



DistanceLearningCentre.com Ltd

Learner Contact Policy

This policy also forms part of the DistanceLearningCentre.com Ltd learner entitlement policy.

Studying Level 2 Units

- Learners studying at level 2 are entitled to a telephone call/virtual meeting from their tutor once a week (on average 10 minutes).
- Learners will be provided with a selection of time slots and need to confirm with their tutor which time slot is the most suitable.
- It is important that learners choose a time when they are sure that they will be available to talk to their tutor.
- Prior to the telephone call/virtual meeting with their tutor learners should review their progress to date in their studies in relation to their Individual Learning Plan (ILP).
- At the start of a course/programme or pathway of study the learner will be contacted by a telephone call/virtual meeting every week until he/she has submitted, passed and received tutor feedback for their first assessment.
- At this point, the tutor will send a personal email to the learner (which requires a prompt response from the learner), enquiring from the learner as to whether he/she would prefer to continue with weekly telephone call/virtual meeting contact or would prefer a telephone call/virtual meeting once fortnightly, monthly or contact by email only.*
- Even if a learner requests to be mainly contacted by email the tutor will still need to speak to the learner on a telephone call/virtual meeting to review his/her progress through a tutorial at least once a month, for which the learner is required to make him/herself available.
- If a learner is studying Progression Awards in English, he/she will also be required to undertake a Tutor Observed Assessment via a virtual meeting. As with traditional GCSEs, if the learner misses the assessment, then he/she cannot be awarded the credits for the subject.**
- All learners must have weekly personalised contact.
- All learners will be provided with their tutor's company mobile phone number and can contact their tutor using WhatsApp and text messaging facilities.

Studying Level 3 Units

- When a learner moves to a new specialist subject tutor, the new tutor will contact the learner by telephone call/virtual meeting within a few days of receiving the learner to introduce themselves and the subject area, as well as reviewing the learner's progress on the course/programme or pathway of study.
- As level 3 expects more independent study and most learners are by now used to the DistanceLearningCentre.com method of studying, the DistanceLearningCentre.com can operate a system of longer and more in-depth tutorials which can take place for approximately 30 minutes once a month.
- Learners will also be required to complete Tutor Observed Assessments i.e., exams via a virtual meeting for some units. These exams are part of a unit and contribute to the overall grade for the unit. If a learner misses an exam, then the learner cannot be awarded the overall grade and hence credits for the unit.**
- These exams will normally apply to 2 specialist subject areas the learner has studied.
- The learner will be informed of the units he/she will be examined on by the tutor.
- The examined units will depend on the learner's programme of study.
- A learner will never be required to take an exam in a subject he/she has not studied.
- All learners must have weekly personalised contact.
- All learners will be provided with their tutor's company mobile phone number and can contact their tutor using WhatsApp and text messaging facilities.

What does all this mean for DistanceLearningCentre.com learners?

- It means that rather than receiving a weekly telephone call/virtual meeting, a learner can request, in writing, a less regular but a more in-depth 'tutorial' telephone call/virtual meeting where he/she can discuss with his/her tutor the topic/study skills/assessments etc. in more detail.
- Email contact is still very much an important part of the learner's communication with his/her tutor and learners are encouraged to use this as asking specific questions by email will ensure detailed responses from the tutor.*
- All learners will also be provided with their tutor's company mobile phone number and can also contact their tutor using WhatsApp and text messaging facilities.
- **The choice in the method and frequency of tutor contact is the learner's** based on what best suits the individual needs of the learner.
- At level 3 the learner will still have the option of weekly telephone call/virtual meeting but it is advised that specific calls/tutorials by telephone call/virtual meeting on a monthly basis are more beneficial, and will actively encourage the independent study that the learner should be working to achieve in preparation for Higher Education.
- The tutor will contact the learner before his/her virtual meeting (tutorial) via email to remind him/her of the time, and will also advise the learner of the topics the tutor would like to discuss.
- The learner can, and is encouraged to do so, include in the virtual meeting (tutorial) anything he/she may wish to discuss.
- If the learner is passed on to further subject specialist tutors, the next tutor will also contact the learner via a telephone call/virtual meeting within the first week of their studies with the new tutor, where the tutor will again enquire from the learner if he/she would prefer a weekly telephone call/virtual meeting or more specific tutorials.
- The learner is free to change their choice of contact with their tutor at any point during his/her studies.

When your regular tutor is on leave or on sick leave

- DistanceLearningCentre.com tutors are entitled to annual leave outside of the Centre's closures or may, on occasions, be off on sick leave.
- In such cases learners will always be provided with an alternative tutor, who learners can contact by email, who will provide on-going support during the regular tutor's absence but the learner's assessments will be marked by the regular tutor on his/her return to work.
- In such cases where the regular tutor is absent for a period of time longer than 2 weeks, the learner will be allocated to another tutor.

DistanceLearningCentre.com Closures

- DistanceLearningCentre.com is closed for 3 weeks each year, along with adjoining statutory holidays, 1 week at Easter and 2 weeks at Christmas.
- During these periods of closure DistanceLearningCentre.com tutors will not be available for contact from their learners by telephone call/virtual meeting, WhatsApp, text messages or respond to emails.
- However, learners can continue with their studies during these periods of closure and these closure times **are** included in the maximum permitted study days for the learner's course/programme and pathway where this time restriction applies.

Notes

* Emails are answered within a maximum 24hrs Monday-Friday except during weekends and DistanceLearningCentre.com closures.

** If a learner is unable to undertake the directly observed assessment/exam on the original date negotiated between the learner and the tutor then the learner must complete an Extenuating Circumstances Form and provide the relevant evidence required.

If the learner was unable to undertake the directly observed assessment/exam and is unable to provide any evidence of extenuating circumstances then the learner will incur an extra fee of £20 VAT inclusive. This will be payable before the learner can be offered another tutor observed assessment/exam date.

DistanceLearningCentre.com Ltd: Dates reviewed: 05/10/12; 27/01/14; 18/12/15; 15/08/17; 31/08/18; 30/01/19; 06/07/21;22/0721