



Distance Learning Handbook

NCG Online



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Distance Learning at NCG Online

The information provided in this handbook should you with access to all the help you need. If there is something we have missed, please do get in touch.



Learner Services

Need to get in touch? Our Distance Learning Team can help you with your enquiry. They are available between the hours of 8.45am-5pm Monday to Thursday and 8.45am-4.30pm Friday. We are looking to expand these times soon so keep an eye out on our website for any changes. Our team of trained and friendly staff are always available to help, listen or refer for advice and guidance.

We can offer specialist advice on:

- Studying and claiming benefits
- Additional benefits
- Grants, Bursaries and Awards
- Careers
- Finance issues
- Course choices
- Personal counselling
- Health issues
- Higher education
- Progression
- Childcare
- Transport
- 19+ Learning Loans
- Work Experience/Volunteering
- Job Search
- Health and Wellbeing

If we are unable to help directly we have a network of contacts that we can signpost you to. Our staff work to the recognised codes of ethics, quality marks and are Matrix accredited. Whatever your enquiry, we will do our best to make your time with us both happy and successful. For more details on any of the above please call **01695 52443**.

Career Progression Advice and Guidance

We are committed to your personal welfare and development, and as part of this we have a dedicated Careers Advisors who can offer advice and guidance to help support you to make realistic choices about your education, training and work. You are welcome to use the career resources which offer access to:

- Online or telephone Careers advice
- Support with creating your CV
- Links to Careers specific literature
- Links to Higher Education prospectuses
- Job hunting information

For more details about careers resources, please call Distance Learning Team



How the Funding Works

The course you have enrolled on is funded by the government department known as The Department for Education via a partner organisation called the Education and Skills Funding Agency (ESFA). The ESFA is responsible for distributing and managing funding for skills training through contracts with more than 1,000 colleges, private training organisations and employers in England and ensuring that the training supports economic growth. If you live in the Liverpool City Region, your course will be funded by the Liverpool City Region Combined Authority (LCRCA). Courses are FREE to many of our learners, however the cost of your course depends on your individual circumstance, further information on funding eligibility can be found in our Distance Learning course guide. If you do need to pay a fee they are payable at enrolment and we accept payment by credit or debit card.

**Please note, there is a £125 cancellation fee if a learner enrolls and fails to complete or withdraws early from the course, this is to cover administration costs.*

If your course fee is being paid by a third party (e.g employer) you should have been sent the appropriate documentation at enrolment.

Call the Distance Learning team on **01695 52443** to find out if you are eligible for assistance.



Fee Refunds

Where the college has to cancel a course, the college will credit the fee and refund any fee payment to the learner. If the learner agrees to an appropriate alternative course, then the original fee payment would be credited against the new alternative course.

Advanced Learner Loan

Advanced Learner Loans are available for learners aged 19 and over, studying a Level 3 or 4 course, Access to HE courses and Advanced and Higher-Level Apprenticeships. Learners will be able to apply for a loan to meet the upfront costs of their qualification, which will be paid directly to the college on their behalf. This is a great way to access courses that previously, for financial reasons, may have been out of your reach! You can apply for an Advanced Learner Loan via Learner Finance England.

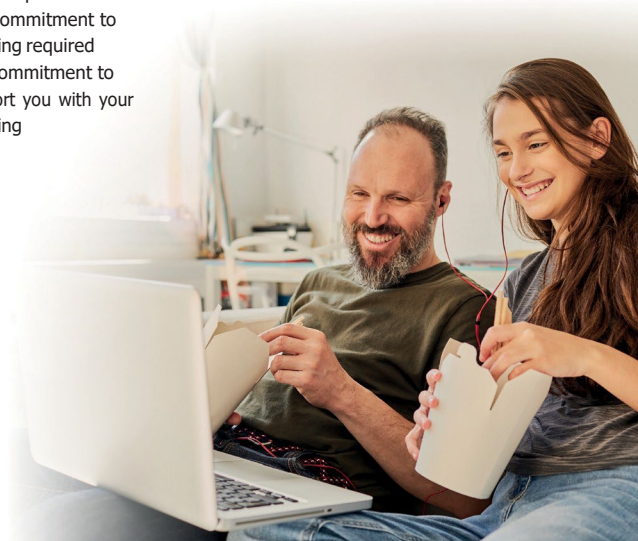


Induction

Our inductions are designed to give you the best possible start to your course. We will ask questions about your previous educational experience and ensure the course is at the right level for you. As our courses are funded or partially funded, we are required to ask you to complete an enrolment form and have an initial screening for maths and English. We also include a safeguarding multiple-choice assessment before you commence. Please complete these carefully but remember an assessment is not a test or exam and is very unlikely to result in you not being able to enrol on a course.

You will also receive details on the following:

- your course structure
- your responsibilities and any commitment to learning required
- our commitment to support you with your learning



Distance Learning Guidance Getting Started

Once you have enrolled online and completed your online induction, initial assessments and safeguarding assessment, you will be allocated a tutor and have access to the learning platform where you can start your journey. If you have indicated that you require additional support your tutor will be able to offer the advice and support you need.

Your Programme of Learning

After you have completed your initial assessments and have started learning you will need to produce work by the agreed target dates.

Your tutor will be readily available when needed and will be at hand to provide support and guidance where required. They will always produce robust written feedback on progress of assessments including any areas that you need to improve on.

An internal quality assurance representative will quality check your work to ensure it has been accurately and fairly assessed by your tutor.

The awarding organisation's external quality assurance representative will check that we are working fairly and to the specified standards, they will review your work before allowing us to award a certificate.

On completion and after internal and external quality assurance reviews, College will apply to the relevant awarding body for your certificate: it may take up to three months for you to receive your certificate. If you change your address, you must let us know by contacting learner services. If your certificate does not reach you, and a reprint is required, this could incur a cost of £25.

Guide To Assessment Questions and Learning Activities

To meet the course requirements, the key words in assessment questions must be met. Please ensure you show your knowledge by providing enough information to meet the key words. Answers that are not given in enough detail to meet these key words will result in a resubmission. To help you achieve this, you may want to follow the expectations we require using the key words we regularly use in our assessments:

Describe

In order to describe something, you must give a detailed account of it.

Define

Your answer must give the precise meaning.

Explain

You need to ensure that your answer is clear, revealing relevant facts.

Outline

Your answer should give a short general explanation outlining the essential features, not the detail. It should summarise the main points.

Give Examples

You need to list some examples to give detailed information to illustrate your point. If you refer to a source such as a book or web page, ensure you include it in your example.

Identify

Your answer should establish who or what something is.

Demonstrate

You need to provide evidence of performance

List

Your answer should give an item-by-item record of names or things that are written one below the other

Academic Appeals Procedure

In the event that you feel your work has been judged adversely, we have an academic appeals procedure and ask that you follow this carefully. Before you embark on the process and at any stage throughout, you can seek help or advice from your Tutor or a member of Learner Services. A Learner Services Representative, carer or friend may support you at any of the meetings in the stages outlined.

Step 1

If a candidate believes their appeal is based on procedural irregularity in terms of the conduct of the examination or determination of the result, they should initially speak to their subject teacher as soon as possible in person to discuss the mark/grade.

Step 2

After advice from the subject teacher, including the options available to query the mark/grade and any costs involved in doing so, the candidate must complete the Internal Appeals form and sign it confirming that they understand the consequences of an appeal; this form will be issued by the Head of Curriculum (HOC) and returned to the HOC.

Step 3

The Head of Curriculum and a designated Curriculum Manager will consider the appeal and notify the candidate in writing of the outcome of this decision. This is outlined in Section 4 of the Academic Appeals Procedure

Step 4

If the candidate rejects the decision of the Head of Curriculum at this stage, they can request an Academic Appeal Panel, but this must be undertaken in accordance with Sections 3, 4 and 7 of the Academic Appeals Procedure. The ruling of this panel will be final in all cases in terms of a college appeal.

Step 5

Awarding Organisations have their own appeals procedures which may be used if the College Appeals Procedures have been followed fully and the student still does not feel that the outcome is satisfactory. If the college does not agree to support the appeal, the fee will be paid by the candidate at the time the appeal is made. No enquiry will be processed until the correct fee is paid.

Something to Say?

Something to Say? We aim to provide a high-quality service to all learners. We take all your comments and complaints seriously. We would encourage you to make comments about your experience. The full complaints policy and procedure can be found at www.ncgrp.co.uk

Students Union

NUS Totum – gives you access to tonnes of great discounts, both online and in-store, right across the UK and is available for only £14.99. For more information visit **www.totum.com** or visit Learner Services.

We are committed to ensuring you have the very best learning experience which leads to your successful achievement of your qualification. To make sure that happens, we all have our roles to play.

You are expected to:

- Participate in an initial induction process at the start of the programme and complete an initial assessment to establish your entry status and possible support needs
- Set self-stretching targets
- Agree action plans with your tutor and work to agreed objectives and timescales.
- Make sure you are available for a month-end remote tutorial with your personal tutor if required
- Inform your tutor if you are unable to meet deadlines or of any difficulties experienced
- Take responsibility for completing all assessment units and any associated activities prior to the final submission date
- Meet the required standards of NCG Online and the awarding organisation

It is unacceptable to:

- Refuse to work or cooperate with members of NCG Online staff or to make life difficult for other learners and staff.
- Abuse members of NCG Online verbally or physically.
- Influence others to conform to your own beliefs and values.
- Behave in a manner to demean or demoralise a fellow learner or a member of staff or to act in a way that puts other people at risk.

Tutors are expected to:

- Agree realistic timescales for completion of work and complete robust feedback and action plans for you.
- Support you through the assessments, activities and requirements of the programme, including the wider use of technology, to encourage you to extend your knowledge even further by providing resources and links for additional research.
- Ensure that the programme is completed to NCG Online and awarding organisation standards.
- Ensure robust feedback takes place on a regular basis throughout the process. Provide you with feedback on how to develop your wider skills, such as spelling and grammar.
- Respond to any concerns/problems that you may have with the format.
- Make every effort to actively encourage, motivate and assist you to complete your programme.
- Submit work to be verified by the internal moderator.
- Attend tutor meetings and training development sessions.

You have the right to:

- Fair treatment and respect from fellow learners and NCG Online staff.
- Be listened to when making a complaint.
- Appeal an assessment decision.

Electronic Submission and Plagiarism Control

Plagiarism is one of the most serious forms of academic cheating and should be reflected on prior to submitting any work for assessment. Learners will be expected to submit work to tutors in electronic form. This reduces paper usage and simplifies the collection of learner assignments. It also allows the thorough checking of work for unreferenced copying, either from internet sources or from other learners (this is known as plagiarism). Such copying will be highlighted by dedicated plagiarism software and is a serious breach of academic regulations.

Plagiarism can be defined as:

- Copying the exact words of another source without using quotation marks and/or without referencing the source.
- Using the ideas of another without referencing the source.
- Copying another learner's work (current or previous) in written, word processed or electronic form.
- Using pictorial work without permission or referencing the source.

Academic dishonesty can include:

- Knowingly providing answers to another learner in written, word processed or electronic form
- Deliberate falsification of evidence/data
- Impersonation of a learner in an examination
- Fraudulent use (or purchase) of electronic materials
- Bribery
- Collusion



Key Policies you Need to Know About

Safeguarding and Prevent Policy

NCG Online recognises its responsibilities to safeguard the welfare of all people, particularly minors and/or vulnerable adults who study with WLC by protecting them from physical, sexual and emotional harm and neglect. A copy of the policy is available on the website.

All staff at NCG Online particularly tutors, are expected to be alert to the outward signs of abuse, neglect, exploitation and changes in behaviour and take the appropriate action when necessary.

NCG Online must also abide by the Prevent strategy, published by the government in 2011 and part of the overall counter-terrorism strategy. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people from becoming terrorists or supporting terrorism – this has simply been expressed as ‘preventing people from being drawn into terrorism’. It is our role to keep you safe and all staff are trained to look for signs of radicalisation and extremist behaviour.

Extremism is a vocal or active opposition to fundamental societal values, including democracy, the rule of law, individual liberty, mutual respect and tolerance of different faiths and beliefs.

Radicalisation is a process in which individuals or groups come to adopt increasingly extreme political, social or religious ideals that reject the status quo.

Terrorism is the unofficial or unauthorised use of violence or intimidation in the pursuit of political, social or religious goals. If you are aware of any learner who is being influenced by another or you are feeling vulnerable yourself, it is important you report this to one of our Designated Safeguarding and Prevent Leads. [The contact details for Safeguarding are DistanceLearningSafeguarding@ncgrp.co.uk](mailto:DistanceLearningSafeguarding@ncgrp.co.uk) or Telephone

Data Protection Policy

All staff and learners must conform to the provisions of the General Data Protection Regulation (GDPR) and this is reflected in our Data Protection Policy. GDPR controls how your personal information is used by organisations. Everyone responsible for using data has to follow strict rules called ‘Data Protection Principles’ and use it fairly and lawfully. NCG Online staff are fully aware that learner information is covered by data protection laws and therefore must only be entered, amended and deleted by designated staff. A copy of the policy is available on request from Learner Services.

Equality and Diversity Policy

NCG Online welcomes all learners. The Equality Act 2010 protects certain characteristics which include gender reassignment, marriage and civil partnerships for same sex couples, pregnancy, maternity, race, religious belief and sex. We expect all learners to recognise and respect all individuals. If you would like more information on equality and diversity, feel you would like to talk to someone about our Equality and Diversity Policy or make a complaint, please contact Learner Services.

Your Safety & Wellbeing

British Values

Our training programmes go beyond the actual knowledge and skills we enhance but also develop learners of all ages in their roles as citizens within their workplaces and communities. British values are an all-encompassing term and includes:

- Individual liberty
- Freedom of speech The rule of law
- No one is above the law
- The law is there to protect everyone
- People are innocent until proven guilty Democracy
- Your opinion counts Respect and tolerance
- All backgrounds and cultures
- All ages, genders and sexualities
- All religions and beliefs E-Safety

E-Safety

We are committed to e-safety and raising awareness of how you can be a victim of an activity that utilises ICT to endanger your personal safety, mental health or financial well-being or that of another individual. Infringements of the policy may include:

- Accessing inappropriate content
- Cyberbullying or harassment
- Fraud or identity theft

Mental Health and Wellbeing

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. Over the course of your life, if you experience mental health problems, your thinking, mood, and behaviour could be affected.

If you need support or advice regarding your mental health and wellbeing, please contact the Wellbeing Team at SafeguardingWLC@westlancs.ac.uk or by calling **01695 52300**.





NCG Online

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www.ncgrp.co.uk

