

## **Introduction**

All courses offered by the Blackford Centre are offered with online access. When a learner enrolls we email them details of how to access their course.

Access to the student portal is password protected and unique to the learner's email address.

## **Printed Materials Edition**

For learners who enrol on the printed and online edition of the course, the access details for the online edition are sent in the same way as for online only courses. The learner's physical course materials are ordered and despatched on working days, from a third-party printing company. Learners are emailed with delivery details for their materials.

We will order a course for despatch within 3 working days. If we cannot deliver the goods within this time we will tell you immediately and agree on another time for delivery. If we cannot agree on another time, we will offer you a refund. Delivery times will vary according to where you live.

The course materials are insured during delivery.

A signature is required on delivery of the course materials to the learner.

## **Time Frames for Delivery**

We provide a schedule for the delivery of the distance learning package and associated resources and study materials in the supporting documents made available to the learner.

Students are given a 1 year period to complete their course assignments. Within this 1 year period, learners are free to study at their own pace. Learners are informed that their advisor has 7 working days to mark and return marked assignments from receipt of it.

Access to the course modules has no deadline.

## **Support for learners**

At the Blackford Centre we ensure learners are provided with information that sets out the responsibilities of the centre for the delivery of the programme of study.

On enrolment we provide learners with a Quick Start Guide which contains an explanation of the intended teaching, learning and assessment methods for the programme

Learners are provided with a course advisor, available remotely through email and telephone, who has the appropriate and contemporary knowledge and skills for the delivery of the programme of learning and assessment. The learner's course advisor will give them constructive feedback on their learning and progress towards achieving their qualification. This person is also available to answer administrative queries and to direct where the learner should go to get the information they require.

We provide learners with a Learning Agreement on enrolment which sets out their responsibilities.