



**BRENTWOOD**  
OPEN LEARNING COLLEGE

**Brentwood Open Learning College**

# **Study Guide**

**2017**





# Welcome to your Distance Learning Course.

## Studying With BOLC

Studying with the Brentwood Open Learning College means that you can study alongside your work or other family commitments. Our distance learning courses give you an opportunity for fully supported study; you are assigned your own personal tutor at the time of enrolment and you will have a direct link with your personal tutor via email.

Many people who have been out of education for quite a while feel uncomfortable within a traditional classroom environment. Some people simply cannot continue their studies because of work or other family commitments, while others may want to boost their skills for career opportunities. Brentwood Open Learning College helps to eliminate all these barriers. Our courses are run on a flexible basis: you decide when you are going to study and when to submit your assignments.

We are very proud of helping unlock the potential of students who otherwise might not have found such an opportunity to pursue their studies due to family or work commitments, geographical location, social or cultural circumstances, disability or a simple lack of confidence.

## How Studying Works at BOLC

One of the main reasons for BOLC's success is its **uniquely individual, friendly and supportive service**. We believe in quality; from our course materials to our tutor support and from our customer service to our administration sector, students will find a fully committed team of professionals to deal with. We aim to respond to 90% of emails within 24 hours. Learning Materials and Assessments are provided in easily accessible formats which can be viewed online or printed.

## Personal Tutor

When you enrol with Brentwood Open Learning College for an online / distance learning course, you will be allocated your personal tutor. The tutor will contact you and give you access to the BOLC Learning Management System. Your tutor's help and support will be available throughout your studies with the college. He/she will assess your work and will provide you with regular feedback on your progress.

## Access to BOLC Learning Management System & Student Forum

Using your unique student ID and password you will be able to log into our Learning Management system, where you find your study material to download and the latest news and updates about your course. You will also be able to join the online student forum where you can:

- Take part in discussions
- Collaborate with your course mates
- Discuss with your fellow students the areas of modules you are unsure about



## Course Materials

All the study material will be provided to you from the College. You will not be required to buy any textbooks. However, we encourage our students to seek additional information to further their knowledge. The course materials are written by subject specialists in easy-to-understand language specially designed for home study. At the end of each course unit you will have to complete an assessment which you will submit online to your tutor for marking.

## Useful Links and Supporting Materials

BOLC provides a range of services to support the learning. For further information on the related topics, useful links are provided. These include web links for journals, articles, white papers and research updates. Course-related supporting material is also available to help students enhance their knowledge.

## Assessment of the Course

On completion of each assessment you **MUST** submit it online to your tutor with your signed assignment cover sheet. When a student submits an assignment, it is marked in accordance with the set assessment criteria at BOLC.

There are set Learning Objectives for each unit. You **MUST** pass all Learning Objectives in order to progress. If your work does not meet the **PASS** criteria (40% Marks), the tutor will indicate what you need to include in order to satisfy the Learning Objectives. At this point you will have to resubmit your work to achieve a pass.

Once the work has been graded you cannot resubmit it with the aim of achieving the higher grades.

## How the Assessments are Graded

Grades are important both for giving feedback to you about your performance and for deciding whether your work has **Met the Learning Objectives** of the unit or not.

**Unit results are graded as:**

<b>Resubmit</b>	<b>Pass</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
0-39%	40-59%	60-69%	70-89%	90+ %



# Preparing Assignments

## Preparation

Check that you know all of the following about the assignment:

- What the assignment requires you to do
- What the question means
- How long the answer should be
- How and where to submit the assignment
- How the work will be assessed

## Completing an Assignment

Before you send the assignment, make sure you have done the following:

All pages of your assignment must have the following information in the top right-hand corner: your full name, your student number, your assignment number, the page number.

- All assignments must be completed in Microsoft word format ONLY.
- All assignments should use Ariel font ONLY.
- All assignments should be in 12- font size.
- All assignment pages should be fully justified with margins on both sides and 1.5 line spacing.

## Using the Cover Sheet

Use the cover sheet as the first page of your assignment and make sure that you enter all the required information on it, i.e.:

- Your full name
- Your student number
- Your assignment number
- Your course title

Any assignments received without a cover sheet will be rejected. Print your name for your signatures. Assignments must reach us in Word format only. PDF and any other formats are not acceptable.

Please ensure that you number each question exactly as shown on the question paper (i.e. 1.3 or 1.4 etc).

## Marking Criteria:

We expect learners to write a minimum of one well expressed point in three lines against each allocated mark. This means that you will need to write 15 lines with five well expressed points to obtain high grades for a 5-mark question.

To achieve high grades, use examples and illustrations where appropriate.



# Understanding the Questions

- Analyse:** This requires you to look for the main ideas and show why these ideas are important and how they are related.
- Compare:** This requires you to explain, giving all the similarities and differences.
- Define:** This usually requires you to give a memorised definition.
- Describe:** This requires you to write a detailed account in a well organized form. This means a detailed answer.
- Discuss:** This requires you to give all the details explaining the arguments for and against.
- Diagram:** This is about making graphs, charts or drawings. If any of these is used in support of your answer, please label the diagram used and add a brief explanation of this.
- Explain:** This requires you to give a detailed explanation of the idea, supported by examples.
- Evaluate:** This requires you to give your opinion or to support your answer with reference to experts' opinions. You are also required to outline any advantages or disadvantages.
- Illustrate:** This requires you to explain using examples, comparisons or analogies.
- Interpret:** This requires you to use examples and personal comments in your writing.
- Justify:** This requires you to provide a statement of how you think about the subject. You are also required to give reasons to support your statement or conclusion.
- Outline:** This requires you to give a summary of the series of main ideas supported by secondary ideas. The ideas should be well organised. Do not include minor details.
- State:** This requires you to describe the main points precisely.
- Summarise:** This requires you to give your account of the main ideas in clear but precise wording.

## When to Submit the Assignment

There are no fixed dates for submitting the assignments but we suggest that:

If your course has ten assignments, you should submit a minimum of one assignment every five weeks. Students set a timetable for themselves and work accordingly.

## How to Upload Assignments

Once you have enrolled you will be sent log-in details for the LMS (Learning Management System).

The URL for the system is: [www.bolconline.co.uk](http://www.bolconline.co.uk)

Your user name and password will be sent to you in a welcome email.

Once you have logged in to the system you will be able to download the study material (course units) and assignment questions. You will also be required to download a cover sheet from the support materials available on the same system. Once your assignment has been completed, you will insert the written assignment in the cover sheet and type your name for signatures and date. This document should be written in a Word file as assignments are only accepted in Word format.

You will receive a user guide for uploading the assignments via email. Follow the guide and upload your completed assignments. You will then be able to download your next unit and assignment and start working on it without having to wait for the feedback for the previous assignment.

Feedback for the assignment will be available on the portal ([www.bolconline.co.uk](http://www.bolconline.co.uk)) for downloading within ten working days of the assignment's submission.



# Essentials for Submitting Assignments

You must keep a backup copy of your assignment as a precaution against any mishap caused by a loss of your original assignment.

Before you finally submit your assignment please ensure that you:

- have carefully studied the brief for the assignment
- have thoroughly read the instructions for completing and submitting assignments
- have followed the instructions in the study guide.

If you have any problems understanding the requirements of an assignment, don't hesitate to contact your tutor. This will save your time as well as your tutor's.

After your assignment has been successfully uploaded you will be assigned the next unit and assignment within 48 working hours. This automatically confirms that your assignment has reached your tutor.

**Please note: There will be no separate emails from the tutor confirming the receipt of assignments.**

Your tutor will help you with any queries directly related to your assignments and tutorial work but for other matters you should contact the College administration or student advice services.

Once you have completed all your course assignments, they will be sent by your tutor for moderation by the accreditation board. This process can take up to six weeks. Please note that BOLC cannot speed up this process of issuing the certificate as this is beyond our control and down to the awarding body.

## Important Note on Plagiarism

### What is plagiarism?

Plagiarism is copying or imitating the language, ideas or writings of someone else, passing them on as your own.

At Brentwood Open Learning College we consider plagiarism a serious offence. All the work that you submit **MUST** be your own. However, we encourage our students to seek additional information to further their knowledge. Students are permitted to directly quote other authors but the quotes must be acknowledged.



# Students' Rights & Responsibilities:

## Your Academic Programme:

Your tutor is required to

- respond promptly to all correspondence;
- advise on all module specific questions.

As a Student you are required to:

- check your email account regularly (several times a week);
- log into and engage with the BOLC LMS and module pages at least twice a week;
- take responsibility for maintaining your College accounts, specifically resetting passwords when prompted and updating personal details.
- Respond promptly to all correspondence from the College – email, phone calls or hard copies

## Standards of Academic Conduct:

Study by distance learning is heavily reliant on autonomous learning.

It is the College's responsibility

- to provide all necessary learning materials and programme documentation.

As a student it is your responsibility

- to read carefully, absorb and understand all learning materials and support documentation.

## Assessment

The College aims

- to provide constructive feedback and guidance on all assignments, and to provide feedback where possible within ten working days.

As a student you are required to;

- submit assignments in a timely manner and take responsibility for ensuring work is correctly labelled along with the assignment cover sheet;
- read and understand the penalties for plagiarism.



# Registration

Your final result/ certification may be delayed or cancelled if there are any monies or items owing to the College.

- You are responsible for paying fees in a timely manner according to the given deadlines.
- Students withdrawing from their studies remain responsible for any outstanding fees.

## Rules for Using Online Discussion Forum

- General Behaviour – It is each student's responsibility to be tolerant, caring and respectful of others' opinions.
- The student must not transmit to the Discussion Forum any message/post that is unlawful, illegal, fraudulent, offensive, threatening, abusive, harassing, tortuous, indecent, obscene, defamatory, invasive of another's privacy, or discriminatory, be it racially, ethnically, sexually, religiously or otherwise.
- Use of Language - students must not post or access messages containing language that is in any way unlawful, threatening or offensive. This includes the use of swear-words, bad language and offensive nicknames.

## We reserve the right to:

- access and monitor the use of Discussion Forums and any messages posted on them;
- take whatever other steps we consider necessary to protect our Discussion Forum Users/ Students.

## Study Tips for Distance Learners

Success in a distance learning environment requires a self-directed and well organised person who is comfortable with technology. Distance learning has certain challenges. Students are not given specific dates for completing and submitting the assignments; hence, it is very easy for them to become distracted. Therefore, many distance learners agree that the most difficult part of studying online is staying motivated. Don't let this happen to you – plan ways of motivating yourself before you're tempted to stray from your course materials. Follow these tips:



## 1) Discuss what you learn.

Find someone (a friend or relative who has similar interests or who would enjoy hearing about your studies) and let them know how much of the course you have covered and what you have learnt. You'll understand the material better when you have a chance to explain it out loud and will be motivated to stay on task in order to keep up with the conversation.

## 2) Keep in touch with your course mates

Undoubtedly, it can be hard to connect with people in a virtual environment, but making an effort to actually get to know your classmates can be rewarding. If you find students from your area, consider a physical study group at a library. If not, try to create an online support group of peers. They'll appreciate having someone to keep them on track in their work and you'll reap the benefits of being accountable as well.

## 3) Chart your progress

Design your own map of topics covered and paste it somewhere that is visible daily. There's a certain satisfaction that comes with watching your goals being accomplished. When times get hard, you can always turn to your chart and see how much you have covered.

## 4) Reward yourself

Be proud of your accomplishments! Reward yourself for doing well in your coursework. Whether it is a night on the town, a new dress, or dining out, setting up a reward system just may be the extra push you need to succeed. If you stick with your system, you may find yourself pleasantly surprised.

## 5) Take time for fun

If you're spending all your time working, studying and looking after the kids, you'll probably suffer in all areas. Everyone needs some 'down' time to regroup. Therefore, set aside a little time every week for a favourite activity. You'll be more productive when you return to your work.



## 6) Where to study

Finding correct and suitable circumstances for studying is important. Some students need absolute silence while others can't seem to concentrate without noise in the background. No matter what your preference is, a well-lit place that is free from distractions is recommended. Distractions prevent students from acquiring necessary knowledge. A Study Spot is a special place you put together just for completing the work you need to get done. Instead of working on the bed, near the television, or just about anywhere in the chaos of home life, you can create a place that is best suited to actually doing your work and doing it well. Most people set a few ground rules for their Study Spots to ensure that they won't be faced with the normal distractions while they are busy. The first step to Study Spot success is organising the place that will be home to your studies. Walk around your home at its busiest hour (if you have family or roommates living with you, this hour will probably be when everyone gets back from school or work). Find the place that is the quietest in the whole house. It may be in the corner of your bedroom, or you may have a den or a small room that isn't being used. Whatever place you choose, make sure it is large enough that you won't feel cramped and check to see that the temperature can always be kept at a comfortable level. As soon as you find your place, begin organising the materials you will need and setting up your Study Spot. Completing the following steps will leave you with a well-organised, work-ready area you can call your own:

- Get a traditional desk with drawers
- Get a good chair
- Organise your supplies

Put books, pens, pencils, eraser, and everything else you need in the drawers of your desk. If you study online, make sure that you have all the necessary software and passwords available. If you study by post, make sure you have the required stamps and addresses at your desk. Add your special touch. Personalise your Study Spot and make it your own. If you're an art fan, put your favourite paintings on the wall. If you like to study with background music, bring in your CD player and a bunch of your favourite CDs. If you like to munch while you work, put a box of your favourite snacks by your workspace. Some people like to hang up inspirational posters or magazine clippings of people who are in the profession they are seeking to join. Add anything that will help make your Study Spot feel like home and keep you focused.

## Study Spot rules

Once you've created a Study Spot, set a few ground rules for yourself and anyone else with whom you live. Rules can help avoid distractions and keep you focused. Start with just a few that will be easy to follow and add more as you become more disciplined in your work. Some examples of rules that people have found useful are as follows:

- Work time is between the hours of 6 and 11 p.m. I won't plan anything else during that time.
- The ringer on the phone is always turned off while I'm working.
- When I put a sign on the door, family members and friends should know that I'm working and am not to be disturbed.
- I will take one big break in the middle of my work rather than lots of small breaks throughout the study time.

Study Spot rules are very personal and are meant to help you work in the way that's best for you. When you decide on the rules that will help you study, talk to the people with whom you live and explain what you need them to do to help you.



## 7) Scheduling / time management

Time management may be the most overlooked aspect of distance learning. Usually, there are no set times for lessons; therefore, it is up to the student to set aside time for studying. This should include a regularly scheduled time when you are mentally prepared and can devote the required amount of time to the lesson and the work without being disturbed. Being flexible may lead to too many missed study opportunities. If this is the case, a revision of your schedule is necessary. First determine what time of day you think you will be most focused on your studies. Make sure you are not too tired to focus on your studies. Take adequate rest before you start studying.

Do you concentrate best after a cup of coffee or after lunch? Is it after lunch on Monday when your partner is at the gym? Are the kids at school in the mornings? Once you have settled on a time of day, reserve a designated time slot to dedicate to your course. Stay committed to that reserved time and treat it like an appointment that can't be missed.

Develop good study habits. Set aside a significant amount of time each week for your studies. You should be planning to spend between five and seven hours a week on your course, if you are in full-time employment and have other family commitments.

## 8) Learn how you learn

Are you a night owl or an early bird? Do you prefer discussion groups, reading alone or writing a report? Distance learning should be adaptable to your learning style. The more aware you are of your strengths, the more easily you will be able to adapt and maximise the course to your needs.

## 9) Read the syllabus carefully

Read the syllabus and other course materials carefully to understand the requirements and procedures for submitting assignments and performing other learning activities.

## 10) Ask questions

Keep in touch with your tutor. If you don't understand something, ASK your tutor. Online chat rooms give students a forum in which to meet other students taking the same course and ask questions or discuss assignments. In all likelihood, another student taking the course has had or will have the same question. If you need an immediate answer, do your best to find the answer yourself.

## 11) Keep up-to-date with the course

Frequently check in with staff, schedules, postings, messages, discussions, websites and other students. Be aware of changing course information etc. Check your emails at least once a day.



## **12) Get to know the website**

Log on frequently. Familiarity with the website will allow you to find what you need as quickly as possible.

## **13) Maintain classroom etiquette**

Conduct yourself as you would in any classroom, even if you're perched on the breakfast bar. Maintain professionalism through online conferences, discussion groups, etc. Speak and act as you would face to face.

## **14) Prepare and submit assignments with care**

- Before you submit your assignments, please take care and read all the questions. Do not rush your answers, and present your work in a clean, tidy and precise manner.
- Work with the discipline and self-motivation to complete assignments.
- Demonstrate good communication skills. Nearly all communication is written; hence, it is vital that you are comfortable expressing yourself in writing.
- Take your time; rushing through the course just to get a certification is not the way to proceed.

## **Provision of a Quality Programme of Study**

Brentwood Open Learning College aims to provide a quality service that promotes equal access for all groups of students throughout their contact with the College. Students can therefore expect a high quality of service both from their tutors and from the administration staff at BOLC. BOLC in return expects all students to abide by the College rules and regulations.

Please see the policies below on how to access these procedures and related policies of interest.



# Equal Opportunities and Diversity Policy

## Policy Purpose

The purpose of this policy at Brentwood Open Learning College is to:

- Develop and implement policies that positively promote equal opportunity and diversity for learners, staff and the wider community.
- Ensure equality of access to all potential learners.
- Ensure that all the learners enjoy equal access and that diversity is reflected in terms of curriculum, assessment, support services and resources.
- Promote good relations and celebrate diversity in our learner and staff groups, ensuring that harassment and discrimination are not tolerated under any circumstances.
- Ensure that effective systems for the monitoring and evaluation of equal opportunities and diversity practices are in place.
- Work towards developing a staff team that reflects and complements our communities and learners.
- Ensure that all members of the staff understand the significance of equality of opportunity and diversity, and that they know how to implement it in their work.
- Comply with all current equality legislations in employment and services delivery.



# Policy Implementation

## **1. Develop and implement policies that positively promote equal opportunity for learners and staff.**

- Bring forward policies on race, gender, age, disability, religion or belief and sexual orientation issues that actively promote equal opportunity and good relations, and subject them to regular review.
- College plans and operating statements must deliver the equal opportunity and diversity policy goals.

## **2. Ensure equality of access to all potential learners by:**

- Providing written entry criteria and procedures which are free from any form of discriminatory practice.
- Providing impartial guidance for all applicants to ensure their placement on appropriate courses which offer success and progression.
- Ensuring that all course information promotes equality of opportunity and diversity and is free from explicit or implicit discrimination.

## **3. Ensure that learners enjoy equal access and that diversity is reflected in terms of curriculum, assessment, support services and resources by:**

- Ensuring that curriculum delivery is underpinned by access to language and learning support where required.
- Ensuring that the range and level of the college curriculum meets and reflects the diversity of our learners and community.
- Ensuring diversity, gender, age, race, religion or belief, sexual orientation and disability are recognised in curriculum development and that teaching staff identify opportunities in all areas in which they work to adopt the best approach to promoting diversity, good race relations, opposition to racism, sexism, ageism and prejudice against a person's sexual orientation or religion or belief in terms of course contents and overall organisational management.
- Ensuring that all teaching and learning materials actively promote diversity, tolerance and equal opportunity, are not racist, sexist, ageist or prejudiced on the grounds of sexual orientation on religion/belief and diverse images.
- Ensuring through monitoring that all candidates for vacancies have access to fair and reliable assessment and constructive feedback.
- Ensuring that all learners have equal access to the full range of support services within the college.

## **4. Promote good relations and celebrate diversity in our learner and staff groups, ensuring that harassment and discrimination are not tolerated under any circumstances.**

- Ensuring that the College takes regular opportunities to celebrate the diversity of our learners and staff groups in publications, events and specific occasions, e.g. cultural celebrations (e.g. Ramadan, Divali, Eid).
- Ensuring that the College develops and implements a set of policies, programmes and activities that work to promote good relations in our learners and staff groups.
- Ensuring that any advice includes references to the College's student complaints procedure and the staff Grievances and Disciplinary Procedure.
- Ensuring that all staff and learners are made aware that any harassment on College premises (including racial and sexual harassment, and harassment on the grounds of religion, sexuality or disability) may amount to a criminal offence under the Public Order Act 1986.



**5. Ensure that effective systems for the monitoring and evaluation of equal opportunities and diversity are in place.**

- Collecting and reviewing data on student applications, enrolment, retention and achievement in terms of ethnicity, gender and disability and monitoring religion or belief, with a view to comparing trends and taking action to improve any imbalance identified.
- Monitoring staff recruitment and selection (including promotion) to help address any disparities.
- Monitoring the take-up of the staff training and development opportunities.
- Monitoring student progression.

**6. Work towards developing a staff team that reflects and complements our communities and learners by:**

- Having a recruitment policy that positively supports equality of opportunity and diversity.
- Mentoring and supporting senior managers with appropriate policy advice on the take-up of the staff training by gender, age, religion/belief and ethnicity.
- Monitoring the composition of the College staff with regard to gender, religion or belief, disability and ethnicity at all levels, setting targets that will improve representation.

**7. Ensure that all members of staff understand the significance of equality and diversity and know how to implement it in their work by:**

- Ensuring that all newly appointed staff (full- and part-time) attend an induction programme within the first term of the service. The programme should underline the College's commitment to equal opportunity and diversity.

**8. Comply with all current equalities legislation in employment and services delivery by:**

- Ensuring that the college complies with all appropriate sections of:
  1. The Sex Discrimination Act, 1975
  2. The Disabilities Discrimination Act, 1995
  3. The Special Education Needs and Disability Act, 2001
  4. The Human Rights Act, 1998
  5. The Race Relations Amendment Act, 2001
  6. The Employment Equality (sexual orientation) Regulations
  7. The Employment Equality (religion or belief) Regulations, 2003



# Complaints Procedure

## Introduction

Brentwood Open Learning College believes in providing services of the highest quality. Its aim is to provide a supportive environment to the learners and to be responsive to complaints or concerns from any source. We regard feedback, both negative and positive, as a valuable resource to help us improve the quality of our services and provision. The College has designed a Complaints Procedure to enable anyone interacting with the College to bring matters of concern about their experiences of our services and provision to our attention and to enable investigation of those concerns to reach satisfactory conclusions. This procedure provides us with welcome feedback to help us improve our services further and to resolve any particular problems experienced by the complainant.

## What is a Complaint?

The Complaints Procedure covers any expression of dissatisfaction about:

1. action or lack of action by the College or staff
2. standards of service, courses or facilities provided by the College;
3. provisions of the College affecting students, customers, partners or stakeholders

The Complaints Procedure does not cover the following:

1. matters related to academic performance
2. requests for new or different services or provision
3. matters covered by separate policies or procedures, including:
  - Academic Appeals
  - Disciplinary-related issues
  - Equal Opportunities

The Complaints Procedure is for the use of students, prospective students and those people directly affected by the activities of the College.

## Guidelines for Making and Handling Complaints

All complaints will be taken seriously; in line with equal opportunities policy, they will all be treated equally. Any complaint made more than three months after the incident or action that is the subject of the complaint will not be investigated.

1. With all complaints, due consideration will be given to confidentiality for all concerned.
2. Complaints will normally be made by the complainants themselves and not by others on their behalf. However, vulnerable adults and those students who would have difficulty in making a complaint on their own behalf are entitled to assistance according to their requirements.



# How to Complain

This procedure outlines a number of simple routines to be followed by any student or user depending on the seriousness of the complaint. Informal resolution is encouraged at every stage of the process. Use of the formal complaints procedure should only be taken up as a last resort.

## Informal Stage

### Stage 1

Complaints of a minor nature should be raised immediately with the member of staff responsible with the aim of resolving the problem directly and informally. It is anticipated that a large number of complaints will be resolved in this way. A complainant who is also a student can approach his/her course Tutor first in this regard. Users of the College who are not students may approach the member of staff by:

- a telephone conversation with the appropriate person
- an email or letter to the appropriate person

Informal complaints should normally be responded to within seven days of receipt of the complaint. Records of such complaints will not normally be retained or recorded centrally unless the member of staff dealing with them wishes to do so.

If the problem has not been satisfactorily resolved at this stage, the complainant can use stage 2 of the procedure underlined below.



# Formal Stage

## Stage 2

The College is also aware that there may be occasions on which, for whatever reason, a complainant feels that it is impossible to raise an issue directly with the member of staff concerned. In any of these circumstances, the College's formal complaints procedure should be used.

The complainant can write to the Quality Manager by post. The complaint should be specific and comprehensively documented; it should include the complainant's name, address, relevant documentation and dates, and it should be witnessed as appropriate.

The complaint will be referred to the appropriate person, who will carry out an investigation and report the findings in writing within 20 working days of its receipt. At this stage, the majority of complaints will be resolved with no further action required. However, if the complainant is not satisfied with the response received as a result of stage 2, the complaint may be taken to stage 3 of the procedure.

## Stage 3

If the complaint has still not been satisfactorily resolved after stage 2 of the Procedure, the complainant can write directly to the Programme Director. Normally, the complainant will receive a full response within 14 working days.

## Stage 4

If, despite the best efforts of the Quality Manager and the Programme Director, the complainant still remains concerned, he/ she can approach the C.E.O; however, the complainant must have followed stages 1-3 before doing so.



# Learning from Complaints

In order that the College might learn and improve as a result of complaints, the Quality Directorate will keep accurate and complete records of all complaints received and the resulting correspondence, interviews and actions. A report on the complaints received and their outcomes will be submitted to the Directors at least once per academic year.

## Terms & Conditions

Below are the terms and conditions on which we supply our products, services, courses and course materials to you. These terms and conditions apply to all the courses available on our website <http://www.bolc.co.uk>.

## Enrolment

- The College reserves the right to accept or decline any application for enrolment. Simply placing an order does not mean that your order has been accepted and you have been assigned a place on the course. The College will confirm your acceptance via email.
- Failure to complete the course shall not entitle you to withhold payment of fees or to receive any refund.
- You will not be issued your certificate until you have paid for your course in full.

## Course/ Course Materials

- We will endeavour to ensure that the materials are of satisfactory quality but we cannot guarantee that they will be error-free.
- Course materials will be available for you online on our Learning Management System and will also be sent to you via email to the email address you have given to us.
- Copyright in the course materials is owned or licensed by the Company. Copying, adaptation or other use without written permission of the company is prohibited.



## Services

- We will provide you with support and tuition for a period as set out in our promotional materials and website.
- If you pay for your course in instalments, we will register you with the awarding body on completion of your payments.
- We reserve the right to vary the awarding body we use for qualifications and will always provide an equivalent or better education.

## Payment

- If you are paying by instalments and your fee is not received by us until the end of month for which the fee is due, we will charge a £10 late-fee fine.
- If you fail to pay three monthly instalments we reserve the right to remove you from the course. In such an event you will be able to re-register for the course for a re-registration fee of £50.
- All outstanding fees must be paid before we issue you with a certificate of completion.

## Cancellation

- According to the Distance Selling Regulation 2000, you have a cooling-off period of 7 days from the receipt of your materials. This period allows you an unconditional right to cancel. You will be required to make such a request in writing to Brentwood Open Learning College Limited. Cancellations by email and telephone are not acceptable.
- You will not have the right to cancel electronic and downloadable products by giving cancellation notice. These products include online course materials which have been accessed by you and any software or CDs which have been unsealed by you or products which have been downloaded by you.

## Limitation of Liability

- Our total liability for any loss or damage caused by the use of courses, course materials or this website will not exceed the actual payment received by us from you for the course.
- We shall not be liable for any indirect loss or damage, loss of profit, loss of revenue, loss of opportunity or your liabilities to third parties arising from your use of the aforementioned materials.

## Written Communications

- As part of the Agreement, you accept that communication with us will be mainly electronic. We will contact you via email and will update you by posting notices on our website. You agree that the information we provide to you electronically complies with any legal requirement that such communications be in writing.
- All formal notices from you must be sent in written form and must reach us by recorded delivery post.



## Termination

- If you fail to pay any amount due in accordance with this Agreement, or if you breach any of the terms and conditions set out in this Agreement, or if any information provided by you proves to be false or incomplete, we shall be entitled to terminate this Agreement once the Default Notice period is served on you.
- You must observe all the College's rules applicable to the course. If you commit any breach of such rules or are guilty of any offensive behaviour, the College shall be entitled to expel you from the course, without reimbursement of the fees.

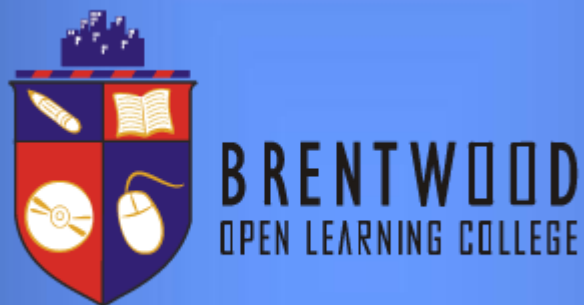
## Other Terms

- This Agreement shall be interpreted in all respects in accordance with the law of England and Wales. The parties hereby submit to the exclusive jurisdiction of the English courts for determination of any question or dispute arising in connection with this Agreement.
- We reserve the right to amend these terms and conditions from time to time. Any such changes when made will be published on the website
- Should any clause in these terms and conditions be held to be unenforceable or invalid, it will be deemed to have been deleted but the remaining terms and conditions will continue in force.

**We are glad that you have taken a distance learning course with BOLC and we hope you enjoy it.**

**GOOD LUCK**





**Contact us**

**Brentwood Open Learning College**  
**3 Oswin Road, Brailsford Industrial Estate**  
**Braunstone Leicester LE3 1HR**  
**Ph: 029 2002 2629**  
**Email: [info@bolc.co.uk](mailto:info@bolc.co.uk)**  
**[www.bolc.co.uk](http://www.bolc.co.uk)**