

A/AS LEVEL STUDENT HANDBOOK

*REQUIRED READING FOR
ALL STUDENTS
on A Level programmes
Update August
2019, v5*

Welcome to Oxford Learning College

Dear Student,

We would like to take this opportunity to warmly welcome you to your course. At Oxford Learning College, we seek to ensure that all students have an enjoyable and productive relationship with the College, grow both academically and personally and leave satisfied.

By enrolling and taking responsibility for your learning, you have started on a path that will interest and challenge you in equal measures and allow you to develop, grow and leave with knowledge and skills that will be of great use to you in the working environment.

We wish you the best of luck on your journey!

*Darren Wood and Deborah Coombe
Academic Directors of Oxford Learning College*

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1. Introduction

Important Notice

This handbook has been written to help you settle into your course and get started. You should check the handbook regularly for updates; the cover page indicates the date of last revision. Updates will be uploaded on the system for students to have access to.

As you prepare your plan for studying and further for submitting an assignment, you need to read the handbook again as there is valuable advice here to help you succeed.

Your learning and completion of your course remains your responsibility, including the liaising with your tutor and the planning and submitting of work in a timely fashion.

You can contact Student Services between 9AM and 5PM (GMT) from Monday to Friday by telephone. If you leave a message outside of these times, Student Services will get back to you as soon as possible on the next working day. The quickest way to get in touch with student services is to use the following methods:

- Telephone 01865 595 263
- 'Ask A Question' Link on Campus
- Via email: contact@oxfordcollege.ac

All telephone calls to and from Student Services are recorded for training purposes.

Your personal information

To support you on your course, we need to obtain and process personal information.

By enrolling in a Course and using the Campus site, you are acknowledging that you have read and accepted the Conditions of Use and the Privacy Policy that are on our website.

The College use personal data in a transparent way and only with your full cooperation and knowledge.

If you have any query regarding the use of your personal data please send your query in writing to gdpr@oxfordcollege.ac

2. Your Campus

Campus is Oxford Learning College's Virtual Learning Environment (VLE). Campus is where most your time studying will be spent and is where you access your course materials and contact your tutors or Student Services.

Once you have enrolled and received your log-in details, you will be able to log into Campus.

A screenshot of the Campus homepage can be seen below:

The screenshot displays the Oxford Learning College Online Campus homepage. The header includes the college logo, contact numbers (+44 (0)1865 595263 / +350 200 66172), and a 'Logout' button. The navigation menu contains 'HOME', 'MY COURSES', 'TUTOR HELP', 'STUDENT SERVICES', and 'MY NOTIFICATIONS'. The main content area is titled 'Welcome to Your Oxford Learning College Online Campus' and is divided into several sections:

- My Courses:** Features three course cards: 'Test Course', 'Course Material Demo', and 'Business Studies Short Course Diploma'.
- My Notifications:** Lists several notifications, including 'Campus Scheduled Maintenance - 10 Jul 2019', 'Don't Forget Past Papers! - 12 Apr 2019', 'UCAS A Level Deadline ** - 09 Jun 2019', and 'New Course Materials - 08 Oct 2018'. A 'View All' link is provided.
- Tutor Help:** Includes 'Ask My Tutor' and 'My Marked Work' options.
- Student Services:** Includes 'Ask a question' and 'My Account' options, with a 'Change Password' link.
- Upload Identity Documents:** Features a 'Select Document:' field with a 'Browse...' button and an 'Upload' button. It also shows 'Existing Files:' with a 'Download: Blank1.doc' link.
- Social Media:** Includes a Facebook widget for 'Oxford Learning' and a Twitter widget showing a tweet from @OxfordLearn: 'Happy #Thursday all! 🐾 Aren't animals great?!'.

A full guide on how to use Campus and all the areas open to you on the system can be found ready for downloading on the Student Handbook page.

Your responsibility

Due to the nature of distance learning, you are expected to be self-motivated and driven when it comes to studying. Your tutor will not chase you for work, nor will they check in with you if you haven't submitted any work, this is entirely up to you to manage.

Your course materials

All Oxford Learning College study materials can be found online via your Campus account. If you wish to have hard or pdf copies of your materials, refer to website: <https://www.oxfordcollege.ac/courses/merchandise/>

Send academic/theoretical questions on the materials to your tutor in the first instance.

Duration of your course

Your course life begins as soon as your log-in details have been sent to you. Once your course has expired, eg 1 or 2 years, your account will be disabled. Check your course for its duration.

It is very unlikely for you to be able to extend the duration of your AS or A Level course, except in the case of a Fast Track A Levels by transferring to a Full 2-year course. Contact Student Services if you need advice on this.

Your tutor

Your tutor will be able to answer any academic questions you may have. Please note that in most instances, your tutor will not contact you first. We recommend that when you start to drop a quick note to your tutor to introduce yourself.

Appropriate contact with others

Oxford College takes interaction between students, Student Services and Tutors very seriously and regularly reviews messages to ensure that standards are being maintained and to check that all contact is appropriate. All messages are logged and saved on Campus.

Oxford College requires all parties to be polite, respectful and courteous at all times and will not tolerate rude, offensive or discriminatory language towards or by tutors, Student Services or others.

Students are not permitted to share personal contact details or to contact tutors outside of the College messaging system. Tutors are instructed to ignore messages from students that are not from the Campus system.

In the rare event that the Campus messaging system is unavailable, Student Services will facilitate communications between tutors and students.

3. Overview of our various A Level and AS Courses

Oxford Learning College offer a range of A Level and AS Level courses to students. "A" stands for "Advanced"; "AS" stands for "Advanced Subsidiary".

Although there are no set entry requirements for you to enrol on any of our A Level and AS Level courses, we do recommend you have some experience of secondary or further education.

There are two types of A Levels available at Oxford Learning College. You have the choice of either standard A Levels, which are 2 years' study or Fast Track A Levels, which are 1 year's study. If you enrol on a Fast Track A Level, but find that you are struggling to keep up and prepare for your Examination period, you can request a conversion to a standard A Level course, see

<https://www.oxfordcollege.ac/product/fast-track-alevel-course-conversion/>

AS Level courses no longer constitute to the first year of an A Level, meaning marks gained studying an AS Level cannot be carried forward to an A Level.

If you think you may have enrolled on the AS, rather than an A Level, contact the Student Services team.

All courses are tied to an Examination period of May/June, it is vital you keep this period in mind always when planning your studies, as this period will determine as and when you need to action various aspects of your study.

All our A Levels are accredited by the Continuous Professional Development (CPD) Certification Service, <https://cpduk.co.uk/>

Courses with Coursework

There are some A Levels that come with an additional "Coursework" element. The "Coursework" element is referred to as a Non-Examination Assessment (NIE) by Examination Bodies. Your course on the website will indicate if the Examination includes a Coursework element. Currently, this applies to A level:

- English Language and Literature
- English Literature
- History

Your coursework (NEA) makes up 20% of your final grade for your A Level qualification and so is vital and shouldn't be ignored, rushed or overlooked when studying the course. Further advice on Coursework is provided later, section 4.

Courses with optional practical elements

If you are enrolled on the following A Levels, be aware there are optional practical elements to the courses. You will need to arrange separately if the practical element is needed for your University placement:

Biology Chemistry Physics

If practicals are not required for your university placement, you can opt out from doing the practicals.

Should you decide not to do the practicals, your final qualification certificate will make mention that you did not partake in the practical elements.

Please note, for scientific university courses (such as Medicine), you will be expected to do the practicals for the course.

4. Your most likely general questions about A Levels

More information on your course can be found on our offline Campus home page (our website: www.oxfordcollege.ac). The answers to commonly asked questions can also be found there. Below are the usual questions students tend to have:

What Awarding Body is my qualification with?

There are three main Awarding Bodies: AQA, Pearson Edexcel and OCR.

- Check what Awarding Body is associated with your course and check with this brief explanation what the differences are.
- If you have any question about this speak with Student Services.

AQA A Levels are available for study anywhere in the world. Examinations must be taken in a registered UK Examination centre.

Pearson Edexcel A Levels are available for study anywhere in the world. Examinations can be taken at any registered Examination centre in the world.

OCR A Levels are available for study anywhere in the world. Examinations must, however, be taken in a registered UK Examination centre.

How do I organise my examination?

It is your responsibility to find, and register with, an Examination centre that is suitable for you and the courses you are studying.

You may find that local schools and colleges will allow you to sit the Examination with them.

Whenever you are liaising with an Examination centre, make sure you quote the code of the course you are following. If you are unsure of the code, ask Student Services.

We have some recommended Examination Centres for you on the College Website, <http://www.oxfordcollege.ac/news/examination-placements/>

When do I need to book my examination?

We recommend you register for your Examination around December before your Examinations are due to be sat. If you are doing practical assessments for A Level science subjects, book earlier as places are limited.

Your Examination dates will be given to you by your chosen Examination centre. They will also let know how long before your Examination you must be at the centre and what equipment you need to bring.

Most A/AS Levels have 2-3 Examinations which you will need to sit in order to complete the qualification.

Can the College help me with booking my examination?

Although it is your responsibility to organise and book your examination, If you need help:

Follow the appropriate link below or telephone Student Services who will advise you in terms of what link is right for you:

For A/AS Levels with no “Coursework” requirements:

<https://www.oxfordcollege.ac/product/a-level-Examination-booking-service/>

For A levels with “Coursework” requirements:

<https://www.oxfordcollege.ac/product/a-level-Examination-coursework-booking-service/> For

A Levels with practical elements:

<https://www.oxfordcollege.ac/product/a-level-Examination-practicals-booking-service/>

What is meant by A-Level Coursework and Authentication?

Coursework is a piece of work that is specifically controlled, and is referred to as the NEA. “Coursework” is different from the term TMA (Tutor marked assessment) that you will come across as a student of Oxford Learning College. “Coursework and Authentication” applies to A Level English Literature, English Language and Literature and History only.

Coursework (NEA) makes up 20% of your final grade for your A Level qualification and so is vital and shouldn't be ignored, rushed or overlooked when studying the course. The Coursework section of your course occurs at the end of the final unit of your course materials. Within the course materials, you will have it clearly laid out what you need to answer and cover for your coursework submission.

Check with your Examination Centre if your Oxford Learning College tutor or an Oxford Learning Qualified Examiner is authorised to mark your Examination Coursework or whether the Examination Centre, or other authorised Examiner elected by the Centre, are the only persons they will allow to mark your Coursework. If your College tutor or a College Qualified Examiner are authorised to mark your Coursework, notify Student Services. It is unusual for Examination Centres to allow the College representatives to mark your Coursework; however, it has happened upon occasion.

Whoever marks your Coursework, your Oxford Learning College tutor who has been helping you with your studies, will still need to authenticate your work before you submit your Coursework to your Examination Centre.

For your tutor to mark or authenticate your Coursework, you must have already had at least 2 assignments (TMAs) marked before asking. TMAs are explained later in this Handbook (section 7).

The deadline for Coursework to be authenticated and/or marked by your tutor is mid-February of the same year you are taking your Examination.

If we receive your work after February of the year you are taking your Examination), we cannot guarantee to get the work authenticated and/or marked before the deadline for final submission of grades set by the Awarding Body.

When you are ready for coursework to be authenticated, follow the process explained later in this Handbook (section 9).

Why would I need predicted grades?

Predicted grades is something you will need when applying for a place at University. A Predicted Grade is a grade given to you based on an average of work you have previously completed on your course.

To receive a Predicted Grade, you must have already have had 2 TMAs marked and feedback on these provided by your tutor. If you have not submitted 2 TMAs, it is not possible, nor ethical, for your tutor to provide a grade for you.

You will usually need a predicted grade in October/November before your Examination the following year. To request a Predicted Grade, refer to: <https://www.oxfordcollege.ac/product/request-predicted-grades/>

What does UCAS mean and how does it apply to me?

UCAS stands for Universities and Colleges Admissions Service. It's the centralised service that students use to apply to a University in UK. Basically, pretty much everyone who wants to study an undergraduate degree in the UK will have to apply through UCAS.

The UCAS organisation works to match potential university students with the courses available. When you apply to a University you need to apply through UCAS.

Their website, <https://www.ucas.com/> carries large amounts of information about choosing the right course and the right university for you.

When you apply for your university place you will do so through UCAS. You can use their website to search for a suitable course at all universities across the country.

You will need a certain number of UCAS points to be offered a place at your chosen University. Your course description/progression will inform you of the UCAS points table. Points are awarded according to your result.

When you apply to University through UCAS, you will be asked for Predicted Grades.

Completing your UCAS form

When completing the online UCAS form put down your tutor's name as the referee and contact@oxfordcollege.ac as their email. We will ensure that the reference request is completed by your tutor and returned to UCAS quickly and efficiently. For more information visit the UCAS website: <https://www.ucas.com/>

How and when do I get my examination results?

Your results will be issued towards mid-August. You will get your results from your Examination centre directly and not through Oxford Learning College. The Examination centre will be able to let you know when you will receive your certificate and where you need to go on results day to get your grades. We would be really grateful if you could let us know how you have done!

5. Planning your studies

Introduction

Everyone is different and everyone studies differently, so rather than enforce a strict study timetable on students, we leave this down to you to decide what works best for you.

To make the most of your time on the course and to help you achieve the best possible results, we strongly advise you to take time at the start of the course to carefully develop a study plan.

Plans can range from simple target dates for completion of units, to very specific breakdowns and timetables of daily study. There is no one-size-fits-all plan, you will need to work out which plan works best for you.

As a rule of thumb, if you are highly self-motivated or have extensive experience around study, you can use a simpler plan. If you find that you struggle to motivate yourself, or find it difficult to concentrate, then you may benefit from a more detailed timetable.

What to consider when planning

The key points to consider when planning are:

- The date of your Examination.
- Study time suggested to you on the website – guide only.
- Assignments to complete.
- Tutor marking and feedback time – this can be 5 – 7 days.
- Coursework submission deadline (if appropriate).
- When you are likely to need a predicted grade.

On your Campus account you will find an A Level Yearly Planner and A Level Weekly Planner links.

To give you an idea for a two-year A Level Course:

Two years can seem like a very long time, but it is critical that you do not waste time as your concentration, focus and Examination result can be impeded. Try to think of time as a limited resource – you only have so much of it.

Ensure that you are realistic when setting goals in your plan. You may want to throw yourself into the course headfirst – and we in no way want to discourage your enthusiasm! – but consider if you can sustain the initial rate of work.

A two-year course is a marathon rather than a sprint and pacing yourself will mean you don't risk becoming burnt out. Another thing to consider is possible changes in your lifestyle, don't assume that you will have the same amount of time available to you in 12 months that you currently do.

Finally, we suggest breaking down studying into 3 main sections:

- Reading and comprehension of the course materials.
- Research and preparation for the assignment.
- Writing the assignment.

Portfolio of your work

Students are required to keep a digital portfolio throughout their time on the course.

Its purpose is to give your studies a central reference point and it may be requested by the College or your Tutor at any point during your course. A portfolio can be expanded to your needs, but should contain the following as a minimum:

- Course notes copies.
- Copies of your self-assessment assignments.
- Copies of your annotated assignments, (assignments returned by your tutor).

6. Working with your tutor

You will have support throughout the duration of your course from your tutor, who has a great deal of experience and knowledge in the subject matter. All Oxford Learning College Tutors are trained in delivering distance learning courses and will be able to assist you.

What your tutor can do for you

Your tutor can provide advice on how to help you work through the course materials, answer your questions, and guide you through challenging concepts. If you have any academic issues with materials let your Tutor know. The Student Services team are not qualified to answer or comment on academic queries.

What your tutor can't do for you

Your tutor cannot plan or complete your work for you, in part or in whole. They cannot proofread your work prior to submission and cannot simply "give you the answers".

How to make the most of your tutor interaction

When contacting your tutor, you will get the best results and quickest responses if you can format your question in a clear, concise manner that allows your tutor to see exactly what you are struggling with.

If you are stuck on something, before contacting your tutor try working through the course materials that cover the concept before sending the question. If you are still stuck, then ask your tutor for help, making sure to include the following in your message:

- Unit Number.
- Page numbers (If applicable).
- Your question.
- An explanation of your understanding of the topic (to allow your tutor to identify any errors and check your progress).

The reason we ask for these details is to allow your tutor to answer to your question as directly and as quickly as possible. Consider the following two questions:

Question 1.

Hi, I don't really understand my course, can you help?

Thanks, Student A

Question 2.

Hi, I don't understand how Ansoff's concepts might not apply to a modern global business, as indicated on page 200, Unit 7 of the course materials. Can you help? Thanks, Student B

The first question lets the tutor know that you need help, but requires him/her to ask a number of questions before they understand what you need help with, to which you will have to respond before they can answer your question. This delay means they cannot help you to progress at an optimal pace.

The second question is much better, because it lets the tutor know exactly where you are, which concept you are working on and why you are having difficulties with it. This means their response can be directed at your question, so you will receive an answer much more quickly and you can move on in your studies.

7. Tutor marked assessments - TMAs

There is an assessment at the end of each unit you study. The assessments for each unit are shown separately on your account. Assessments for A/AS Level courses are called “Tutor Marked Assessments”, commonly referred to as “TMAs”.

Unlike “Coursework”, TMAs are not compulsory for you to complete, but we always advise you to do them. They provide you with a chance to practise answering Examination style questions.

Of course, as mentioned earlier, if you are on a course where there is a “Coursework” element of your Examination, you will need to have at least 2 TMAs marked by your tutor before they can authenticate your Coursework. You will also need to have completed 2 TMAs in order to receive a Predicted Grade for a UCAS application.

Once submitted on the system, your tutor will mark the assessment, provide you with feedback and apply a grade to your work. This will help you to better assess and understand how you are progressing with your studies.

We recommended you do not upload any TMA until you have received feedback and a grade from the previous TMA. TMAs are to be submitted in numerical order, eg Unit 1 before Unit 2 and so on.

How do I submit an assignment for marking?

When you have completed your assignment, you will need to upload it to your tutor/assessor:

- log into Campus.
- Click on the “upload assignments link” and click on your course.
- You will be asked to click a button, indicating that you are uploading your own work and that you are aware of the penalties of uploading plagiarised content.
- Click the browse button to locate your assignment.

Make sure you read and understand the message before confirming.

If you find that you do not receive this message, report this immediately to Student Services.

If you accidentally upload the wrong document

When you upload an assignment, the Campus system automatically allocates your assignment to the appropriate slot on your account. For example, your first assignment will go to slot one and so on.

Therefore, if you upload the wrong document, contact Student Services immediately using the “Ask a Question” link on your account.

8. Feedback from your tutor

You will be notified by email when your assignment has been marked. Click on the link provided in the email.

Your assignment should not be returned without thorough, respectful and helpful feedback, identifying where you have done well and what you need to work on for your continuous progression.

Feedback from your tutor is vital for progression through the course. If there is anything they say that you are not sure of, contact him/her via your Ask a Question link.

Most of the assignments provided to you on your course are taken from past papers. Therefore, when your tutor marks your work, they will provide a grade to give you an idea of how you would have performed in an exam.

Do bear in mind, however, that the environment in which you would have undertaken your assignment is different than an examination room environment. Therefore, we always recommend that when you carry out your assignment, do this in a way that is as close to an examination as possible, eg not referring to notes for answers if you would not have this opportunity in an exam.

Plagiarised work will not be accepted. Your tutor will inform you if it is appearing that your work is plagiarised.

Resubmission are not accepted should you receive a grade you are not happy with. Instead take advice from your tutor to improve your grade the next time.

This is an extracted example to give you an idea of what your screen will look like (*personal data redacted*):

Assignment for Fast Track A Level Psychology

[Return to user](#)

View submitted Assignments:

View Assignment: [A Level Psychology Unit 1 Assessment.docx](#)

Submitted on : 23/04/2018 23:02:02

Assignment Grade: B-

Tutor's Report - [Click here to show full report](#)

Submitted on : 28/04/2018 15:25:04

Feedback: As you did not mention the rationale for the experiments a higher mark is not possible. Your answers at the beginning were nevertheless much poorer than your final ones, which at times were excellent.

View annotated copy of Assignment : [View annotated version](#)

You can see that your tutor will give a grade, summary feedback comment and he/she will have made notes in your work – click on “View annotated version”.

Comments on your work (click “View annotated version”) – Your tutor should have inserted comments on your work using a Red or Plum coloured text.

9. Hints for effective writing of your assignments

When you write, you need to ensure that your writing follows these key points:

- Uses clear, correct language.
- Uses correct terminology.
- Uses technical language where needed.
- Does not use excessively wordily words for the sake of it.
- Uses British spelling where possible.
- Harvard Referencing System (HR) to be used throughout your work. ○ Bibliography if appropriate.

By writing in a specific and consistent style, your assignment will be much easier to read and evaluate. Using the correct terminology, as well as technical terminology is expected, but take care not to use excessively complex language for the sake of it. Aside from adding to your limited word count if applicable, it will not benefit your grade, but misusing complex language may make it harder to understand your point.

Tutors and Assessors are Human too!

Remember that your tutor does not want you to fail. However, they do have to read through many pieces of work from students each week. By following the above guidelines, you can ensure that they find your work easier to read and understand.

1st Vs 3rd person

Generally, you will be expected to write in the 3rd Person. This means that you should avoid phrases like we, you and us. Instead you should be using phrases like he, she, it, they, him, her and them.

Example:

1st Person - "In this assignment, I will examine how theories of business management have developed over the last 2 years."

3rd Person - "Business management theories have changed over the last 2 decades, with a variety of a different approaches emerging."

Formatting your work

The specific format of your work is relatively open, as the only restrictions are:

- It must be saved in an MS Word format.
- It should be written in blue or black fonts. ○ It should be easy to read.

You will want to ensure that your work is presentable and most importantly, easy for your tutor/assessor to read. We suggest that you use a standard font, such as Arial, Calibri or Times New Roman. Do not use fonts that would appear

unprofessional, *or are hard to read*. Your work should be written in size 11 or 12 fonts and double spaced unless otherwise stated.

Make use of paragraphs to break your assignment up into easy to read chunks. This will make it easier for your Tutor/Assessor to read. In reports, headings and sub-headings should be used where necessary.

When it is relevant, you may include visual images.

Referencing

There are several reasons why you need to use the HR system, including showing your sources, demonstrating that you have read widely on the topic and providing proof for claims. Most importantly it helps your tutor to identify which parts of the work are your original writing, which come from other sources and which portions have been inspired by other authors. By omitting relevant references to a text, you are passing off the work of others as your own i.e. plagiarism.

How to reference

Learning how to reference is straightforward, as you simply must follow a specific process for each reference. A couple very good sites used by college and university students to seek advice upon referencing are:

<http://www.citethisforme.com/harvard-referencing>

<https://www.ukessays.com/referencing/harvard/>

To reference a source in your assignment, you need to follow two steps:

Intertextual Reference - Place a reference to the source in the body of the text or assignment.

Reference List – Add your reference to your reference list at the end of your assignment.

Proofreading your assignment before submitting

You should always proofread your assignment before you upload it to your tutor, as once uploaded the work cannot be retrieved. Proofreading ensures that you don't make silly mistakes that will negatively impact your work. It also ensures that you have a chance to review your work and ensure that it is well written.

If possible, leave the assignment alone for 24-48 hours before proofreading, as you will find that more errors can be spotted this way. Ideally, have your friends or family read it for you. Be wary about giving a copy to other students; this is illegal.

A note on Assignment/E ssay writing services

You may be tempted to use one of many online Assignment/Essay writing services to complete your assignment/essay for you. These sites will at best, generate an assignment that is unlikely to be suited to your study and at worst will send you a plagiarised assignment.

All assignments are electronically scanned before being reviewed by your tutor. Plagiarised material is not accepted.

Plagiarism

Many people think of plagiarism as copying another's work or borrowing someone else's original ideas. But terms like "copying" and "borrowing" can disguise the seriousness of the offense as it is an act of fraud. It involves, for example, stealing someone else's work and passing it off as your own, not crediting another's production and to present as new and original an idea or product derived from an existing source.

Avoiding plagiarism

Plagiarism can be intentional or unintentional. It can be extremely hard to differentiate between a mistake made in good faith and overt plagiarism. Students are therefore advised to take a great deal of care with references.

In addition, before submitting work, you are required to make a declaration that the work is your own, making a false declaration is classed as 'malpractice' which can also result in dismissal from the course.

Students can make use of a range of Anti-Plagiarism software to check their work before submission, but the single best way to avoid a penalty is to be honest, write your own work and ensure that you carefully reference all sources of information that you have used.

As a general rule, you should expect less than 10% of your work to consist of quotes or any other use of other people's words. In some disciplines, such as Law, there is often a necessity to use greater amounts of direct quotations, this is expected and only becomes a problem if referencing is inaccurate.

10.Process for submitting examination coursework

This only applies to the non-examination assessment for:

- A Level English Language & Literature
- A Level English Literature
- A Level History

All Coursework to be marked and authenticated needs to be submitted to Oxford Learning College by mid-February of the year in which you are taking your Examination.

Remember: For your Coursework to be authenticated, a minimum of two TMAs must already have been submitted and marked by your tutor. Authentication is a way that your tutor verifies that the Coursework you present is yours.

The final version of your Coursework needs to be:

- Submitted via your “My Assignments” tab on your Campus account and nowhere else. If you have any issues with this, contact your Student Services team on contact@oxfordcollege.ac
- Printed.
- Printed version sent by post to
Oxford Learning College Belsyre Court 57 Woodstock Road Oxford
OX2 6HJ UK.

- You will also need to include the following:

Authentication form for your Coursework. These can be found on the Awarding Body website or you can ask Student Services who will help you.

Make sure all relevant parts of these forms are completed. An envelope addressed to your Examination Centre, so your tutor can be sure of where to send the work after authenticating and/or marking.

A bibliography - A **bibliography** is a list of all the sources you have used (whether referenced or not) in the process of researching your work. In general, it should include: the authors' names, the titles of the works. We recommend you check with your tutor if the bibliography may need more.

A self-addressed envelope or an envelope addressed directly to your Examination centre, so your tutor can be sure of where to send the work after authenticating and/or marking.

Note:

- If you mark your envelope to go directly to your Examination Centre (which is usually the case if your Examination Centre are marking your Coursework), we recommended a cover letter explaining the contents and anything else as appropriate. This helps to ensure it is processed correctly upon being received by them.
- If you have marked your envelope to return directly to yourself, when you receive it back from your tutor with, marked and/or authenticated, it is your responsibility to ensure this gets to your Examination Centre according to their deadlines.

11. Appeals on feedback from your tutor

Programmes are delivered by an online system and therefore processes are in place to ensure that assessment is rigorous but flexible and fair to accommodate the needs of all involved. In addition, it is important within distance learning delivery to maintain a student-centred approach and consider the difficulties with meeting the learning preferences of students within a virtual learning platform which makes facilitation of learning more complex than via a traditional model.

With this ethos in mind the assessment process allows for considerable flexibility yet offers security of process in a timely and professional assessment and feedback process. Assessment is carried out by qualified tutors and verified to ensure accuracy and consistency and that we are maintaining the integrity of the level of course you are studying.

The system is highly effective and reliable, being endorsed by awarding bodies such as Edexcel/ATHE/CIE and the ABC National Award Organisation.

Although Oxford Online College are confident in the assessment process, it is acknowledged that differences of opinion may arise and errors are possible even in the most rigorous system. On return of an assignment, if you have any queries with regards to the feedback or grades you receive, you should contact your tutor who will be happy to offer further explanation or guidance. If your concern continues, further verification will take place. The result of this further verification will be final.

12. Student complaints procedure

The College values greatly the views of its students. It aims, therefore, to manage complaints in a way that is sensitive to the needs of each specific case, and supportive of the College's overall ethos.

There are a number of informal channels through which it is hoped that most problems can be resolved. If, however, you need to pursue a complaint formally after attempting to resolve your issue via the informal channels, you can be sure that the College will treat it seriously and impartially, on the basis set out in this document.

Advice on how to use the complaints procedure is available from a variety of sources, but in the first instance you should contact the Student Services Team.

What complaints can be considered?

- Grounds for complaint (after informal attempts) might include:
 - Dissatisfaction with standards of academic provision (for example, the content and structure; resources and facilities; and information provided to you about your course).
 - Warranted dissatisfaction with the quality of supervision and tuition.
 - Failure to meet obligations promised to you by the College.
 - Persistent deficiencies in standards of services provided.
 - Harassment, bullying and victimisation by College representatives.
- Generally, complaints are most easily resolved if they are raised at the time the problem first occurs and with the person/s directly involved, eg your tutor or Student Services.
- If you cannot, or feel unable to, resolve concerns in this way, you can put your complaint in writing by completing a complaint form available from the student services team.
- Once your complaints form has been received, your case will be investigated and presented to the Academic Director or authorised representative for consideration within 21 working days.
- Non-completion of this form will mean a complaint is not investigated.

Refunds on the purchase of your course are available only if claimed within the first 14 days of enrolling.

13.Special considerations and reasonable adjustments

Oxford Learning College recognise disabilities are of a diverse nature and we do not tolerate discrimination on the basis of disability. We allow fair access to our courses for all students.

Equal opportunities and diversity categories include age, disability, gender reassignment, sexual orientation, marriage and civil partnerships, national origin, ethnicity, religion or belief, pregnancy and maternity.

All candidates have an equal opportunity to demonstrate their knowledge, skills or understanding to the level of attainment required to enrol and succeed. Barriers to entry and continuous learning via on-line are removed where possible.

However, in terms of sensory disability the responsibility lies with the student to make appropriate arrangements necessary to progress with their learning. Unfortunately, the college does not provide equipment necessary for students with visual difficulties.

Students who suffer with health during their course are provided with support upon medical reports from doctors, psychiatrists and other specialists. The College, wherever the Awarding Bodies will allow, will provide extension to programmes as requested. Individual student tutors are made aware, without disclosing confidentiality, of the problems their student may be experiencing.