



Student Manual

Study Smart Online

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WELCOME

Congratulations and welcome to Study Smart Online.

We would like to extend a warm welcome to you, whether you are starting your first distance learning course with Study Smart Online or you have studied with us before. We hope that you have a rewarding and enjoyable learning course experience.

Study Smart Online has an excellent network of professional tutors, who will be able to assist and support you throughout your studies. Our tutors are here to impart their wealth of knowledge and professional experience to help guide your academic path. It is important to keep this manual on hand during your studies, You will find information about Study Smart Policies and procedures, together with forms and documents you may need to refer to.

On behalf of all our tutors we look forward to assisting you in taking your first steps towards reaching your goals.

Good Luck!

Study Smart International Student Services Team.

INTRODUCTION

ABOUT US

Study Smart Online is a leading distance vocational education provider in the United Kingdom, Ireland and Australia. We have established long-lasting strategic partnerships with leading Registered Training Organizations and Academics to develop and deliver cutting edge vocational and adult education courses at affordable prices.

Our aim is to provide quality vocational education to students around the world at a time and place that is flexible and accessible for them. This makes our courses fit in with our students work commitments, budget and lifestyle.

We offer a high quality and cost effective alternative in post-secondary education for anyone who is primarily concerned with developing knowledge and skills that distinguish them from the crowd in tomorrow's world. Our courses are designed to be globally relevant, a characteristic we believe important in the growing global community. A claim supported by our global accreditation through the **International Accreditation & Recognition Council**.

Our global student body is supported by a network of tutors from Australia, New Zealand, United Kingdom and USA. All tutors hold a 3 year degree or diploma, 5 years industry experience and remain actively involved in their chosen field. Most tutors hold post graduate qualifications. This allows our students to gain both theoretical and practical know-how from the "professional" experiences and up-to-date knowledge of the tutors within the industry.

WHAT IS VOCATIONAL EDUCATION AND ADULT EDUCATION

Adult Education study undertaken by adults, primarily for general interest or self improvement.

Vocational education is study undertaken to gain knowledge or skills that will be used at work.

Traditionally, vocational schools have not existed to further education in the sense of liberal arts, but rather to teach only job-specific skills, and as such have been better considered to be institutions devoted to training, not education.

However, as the labor market becomes more specialized and economies demand higher levels of skill, governments and businesses are increasingly investing in the future of vocational education.

Vocational education has diversified and now exists in industries such as retail, tourism, information technology, funeral services and cosmetics, as well as in the traditional crafts and cottage industries. Increasingly, vocational education can be recognized in terms of recognition of prior learning and partial academic credit towards tertiary education (e.g., at a university) as credit.

PHILOSOPHY OF STUDY SMART ONLINE

Students are our priority. Our policies and procedures are aimed at providing each student with the best possible education available at their chosen level. We make every attempt to assist students quickly and appropriately so they can successfully pursue their studies and achieve their goals.

Study Smart Online believes that good education develops a foundation for future success. Our courses prepare graduates to face any challenge that confronts them in the discipline for which they have been trained. We believe in providing a balanced education through development of knowledge, understanding and skills. A balanced education does more than provide information.

It provides students with the ability to select and use information effectively in any situation. It increases students' awareness of the changes occurring locally and globally in their chosen field, and nurtures their ability to adapt.

Study Smart Online achieves its goal of balanced education by focusing on content and delivery rather than assessment, by teaching for maximum learning and retention, and by maintaining a global focus.

In our experience, students frequently place more importance on a qualification than employers or clients do. Increasingly, the movers and shakers of today's world are more interested in what you can do, and what you can contribute. Therefore, our focus at Study Smart Online is on what we teach, and how we teach it. We take a flexible approach to assessment that can be readily adapted to the needs of each student.

Our teaching methods encourage students to not only understand the course material, but to retain it in their long term memories. To enhance students' ability to remember and apply what they learn (the key to becoming an expert), we use repetition, presenting the information several times in different ways. Assignments and tasks encourage students to reflect upon the material from different perspectives. This helps to reinforce and clarify concepts, and to improve retention. It also prepares students to use their knowledge flexibly and creatively within a rapidly changing world.

Study Smart Online knows that in today's world it is not enough to understand and know how to do something. You must also be able to adapt your knowledge to different situations. For this reason, Study Smart Online believes that graduates need to be flexible and have a heightened awareness of changes occurring around them, especially in their chosen fields. When you are aware of what is happening, and understand the world, you can apply your knowledge and understanding to develop innovative solutions. Our courses encourage students to attend to what is happening in their field and around them.

Study Smart Online global focus is also reflected in the flexible nature of our courses and our teaching. More than most courses, Study Smart Online courses have been written to meet the needs of a highly mobile global population. Educated people of the 21st century move about more than ever, and even at home, they are much more likely than in the past to be dealing with people from other countries or cultures. The modern business person needs to be innovative, lateral thinking, flexible, and able to work independently.

A good international school is able to adapt its courses to the different cultural, geographical, economic or social needs of its diverse clientele. Study Smart Online uniquely flexible approach and emphasis on student learning ensures that our courses can be modified to meet the needs of each student without sacrificing quality.

Flexible learning and assessment provide more opportunity for development, and allows students to learn at their own pace and in ways that are best suited to their learning styles, interests, goals and needs. It also provides more value for money by allowing us to tailor courses to student goals and to eliminate unnecessary paperwork and tutoring.

HOW OUR COURSES WORK

Study Smart Online courses work in 2 ways:

1. Correspondence Courses

All courses offered by Study Smart Online can be taken by traditional distance education. Basically, students work through notes, practical tasks and assignments. The student is guided by a printed study guide and accompanying materials as well as advice and feedback from tutors.

Assignments are submitted to tutors for feedback, and exams can be taken anywhere in the world.

2. Online

Majority of Study Smart Online courses are now offered online. Online students require a reliable internet connection. Many of the modules offered by traditional distance education are now offered online. This means that students can earn credit toward larger qualifications such as Certificates and Diplomas by completing modules online. In addition, a number of shorter courses are available online. Online students can watch videos, read notes and study illustrations on the computer screen, and then complete self-assessment quizzes to gauge their learning.

COURSE STARTS DATES AND DURATIONS

Enrolments are accepted all year - students can commence study at any time. All study is self-paced, and Study Smart Online does not set assignment deadlines. Please note that if a student is being assisted by someone else (e.g. an employer or government subsidy), the body offering the assistance may set deadlines. Students in such situations are advised to check with their sponsor prior to enrolling.

The nominal duration of a course is approximately how long a course takes to complete. A course with a nominal duration of 100 hours is expected to take roughly 100 hours of study time to complete. However, this will vary from student to student. Short courses (e.g. 100hrs duration) should be completed within 12 months of enrolment. Certificates, Advanced Certificates and Diplomas (e.g. over 500hours duration) should normally be completed within 3 -5 years of enrolment.

COURSE REGULATIONS

ENTRY REQUIREMENTS

For Hobby & Adult Education

Generally, no prerequisites apply if you are studying an individual module or short course for self Interest, or do not intend using that course as a credit towards a qualification.

It is normally assumed that the student has an education comparable with year 10 secondary school level, that they are literate, and that they have adequate self-confidence and motivation to make a reasonable attempt at completing assignments. Occasionally a student as young as 14 years of age may attempt a course, though this is uncommon.

For Vocational Qualifications

Certificates

Year 10 or 1 year of full time work following year 9; or over 21 years of age.

Diplomas

Year 12 or a vocational certificate (comprising 600 hours course work); or over 21 years of age.

Proficiency Awards

A certificate or higher qualification of 200 hrs duration or more; or at least 2 years of relevant work Experience; or over 21 years.

The following chart outlines the differences between vocational and higher academic courses.

Vocational	HIGHER ACADEMIC (available through Study Smart Online Distance education only)
Courses of shorter duration 6months – 3yrs	Longer Degrees from 3 years
Emphasis on 'hands on' skills (competency based)	Emphasis on academic knowledge
Results based on skills audit, some project work and written and sometimes verbal exams	Results on research papers submitted and exams
Entrance requirements are lower, usually year 10 secondary level or over 21 years	Entrance requirements stricter, usually completion of secondary education to year 12 and to a set standard, or relevant proven industry experience for over 21 yr olds
Competency based i.e. the final result is shown as either competent or not competent	Results based i.e. final results are graded from credit pass to high distinction

QUALIFICATIONS OFFERED WITH STUDY SMART ONLINE

An explanation of the different qualifications on offer through Study Smart Online is outlined below:

Statement of attainment

A Certificate of achievement is awarded to students who have successfully completed all Assignments in a short course.

- Requirements: Completion of 1 module (combined nominal duration of 100 hours);
- Recommended education level: Year 11 or 1 year of full time work, or over 18 years of age.

Proficiency Award (Prof. Awd.)

A specialist qualification for people who already have a “foundation” knowledge of a subject; but Wish to undertake limited, but more in depth specialized study in that field.

- Requirements: Completion of 3 related modules (combined nominal duration of 300 hours); PLUS 200 hours of work experience or industry meetings.
- Recommended education level: A certificate or higher qualification of 200 hrs duration or more; or at least 2 years of appropriate work experience; or over 21 years of age.

Certificate (Cert.)

This would be generally considered equal to or higher than a trade level qualification

- Requirements: Completion of 6 modules (combined nominal duration of at least 600 hours).
- Recommended education level: Year 10, or 1 year of relevant full time work following year 9; or over 21 years of age.

Advanced Certificate (Adv.Cert.)

This would normally be considered equal to, or higher than a supervisory qualification

- Requirements: Completion of 8 modules (combined nominal duration of at least 800 hours); PLUS 100 hours of industry meetings.
- Recommended education level: Year 11, or 1 year of full time work, following year 10; or a vocational certificate (of 600hrs); or over 21 years of age.

Associate Diploma (Assoc.Dip.)

This would normally be considered appropriate training for lower levels of management or technician training.

- Requirements: Completion of 14 modules (combined duration of at least 1400 hours); normally including Research Project I; PLUS 100 hours of industry meetings.
- Recommended education level: Year 11, or 1 year of full time work following year 10; or a vocational certificate (of 600hrs); or over 21 years of age.

Diploma (Dip.)

This would normally be considered a management or professional qualification.

- Requirements: Completion of 20 modules (combined nominal duration of at least 2000 hours) normally including Research Project I and II; PLUS 100 hours of industry meetings
- Recommended education level: Year 12; or a vocational certificate (of 600 hrs); or over 21 years of age.

Advanced Diploma (adv. Dip.)

This may in some situations be considered similar to a foundation degree or associate degree.

- Requirements: Completion of 24 modules (combined duration at least 2400 hours) including Research Projects I, II PLUS 100 hours of work experience or industry meetings
- Recommended education level: Year 12 plus; or a vocational certificate (of 600 hrs); or over 21 years of age.

QUALIFICATIONS AWARDED UPON COURSE COMPLETION

Letter of Completion – A letter of completion is given to students who have successfully completed all assignments in a short course, but who have elected not to sit the optional exam. The letter of completion is not awarded automatically – you need to request it by emailing studentservices@studysmartonline.com

Statement of attainment – A Statement of Attainment is awarded to students who have successfully completed all assignments in a short course.

Certificate and Higher Qualifications – Certificates, Proficiency Awards, and Diplomas etc are awarded upon successful completion of the respective course – this includes all assignments, research projects, work experience, etc. As a graduate, you are entitled to use the appropriate abbreviation of your qualification after your name.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning, also referred to as RPL, is the formal acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred. Applications for RPL are based on whole competencies. Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Credit can be obtained by completing a Recognition of Prior Learning (RPL) form BEFORE commencing your course. To apply for RPL, contact the school for an application form. Complete the form and submit it together with photocopied documentation.

The RPL fee will be deducted from the total cost of your course, plus discounts for any exempted studies, upon enrolment. However, if you complete an RPL and choose NOT to enrol in a course, this fee is non-refundable. You can only apply for RPL for a maximum 50% of our courses. RPL do not apply for 100hr courses.

CREDIT TRANSFER

Credit transfer recognizes previous formal learning (e.g. university, other qualifications). It uses an assessment of a previous course or subject that an applicant has achieved to determine whether it can be credited to the new course in which the applicant wishes to enrol.

The assessment determines the extent to which your previous course or subject is equivalent to the required learning outcomes of the desired qualification.

NB: Different RPL & credit transfer policies may apply for courses offered under the AQFT standards and offered in conjunction with mentioned RTO's. Please contact your Student Advisor to discuss in greater detail.

FEES POLICY

Upfront Payment

You may choose to pay full fees on enrolment. This can be processed in a number of ways, including:

- Credit card
- Bank Cheque
- Paypal
- Bank Transfer

Payment Plans

If you choose to pay for a course using a payment plan rather than full fees on enrolment, we have a number of interest free options available for you to choose from dependent upon the course you have enrolled in. These are outlined below:

Statement of Attainments & Proficiency awards

- Payment plans start from as little as £30 per week.

Certificated and Diplomas

- Payment plans start from as little as £50 per week.
- Initial payment of a minimum of £500 is required
- Split payment options available. Contact your Student Advisor for further details.

For all payment plan transactions, Courses Direct is supported by EazyCollect to provide secure student payment solutions. Bank charges and transition fees apply. Please contact your Student Advisor for further details.

WITHDRAWELS AND REFUND POLICY

Upon enrolling in a course with any school, a student is entering a legal agreement under common law, in which they agree to abide by the conditions of enrolment (including meeting stated payments), in exchange for the service offered by the institution in the delivery of the course.

*Please note, **Study Smart Online** cannot be held liable for changes in your personal & financial circumstances or change of mind.*

Refund Policy

No refund is available if withdrawal is sought after the enrolment date and/or after the 7 day cancellation period.

* Enrolment date is the date when the initial deposit or full payment is made and the application for enrolment is received and accepted by Study Smart online.

Recovery Action

If you are granted a payment plan, you are liable for all payments even if you discontinue your study. Failure to remit payment may result in the debt being referred to a debt collection agency for recovery and legal action. Costs for this action will be incurred by the debtor and no future Time to pay plans will be approved.

Any request for cancellation or withdrawal must be submitted in writing. Forms that are not signed will not be accepted. Study Smart Online will supply the appropriate forms to be filled out. Forms must be signed and sent back to Study Smart Online by email, fax or mail. A cancellation will not be considered until the forms have been received by Study Smart Online.

DEFERMENT

A request for deferment of study can be made in writing to the School. This must outline:

1. A detailed account as to the reasons for deferment
2. Time period requested

Each case will be considered on its own merits and individual situation.

Study Smart Online reserves the right to refuse deferments for reasons deemed insufficient. These could include, but not limited to:

1. Increased work commitments
2. Change in work commitments
3. Relocation
4. Increase in other study commitments

TERMS AND CONDITIONS OF ENROLMENT

A binding agreement shall arise between you and Study Smart Online, which shall be governed by the laws of the UK, when you accept the Terms and Conditions by:

- Signing and returning the original copy of the Application of Enrolment Form, or:
- Ticking the box "I agree to the Terms and Conditions" within the online enrolment form, or:
- Waiving the 14 day cooling off period, or:
- Making your first course payment

Course Material

Courses, course notes and materials are not to be sold, loaned, copied, or used in any way outside of the pursuit of studying the course by the person who is enrolled in the course, unless permission is sought and granted in writing by the principal

Course Fees

Once enrolment has been accepted, the course fees are due for payment according to the level of study, as detailed below:

- 100 hour Course: Full course fees are due once enrolment has been accepted and before course materials are delivered. Payment plans are available for these courses.
- Certificates: These are approximately 12month courses. The full courses fees are due once enrolment have been accepted and before course materials are delivered. Payment plans are available for these courses.
- Advanced Certificates & Associate Diplomas: These are approximately 18-24mth

courses. The first year of the course fees are due once enrolment has been accepted and before course materials are delivered. Payment plans are available for these courses. The second year of enrolment will commence automatically at the beginning of the second calendar year after enrolment, and when both the first year fees are paid in full and the first year of the course has been successfully completed.

- Diplomas & Associated Diplomas: These are approximately 24-36mth courses. The first year of the course fees are due once enrolment has been accepted and before course materials are delivered. Payment plans are available for these courses. The second year of enrolment will commence automatically at the beginning of the second calendar year after enrolment, and when both the first year fees are paid in full and the first year of the course has been successfully completed. The third year of enrolment will commence automatically at the beginning of the third calendar year after enrolment, and when both the second year fees are paid in full and the second year of the course has been successfully completed.

Course Delivery Information

Course material delivery times vary depending on the delivery method.

- Online: course material will be made available online within 24 hours of first payment.
- Correspondence and e-learning: course material will be compiled and posted within 14 days of first payment. Parcels are sent via registered post or courier depending on destination. Postal times vary depending on client destination. Postage fees do apply.

Payment Plan Policy

Recovery Costs: It is acknowledged that in the event of default in payment of an amount due to Study Smart Online will result in a £30 dishonour fee per offence. Repeated failure will result in referral of any resultant debt (inclusive of any accrued interest or other fees whatsoever incurred in accordance with these Conditions of Enrolment) for collection by a mercantile agent plus any additional collection costs incurred.

It is your responsibility to inform Study Smart Online in writing of any corrections or changes to your personal details including name, address and phone numbers, payment options and banking details.

Refund Policy

Notification of withdrawal from a course must be received in writing within 14 days of enrolment*, in order to qualify for a full refund (less postage, handling and administration costs – minimum UKP £75). No refund is available if withdrawal is sort after course commencement (i.e. if student waives the 14 day cooling off period and accepts the terms and conditions) and the total course cost or the total cost owing will be charged unless a withdrawal is approved whereby a £125 fee is required in order for the student to be withdrawn.

Recovery action

If you are granted a payment plan, you are liable for all payments even if you discontinue your study. Failure to remit payment may result in the debt being referred to a debt collection agency for recovery and legal action. Costs for this action will be incurred by the

debtor and no future Time To Pay plans will be approved.

Disclaimer

Every attempt is made to ensure all information from the school is accurate and that the student has attained the competencies taught in a course, at the point of their assessment. Beyond this point, the graduate is responsible to maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application. This will release the school from any liability, action and claims of whatsoever nature in connection with, or arising from any such information instruction or advice, given by any student or ex-student, whether directions given during the course are followed or not

These Terms and Conditions are subject to change without notice. You should always check our website for the current and official version of this agreement

** Enrolment date is the date which the application for enrolment is received and accepted by the Study Smart Online office. Students are offered the option to waive the 14 day period to allow course material to be issued. If a student waives the 14 day period their course commencement date is effective immediately*

SCHEDULE OF FEES

fee	fee	Cancellation
Cancellation Fee for Statement of Achievement WITHIN 7 DAYS – AFTER 7 DAYS IT IS DEPENDENT OF COURSE COMPLETION	£30	Administration fee if student cancels within cooling off period
Cancellation Fee for Certificates or higher	£150	Administration fee if student cancels within cooling off period
Course Transfer	£30	Administration fee for transferring course
Dishonour direct debit Fee	£20	Administration fee for each dishonoured direct debit transaction.
Course Extension	£30 per month	Fee charged per month
Certificate Re-issue	£20	Request for certificate or statement of achievement to be re issued
Transcript Re-issue	£20	Request for transcript to be re issued
Recognised Prior Learning (RPL) Assessment Fee	£65	Non-refundable assessment fee
Print Charges	£30	A fee will be for a re issue of print materials.
Postage for Statement of Achievement course	£10	Course postage and handling
Postage for Certificate or higher course	£30	Course postage and handling

STUDY GUIDE

THE PROCESS

Distance Education with Study Smart Online is different to many other forms of education, and even to distance education through other institutions.

Common misconceptions about distance education

- Students commonly enter distance education with preconceived concepts about how the system might work, based on their experience with “correspondence courses”. However, modern technology has made it possible to successfully eliminate or overcome the serious disadvantages in learning by correspondence.
- Assignments are frequently seen as something that **MUST** be passed. Therefore, students sometimes hesitate to submit an assignment for fear that they might not pass.
- Students often equate the value of a course with the quantity of reading they are assigned.

Some points to remember for optimal learning

- A modern distance education course is much more than a collection of readings. Books can provide factual information, but if you want to gain a foundation understanding of a discipline which can be remembered and built upon, take a course. A good course provides much more than the most informative book.
- Assignments are an important part of the overall process of interaction between you and the school. They help the tutor evaluate what you do and do not comprehend, and respond appropriately. It does not matter if you get things wrong in an assignment, for this simply allows the tutor to understand your weaknesses better, and help you overcome them. Do not be afraid to make mistakes! You can learn from them.
- Distance education requires openness and risk-taking to be effective. Trying to hide a mistake from your tutor, or giving answers that you have obtained from others (including other people in the school) can mislead your tutor into incorrectly evaluating your understanding and thought patterns. Unless your tutor knows where you need extra assistance or support, you will not receive the assistance you need or deserve.

MANAGING TIME

Literature from the school provides an indication of the hours required to complete a course. For most people, it is possible to complete a 100 hour module (short course) in 100 hours. Examinations and preparation for exams may take more time.

Students may take longer to get through the work if they are slow at reading or writing, or are living in an isolated area where they need to travel greater distances to visit facilities related to their study (e.g. In a horticulture course, one student may need to travel further than another to visit gardens and nurseries). Or, students who want to get the utmost from their studies and put in a great deal of extra effort may find a 100 hour course taking them a great deal more than 100 hours to complete.

On the other hand, students who read fast, and retain information easily (eg. have a photographic memory) and have facilities on hand that relate to their course (such as work in a relevant industry) may complete assignments faster and more easily.

However, for most students, the 100 hours quoted is an achievable figure if time is well managed. If you do not manage your time, you may find yourself spending a great deal longer than expected in order to complete your course. In the case of a longer course such as a certificate or diploma, the time spent on study can become excessive if time is not well managed.

We recommend that you follow the time-management principles below:

- Set yourself very **clear goals**, such as completing an assignment every week, and stick to those goals;
- limit the amount of time you spend undertaking some tasks, even though you are not always completely happy with the results. If you were in a classroom with deadlines for assignment, you would need to limit the time spent on individual assignments in order to complete a course or a qualification within the permitted time frame.
- Do **the best you can** within the allotted time, rather than seeking perfection. It is better to complete the basic requirements of a task well than to spend excessive time trying to turn in perfect work.

WRITING STYLE

Everyone writes in a different style. Some write clearly and concisely, while others have difficulty maintaining a focus, or use long words or sentences. We recognize the differences in personal writing styles, and unless you are actually undertaking a writing or communications course, you are not marked according to your style of writing.

Accuracy and clarity, however, are important in communicating properly with your tutor, whatever the course might be. To avoid misunderstandings, write as clearly as possible and make sure that what you are writing is relevant to the task at hand. Unless requested otherwise, answer questions as briefly as possible, while conveying as many facts as possible.

COMPLETING ASSIGNMENTS

Before writing an assignment; analyse the questions you are given. Here is an example of how you might analyse a question:

Identify the subject (i.e.: The focus of the question).

Generally a question will have an action (eg: Verb) and a subject which that action relates to. For example:

Explain Whales.

Explain is the action you must perform.

The subject is Whales (This is what the word “explain” relates to)

Often there will also be descriptors or qualifying statements built into the question

These are phrases or words which relate to either the action or the subject. For example:

Explain, in 1 page, how Whales migrate away from Antarctica over winter.

You can see extra information has been added to give you more direction about how much to write, and what type of whales to write about. When you first see a long question like this though, you should focus on the words winter, and Whales, and get a good understanding of those words before you consider any of the other information in the sentence.

When you are asked to explain, you are NOT being asked to describe or discuss. Explain is a more complex thing to do than discuss or describe. You need to clearly understand and focus on the action you are being asked to perform, before anything else is considered

Assessments

OVERVIEW

COMPETENCY BASED TRAINING (CBT)

This concept is widely used in Vocational Education, and as such it is what Study Smart Online follows for the final “official” result given in vocational and adult education courses.

“CBT” basically means that the final result should be simply either: competent or not competent. Study Smart Online follows this only as a broad principle.

Study Smart Online views examinations as something to give us an “indication” of whether a person is competent or not.....rather than as a tool for grading a person on a sliding scale from 1 to 100.

In Vocational and adult education courses, you are assessed on the basis of three things:

- a. Your submitted assignments
- b. Your exams
- c. Any other communication that occurs between the school and yourself, as you progress through the course.

Through these three things, we are able to get to know you and follow your progress, as you learn about the subjects you have chosen to study.

We fully appreciate that some people do not perform as well under pressure, in an exam, as what others do; and for this reason alone, it is important for us to take more into consideration than just the exam.

SPECIAL CONSIDERATIONS

When a tutor is uncomfortable about the mark being given; or suspect that a different result should have been given; the student's past record is consulted. The case is also discussed with any tutor(s) who have dealt with you. We also take into account the “overall impression” which an examination conveys.

For example: If the tutor determines a low percentage but knows that the student is generally much more competent; it may be appropriate to increase the marks granted. Should this be the case the tutor or examiner will include a written explanation.

The exam mark is influenced by all these considerations. Your final overall result will be either pass or fail (as follows)

If you fail, you will have the option of applying for and sitting a second exam (in order to show improvement after further study).

Your assignments and exam papers will be marked to indicate the level of achievement beyond just pass or fail (as follows).

MARKING OF ASSIGNMENTS

When a tutor marks an assignment they are attempting to do the following:

- ENCOURAGE appropriate ongoing study (this is of greatest importance!!!)
- Show you where you have gone wrong, so you can know and learn from any mistakes.
- Provide additional relevant information when and if needed, in order for you to satisfactorily complete the course requirements and obtain a pass at course level.
- In the case of certificate and diploma courses or accredited modules, (i.e. only in these official courses), to ensure that you are maintaining a standard necessary to achieve an examination pass later on.

FEEDBACK FROM YOUR TUTOR

The tutor should print their name clearly at the end of each assignment (bottom of the last page), and give you one of the following grades:

- i. "More effort needed"
- ii. "Fair...passable but you could do better"
- iii. "Good attempt, but there is room for improvement"
- iv. "Good Work"
- v. "Excellent"
- vi. "Outstanding effort"

If the standard is not adequate, the tutor should have given you suggestions as to how the standard might be improved.

At certificate or diploma level, you may be asked to repeat below standard work, which needs attention in order to satisfactorily pass the subject. It is in your own interest when this is requested, and you should resubmit work as requested or else risk failure in the course. Remember, if we do not maintain such standards, your qualification at the end of study would not have the same value!

Every page should have a tick or comment written so that there is no question as to whether the tutor has looked at that part of the work or not.

HOW TO DO YOUR ASSIGNMENTS

Is it all new to you?

Are you uncertain what is required in your assignments? Are you a little short of confidence?

Has it been a long time since you did any study? If you answer yes to any or all of these questions, then you are NORMAL!

Yes, believe it or not, many other students find their assignments a little daunting... particularly the first two.

Don't Worry!

The purpose of the assignments is to get a communication happening between you and your tutor. It doesn't matter if you make mistakes and get it wrong, because that allows the tutor to get a better idea of where you need help.

Failing assignments does not mean that you fail your course; it just means that you need to learn more before you pass. If your assignments are unsatisfactory, you will be asked to repeat part or all of the work. However, even though most students worry about their first assignments with a Correspondence course, very few need to repeat work, and those who put the effort in when asked to repeat almost always pass with their second attempt.

If you can't find the information...

Remember, the school has the experts and the library facilities to help. If there are things you cannot find or lack resources to find them, we will help. You ARE expected to make an effort to find information and answers to questions yourself, but if you are getting nowhere or are having trouble getting replies from people in industry when doing research, then you **should submit what you can of your assignment and explain to your tutor**. Simply write in the assignment "I tried to do this question or set task, but couldn't because..... Can you please help me?"

GUIDELINE TO PREPARE ASSIGNMENT AND COVER PAGE

1. PAGE SET UP FOR COVER PAGE

Top	1"
Left	1.25"
Right	1.25"
Bottom	0.6"

Colour: White or any colour suitable with the subject

Weight: More than 80g

2. GENERAL FORMAT FOR ASSIGNMENT

1.	Font type :	Times New Roman (Size: 12 point)
	:	Arial (Size: 11 point)

2. Spacing between lines: Double
3. Any writing must complete with the below format:-

1.0 Introduction

2.0 Communication Problems in the Third Countries

2.1 Government policies - Explanation

2.2 Language Barriers - Explanation

2.3 Culture - Explanation

3.0 Conclusion

4. References list or Bibliography (*in alphabetical order*)

Ahmad Atory Hussain.1991. *Pengurusan Organisasi*. Utusan Publication & Distributors Sdn Bhd : Kuala Lumpur.

D. S. Pugh & D. J. Dickson.1989. *Writers on Organisations*. Penguin Books : England

David Hussey. 1994. *Strategic Management: theory and Practice*. Pergamon: United Kingdom.

Hellriegel Slocum. 1996. *Management Seventh Ed*. South Western: United State.

Journal

Charlton BG, Andreas P. *What is Management and What Do Managers Do? A Systems Theory Account*. Philosophy of Management 2003: 3: 1-15.

Greco, Albert N. *Book Publishing Industry (2nd Ed.)*. Mahwah, NJ, USA: Lawrence Erlbaum Associates, Incorporated, 2004. p viii.

Wawancara

Tuan Haji Abdul Manaf Saad, 12 April 2007, 2pm – 4pm.

EXAMPLE OF COVER PAGE

SUBJECT NAME (size: 18
point)

SUBJECT CODE (size: 18
point)

**ASSIGNMENT'S
TITLE**

**(size: 20
point, bold)**

PREPARED BY: (size: 18
point) STUDENT'S NAME
STUDENT ID

PREPARED FOR (size: 18
point) LECTURER'S NAME

DATE OF
SUBMISSION: (size:
18 point)

COURSES DIRECT DISTANCE EDUCATION
(size: 18 point)

ANSWERING QUESTIONS

Some people write too much and some don't write enough.

Read the question to understand what is being requested.

- Don't write answers in point form unless you are asked to do so.
- Don't write lengthy essay type answers unless asked.
- Review the instructions below (define, report, research) to ensure that you understand them.

Define

If you are asked to define something, you are being asked to show that you understand the meaning of something, and that usually takes a sentence or two of writing.

Report

This usually relates to something you have done in a set task or research assignment. You are being asked to show the tutor that you have actually carried out the task or research; and that you have discovered something of value and are able to understand what you have discovered. Briefly describe what you did, what you found, and what you have concluded.

Research

To complete some assignments you may need to use information other than JUST what is supplied. Research questions are included to give you practice at undertaking research, which is an extremely important skill to develop in the real world. To research means to gather information about a subject to show that you understand it and the main issues surrounding it.

You may find information in your local library, from our school library (by requesting further information or by visiting the school) from books or magazines you buy or borrow from public libraries, through videos you borrow from the school, from people in the industry or by searching the internet.

Don't be disappointed if you do not get far when trying to research something. All these experiences are learning experiences. We do realise some people are in more restricted situations and find it more difficult to undertake research. If you try and fail, simply write that in your assignment and ask for further help.

Approaching Companies as part of your research

Companies are a good source of information and brochures on industry-related subjects. They can provide brochures, reports and knowledge gained from experience. Many Companies are happy to support students by providing printed information or granting interviews.

Sometimes, we frequently receive reports from students that their requests for information from companies have been flatly refused. Businesses sometimes have bad experiences where students collecting brochures. You must understand that these brochures and pamphlets cost money to print, so companies may be cautious about giving away literature to students when they think the literature will not increase their business and may just be dumped.

You should confine yourself to collecting information that may be useful to you in future employment, and the supplier of that literature should understand that there may eventually be a financial benefit in supplying you with literature.

Grammar and spelling

Grammar and spelling are considered important for students doing advanced certificate or higher qualifications. You will be expected to develop reasonable skills in these areas if you are doing courses at this level. For certificate or lower level courses, these things may be corrected from time to time, but they are not generally considered as important.

Presentation of assignments

The way you present your work is largely up to you. However it is important that your work is easy to read and that you leave enough room for tutors to write comments.

Tutor Comments

Tutors comments are generally designed to support your learning; and even though you may not always understand why they comment a certain way, you need to maintain faith in the tutors position as a skilled professional, and trust their capacity to assist you. Without this trust, you risk impairing your learning.

Ask Questions

If you have any questions about the subject you're studying or queries about how to answer a particular question - email the school or write to your tutor when you submit the assignment. Your tutor is there for you!

REMEMBER:

The tutor is not there to judge you! Your tutor is there to guide you in your learning.

ASK YOUR TUTOR QUESTIONS

SUBMITTING ASSIGNMENTS

1. Visit www.studysmartonline.com and select 'Study Smart Submit Assignment'
2. Login using your surname and student ID.
3. Fill in the assignment submission form—ensuring you fill in all fields. You have been assigned a tutor on enrolment. If you cannot find this information, please call student support on 0121 224 7551

4. Select your file for upload (PDF's are NOT accepted as tutors cannot write comments on them, multiple files are to be sent as ZIP file)
5. Press **Upload** to submit your assignment. This will be sent directly to your tutor and will usually be returned to you within 10 working days.
6. Assignments need to be submitted as a .Doc or .Doc x or Microsoft Word!

ASKING QUESTIONS

Student Services are here to help, if you have any questions about Eazy Collect payments, tutors or any other general questions please contact the Student Services Line on **0121 224 7551**.

If you have questions to ask you tutor or need help with completing assignments please use the "Ask a Question" form.

1. Visit www.coursesdirectonline.co.uk and select "Study Smart submit assignment"
2. Click "**Ask a Question**"
3. Fill in the form and press submit

Student Services will get back to you shortly or pass questions on to your tutor.

How often to submit Assignments

You may submit assignments as frequently as you wish. However, you should get feedback from your tutor on one assignment before you submit the next in a module or subject.

Only one assignment is permitted to be submitted for marking each time. This is to ensure that the student is meeting the criteria for each lesson before proceeding further in the course.

How to submit Assignments

Written Work:

We prefer that you upload your assignments to the assignment portal by following the steps below.

1. Visit <http://portal.studysmartonline.com/services/bronx/> and select submit assignment
2. Login using your surname and your Student ID
3. Fill in the assignment submission form—ensuring you fill in all fields. You have been assigned a tutor on enrolment. If you cannot find this information, please call student services on 0121 224 7551.
4. Select your file for upload (PDF's are NOT accepted as tutors cannot write comments on them, multiple files are to be sent as ZIP file)
5. Press Upload to submit your assignment. This will be sent directly to your tutor and will usually be returned to you within 10 working days.
6. Assignments need to be submitted as a .Doc or .Doc x or Microsoft Word!

Mailed submissions are less likely to get lost in the mail. We ask you to keep a copy of your assignment for your own records as Study Smart Online cannot be responsible for lost assignments.

Each lesson must be submitted as **one document** except when scans or back up files are also included. Please only submit assignments using a **microsoft Word document**. Assignments saved in other formats will not be accepted by the school. It is suggested that if you do not have Microsoft Word that you write your assignment within the email directed to student services.

Please DO NOT send assignments as PDF's as our tutors are unable to make comment on this format. All scanned PDF formats must be copied onto Microsoft word documents prior to submission.

Photographs or drawings:

These can be submitted by mail, please contact student services for mailing address. If submitted by the portal these scans should be kept as relatively small files. Low quality black and white bitmaps or gifs are generally adequate. Most scanner software allows you to select to save to these types of files.

Please submit all scans saved as Jpeg or bitmaps as a separate document from your written assignment as this allows tutors to make comments on the file directly.

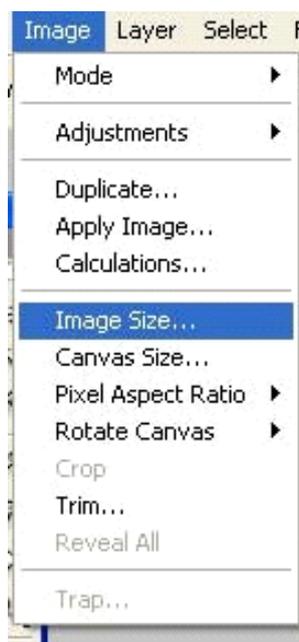
You should never send an email containing more than around 1 MB of information in total.

Assignments of this size will not be accepted and will be returned to the student for re- submission.

To make images smaller:

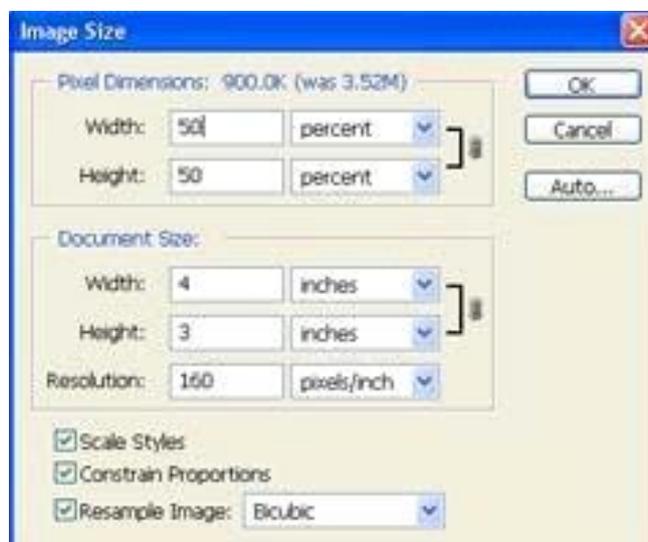
Open your photo editing software like Photoshop, Now open your image.

Now resize the picture by going to Image in the menu bar, and then image size.



Now click on the drop down box beside the size and choose percent. Now reduce the image size by choosing the percentage level required. The more percent you reduce the smaller the image size will be, For example if you reduce it by 50% the image will be half its original size.

Reduce it till the image size is 500 kilobytes or KB.



You will be notified that your assignment is received via email, by the end of the first working day following your submission.

Videos and other objects:

This includes some bulky items for assignment submissions, such as video tapes, product samples and collections of photographs. Either follow instructions given specific to that item, or check with administration before mailing these items.

Assignment & Project materials may sometimes be mailed direct to your assessor/examiner in order to expedite assessment and minimize postage charges.

Videos supplied under arrangement with Study Smart offices outside the UK, may need to be returned to the country they came from.

Non-receipt of assignments:

In most cases where emailed submissions are not received, it is probably due to one of the following:

- The email was too large, perhaps because your scanned images were saved as excessively large files.
- The email address was incorrectly typed;
- Your computer was infected with a virus, and our computer or server detected the virus and trashed the file;

- There is a national or international problem with the internet. (I.e. a new virus, a major communications link damaged, etc.)

RETURN OF MARKED ASSIGNMENTS

Assignments will be marked by your tutor within 14 - 21 days .

If submitted work is lost in transit or while in possession of the school, the student will normally be given benefit of the doubt. In most cases, it will be assumed that the work has in fact been completed to a satisfactory standard.

We ask all students to keep a copy of mailed assignments as Study Smart Online cannot be held responsible for lost assignments.

However, if submitted work for the same student goes missing on more than one occasion, the student will be interviewed over the telephone to verify that they have actually undertaken and retained information pertaining to the lessons in question. If there is doubt about the student having satisfactorily completed the work; they may be asked to repeat and resubmit that work.

Resubmission of assignments

If an assignment or part of an assignment is unsatisfactory, you may be asked to resubmit. While there is no time limit for resubmission, for your own benefit we advise you to undertake the additional work as soon as possible, while your original study for that assignment is still fresh in your mind. We recommend that resubmissions be made within 2 weeks of being requested.

RESEARCH PROJECTS, INDUSTRY MEETINGS AND WORK EXPERIENCE

A number of courses require that students complete work experience, industry meetings, workshops or research projects. The requirements are as follows:

Work Experience: Where a student is required to complete work experience, it must be relevant to the qualification, as well as a valuable learning experience. Work that is menial or not challenging may not be approved. A reference from an employer, client or colleague must be supplied, describing both the nature and duration of the work. If a student has difficulty obtaining work experience, they are advised to contact Student Services for assistance.

Workshops: Some courses have workshop requirements. Workshop I, II, & III each involve a series of PBL (Problem Based Learning) projects, worked through in liaison with other people. These modules develop the same competencies which would otherwise be achieved through face to face workshops. These modules work for any discipline, teaching you how to effectively deal with practical problems within well-defined specifications in ANY INDUSTRY. These PBL workshops can be completed in any country; there is no need to travel.

Research Projects: Research Projects I, II, III and IV are generic 100 hour modules. Each module involves some formal studies to learn about research methods and techniques, followed by conducting real research into a subject relevant to the discipline being studied.

Industry Meetings: To meet this requirement, you must attend meetings such as conferences, seminars, trade shows, exhibitions, study tours, committee meetings, or any other industry events which might be considered as contributing toward their awareness and education of the relevant

industry. Proof of attendance must be shown. This may be references or letters from the event organisers, by supplying a written report and photographs; or by any other reasonable method.

Workplace Project: We will accept any of the above categories as a workplace project

PLAGIARISM

Plagiarism is the illegal and/or unethical copying of material without acknowledgment of its source. **Plagiarism is not tolerated, and will be penalised.** Therefore, it is very important that students understand the differences between plagiarism and acceptable use and interpretation of someone else's work.

It is acceptable to use information from another source as a minor part of your own work, **if the original source is properly referenced** (i.e. It is made clear where that information came from). It is not acceptable to present work which is substantially little more than an identical copy of information (words or graphics) from another source without acknowledging the source or in such a way that You risk a period of suspension, a monetary fine, or even expulsion from a course if found guilty of plagiarism. You will also be fully liable for any legal action taken by the owner of material which you plagiarise. The school accepts no legal liability for the actions of its students during or after studies.

STUDENT SERVICES

DIRECT CONTACT WITH ADMINISTRATION AND TUTORS

You need to recognise that the Administration and Academic departments are separate.

Only speak to Administration regarding administration; and only communicate with Academic staff regarding academic matters. The reader (or tutor) could believe it is your original work.

The school will not give private home contact details of tutors to students, for both legal and administrative reasons. Tutors are at liberty to give their personal details to a student if they wish, but in such cases, the school will not accept any responsibility for problems which may arise.

Students may contact tutors by email through standard email addresses or the student room facility; or may request a tutor phone them, providing a phone number and indicating a range of times during normal work hours when they may be reached. It is also necessary to indicate which module, lesson number and question you need assistance with and a brief description of the query.

Tutors will provide whatever advice and/or additional information, necessary to complete assignments at a standard required by the school for the course you are studying. The nature and quantity of advice provided is however at the tutor's discretion. Students need to appreciate the fact that the school is providing them with a process by which they will learn, and NOT an information service.

The role of the tutor is to "guide" your journey of discovery rather than "feed you with factual information". For this process to work, you must put your faith in the tutor and the school, and sometimes it may be necessary to follow a path where you cannot see the end until you have reached it.

In simple terms; for most students, you will not realise the full benefit of your studies until sometime after you have completed them.

All students should recognise that while these services are not restricted, the course fees you pay are determined by the cost of providing these and other services. Clearly, if some students abuse this privilege, course fees will increase.

In fairness to all, the school reserves the right to place restrictions on the amount of access to tutors, for students who in our opinion are unnecessarily overusing services.

GENERAL INFORMATION

PERSONAL CONDUCT

- Students of this school are expected to conduct themselves in an ethical, moral and well-presented fashion.
- Students are obliged to support the reputation and standards of the school both while studying and after graduating.
- Study Smart Online does not tolerate discrimination or intolerance in any form.
- Students are expected to be good ambassadors for the school when dealing with colleagues, clients, customers, or peers.
- Students are expected to respect the property and reputation of the school, other students and the staff. Disciplinary action should be expected if a student damages or defaces the property or the reputation of Study Smart Online either in obvious, or subtle and implied ways.

APPEALS PROCEDURE

1. If a student has a grievance and wishes to make an appeal, this should be done by writing a letter and submitting that letter to the Administration Manager.
2. Any submission will be dealt with in accordance with the school's code of practice.
3. A student may appeal against results of a course or module any time within the three month period after receiving the results of that course.
4. A response will be forwarded to the student within 10 days of receipt of a letter. This response will contain an explanation of the school's position on the issue and where appropriate, an offer to settle the dispute.
5. The student will respond to the letter from the school within ten days of receiving the school's first letter.
6. If the matter is not resolved at this point, both parties will continue negotiations, in any way considered appropriate, for a further period of 1 month.
7. If a settlement has still not been reached, an arbitrator acceptable to both parties will be asked to rule on the matter. This arbitrator will be an appropriate professional body or their appointed representative (e.g. The Australian Institute of Horticulture)
8. Both parties will accept the ruling of the arbitrator, including any direction to pay costs incurred by the arbitrator.

COPYRIGHT OF COURSE MATERIAL

All course materials, including printed course notes, study guides, videos, CD's, books and electronic publishing, is protected by international copyright and should not be reproduced, in breach of law, without expressed written approval from the owner of that copyright. Legal action may result for breach of copyright. Internal disciplinary action by the school may result for breach of copyright.

STUDENT RECORDS

All student records are kept on a data base which is routinely updated and backed up. Students may access a statement of their records, at one week's notice, at any time while studying, or after studying. Student records may only be purposefully disposed of, if the student either withdraws from a course or dies.

FINANCIAL ASSISTANCE

Financial assistance has frequently been made available to students by employers (for employees) and by certain government and charitable organisations. These situations however are beyond the control of the school, and are of no concern to the school. Students receiving such financial assistance may have moral or legal responsibilities to the funding authority; and we strongly advise that the student understands and attends to those responsibilities.

Where a course is being funded externally, the student's enrolment will not be considered in-force until the funding has been paid to the school, unless an arrangement has been made to the contrary, and before receipt of the funding.

CODE OF PRACTICE

1.Educational Standards

Study Smart Online will ensure that policies and management practices are adopted which maintain high professional standards in the marketing and delivery of education services, and which safeguard the educational interests and welfare of students.

2.Marketing

Study Smart Online will market the educational product with integrity, accuracy and professionalism.

3.Trainee Information

Study Smart Online will provide sufficient accurate information to students, which sets out the total costs/fees to students and the objectives, assessment procedures and competency standards and outcomes to be achieved by the students. This will include:

- Copy of the Code of Practice
- Admission Procedures & Criteria
- Copy of the Refund Policy
- Details of all Fees and Costs incurred in a course
- An explanation of Certification to be issued
- Competencies to be achieved
- Assessment procedures
- Arrangements for Recognition of Prior Learning
- Grievance/appeal procedure
- Support services including facilities available.

4.Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner. Recruitment will rest on an assessment by the institution of the extent to which the stated competency standards and outcomes of the course are likely to be achieved by the applicant given his/her qualifications, proficiencies and aspirations. This assessment will be made by appropriately qualified staff. Acceptance into courses will comply with all equal opportunity legislation.

5.Refund Policy

Study Smart Online has a refund policy in place which is fair and equitable. The policy contains guidelines for guaranteeing the refund of fees to students should the school close down for any reason. Students notifying the school of their withdrawal from their course within 7 working days of enrolment may qualify for a full refund of course fees only (not including postage & handling & administration fees). The onus is on the student to ensure and confirm that written notification of withdrawal is lodged.

The school will not be responsible for messages going astray.

The school cannot accept responsibility for changes in students' personal circumstances.

6.Trainee Grievances/Appeals

In the event of a grievance, the student is first required to submit details of the matter in writing. 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 that the matter cannot be settled, the student will be advised of an appropriate legal body where they can seek further assistance.

A student may appeal against results anytime within a period of 3 months after receiving results.

7.Guarantee

The school guarantees to honour any statement made in this code of practice, or in the current handbook.

8.All Students

Anyone studying an external course, will be treated in a fair and equitable manner, and treated in accordance with this code of practice and all information provided in the current handbook.

STUDENT SUPPORT SERVICES

The school attempts to provide comments and support to students in ways that are practically possible, in an effort to develop skills and knowledge that are complementary to the subject enrolled in.

Services include:

- Tutors marking assignments will attempt to make a few constructive comments and suggestions; and answer specific questions asked by the student when submitting their assignment.
- Tutors will search, print and send additional notes from our data base on subjects which are relevant to and supportive of the goals of a subject or lesson being studied.
- Research and writing up to a paragraph of notes to attend to issues which a student raises as being needed in a course (in order to approve the course aims).
- Answering questions on student room internet forums (this may be restricted to one query per assignment per student).
- Discussing any matters pertaining to the subject being studied on the telephone. (Note: You may be limited to one phone call per assignment, in order to minimise administration costs, hence the fees we need to charge you).

Services *do not* include:

- Editing manuscripts or business plans of more than one page in length unless they are specifically asked for in a study guide.
- Phone calls which are not important to the current lesson studied.
- Repeat phone calls from students who do not submit written assignments.
- Phone calls requesting additional printed notes on topics which the student was requested to either acquire through research or deduction

Additional Assistance:

For detailed assessments of Manuscripts, Business Plans and other more complex documentation, which involves more than one hour of work on the part of a tutor, per assignment, tutors will charge a discounted consultancy rate (Ask for a quote).

Given that it is the course fees that are covering the cost of providing these services, the student must appreciate that providing excessive services to individuals will detract from the ability of staff to service other students; and will only serve to cause fees to be increased for future enrolments.

All students are encouraged to ask questions, and actively seek assistance from tutors; but also to be aware of the limitations as outlined above.

