



DISTANCE LEARNING
Student Handbook

Welcome to the Distance Learning Department at Romain Inspired Education.

The Distance Learning Department provides flexible learning and part-time courses. The courses are currently full fee.

All distance learning programmes offered by the Training Provider are accredited by an awarding organisation. The awarding organisation will evaluate the programme and ensure it is appropriate and sufficient to pass its quality standards. In addition, the course must be able to demonstrate your ability through robust assessments, leading to the certification of nationally recognized qualifications in many areas.

If you have any queries, please contact the Distance Learning team on 07761 409370 or email admin@romaininspirededucation.co.uk

Whether it is many years since you last had any formal education, or whether you are used to being a student, the Training Provider's style of training and education aims to help you study at your own pace, at home or at work.

To help you enjoy the course and gain maximum benefit from it, we strongly encourage you to contact us if you need help, whether you do not understand an element of your course, have concerns about meeting your deadlines, or should you have any other query. This will ensure the smooth development of your skills within the agreed time scales.

The purpose of this guide is to provide you with more information about the course and how the Training Provider works. Keep it safe for easy access and reference.

WE HOPE YOU ENJOY YOUR TIME WITH US

THE INDUCTION

At your induction, you will receive a full explanation of your course, and you will be asked to complete the following paperwork:

Enrolment Form - this form is used to collect all of your personal information which is entered onto our internal Training Provider system, to allow us to process your enrolment on to this course and registration with the Awarding Organisation.

Individual Learning Plan - this form has details of the submission dates for each unit of your course, as well as confirmation of the contact details for Romain Inspired Education Distance Learning Office.

Pre-course Assessment - this is a brief series of questions allowing your tutor to identify your current level of knowledge before you start your course.

You will also receive the resources via your e-portfolio with everything you need to complete the course, together with support from your assessor/tutor to return your completed work.

COURSE DELIVERY, STRUCTURE AND ASSESSMENT

The nature of Distance Learning means that you can study and work to timescales agreed at induction, at a time and place of your choice. To undertake the course, it is essential you have a good understanding of written English.

The learning materials via your e-portfolio contain units with activities that you complete as you go along and which contain the knowledge you require to progress towards your qualification.

These are provided for your reference. The written assessments are equivalent to an exam and are based on a combination of knowledge, skills and your own experience. Feedback is sent to you after marking which indicates the outcome. It is not necessary for you to receive this feedback before commencing the next unit.

Tutor support is available via email and Training Provider staff will monitor your progress on a regular basis and may contact you to see how you are progressing. If you need help working through the course or completing assessments please contact the Training Provider or Assessor.

You can hand write the assessments using the assessment template and, if required, continue any questions on additional sheets. If you prefer.

Typed work is encouraged and more acceptable but must be returned with the front page of each unit, and each sheet should clearly identify the questions answered and be verified for authentication.

Further advice and guidance in completing the assessments is given in the study section of this booklet. Once you have completed each unit assessment, you must verify and date the assessment and send it in via your e-portfolio.

SUBMISSION OF WORK

It is important that you keep a copy of all your submitted work, as Romain Inspired Education cannot be held liable or responsible for the safe delivery of any work. It is important for you to ensure work is received via the e-portfolio to the Training Provider, as your certificate cannot be requested until the following has been achieved:

- All assessments have been received including any resubmissions
- You have verified the student declaration at the front of each unit
- Your assessor has signed off all your work
- Any required internal and external moderation activities have taken place

ASSESSMENT MARKING AND FEEDBACK

Once you submit your assessments these are marked against the awarding organisation's learning outcomes for each unit. Detailed, robust feedback on your work will be sent to you. In some cases, it may be necessary for a tutor to contact you via telephone or email to clarify aspects of your work/understanding.

We endeavor to send you written feedback within **two weeks** from the date your work is received, however during busy periods and due to tutor availability, this may take longer. Please contact the Training Provider if you have any concerns or have not received your feedback.

If you have met the assessment requirements and achieved all aspects of the assessments you will be given a pass result. If you have not quite demonstrated all the knowledge required you will be asked to provide more work to achieve the assessment and your results will be shown as a re-submit result.

RE-SUBMITTING ASSESSMENTS

Any written feedback sent to you by the tutor will detail what is required to enable you to achieve the unit. You must resubmit your work on the resubmission form.

Your re-submission will be marked as before. If all questions are correct, the tutor will send you confirmation that you have now passed that unit.

INTERNAL AND EXTERNAL MODERATION OF ASSESSMENTS

To ensure consistency and fairness of assessment, your work may be moderated by the internal moderator to confirm the assessment decision and to ensure quality.

The awarding organisation's external moderator may also sample your work. The external moderator's role is to ensure your work has been assessed in line with awarding body requirements. In some cases, internal and external moderators may contact you to discuss your work.

ASSESSMENT FEEDBACK

The written feedback you receive is an important aspect of teaching and learning. In addition to providing you with information on how you have done on your assessment, your feedback will contain additional course information to help you reinforce, consolidate and/or extend what you have learned from the learning materials.

Also where appropriate, the assessor will provide valuable advice and guidance to help you to improve your work. Please always carefully read and understand what your tutor says, and if you are unclear on any point or wish to discuss your feedback, please contact the Distance Learning team on 07761 409370.

COURSE DURATION AND COMMITMENT

When you enroll on your course you will agree a submission date for each of your units. This will help break the course into manageable chunks and is an effective way of measuring your progress, study time and achievement. The amount of time you need to put in will vary according to your experience and study style.

All the distance learning courses we offer are full fee.

It is important that you work within your agreed timescales.

This means that:

You must show that you are actively working towards completing your course by submitting work by agreed submission dates.

You may be withdrawn from the course if you do not submit your work by the agreed dates and a possible charge of £120 could be made.

Where you are unable to complete a course, you will not be offered another alternative course.

CERTIFICATION

Once your work has been agreed as complete by your assessor, your work will proceed to the moderation stage and your certificate will then be claimed from the awarding organisation.

Whilst every effort is made to ensure this process is undertaken as quickly as possible, it can take weeks and sometimes months.

Your certificate will be sent to the address on your enrolment form. If you change your address at any time during the course, please ensure that you inform the Distance Learning team on 07761 409370. As we will **not be held responsible** for incorrect information sent and not updated with us.

STUDY SECTION

This section has been designed to help you answer the assessment questions appropriately, by understanding the response expected of you.

Remember that your written assessments are equivalent to an exam and, with that in mind, you need to ensure that you are demonstrating your knowledge and understanding in the most effective way. Always consider both the content and presentation of your work.

Distance learning has many benefits but requires careful planning and self-motivation to be successful. The notes below may be helpful in ensuring that the learning materials allow you to prepare for your assessments.

- Study manageable sections at a time. It is better to study regularly than to try to digest large amounts of information in one go.
- Find a quiet place in which to concentrate without distractions.
- Plan a study schedule and stick to it. Remember, most people have an attention span of 30 minutes. At this point it becomes increasingly difficult to take information in.
- Make notes of key points and facts as you work through the material.

From experience, we have gained from our delivery of distance learning programmes, we recommend you:

- First read through the assessment paper and workbook carefully.
- Note down any ideas that you feel should be included in each answer.
- Refer back to the unit workbook for information.
- With the exception of your first unit, it is a very good idea to look back at the previous units online. Often information builds as you work through the course.
- Remember your written feedback. This may provide good points or extra information to help, or advise on how to improve your next assessment.
- Write a draft of your answers on rough paper.
- Read through your draft work carefully correcting any spelling and grammatical errors.
- Make sure you have answered all questions fully and that your meaning is clear.
- Are there any parts that could be improved?
- Once you are happy with the draft, type or write your answers on the assessment template taking care to ensure your typed work and presentation are clear.
- Complete all work on time.
- Correction fluid (eg. Tippex) must not be used on your work if writing.
- You must validate and date via the 'validate button' at the end of each unit.

Tips on answering the questions

- Write in complete sentences.
- Use your own words: do not copy the wording from the book, as this would be classed as plagiarism and not accepted. The only exception to this is if you are stating laws or Industry regulations, or where giving a definition, as very specific wording is required.
- Wherever possible, use examples to help illustrate your answers.

Sometimes you may find it useful to include a diagram or flowchart to help with your answers. Echo the question in your answer. This makes clear to the assessor what you are answering and you are more likely to write a response that answers the question. The question usually sparks your thinking along the right lines.

USEFUL ASSESSMENT TIPS

We've compiled some handy tips to help you meet the assessment criteria of learning outcomes for your course and ensure your assessment is submitted smoothly.

Key words to help you

In the assessment questions, there are some key words that you should look out for to help you compose your responses.

These words can be interpreted in the following way:

- List or identify - write a list, like a shopping list (numbers or bullets)
- Describe - write a detailed account, like a story (not a list)
- Explain - give your answer and your reasons
- Outline - provide a few sentences together with some key points

Referencing other material

Sometimes you may wish to use other material in your assessment, such as a news article or a quote. It is good practice to provide the name and source of the material and when it was accessed by you.

For example, if you accessed a news article to help you demonstrate an answer in a Dementia Care assessment, you could cut and paste the hyperlink to the article into your assessment, and type in the date that you accessed the article.

Please remember:

- PHOTOCOPY ALL WORK or SAVE before you send it to us.
- Do keep to the expected submission dates given on your Individual Learning Plan,
- Once you have submitted your unit, please don't wait for your feedback; continue working on your next unit as you will have a target date set for this.
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If you cannot meet any of your target dates, you must contact the Distance Learning team 07761 409370 or email admin@romaininspirededucation.co.uk and we will do our best to support you in whatever way we can.

If you require help or support with any questions or sections of your course, DON'T WORRY! Please email admin@romaininspirededucation.co.uk and a telephone tutorial with your Tutor can be arranged. We are here to help so please ask.

If any of your units have been referred, again DON'T WORRY. The feedback from your tutor will give you lots of tips and advice so ensure you read it. Then simply answer the questions on the resubmission sheet that your tutor will email/post to you. Remember to put your FULL NAME and STUDENT PIN NUMBER on ALL pieces of work.

APPEAL PROCEDURE AGAINST A DECISION

Extracted from the Romain Inspired Education policy

A full copy is available on request

Before considering an appeal, you should discuss your case with the member of staff who set and assessed/graded the assignment/topic.

Grounds for an appeal

The Training Provider will consider an appeal where you can provide evidence that the assessment has not been carried out properly. This may include:

- The conduct of the assessment
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements.
- The adequacy of the opportunities offered in order to demonstrate competence or attainment
- Other material irregularities, related to assessment or in exceptional circumstances only, there were significant personal circumstances of which the assessor was not aware.

EQUALITY & DIVERSITY POLICY

Extracted from the Romain Inspired Education Policy Single Equality Scheme

A full copy is available on request

One Training Provider - Equality and Diversity Statement

Romain Inspired Education ensures all its students enjoy and respect equality of opportunity, and that:

- People's ability to achieve their potential is not limited by prejudice or discrimination.
- There is respect for and protection of each individual's human rights.
- There is respect for the dignity and worth of each individual.
- Each individual has an equal opportunity to participate in Training Provider life and its wider environs.
- There is a mutual respect between groups based on understanding and valuing diversity

and on shared respect for equality and human rights.

All people working or studying at the Training Provider have a responsibility for upholding these values.

The Equality and Diversity Policy document is intended to give a common-sense approach to the rights and responsibilities of all members of the Training Provider community.

Romain Inspired Education actively promotes Equality and Diversity for all by removing barriers to education, training and employment opportunities, thereby widening access through a flexible and inclusive culture.

HEALTH & SAFETY POLICY

Extracted from the Romain Inspired Education Policy - Health and Safety Policy

A full copy is available on request

The Director is fully committed to the Health, Safety and Welfare of all Employees, Students and any others affected by the work of the Training Provider.

Formal Customer Complaints Procedure

A full copy is available on request

Purpose - This procedure describes how formal complaints made to Romain Inspired Education Training Provider are dealt with, recorded and resolved.

It is used when informal complaints fail to produce a satisfactory outcome or when the complaint is sufficiently serious to warrant complaining in writing.

Complaints will be treated seriously and students will not suffer any disadvantage or recrimination as a result of making a complaint in good faith. Complaints of a frivolous, vexatious or with malice, will not be dealt with.

Staying Safe - Ensuring the Safety and Wellbeing of staff, students and others

A full copy is available on request

Policy Statement - Romain Inspired Education has a statutory and moral duty to ensure the safety and promote the welfare of children, young people and at risk adults attending the Training Provider.

The term '**Staying Safe**' embraces a holistic approach to both child protection and a preventative approach to keeping young people and adults safe.

The Training Provider will carry out these responsibilities under relevant legislation and formal guidance.

ASSESSMENT MALPRACTICE AND MALADMINISTRATION

Scope

This policy and procedure statement will inform staff of Romain Inspired Education about malpractice and maladministration relating to all awarding bodies for which the Training Provider is accredited to. It also sets out the necessary action(s) that will be taken should concerns arise about assessment malpractice and/or maladministration, either by a learner or an assessor.

Definitions

For the purposes of this policy and procedure the following definitions will apply:

Malpractice - Any deliberate activity, act, neglect, default or other practice by an individual that deliberately or willfully contravenes or ignores the requirements of the regulatory authorities, or deliberately or willfully subverts or compromises the integrity, validity or reliability of any assessment process and/or the validity of any awarded certificates.

Malpractice could also cover forms of unnecessary discrimination or bias towards certain groups of learners.

Maladministration - Any administrative act, neglect, default or other practice by the Training Provider (or its employees), or by an organisation, that fails to comply with the requirements of the regulatory authorities or that otherwise act to the detriment of the interests of a student.

This includes the application of persistent mistakes or poor administration within a center (e.g. inappropriate learner records).

SAFEGUARDING

We have a duty to safeguard and promote the welfare of our students under the age of 18. We have developed a Safeguarding Policy on Child Protection and Vulnerable Adults that aims to meet these duties.

If you, as a student at the Training Provider have any concern about your wellbeing, safety or rights, then you should:

- Talk to any members of staff
- Talk to your personal tutor
- Talk to admin staff
- Talk to the person below from the Safeguarding team at Romain Inspired Education

In the event that you are unable to speak to a member of staff at the Training Provider please contact Admin on 07761 409370

Safeguarding our students is of vital importance to us. You should let the Training Provider know straight away if you have any concerns about your welfare or the welfare of another student.

We will treat all our students with the respect they deserve and expect our students to show the maturity and responsibility of adults when they are at Romain Inspired Education.

CENTRE INFORMATION

The Distance Learning Department is staffed by a friendly, experienced team who provide advice, guidance and support on the available learning opportunities.

During the time on your course, if you need help or information, please contact the Distance Learning team, to access the appropriate support.

A member of the Distance Learning team can be contacted on 07761409370 or admin@romaininspirededucation.co.uk. An answering machine facility is available at times when the line is engaged or outside the following hours:

Monday - Thursday **8.30am - 5pm**

Friday **8.30am - 4.30pm**

The Training Provider address is:

Romain Inspired Education

Lisa Russell

Distance Learning Office

PO BOX 73643

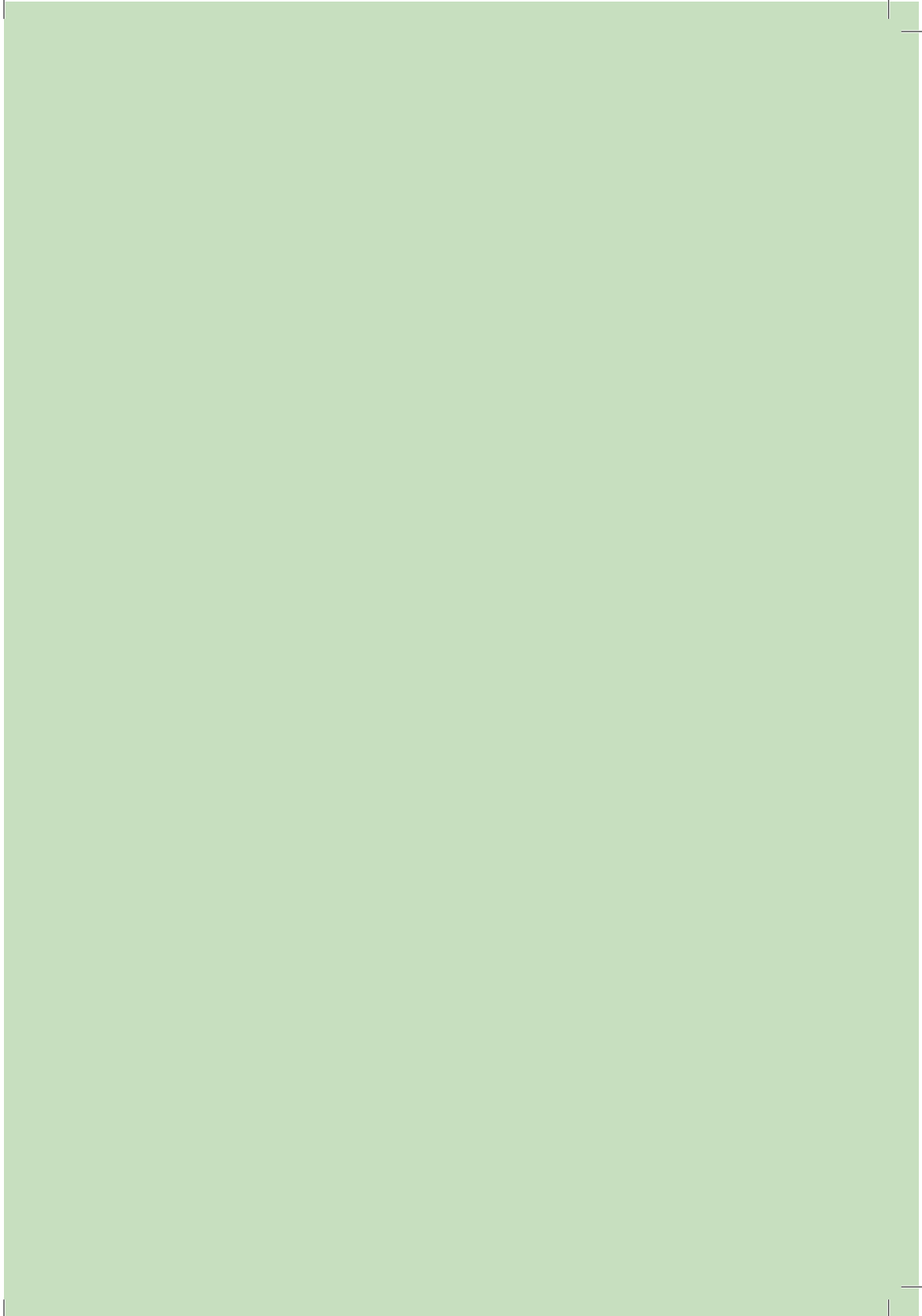
London, United Kingdom, SW8 9ED

Romain Inspired Education works inline with an academy calendar (School Calendar) and are not open on bank holidays, staff training and maintenance, and at Christmas and New Year.

This information is also published via the Newsletter on your e-portfolio.

15 DISTANCE LEARNING STUDENT HANDBOOK

Please read and keep this student handbook in a safe place.





Romain Inspired Education
Expanding Possibilities

ROMAIN INSPIRED EDUCATION TRAINING PROVIDER

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