

About our College

We hope that our information pack helps you to decide how you are going to study. Your studies *should* be about your **choices**; the process of choosing a way of studying that fits in with you.

This part of our info covers us, our methods, students, accreditations and how to start a course with us. All the information you should need to understand how our courses work and whether they are right for you. Your pack should also include our:

- course information, and
- fees list.

Please let us know if either of these is missing.

For help and advice

If you'd like to discuss any questions you have about your studies or our courses, please call us on **01242 241 279** or email **registrar@cheltenhamlearning.co.uk**





Are we the college for you?

Do any of these descriptions sound like you?

- you have, on average, a few hours per week, most weeks, in which you can study,
- you can learn to organise your study, and work with your tutor (and sometimes other students) by post, phone or email,
- the courses where you live are difficult to get to,
- you particularly want to do a course in a subject which we run,
- you have problems getting attention from your tutor in a course you are following at the moment because you're sharing his or her time with lots of other people,
- you want more control over the times when you learn, the places where you learn, and the speed at which you learn,
- you've reached a certain level, and now can't find higher level classes to go to,
- you've picked up skills through work, but don't feel confident with them and would like qualifications.

It's likely that some of them do. Most people who want to study can do their study with us, and more effectively than with a traditional kind of college. We have an approach that's flexible, doesn't eat into your time, and places choice in your hands: choice over when, where, how, and how fast you study.

It works, too. Because your study doesn't have to compete with the rest of your life, you have the maximum opportunity to learn, and to make your learning count.

In this section we'll try to show how if *you* have the commitment to learn, we'll provide the *opportunity*.

A world of learning

We tutor over a thousand of our own students each year from all around the world – anyone, *anywhere*, can study with us. In 2009 we enrolled students from as near as Spain and Estonia, to as far away as the Falkland Isles, Malaysia, Trinidad & Tobago, Mauritius, Gambia, Jordan, Botswana and Kazakhstan, as well as students who were members of the British Forces posted overseas, or living in all parts of the British Isles, from Cornwall to Orkney.

Distance learning gives **everyone equal access** to our courses, limited only by the postal service and/or the Internet and telephone network.

We work with thousands more students on behalf of organisations such as the University of Leicester School of Management, creating study material or arranging tuition, for example.

A number of other distance learning organisations place their students on our courses, too.



We have over forty courses that are vital to a career, from post-graduate professional to school-leaver entry level qualifications.

We have around twenty tutors at any one time marking our students' coursework and supporting their study with phone or email tutorials. As well as supporting our students, they all work either in traditional college environments, in industry, or as consultants and are spread around the UK.

Appropriate, good-quality support is essential to our students as they may be separated from us by thousands of miles and many time zones.

Why students choose distance learning

We get students who *prefer* distance learning to conventional study; we also have many students who can only study by distance learning. These are some stories of real students:

"A" enrolled on a Chartered Institute of Marketing (CIM) course with us. He works as a manager for an established Maltese conglomerate with which he wants to build a career through professional competence. He is extremely time-pressured, with a demanding job and young family, lives outside the conventional network of CIM centres, and so is a classic example of a person who needs to study by distance learning.

"B" enrolled on a Chartered Institute of Purchasing and Supply (CIPS) course with us. She works as a buyer for a government department in south-east England and has a few units left to complete her studies. She has elderly relatives in care over 100km away, and herself has health problems, too. Her time is apt to sudden interruption, and she wants to do a few units, not an entire programme, so she is also well served by distance learning.

"C" also enrolled on a CIPS course with us. She is a junior manager in a supermarket in southern England and has studied with us before. She wanted to continue studying with her tutor through the rest of her units. This is easy for us to do as each of our tutors has one-to-one and not one-to-class contact with their students.

"D" enrolled on a CIM course. She's working in customer service for a large utility in Scotland. Her concern was to be able to squeeze her study into a short burst in between two long-term commitments. Something which we could help her do.

These stories are typical. Our students' motives are usually *combinations* of many different things, and distance learning turns out to provide the best answer.



If you find study intimidating

Distance learning is *people-friendly*. You'll have a one-to-one relationship with your tutor and can ask him or her for as much help as you need. You set the pace of your studies, so you can go as slowly or quickly as you like, taking months or even years if you need to. You won't miss a thing, either: your study materials put your entire course at your fingertips in clear language.

If you're busy

Many of our students first contact us because no other study method gives them the time *flexibility* they need. With us, you draw up your own **timetable** – you study when in the week, how often, and for how long you want, can start at any point in the year, and can take into account hectic home and work lives. There's no time wasted in travel, or waiting, or on lecturers who don't turn up. If something unexpected happens to disrupt your routine, you can allow for that, too.

If you're trying to live a greener, less stressful life

Distance learning can be a *greener* form of study. It cuts out unnecessary travel and wasted time. Neither does it need a costly and sprawling college campus. Instead you have plenty of contact and course content facilitated by communications technology, a high-quality service that anyone, anywhere can enjoy.

Distance learning also enables students to follow *study patterns* which suit them and reduces the compromises which they might otherwise have to make with their employers and family, and which may lead to them dropping out of their study programmes. Less pressure leads to less stress.

If you're a long way from anywhere

Distance learning will *come to you*. We have students all over the world, and it doesn't bother us if you move, as long as you let us know where you're going. All of this means that if you couldn't study because you couldn't get to a traditional college, think again. You'll be in contact with your tutor as much as you need to be, and with other students too, if you choose, through our **discussion group**.

If you need to keep to a budget

It's perfectly acceptable to be *cost-conscious*, lots of students have to fund their own study. The way we run distance learning gives you the best chance of being able to do that. You don't have to take time off work, you can study at your own rate, unit by unit, there's no equipment that you need to buy, and no college overheads for your course fees to disappear into.

Remember though, as many good reasons as there are for *you* to fund your studies, there are probably *more for your employer*, as you can see on page 15.



More about us

We train people, and we train them through straightforward **distance learning**.

We've been providing distance learning tuition since 1991, when we took over Pitman Tutorial College's courses, who had themselves been providing training through distance learning for over 150 years.

Our offices and management team are in Cheltenham in Gloucestershire, and from here we look after, amongst other things, **course development** and **student services**.

You'll have a **tutor** for each of the courses that you study with us. Our tutors all work in traditional college environments, in industry or are self-employed, and live all around the UK. They come from many different backgrounds and represent a variety of academic, practical, commercial, organisational and cultural experiences.

Who to contact

We have a team of three to respond to **enquiries**: Pat, Mike, and Dmytro. If you're a **prospective student** wanting to take a course, ask for Pat, she's our Registrar and in charge of student services.

If you're an organisation or a trainer **wanting us to help you deliver a course** which we already do, or **develop a course from scratch**, ask for Dmytro, he's our Development Manager and in charge of course creation.

We are a **tuition and materials production house**, both for ourselves and for other organisations. We provide our competence in materials and content production, and tuition and tuition support systems construction to other organisations, and are capable of responding to the individual needs of our clients.

Our range of courses

We specialise in distance learning and provide courses and training in a wide variety of **value chain** related areas, from sourcing and procurement, to marketing and relationship building, to distribution and delivery, to a satisfied customer – and all of the **management and leadership** competences these steps require.

We have modules in: leadership, strategy, corporate reputation, performance management, planning, relationship management, customer service, risk management, value management, understanding the operating environment, contracting, finance, management, marketing, negotiation, operations management, project management, the public sector, purchasing, research, storage and distribution, and supply.



There are **entry points** on to the programmes to suit people from all backgrounds and levels, and anyone can study to a strategic leadership level.

You can **find out more** about our other courses in our other information packs or on our website. Please contact us if you or a colleague would like more information about what we do.

Some organisations that we've worked with

We work with a great number of organisations each year who are **sponsoring** their employees through their studies.

We work with a wide variety of **UK-based** organisations as well as **overseas** ones, for example, Illovo Sugar, Petro-Canada and Ciba.

Our clients have included both commercial and **not-for-profit organisations** such as charities (RNLI, Help the Aged), local government (Southend-on-Sea Borough, Lancashire County and Oxford City Councils), national government and bodies (Welsh Assembly, Scottish Natural Heritage), educational establishments (University of Warwick, Open University), and public sector agencies (East Midlands Development Agency, Avon Fire and Rescue Service).

We've worked with very large, **multi-national organisations** (Siemens, PricewaterhouseCoopers, Airbus UK) as well as dozens of smaller, more focused organisations such as advertising agencies (The Idea Works), public services (Bedfordshire Police), and health initiatives (The National Heart Improvement Programme).

Our clients have come from **all sectors**: for example, engineering (Rolls-Royce), utilities (SmartestEnergy), cosmetics (SLG Beauty), construction (Morrison), food (Typhoo Tea), media (BBC Worldwide), retail (The Carphone Warehouse), logistics (Wincanton) and pharmaceuticals (Eli Lilly).

They have also come from the **newest industries** (BT INet), as well as the **best-established** (the Royal Logistics Corps).

Accreditation

You like our course: it's the course you want to do, you can afford it, you like the tutor support – you like us, but you want an **independent opinion**. It makes sense to check before starting any sort of study, and our **accreditations** provide that opinion.

Accreditation is the end result of an examining board or other inspecting body coming in and checking our service to our students. We try to make sure that we have all the appropriate accreditations to show that we're giving you a good course.



Accreditation by the Open and Distance Learning Quality Council

The distance and open learning sectors have their own, independent accrediting body, the Open and Distance Learning Quality Council. ODLQC accreditation includes a rigorous assessment, by independent experts, of a College's administration, tutorial support, educational materials and publicity to ensure that they meet the standards set by the Council. Accredited Colleges are monitored by the Council to ensure that students continue to receive good service, and are assessed for re-accreditation at intervals of not more than three years.

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CENTRE OF EXCELLENCE

CIPS Centre of Excellence

We are a CIPS Centre of Excellence. CIPS focus on our ability to teach their programmes and our students' satisfaction with the service that they receive. We are assessed for reaccreditation every year.



Accredited Study Centre
2010-2012

Accreditation by CIM

We are a fully-accredited CIM centre. CIM, again, focus on our ability to teach their programmes and our students' satisfaction with the service that they receive. We are assessed for reaccreditation every year.

BRITISH INSTITUTE
FOR LEARNING &
DEVELOPMENT



Membership of the British Institute for Learning & Development

The British Institute for Learning & Development aims to address the needs and raise the status of all those involved in learning and development (both organisations and individuals).



Membership of the Association of British Correspondence Colleges

The Association was founded in 1955 to promote sound educational standards and to safeguard your interests. All members must abide by the Association's Code of Ethics.

How we run our courses

We take an *active learning* approach – you learn by doing, as you study you also improve your communication, organisation and problem-solving skills.

Our courses are guided by your circumstances. You choose when to start, how many courses to study, how fast you study them, and where you study from. Your course fits in with you.

There are lots of different ways to study, and many of them borrow ideas from distance learning, but none matches straightforward distance learning for flexibility. **Distance learning** is learning *plus*: it includes all the benefits of other study methods and then goes further.

It's distance learning

The fundamental feature of distance learning is that the tutor and the student are in different places. This could mean that the two of you are in the same city, the same county, the same country, or *anywhere* – we have students who are thousands of miles and many time zones away. Our courses come to you, *wherever* you are.



Distance learning is therefore *communications*-based learning: there has to be something that communicates the tutor's input to you, whether it is a written, recorded, a telephone or the internet.

All the tuition you need

We provide you with a **tutor**. Someone who will establish a *one-to-one relationship* with you.

Your tutor will treat you as an individual throughout their contact with you, whether it's by post, phone or email. You don't compete for your tutor's time with other students, and can focus on *your* own weaknesses with *your* tutor and overcome them. Your tutor will work with you to build your understanding, eliminate your weaknesses, and prepare you for assessment.

There are **two** main ways your tutor works with you: you have coursework to do, which your tutor uses to assess your progress, and you can contact your tutor to discuss your studies whenever you need to.

You'll be able to *contact* your tutor as much as you need to and as often as you need to. The most important part of your course is tutor support, and you'll have your tutor's support until you pass.

Focus on understanding

You don't have to study at the same rate as the rest of the class, or compete with it for your tutor's time; *all* of the notes you need are right there from the start, in an easy-to-use format, so you never miss out on any part of the course and can concentrate on the bits you want to, leaving you and your tutor free to focus on what is important: *developing your ability*.

All the time that you need

You start off with **two years** of tutor support, which for most people is more than enough. We don't expect you to take that long, but because anyone can have family, work, or life changes which hold up their studies we do what we can to allow for that.

If it looks as if something's going to stop you studying, let us know – in most cases we can extend your tuition period, so don't worry about being left on your own halfway through your course.

Good learning happens when you can give it the effort and attention it deserves, and we do what we can to help you achieve that.

How long will it take?

A lot will depend on your personal strengths and weaknesses. Depending on the courses you've done in the past, the



experience that you've got, and the research and reading you decide to do, you may find that one course goes quickly whilst another one takes twice as long.

You can also contact your tutor as much or as little as you want to – this will affect the time that it takes you to complete a course.

See the course information for more guidance.

Speedy service

Most students can start their study within **eight working days** of our *receiving* their enrolment form. Coursework sent to your tutor should be returned to you within eight working days, too, while emails and telephone messages should get replies the next working day. And if you need us at the College immediately, then we are a telephone call, fax or email away.

All the flexibility that you need

Our distance learning courses work in much the same way as conventional college-based study, but are more *flexible* and more *personal* – they're built around you, which helps take the stress out of balancing your studies with your job and your home life: they're people-friendly.

If you're not sure about distance learning, you can choose to study one unit at a time and find out whether it's right for you.

You can start whenever you want to; you don't have to wait for a particular term date. If, say, your employer's support is late in coming through, or if your promotion happens unexpectedly, you can sign up for a course the next day instead of waiting until next year.

There's no compulsory travel except to your exam centre and no college campus to commute to once or twice a week after work – your learning comes to you.

You can relocate when, where and as often as you need to – we have had students posted to research ships in the Antarctic Circle, and students whose organisation has moved them around the UK several times during their studies.

And if something happens (a job or family commitment, for example) during your studies that makes you want to put things to one side for a while, then let us know and we'll work with you to decide the best way forward.

We aim to fit in with your life, not take it over.

You can change your mind

If you start your course, but in the first four weeks decide that it's not right for you, then as long as you return your materials to us in a re-useable condition and haven't used any of your tuition, we'll give you a full refund. If you find that you're taking the wrong level, let us know and we'll transfer you to the right one. If you've opted out of tutor support, you can opt back in at



any time during the six months after you received your course materials. Just pay the difference in the fees.

This is part of our **conditions of enrolment**.

You can choose your assessment

Most examining boards now use **project work** as well as exams as part of their assessment. Where there's a choice, you can do either with us. If you're not sure whether doing a project will suit you, you can mix them with exams. If you later decide projects aren't for you, you can change over to exams.

Efficient learning

There's no waste in distance learning, not in money and, not in effort, and most of all, not in time. Distance learning is *efficient* – all of your fees go towards your course, whether it's on tutor support or the study materials themselves – and your attendance record is automatically 100 per cent.

You study at your own speed

You won't be part of a class all doing the same thing in the same place at the same time. Instead, you have a one-to-one relationship with your tutor. This means distance learning is flexible in terms of *your time and your rate of progress*. It's study on demand and it is individual to you.

You control the speed at which you learn; sometimes quicker, sometimes slower in line with the rest of your life. You control your workload, too, taking as many or as few units as is comfortable.

The way your study works will be the way that suits you, and because you follow a course built around your needs and preferences, your study will be more successful, and you should see better results.

Pass rates

We're always happy to talk about our **pass rates**.

Pass rates can be difficult to establish reliably for distance learning colleges because students sit their exams at *local* exam centres, and not all examining bodies successfully match all their candidates to the college they studied with.

Where we *do* get reliable numbers, we're happy to say that our pass rates are usually clearly above average.

If there is *any* particular unit's pass rates you'd like to discuss with us, please call on **01242 241 279** or email **registrar@cheltenhamlearning.co.uk**



Course components

Your course will be made up of a combination of college, tutor and materials. It's similar to a conventional course; the main differences are that you are in charge of your own timetable, you work from study materials that we've created instead of going to lectures, and your contact with your tutor will be by post and telephone, fax or email instead of face-to-face. There's still plenty of coursework, any assessment you might take is exactly the same as that taken by other students, and you can also join our discussion group so that you can stay in touch with other students.

Our courses are based on setting goals and achieving them.

The college

We're here to make it all work. To sort out any problems and to help you pass. We're confident we can do that, so if you complete your coursework and take your assessment but don't pass, then we'll carry on supporting you *until you do*. We provide:

- *guidance* in all aspects of your study,
- *tutor-marked coursework* to cement your knowledge and understanding and prepare you for assessment,
- information on *what examiners are looking for*,
- as much *access to your tutor* as you need to discuss your study,

- contact with *other students*,
- a *quick and considerate response* to complaints,
- *transfers* to new courses if your examining board changes the syllabus,
- the ability to put your *studies on hold*, and
- *course materials* that are purpose-written and designed to get you a pass.

Clear advice

The way that your course works is governed by a **Learning Agreement** and **course guides** that we send to you at the start of your studies. They explain who does what and when at each stage of your studies.

Start Here explains how your course works – who does what and when. It includes working with your tutor, using the discussion group, presenting coursework, solving problems – everything you need to know.

Learning Skills shows you how to improve your ability to learn. This includes assessing your own strengths and weaknesses, your learning style, motivation, concentration, relaxation, memory, your study environment, and planning your time.

Study Skills concentrates on those things which contribute towards your performance in exams and projects, such as research, critical reading, note-taking, logical arguments,



the different types of questions, answer formats, revision, and exam technique.

You'll find them particularly useful if you left school or college some time ago, and are perhaps out of the habit of studying – however, *every* student, at whatever level of study, benefits from the advice and information they provide.

If there are any questions our guides don't answer, you can contact us or your tutor for further support – we help you plan your study through our guides and advice, but we don't tell you what's best for you. That's *your* decision, and we provide you with the help that you want from us.

Coursework

Our courses mostly have between six and eight **coursework assignments** for you to do for your tutor. They are the focus of your course, and your tutor uses them to assess your progress in a variety of ways: your understanding of your subject, your knowledge, and your ability to produce assessment-standard work. Your tutor's marking and comments provide a series of stepping stones towards being able to do your assessment confidently.

Between assignments, you can use the **self-checking activities** in the study material to help you measure your progress and build your confidence. They are often seeds for discussion with your tutor through the helpline.

If you wish, we can issue you, your employer or sponsor, with a **progress report** on your coursework marks at any point during your studies, and a **Course Completion Certificate** when you have done it all.

Guide answers

Where appropriate, we prepare **guide answers** to both the activities and to your coursework. Activity guide answers are already there in the study material; coursework guide answers are sent to you with your marked work. These are useful in providing background and guidance on the sort of answers that you would be expected to produce in an assessment, and also in checking your understanding of the subject.

By discussing you the main points that your answer should have covered, they form a useful part of your study and revision and also free your tutor to concentrate on the particular aspects of *your* work that require the greatest and most detailed attention, so guaranteeing you the sort of *individual* support that you need.

Helpline

Your tutor is your *guide* through the course. He or she is there to mark your coursework, answer your subject questions, and provide advice, support and encouragement. You can *contact* him or her direct for a one-to-one reply if you want to discuss *any* aspect of your work. You can do this through email, the



post or on the telephone, whichever method works best for the question that you have.

If there's something you need to know, we'll try to answer it for you.

Student discussion group

We run a web-based **discussion group** so that you have an opportunity to contact other students, and share ideas and experiences. Having other people to chat with is one thing that many students fear missing out on, but the discussion group gets around that, putting you in contact with other students right around the world.

Study material

Our **study materials** are written for us and for you – they aren't textbooks, slideshows, or handouts, they're **courses** designed by us and written for us so that **you** can study effectively. We provide them in a **printed format**, and they're also available as electronic **pdf documents** if you prefer using them that way.

They take the place of the **classes** that you might have had at a traditional college. They'll take you through your subject just as lectures would; ideas and knowledge are introduced to you, a

bit at a time, with objectives and summaries and plenty of activities so that you know what you're studying towards and how you're doing.

We send these to you at the start of your course, and you study through them as fast as you want to; the information you need is right there from the start, in an easy-to-use format, for you to follow at your own speed.

The materials also give you a ready-made **reference** work that you can return to whenever you like. You never miss out on any part of the course, don't have to struggle to take notes as a lecturer speaks, can base your revision on them, and can keep going over the same section of work until you understand it fully.

Sample Courses

We've put our *English – a quick refresher* mini-course on our website for you to **download** so that you can get a better idea of what our teaching approach and course materials are like.

“English” is a **simple** course – most of our courses are much longer. If you'd like to see **sample material** from a course you're considering taking, please call us on **01242 241 279** or email **registrar@cheltenhamlearning.co.uk**



Outside study

We provide you with a *self-contained course* which should see you gain a *safe pass*, but for higher grades and for your development you will need to do background research and reading. This can come from public libraries, newspapers, magazines, radio, TV, and the Internet. We will give you guidance on how to do this.

Getting your employer involved

It's always worth asking whether there's funding available for your course; there are lots of good reasons for your employer to **invest in you**. Distance learning is a flexible, effective, non-disruptive, and highly-targeted way of learning, and these are some of the extra arguments that you could use in convincing your employer:

- the *qualifications are the same* as those in traditional colleges, and our teaching is inspected by the same exam boards,
- our *pass rates* are good,
- you can *fast-track or take things slowly*, according to your circumstances,
- it's *off-the-job training*, so it doesn't mean you're missing from work at important times, or that someone has to work harder to cover for you,
- it makes you *better at your job* – distance learning provides more and better opportunities to develop your organisation, problem-solving and communications skills,
- you can study in the *unlikeliest places and at any time*,
- you can *relocate* (even to another country) and generally move around with your work without affecting your studies,
- we will *transfer any unstudied courses to another employee* if you gain a promotion or otherwise no longer need them, and



- training is *good for the organisation* – any organisation with plans to grow, or even just to stand still, needs to improve its workforce, and it's usually far easier to *train someone who's already in the organisation* than to look outside for a more qualified person.

We're happy to confirm to an existing or potential employer that you're taking a course with us, and to provide them with *updates on your progress* if you want us to.

Those are the advantages that we offer to you as an individual, but there are also *advantages from using us as a college*, too:

- we have *students from all over the world* which means we can usually run the *less popular options* and to the same level of quality as the popular ones,
- we can *join together dispersed workforces* who cannot be brought together at one time and place to study,
- *one-to-one relationships can be easier to achieve*, making tutor-heavy training situations, such as mentoring, feasible,
- being *accredited by many organisations* helps us to provide a well-thought-through and rounded service to our students,
- we offer *good tutor support* in terms of how long it lasts, the number of formal points of contact (coursework assignments), access to troubleshooting, turnaround time, and ease of access,
- we've been *doing this a long time* and have had success with many students,

- our courses are designed to be *self-contained* for a *comfortable pass*,
- we can profile potential students to establish *appropriate study programmes* for them,
- *costs*, particularly travel and residential costs, are kept to a minimum,
- we have a *grace period* during which you have to change your mind over an enrolment, change levels, obtain refunds, and
- there's no need to buy more training if you fail – we keep on *teaching you until you pass*.

Managing distance learning students

Employers often don't appreciate the **support** that *they* can give to a distance learner. Discussing the issues with your manager can help them see how valuable the training will be. Encourage your employer to:

- allow you to *study in the workplace* – it helps you both,
- consider a *mentor* to help put your study into context at the organisation,
- provide *structure through realistic goals* – make sure someone takes a sympathetic interest in you and your study,
- be *understanding* over shifts, overtime, trips and so on, especially at and leading into exams and assessment, and
- *integrate your study* into appraisals and HR policy.



Your employer should see that there are certain *qualities* that a successful distance learning student will develop:

- willingness to participate,
- competent decision-making,
- more proactive approach,
- more organised approach,
- more goal-focused,
- better time management,
- better self-knowledge,
- willingness to ask and question, and
- self-critical approach.

Now start studying

You can enrol at any time for any number of courses from anywhere in the world as long as the postal service and our courier can reach you. You can either:

- fill out our enrolment form (enclosed with the information pack) with the information which we need, then *post* it to the Registrar at our 292 High Street address – if you live in the UK you can also use our *FREEPOST* address,
- *fax* the form to us on 01242 234 256,
- *email* the information that we need to us at info@cheltenhamlearning.co.uk (you can attach a scan of the form to your email if you wish),
- visit our *website* and use the enrolment section there, or
- *phone* us on 01242 241 279.

We can send you an enrolment form in MS **Word format**, if you'd prefer to key in your answers. We are registered under the **Data Protection Act** 1998.

Depending on where you are and which courses you have chosen, you should receive your course materials and tutor details four to eight working days later.



If you email or phone us

If you want to email or phone in your enrolment, we will need to know:

- your full name,
- your existing Cheltenham Tutorial College student number, if you have one,
- a telephone number where we can contact you during the day,
- your address,
- where to send your course materials, if this is different from your address (note that course materials are couriered and have to be signed for),
- about your job and qualifications (this helps us double check you're doing the right level if you haven't already established that with the examining board),
- which courses you wish to take,
- whether you wish to have tutor support,
- whether you want pdfs of your course materials,
- details of any extras such as textbooks,
- that you know the current course fees and accept them (there's a fees list in the information pack, contact us if it seems out-of-date),
- your credit or debit card number, valid from date, expiry date, security number, and issue number as applicable, and
- that you have read the enrolment conditions (see page 21) and agree to them.

We will need all of this information. Your course cannot begin until we've received your full enrolment and payment details.

Paying for your course

You should be able to find your course fee on our **fees list**; there should be one with this information pack, please let us know if it's missing.

Once you have worked out your fees, you need to tell us *who* is going to pay them and *how*. It might be you, it might be an organisation that's funding you, or it might be your employer or some other sponsor.

If you're paying your own fees

If it's you that's paying, then you need to provide your own payment details. If you *live in the UK*, you can pay by: cheque, postal order, cash, credit/debit card, or PayPal.

If you *live outside the UK*, payment should be made **in sterling** (GBP) by:

- banker's draft or cheque drawn on a bank in the UK,
- British postal order or international money order,
- credit/debit card, or



- crediting Cheltenham Tutorial College, Account No. 00794555, Sort Code 12-12-82, IBAN GB87 BOFS 1212 8200 7945 55, SWIFT BIC BOFSGB21247; our bank's address is Bank of Scotland, Bristol Business Centre, PO Box 208, 21 Prince Street, Bristol, England BS99 7JG.

Students living in countries with **exchange controls** may require a *pro forma invoice* from us to obtain permission for payment. If this applies to you, please ask us for a Pro Forma Invoice Request form. Keep your enrolment form until later, when you actually send your payment.

If your employer is paying your fees

If an **employer or sponsor** is paying your fees for you, you'll need to attach full details of the individual, department or organisation to whom we need to send our **invoice**. A **purchase order** or **covering letter** from a suitable person (manager or training officer, for example) accepting responsibility for your fees is usually sufficient.

Please note that if your employer or sponsor wishes to make a **BACS transfer**, they can by crediting Cheltenham Tutorial College, Account No. 00794555, Sort Code 12-12-82, IBAN GB87 BOFS 1212 8200 7945 55, SWIFT BIC BOFSGB21247; our bank's address is Bank of Scotland, Bristol Business Centre, PO Box 208, 21 Prince Street, Bristol, England BS99 7JG.

Our **VAT registration number** is GB 576 052 239. Please enclose their **remittance advice** with your enrolment form.

If you're being funded by another organisation or scheme

You might not have to pay all of your fees yourself. We can't list the sources of support which might be available to you, but *Directgov* provides a centralised summary of the help that's available. Go to www.direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/index.htm

Your local Jobcentre and Citizen's Advice Bureau may also be able to give you information about funding. Don't forget that different options may be available in different regions. It's always worth checking to see what's on offer in your area.

Exam board fees

Our fees pay for your course materials and tutor support. You'll also need to pay membership, assessment, and exemption fees (if you are applying for any) to your *examining board*. Check with them before you start studying to see what these are likely to be.



Exams and assessment

We'll provide you with a course and tutor support, but it is up to *you* to **register** for exams and other forms of assessment.

There's specific information about exams and assessment in the course information but, in general, if you're planning to do assessment, you should contact your examining board *as early as possible*. You need to find out when and where your assessment will be, what it will be like, the regulations, and the costs.

We'll help as far as possible if you get into difficulties, and sometimes (especially with project-type assessment) we play a role in registration, but *you're responsible* for ensuring that *your* forms and fees reach your examining board in good time for registration.

Hints for finding an exam centre

All examining boards are helpful, but some boards have less influence on their exam centres than others, and you may find it difficult finding a suitable centre that's close to you *and* running exams at the right time for you.

If you run into difficulties, the best place to start is often your Local Education Authority (LEA) or nearest British Council (if you are outside the UK), who should be able to help you.

You can also approach as many centres as possible and arrange to speak with the Examinations Officer or person in charge of admissions. If you don't find a centre straight away, try broadening your search to centres which you could at least travel to; this may increase your chances of success.

It may speed things up if you refer to yourself as an "external", "independent" or "private" candidate – different exam centres use different terms for exam candidates who have not studied with them.



Conditions of Enrolment

These are our **Conditions of Enrolment** – a *summary* of our service to our **tutor-supported** students. This is not a complete statement, but covers the main points. Please keep the *complete* information pack safe so that you can refer to it later if you need to.

Your course fees include all of your study materials (which you may keep after your course has ended *for your personal use*) and, in the case of “with tuition” courses, a tutor’s assessment of coursework and a tutor’s help with individual subject problems. *Unless* we specifically state otherwise, the fee for a particular course is *not* inclusive of third-party textbooks, exam board fees, or equipment.

In the case of “**with tuition**” students, we will provide tuition for a period of two years from the date of enrolment. If you do not pass in your first assessment attempt, however, we will, if

asked, provide additional individual tuition without charge for a further year, provided that you:

- completed the course (if you have not, we ask you to carry on studying and finish before your next attempt),
- answered all the Cheltenham coursework for the course and submitted it to your tutor for marking,
- took all the parts of the assessment(s) for which you had prepared,
- resume your programme of studies and advise us of your intention to re-take the assessment(s) within two months of publication of the results, and
- there are no outstanding problems with your course fees (e.g. if your employer has not paid our invoice).

You can cancel your course with us and get a full refund at any time during the first four weeks of study (i.e. the first four weeks after the date your despatched course materials were signed for). You *must* contact us by phone (ansaphone message, email, fax or letter are insufficient without acknowledgement) to let us know that is what you want to do, and then *return* all of your course materials to us with a covering note and by a service that gives *proof* of delivery.

It is *your* responsibility to make sure you read all of the guidance notes and instructions we provide and that you make all of the necessary arrangements for your assessment (should you wish to do any).



Our study materials are protected by **copyright** and are to be used by you solely for your own instruction. You are *not* allowed to reproduce, sell, or use them as a part of your business in any way without our permission.

Any information we collect has to be *freely* given by you. We rely on you to provide it correctly and honestly. We rely on your statement in confirming that you are aged 18 or over. Any information we collect on you as an individual is used *solely* by us and only for the purposes stated at point of collection. We will keep it only for as long as we need to in order to provide the service you have requested.

We may use some of the information we collect as evidence when, for example, seeking accreditation from examining bodies.

We are registered under the Data Protection Act. You may request a copy of the information we keep about you at any time, but be advised we will need to charge you the expenses of providing it (currently £2.50 for a UK based student).

We do *not* accept prejudice or abuse of any kind and reserve the right to withdraw our services from anyone who expresses them to our staff, tutors, or other students.

This information pack

We have taken **all reasonable steps** to ensure that the information in our information pack is correct. If it contradicts any **written and signed** communication from us, then it is incorrect. We welcome all feedback on our information pack and how we might improve it.