start again.

You can additionally send your work to us either by Fax or through the post. Please note that you will be expected to pay the cost for postage should you decide to do so. Please see Part 4 of this manual for phone numbers and addresses you can contact.

Changing Your Submission

Should you decide you want 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 that much 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 that do not have 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 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. Remember, ADL wants to help you succeed – but that doesn't mean we will simply say that you have and ignore evidence to the contrary. Properly marking and grading work adds credibility to your work and helps assess your own understanding of your studies. As an academy, we focus on Competency Based Training, a concept widely used in Vocational Education. This generally presumes one of two results – either a student is rated as competent or not competent.

At ADL however we believe that this is generally insufficient information to both help you recognize your progress and to effectively identify any areas of weakness that need addressing. As a result we also mark assignments with a sliding grade scale out of 100 which will be printed on your final transcript at the completion of your course. When your exam is marked and returned from your Tutor you will, along with the tutors feedback receive an overall grade. Here is a listing of the possible results you could receive:

Mark	Letter Grade	Meaning
91-100	A	Demonstrates an excellent comprehension of the topic and displays very good critical analysis through developed argument. The topic is very well summarised and the important aspects are identified and understood
86-90	A-	
81-85	B+	
76-80	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
71-75	B-	
66-70	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 acknowledge. The written work is highly literate and includes appropriate data presentation.
61-70	C	

58-60	C-	Demonstrates a good comprehension of the topic 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.
56-57	D+	
53-55	D	
50-52	D-	Demonstrates a comprehension of the topic 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.
40-49	F (FAIL)	
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

Outstanding effort
 Excellent
 Good work
 Good attempt but room for improvement
 Passable, but you could do better.
 More effort needed

Letter Grade

A, A-
 B+, B, B-
 C+, C
 C-, D+
 D, D-
 F (Fail)

The feedback your tutor will provide will include note 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 problems.

At Certificate or Diploma level you may be asked to repeat any work submitted that is considered below standard which 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 document should have some feedback from your tutor, or at the very least a tick or comment to assure you that your work has been properly looked over.

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 currently 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, contact the Academy 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 larger diplomas.

The purpose of an exam is to test what knowledge you have truly managed to retain. While many students may recall fearful childhood memories sat in examination halls in desperate silence while stern looking teachers patrolled the aisles there really is no reason to be afraid of them. Indeed 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. Many 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 invigilator who will ensure that the exam is taken fairly and with no recourse to cheating.

As a distance learning academy, observant students will already be wondering just how it works with ADL. To explain, there are two options:

An Examination at ADL's offices: Convenient to those with access to ADL's home city of Canterbury in the UK, we can provide classroom conditions and an invigilator to give you the conditions to sit your exam.

A Distance Held Examination: Alternatively, you may choose to nominate your own invigilator to run your exam. Your invigilator 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 to the regulations and requirements of the Academy.

The Examination will be posted out to your nominated invigilator who will be responsible for hosting your exam at a time mutually acceptable to both of you.

Applying for Examination

When you are eligible and ready to take an exam contact the ADL Administration team with your request. You will be provided with the information you need to inform us of in order to get your exam prepared and sent out to you. Note that the cost of examination is included in your course fees. However the student is responsible the costs incurred in returning the exam 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 take back 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 exactly what will be tested.

Exam Marking

Your Examination will be marked by two assessors to ensure neutrality in the marks awards and overseen by your tutor. Your tutors input will be limited to ensuring that the exam paper submitted appear to be similar in nature to that of your previously submitted assignments. This is to ensure impartiality.

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

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

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 student chooses not to sit an exam.
Certificate	Awarded for 100 hour single module courses where 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.

A middle-aged man with short grey hair, wearing a white dress shirt and a blue patterned tie, is seated in a dark wood chair at a dark wood desk. He is smiling warmly at the camera. On the desk in front of him lies an open book with a grid-like layout on its pages. To his left, a wooden bookshelf is filled with numerous blue folders or books. In the background, a white bust of a man's head sits on a shelf, and a white door with a glass window is visible. The text "Getting Help" is overlaid in a large, bold, red font across the center of the image.

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, rather than treating them like numbers on a grades treadmill. As such, whenever you get stuck 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 hard working 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 question 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 via a great number of ways to suit your convenience. Please remember however that office hours are between 9AM and 4PM Monday to Friday UK Time and that 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 Fax

Dial 01227 762 108 for domestic UK faxes and +44 (0)1227 762 108 for international faxes.

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 at any time, during office hours at least. Simply visit adlonlinecourses.com. If your web browser is working correctly, you'll see a handy little box at the bottom right of your screen which, when clicked will open into a chat window with which you can converse with an ADL representative easily.

Over Skype

ADL support is now available on Skype! Add [adl-main](#) as a contact on Skype to talk to us.

Tutors

ADL's Tutors are all experts in their fields, recruited for their professional expertise and industrial experience. Highly educated, and experienced in tutoring you can trust with confidence in the knowledge and guidance that they will give you on your distance learning adventure. General contact of Tutors is done through the online study zone (see 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.

Other Sources of Help and Information

ADL has a myriad of ways to keep students informed, educated and even some times entertained. Here are a few further support services we offer.

Access to the ACS Video Library

As an ACS affiliated college, ADL students have access to the ACS Repository, a video library containing supplementary material for many of our courses. These videos will provide a valuable learning tool for assistance in learning the subject matter of your course, and if certain videos are recommended watching they will be listed as such in your course material.

If you did not receive access to the video library and believe you should have it, contact ADL administration as above at support@adlhome-study.co.uk

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, rather than treating them like numbers on a grades treadmill. As such, whenever you get stuck we want to be of assistance. Here are some of the ways in which ADL can be of help to our students.

The ADL Newsletter

Every month ADL releases a new newsletter informing the world of new developments both in ADL and the world beyond. Packed with news about courses and educational trends this monthly release will help keep you informed about ADL

Every student is entitled to this email. Just visit adlonlinecourses.com and follow the link for the newsletter.

The ADL Blog

Blogging has fast become the way to express opinion 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 also 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 now on facebook! Say hello, meet fellow students and be the first in the know about any forthcoming online promotions. Find us at <https://www.facebook.com/academyfordistancelearning>

ADL on Twitter

Blogging was never enough - we wanted to get into microblogging too! Subscribe to the ADL Twitter feed @adlhomestudy for all the great news from ADL we can cram into 140 characters.

Frequently Asked Questions

We want your experience of distance learning to be efficient, positive and friendly. However life is never easy and for every silver lining a cloud threatens to turn a day sour. To help abet this, here are a list of some of the most common problems and questions our students have along with solutions.

As always, if this does not help you please feel free to contact us.

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 789649.

I can't upload my assignment

Please check the tutorial for uploading your assignment on chapter 3. Please note however that on rare occasion's 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 problems do let us know.

How do I contact my Tutor?

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 that 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 that, 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. Email support@adlhomestudy.co.uk to contact our admin staff.

How long does it take to mark an assignment?

We aim to have all assignments marked and returns 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 back your feedback and results from the previous task. This is to ensure that any mistakes or areas that you need to pay attention to are brought to your attention so that you can eliminate them from future work and improve the 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 resubmit assignments you did not pass because you did not act on the feedback you would have received with earlier assignments.

Please 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 have another go at an assignment because you were unhappy with your results you are welcome to do so. In fact in the case of many certificates and diplomas we will actively request you to retake an assignment if the result isn't satisfactory.

Unfortunately, our system cannot currently process resubmissions online. If a resubmission is necessary or desired then it must be either e-mailed if using the online method or sent by post. Please contact assignments@adlhomestudy.co.uk for further details.

notes

notes

ADL

ACADEMY FOR DISTANCE LEARNING

adlonlinecourses.com

@adlhomestudy