



## DLC Student Contact Policy

### Level 2/GCSE Equivalence Students

At level two you are entitled to a phone call from your tutor once a week (max 10 minutes) unless you specifically request in writing either a phone call once fortnightly, monthly or by e-mail only\*. Even if you request to be mainly contacted by e-mail your tutor will need to speak to you on the telephone or via Skype to review your progress through a tutorial at least once a month, for which you are required to make yourself available.

Whilst undertaking study at level 2 you are required to be available for at least **two tutor/student contacts via Skype**.

The first one will focus on testing your Skype link and to iron out any problems (this will be at the beginning of the course)

The second Skype contact will contain your directly observed assessment which will be negotiated with your tutor.

As with GCSE's, if you miss your assessment then you cannot be awarded the credits for the subject. If you are unable to take the directly observed assessment on the original date negotiated between you and your tutor then you must fill in an extenuating circumstances form and provide the evidence required. If you were not available for your directly observed assessment and are unable to provide an evidence of extenuating circumstances you will incur an extra fee of £25 VAT inclusive. This will be payable before you can be offered another Tutor observed assessment date.

If you are taking GCSE equivalence the system is exactly the same except the above will apply to **each** separate subject you undertake.

### Level 3 Courses

We feel that as level 3 expects more independent study, and the time you have stated studying at level 3 most students are used to how studying with the DLC works, we have therefore put into place the option of longer and more in depth tutorials Which will take place for approximately 30 minutes once every 4 weeks. You will also be required to complete via Skype, 'Tutor Observed Assessments' throughout your course as you did at level 2. The same rules apply as they did in your level 2 courses.

These are:

As with A levels, if you miss your assessment then you cannot be awarded the credits for the subject. If you are unable to take the directly observed assessment on the original date negotiated between you and your tutor then you must fill in an extenuating circumstances form and provide the evidence required. If you were not available for your directly observed assessment and are unable to provide an evidence of extenuating circumstances you will incur an extra fee of £25 VAT inclusive. This will be payable before you can be offered another Tutor observed assessment date



At level 3 the tutor observed assessments using Skype will be in the following subjects:

1. Biology
2. Psychology
3. Social Work
4. Education
5. Research
6. Health Studies

If you are not studying a particular subject you will not take an observed assessment in it.

### **What does this mean to me?**

This means that rather than getting the weekly phone call, you would request in writing a tutorial phone call where you can discuss the topic/ study skills/assessments etc in more detail. Obviously email contact is still very much an important part of your relationship with your tutor and you're encouraged to use this as asking specific questions by email will ensure detailed responses.\*

Students at Level 3 therefore have the option of weekly telephone calls, but it is advised that specific calls/tutorials by telephone on a monthly basis are far more beneficial, and actively encourages the independent studying that students should be working to achieve as required at Level 3. Your tutor will contact you before your tutorial via e-mail to remind you of your tutorial and will also advise you of the topics s/he will want to discuss with you. You can of course include in your tutorial anything you may wish to discuss.

As you can see, this is very much an 'opt in' facility. If you are passed on to further subject specialist tutor they will phone you in the first week of your new studies, when they will ask you if you want weekly phone calls or more specific tutorials. Your choice can of course be changed at any point - don't feel that because you made the decision now, you can't change your mind later on.

\* Emails are answered within 24hrs Monday-Friday not including statutory holidays or Centre closures.