

# **MONTESSORI CENTRE INTERNATIONAL**

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## **DISTANCE LEARNING**

# **STUDENT HANDBOOK**

## **SPECIAL EDUCATIONAL NEEDS COURSE**

**(SEN)**



**SEPTEMBER 2007**

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APPENDIX 1 – Special Educational Needs course Assignment Questions and Guidelines including Summary of MCI Protocol for Referencing, Quotations and Bibliographies

## **2. WELCOME AND INTRODUCTION**

All the staff at Montessori Centre International (MCI) would like to welcome you onto the Special Educational Needs Distance Learning Course. As you probably know, studying by Distance Learning is by no means taking an easy option, and you will need to be organised, disciplined, and most of all motivated in order to complete your course successfully.

This handbook has been designed to help you in this task, by bringing the vital information you will need throughout your course to your fingertips. We hope you will refer to it regularly, and that you will come to regard it as a useful tool.

Throughout this document, Montessori Centre International, 18 Balderton Street, London W1K 6TG, UK is referred to as the 'Centre'.

**On behalf of all the staff at MCI, I would like to wish you every success  
in your course.**

*Barbara Isaacs*  
College Chief Executive

### 3. STUDY SUPPORT

Please use this handbook actively. However, should any particular query not be answered here, please feel free to contact the relevant staff member.

#### 3.1. Who to Contact

		<u>Telephone extension</u>
Questions of an academic nature: referring to e.g. essay content	Your assigned tutor	n/a
Administrative questions: (including Workshops)	Distance Learning Co-ordinator/.....	308
	Manager, External Programmes.....	309
Examinations:	Examination Co-ordinator.....	315
Teaching Practice:	Teaching Practice Co-ordinator.....	316
MCI staff can also be contacted via email:		<a href="mailto:info@montessori.uk.com">info@montessori.uk.com</a>
Montessori International Magazine:		<a href="http://www.montessorimagazine.com">www.montessorimagazine.com</a>
Learning Materials:		<a href="http://www.emontessori.co.uk">www.emontessori.co.uk</a> <a href="http://www.artfuldodgers.co.uk">www.artfuldodgers.co.uk</a> <a href="http://www.ascoeducational.co.uk">www.ascoeducational.co.uk</a>

#### 3.2. Course Materials

- You should by now have received all your course materials together with this mailing. Please return the enclosed checklist for course materials, having ensured that your package is complete.
- All MCI printed materials are protected by copyright law and as such are provided for students' personal use only.

#### 3.3. Learning Agreement

Unless it has been sent to you via e-mail, you will find enclosed with your course materials in this mailing a Learning Agreement. Please ensure that you read it, complete the questionnaire on the reverse, sign it and send it in with your signed checklist or alternatively with your first assignment. We will countersign the agreement, take a photocopy of it for our files and return it to you with an answer sheet to the questionnaire.

#### 3.4. Course Tutor

You have also been sent details of your course tutor under separate cover. Your assigned, personal tutor will become your main point of contact during your period of distance learning study. S/he has a contract with MCI, under which s/he for example undertakes to support you by:

- Providing a letter of introduction
- Being available on predetermined times by telephone and/or e-mail
- Returning your marked essays to MCI within ten working days of receipt
- Informing you of his/her holiday plans, change of address and telephone number if applicable

### 3.5. Other support available

#### (i) Saturday Seminars

The Seminars are held at the Centre from 10am to either 2pm or 4pm on most Saturdays during the year. Please refer to the current Seminar schedule for more details.

#### (ii) Study Groups

If you wish to make contact with other SEN students, please complete the enclosed form indicating that you wish to join a study group. If you subsequently wish to be removed from the list you must inform the Centre in writing. Your name will be removed from the list when you have completed Stage 1 of the course.

#### (iii) Montessori International Magazine

By subscribing to our quarterly publication, you can keep up-to-date with what is happening in the Montessori world. Please find a complimentary copy enclosed.

#### (iv) Resource Library

All MCI students have exclusive access to the resource library which has a range of Montessori topic references, including many quotations from Maria Montessori. Because of the security of the site, students must keep the password details private and confidential and not transmit it to anyone who is not a registered MCI student. Please sign and return the 'Commercial Invoice/Checklist' form sent with your course materials to indicate that you have read and will adhere to the above.

How to access the MCI Resource Library:

1. Go to the website <http://www.montessori.uk.com>
2. On the home page, click on the menu bar titled 'Resource Library' (top right).
3. Type in the username and password  
The username is: admin  
The password is: Mon001  
The username (admin) is all lower case letters. The password is capital 'M' and lower case letters 'on' followed by three numerals '001'
4. Click enter

We hope you enjoy the library and find it useful for your research.

#### (v) College Notice Board

A section of the college notice board has been dedicated to distance learning students. Why not check it for up-to-date information and happenings next time you visit the Centre!

## **4. OUTLINE OF THE SPECIAL EDUCATIONAL NEEDS COURSE LEADING TO A STAGE 1 CERTIFICATE**

### **4.1. The Aims of the Course**

This course is designed to provide an introduction to the theoretical and practical aspects of special education. It examines the current issues and regulations in Britain and overseas as well as looking at what this means for teachers, parents, and children. The course will enable students to develop an understanding of the assessment and evaluation procedures involved in good provision for special educational needs, which can be used in all parts of the world.

The course looks at physical, sensory, cognitive, and emotional/behavioural difficulties as well as specific difficulties like dyslexia. You will be able to extend your understanding of these different types of special needs, and develop the skills needed to meet them in the pre-school and school setting. In addition, you will be introduced to the social and emotional needs of parents and their children when those children have special needs.

### **4.2. Recommended Reading List**

You have been supplied with all the course modules and the support material you will need in order to gain your Stage 1 Certificate, as per the enclosed checklist. There are also a number of books and an internet site we recommend for further deepening your knowledge and understanding:

Alcott, M. (1997). *An Introduction to Children with Special Educational Needs*, Hodder & Stoughton, London

Bee, H. (1995). *The Developing Child*, Harper Collins, New York

Beveridge, S. (1993). *Special Educational Needs in Schools*, Routledge, London

Booth, A & Statham, J. (1999). *Disability, Human Rights and Education. Cross Cultural Perspectives*, Open University Press, London

Davenport, G.C. (1994). *An Introduction to Child Development*, Collins Educational, London

Potts, P. Armstrong, F. and Masterton, M. (Eds) (1995). *Equality and Diversity in Education 1: Learning, Teaching and Managing in Schools*, Routledge, London

Tavistock and Fulton also publish books in this field, please check their web sites.

Internet search engine: [www.google.com](http://www.google.com)

### **4.3. Assignment Questions**

At the back of this booklet (Appendix 1) you will find the assignment questions and guidelines for the Special Educational Needs Course, as well as a summary of the MCI Referencing Protocol which replaces the information given in the Study Skills module pp. 33-38. Please read the guidelines, the protocol and the rest of your Study Skills module carefully.

Each assignment requires an estimated minimum of 40 hours study time.

### **4.4. Submitting Your Assignments**

- All the assignments you submit must be your OWN work. Evidence of copying or cheating of any kind could result in dismissal from the course. See our note on plagiarism in the Academic Policies section 5.1 (ii).
- You MUST keep the Centre informed of any change of name, address or telephone number. Please write it clearly on the title sheet, not at the end of the essay. If submitting your assignments to your tutor via e-mail, please write the changes to your contact details on the covering e-mail and send a copy of that to the Centre.
- You must submit all 7 assignments to complete the course. They should be sent to your tutor in numerical order, ONE AT A TIME. It is imperative that you receive and consider the feedback from your previous assignment before you send in your next assignment.
- ALWAYS keep a copy of all the work you submit. The Centre cannot be held responsible for any assignment lost in the post / in cyberspace.
- Take reasonable precautions against computer viruses if communicating with us/your tutor online. It is the student's responsibility to have adequate virus protection.
- The Title Page should show your name and student number, the course (i.e. Special Educational Needs Course), the assignment number and given assignment title, as well as the number of words used in the assignment. You have been sent a master copy of the Title Sheet with the assignment questions in this mailing, and via e-mail if applicable.
- Write out each question you are answering at the beginning of the essay.
- Use double spacing, and ensure that each page is numbered and has your name and assignment number/name on it in a header or footer.
- Do not use hard covers or stiff spines as these will have to be removed. Your assignment should be as small and economical to post as possible.

- Any additional materials such as work cards, children's work or photographs should be placed in a separate envelope bearing your name and number. Do not send anything large or heavy. Please also keep these to a minimum if you are e-mailing your assignments as large files can cause problems.

## **5. MCI ACADEMIC POLICIES**

### **5.1. The Marking of Your Assignments**

Your tutor is obliged to mark and send your assignment to the Centre within ten working days of receipt. We record your grade and some of your assignments will be moderated before they are returned to you. Your tutor will also keep a summary marking sheet for all your grades, which s/he will send to the Centre when you have completed all your assignments.

Please study the feedback provided by your tutor on your script and the assessment sheet which accompanies your returned assignment. This will provide you with vital clues on where you can improve and where you have done well.

#### **(i) First Assignment**

If your first assignment does not reach the pass grade of C/50%, you have a chance to submit it again. Your tutor will grade this as if it was a first submission. This will only happen in the case of the first assignment. The assessment policies below will apply to any subsequent resubmitted assignments, which can only receive a maximum grade of C/50%.

#### **(ii) Plagiarism**

Students are reminded that only their own work is acceptable for submission for marking. Those students, who give in work of others as their own, will be referred to MCI College Chief Executive. Any photocopies included in coursework assignments must be cross-referenced and authorship must be acknowledged. Failure to acknowledge authorship in second and subsequent assignments will be treated as **plagiarism**, which is an academic offence, and could lead to expulsion (see Study Skills p.35).

#### **(iii) Referencing, Quotations and Bibliography**

Students must adhere to the MCI protocol (included in Assignment Questions, Appendix 1) regarding referencing, quotations and bibliography. This replaces the information given in Study Skills module, pages 33-34 and 36-38. If MCI protocol is not observed in second and/or subsequent assignments, this will be reflected in the ultimate grade of the assignment.

#### **(iv) Word Limit**

When stated, follow the given word limit of 1750 words, inclusive of quotations and references, but not bibliography. A 10% margin is permitted either way on the word limit. If MCI protocol on the word limit is not observed in second and/or subsequent essays, the following rules apply:

1400-1575 and 1925-2100 words – will be reflected in the ultimate grade of the assignment.

Less than 1400 words or 2100+ words – the essay will be returned to the student unmarked and the student will be asked for a resubmission, which can only gain a maximum grade of C/50% (pass).

**(v) Resubmissions**

If an assignment does not achieve the required standard, the marker will ask for a resubmission of that assignment and will provide the student with guidelines on how to improve their work. Resubmissions should be done as soon as possible. When handing in the resubmitted work the original piece of work and the assessment sheet must be attached to the resubmission. The resubmitted assignment will only receive a maximum grade of C/50%. Only one resubmission per assignment is permitted. Each course work assignment must receive a pass grade of C/50%. Only two resubmissions are permitted from the seven assignments.

**The student will be counselled by the distance learning co-ordinator if:**

- any of the two resubmissions do not reach the required pass grade of C/50%.
- any further assignment (after the 2nd resubmission) does not reach the required pass grade of C/50%.

**(vi) Moderation**

The Centre is required to have a percentage of your work moderated by an external moderator. This applies to your assignments as well as to your written examination. The moderators have the right to upgrade or downgrade marks. Any assignments which are moderated will inevitably take longer to be returned to you.

**(vii) Marking Scheme**

Assessment must be seen as part of the on going dialogue between tutor and student, in which the tutor gives feedback on the student’s achievements in the light of assessment criteria, and the student endeavours to use this feedback to inform her/his future work.

The marking scheme now in place is the following:

<u>Literal Grade</u>	<u>Percentage</u>	
A	80% and over	Distinction
A -	75 - 79%	Merit
B+	70 - 74%	Merit
B	65 - 69%	Merit
B -	60 - 64%	Pass
C+	55 - 59%	Pass
C	50 - 54%	Pass
C-	49% and below	Refer

Alongside the percentage marking scheme comes a list of criteria which tutors need to use when assessing coursework. It is important that all coursework, independent of the subject matter, be assessed using the same set of criteria. For this reason the wording of the criteria is in general terms. These criteria define the range of percentages. They contribute to the process of coursework assessment on fair terms and as objectively as possible.

The criteria for each of the literal grades and their percentage equivalents are as follows:

**A (80% and over) - distinction**

Work marked in this range should give clear evidence of all of the following:

- A clear, concise and well - structured essay, which meets the outline requirements. The assignment will cover the set topic, will be of the required length and of the suggested format.
- Clear evidence of breadth, thoroughness and appropriateness of reading should be provided and theory related to practice where possible.
- The evidence from practice will be well analysed, relevant and will relate to the theory discussed.
- Descriptions and evaluations of what has been done will be included. These may relate to children, other professionals and parents.
- A comprehensive appropriately prepared bibliography has to be supported by sound references and relevant quotations.
- Evidence of clear understanding and insight into key issues needs to be provided.

**A-/B/B+ (65 - 79%) - merit**

Work marked in this range should give evidence of the following:

- The assignment meets the requirements, covers the set topic, is of the required length and suggested format.
- The work gives evidence of appropriate reading.
- Relevant examples are analysed and the student shows evidence of the ability to evaluate her/his practice.
- The assignment is clearly written and includes an introduction, the body of the text and a conclusion as well as a correctly prepared bibliography.
- The assignment contains adequate references and quotations.
- The assignment demonstrates the student's growing ability to understand key issues and to relate theory to practice.

**B-/C+/C (50 – 64 %) - pass**

Work marked in this range should give evidence of the following:

- It generally meets the outlined requirements, addresses the topic set, is of the required length and in the recommended format.
- It makes some attempt to relate theory to practice, not always successfully.
- The evidence from practice is not always analysed or relevant. Descriptive,

rather than evaluative examples are given.

- It gives some evidence of reading, but not always appropriate or wide.
- May show text dependency.
- The bibliography may not conform to the guidelines, with quotations and references not attributed.

### **C- (49% and below) - refer**

Work marked in this range should give evidence of the following:

- It will not meet the requirements, will be too long or too short, will not address the questions and will not fulfil the format.
- There will be clear evidence of plagiarism.
- There will be inadequate reference to any reading or theory.
- The work will lack adequate structure and have little or no content.
- There will be no bibliography, references or quotations.
- The work will relate experience anecdotally, not related to theory.

## **6. YOUR REGISTRATION**

- From your initial date of registration, you have two years in which to complete all your assignments, with the option to re-register for one further year by paying the re-registration fee current at that time. A letter inviting you to re-register will be sent to you some months before your two-year expiry date. Payment must be received by that date, otherwise your course will be discontinued. The course must be completed within a prescribed period of time in order for learning to be coherent, effective and valuable.
- Upon successful completion of all assignments, you will be issued with a *Certificate Stage 1 in Special Educational Needs*, a transcript for your course and a letter granting you permission to sit the written examination.
- Should you fail to submit an assignment within six months of registration, the Centre will contact you inviting you to express any questions or concerns you may have in order to get started. If two years elapse from registration and you have not contacted the Centre despite the two reminders, we will assume that you are no longer interested in pursuing the course. Your records will in that case be removed from our system, and should you at a later date wish to complete your Montessori education, you will need to register as a new student, paying full fees.
- The current Special Educational Needs Course will be reviewed in 2008, and will be operational until the end of 2011 only. All students have to finish all components of their course by that date. The Centre undertakes to review its courses regularly in order to keep them relevant and current.

## 7. UPGRADING INFORMATION

You may begin to work towards upgrading to your Certificate Stage 2 by taking the workshop before you have completed all the modules of work required for the Stage 1 Certificate.

### 7.1. Upgrading to a Certificate Stage 2: Special Educational Needs

- A student must complete all seven Stage 1 written assignments, the 30-hour workshop and pass the written examination, **within three years of initial registration.**
- Additionally, whether or not you choose to upgrade your certificate, if you live close to London, we recommend that you consider attending Seminars from the beginning of your course, as these will give you support.
- The Seminar and Workshop schedule is available annually in December.
- On completion of the workshop, please forward the original Attendance Record Form to the Centre retaining a photocopy for your information. The details on your form will be verified by our workshop/ seminar database record. Only those students who attend the whole workshop (30 hours) and are successful in the final examination are awarded a Stage 2 Certificate.

#### (i) Workshops

##### Compulsory workshop on the Special Educational Needs Certificate Stage 2 Course

- Special Educational Needs (SEN) Workshop

Please refer to the Workshop schedule for current information on the fees, including the non-refundable Workshop registration fee.

This six-day workshop gives the necessary 30 contact hours.

#### (ii) Seminars

These lectures run on most Saturdays throughout the year at the MCI Centre in London and cover a variety of subjects. The hours are 10am - 2pm or 10am - 4pm with an hour break for lunch. Please consult the current Seminar schedule for dates, topics, prices and an application form.

##### Record of Attendance

Everyone attending a Workshop or a Seminar for the stipulated number of hours will receive a Record of Attendance. Students must, however, submit their Record of Attendance Summary Form to the lecturer on the last day of the workshop or at the end of a Seminar, in order that they may have the relevant hours signed for upgrading purposes.

##### Overseas Workshops and Seminars

Currently SEN workshops are only held in London, UK.

### **(iii) Examinations**

#### **a) Dates and Times of Examinations**

Please refer to the current Workshop Schedule or the Examinations Department at the Centre for up-to-date information, and a list of mandatory dates for the written examinations.

#### **b) Examination Fees**

Please refer to the current Workshop Schedule, MCI website or the Examinations Department at the Centre for up-to-date information.

#### **c) Examination Registration**

Examination Registration Forms will be provided upon request. These forms must be completed and returned to the Examinations Department, together with the full examination fee five (5) weeks prior to the date of your first examination. Fees can be paid by cash, cheque, credit or debit card. Students are requested to register in the name in which they wish their Certificate/Diploma to be issued. Changes in name will not be made under any circumstances.

Once registered, the fees are non-refundable and non-transferable. Students wishing to withdraw from part or all of the examinations after registration will forego their fees, unless previous agreement has been reached with the MCI Examination Department.

**EXAMINATION ELIGIBILITY** To be eligible to sit your written examination, the following criteria must be met:

Candidates must have attended a six-day workshop, passed all 7 assignments, and received their permission to sit written examinations letter from the External Programmes Department.

#### **d) Format of the Written Examination**

The written examination is an unseen paper lasting 3 hours. There are 4 sections as follows:

- A. Legislation
- B. Physical Disability and Sensory Impairment
- C. Communication Difficulties
- D. Emotional & Behavioural Difficulties

There is a choice of one out of two questions in each section.

#### **e) Examination Script Marking**

All answers will be marked out of a maximum of 10 marks and the overall mark for the paper will be an average of the four answers. The pass mark for the paper is 5 (50%).

#### **f) Examination Grading Scheme**

Distinction	80% and over
Merit	65% - 79%
Pass	50% - 64%

### **g) Examination Disqualification**

Candidates may, at the discretion of the Centre, be disqualified for suspected malpractice for the following reasons:

- Introducing or trying to introduce materials not authorised by the Centre into the examination.
- Communicating, or trying to communicate, in any way with another person during the examinations.
- Being wholly or partially responsible for any other kind of misconduct or disruption which might affect his/her own results or the results of other candidates.

Montessori Centre International reserves the right to bar from future examination for any reason, a candidate who is found to have been guilty of malpractice.

Montessori Centre International will initiate legal proceedings against any candidate involved in impersonation or attempted impersonation.

### **h) Procedures for Written Examinations**

All bags, coats and other luggage must be left in a nominated location.

Candidates will be allowed to enter the examination room during the first 15 minutes, but their movements and behaviour must be quiet and not disruptive so as not to distract their fellow candidates. **Extra time will not be given to late arrivals.**

On the days of the examination, students will need to bring:

- Writing implements (pens, pencils, coloured pencils)
- Ruler and Stapler
- Bilingual dictionaries (if required)

**Candidates with proven Special Educational Needs** may request additional time for the written examinations - consideration will be given to such requests upon receipt of a written professional assessment of the candidate's condition. All requests must be made to the Examinations Department five weeks prior to the date of the first written examination.

**Candidates who fall ill just before the examination must provide medical evidence to support their request to defer the examination.**

**Overseas candidates** may take the written examination on any mandatory examination date at the British Council, or similar academic institution in their own country of residence by previous arrangement with the Examination Department. The Examinations Department will be able to provide further details about arrangements for private examinations.

All answers should be written in ink. Use of pencil is permitted for diagrams only. All rough notes should be written on separate sheets of paper (headed appropriately). Rough notes are not to be taken from the examination room. The use of correcting fluid is not permitted. Work to be ignored should be clearly crossed through.

Candidates found guilty of malpractice will be disqualified immediately. See notes on disqualification.

The Invigilator will distribute writing paper and the examination paper. Candidates will be instructed on the starting and finishing times; the Invigilator will draw the candidates attention to the last thirty (30) and ten (10) minutes of the examination. If candidates require additional writing paper, they should attract the attention of the Invigilator by raising their hand. Candidates should also raise their hand if they wish to use the toilet or get water.

Read all questions carefully before deciding on which ones to answer.

Candidates must print **THEIR STUDENT NUMBER, THE SECTION AND THE QUESTION NUMBER ON EACH PAGE.**

Candidates must write out the question they have chosen in full. Each new question must be answered on a new sheet of paper. Candidates should write on **one side of the paper only.**

Candidates should remember to re-read and check their answers before handing them in, and to staple each answer individually.

Candidates are not allowed to leave the examination room during the last thirty minutes of the examination.

Candidates may not keep the examination papers. All examination papers and rough notes must be handed in at the end of the examination period.

***j) Procedures for the Evacuation of the Examination Room***

Should it be necessary to evacuate the examination room for any reason the following procedure should be adopted:

- Candidates must be supervised at all times.
- The Invigilator must make a note of the examination time which has elapsed when the examination is stopped.
- When the emergency is over the Invigilator must note the time at which the examination re-started and tell the candidates to rule a horizontal line across the scripts at the point where the work is to be resumed.
- The candidates must be allowed the correct time for the examination and therefore the examination will finish later than scheduled to allow for the break.
- The Examination Co-ordinator or Invigilator must write to MCI giving full details of the emergency including the date, title of the examination, and the duration and nature of the disturbance.

***j) Examination Re-take Procedures***

If candidates fail to meet the required standard in their initial examinations, they will be allowed one opportunity to re-sit their examination. The Montessori Board of Examiners would strongly recommend that candidates who fail, attend revision/exam preparation classes prior to re-taking their exams. A fee may be charged for such classes.

Re-takes must be taken within twelve (12) months of the original examination date.

### ***k) Examinations Written Reports***

Candidates, who fail their examinations, can write to request a written report. This report should guide the student in preparation for a re-take. A set fee is charged for such a report.

### ***l) Issuing of Examination Results***

Candidates will be notified by letter about the results of their examinations within six weeks of having taken their examinations. These results are subject to ratification by the Montessori Board of Examiners which meets four times a year. Certificates/Diplomas are then issued within one month of the Examinations Board meeting. In the absence of Certificates and Diplomas, candidates are requested to use their results letter when applying for employment. Transcripts are provided with all Certificates and Diplomas. Keep them together with the relevant Certificate/Diploma as you may require them in the future. A fee is payable for all duplicates.

### ***m) Graduation***

Montessori Centre International celebrates the achievements of its graduates by an annual Graduation Ceremony, which usually takes place on 6<sup>th</sup> December, St Nicholas's Day. Details of this ceremony are provided to graduates with their Certificates/Diplomas.

## **8. MCI ADMINISTRATION POLICIES**

### **8.1 Change of Address**

Students are obliged to notify the Centre of any changes in name and/ or address. The Centre cannot take responsibility for mailings not reaching students who have failed to forward their current details.

### **8.2. Access to Student Records**

All student records are private and confidential. Individual students have the right of access to their own individual course records held at the Centre. A request must be made in writing to the Chief Executive. Records are kept for a period of five years for those students who have completed one or more stages of the course. Access to examination records is not available.

### **8.3. Additional Fees**

The Centre reserves the right to charge students for additional services and replacement course materials at the currently published prices.

### **8.4. Assessment Appeals**

Any candidates dissatisfied with their course work results may apply in writing to the Chief Examiner for all their course work to be re-marked. The Chief Examiner may upgrade or downgrade the course work marks. The Chief Examiner's decision on the marking is final. A fee of £250 is payable for this service.

**Appeals against the decision or confirmation of the decision** of the Montessori Examination Board can only be made on the grounds of procedural irregularity or legitimate (ad-hoc) mitigating circumstances. The original appeal must be made within one month of results being officially released.

### **8.5. Transfers**

There are no transfers on this course.

### **8.6. Withdrawal from the Course**

Please advise the Centre should you decide to discontinue your course. The course fees are neither transferable to another student nor refundable.

### **8.7. Grievance Procedure**

In the first instance students should consult their tutor. If the grievance remains unresolved it should be directed to the Manager External Programmes, and, if the External Programmes Department is unable to resolve the grievance, it should be directed to the Chief Executive at the Centre. Unresolved academic grievances, should be directed in writing to: The Appeals Board, 18 Balderton Street, London, W1K 6TG. If students find that the grievance cannot be resolved at Institutional level, they have the right to seek assistance from our accrediting body, the Open and Distance Learning Quality Council (address available from the Centre). During negotiations over a grievance, students have the right to be accompanied by a friend.

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