

OUR PROCEDURES: Distance Learning and Home Study Only

This document attempts to explain the procedures we undertake to support our candidates registered on our Distance learning mode of study. As part of our Quality Assurance process, we attempt to explain the procedures you should expect during your registration with us as a Distance Learner; please review the procedure and **call us on +44 (0) 207 82 8212** or **email us to info@goldsmithibs.com** should you wish to clarify any of our procedure.

STEP 1: We contact you through our target marketing effort or you are referred us.

STEP 2: You are interested in one or more of our courses and:

- You Call / Text us or;
- You Email us or;
- You Apply Online at – <http://www.goldsmithibs.com/Sign-Up.aspx>

STEP 3: We then send to your email or physical address:

- A Course brochure detailing specific information about the course you signified interest in
 1. A Frequently Asked Question (available online) at <http://www.goldsmithibs.com/forms/faqs/FAQ.pdf>
 2. An Application form to complete and return to us by email or post
 3. Alternatively, we direct you to our online application form available at – <http://www.goldsmithibs.com/Downloads.aspx>
 4. An Enrolment Form to complete and returned to us by post or email to us via info@goldsmithibs.com
 5. Details of our Terms and Conditions of Enrolment, our Banking details etc.
 6. A cover letter detailing how you may proceed to become a registered candidate at Goldsmith IBS

STEP 4: You inform us of payments made to us; we will then:

- Immediately confirm receipt of your payment to our designated bank account, then;
- Confirm receipt of your cleared funds (for funds paid by cheque or other non-cash means - note that this may take 3 to 5 working days)
- Send to your designated address, the followings:
 1. 1st Lecture pack plus;
 2. 1st Tutor Marked Assessment I (TMA) plus;
 3. Our deadline/target dates for completion plus;
 4. How you may contact your course tutor for support (email, post, fax, phone etc.)

NOTE: At scheduled deadlines/target dates, you will be required to submit to us, the 1st TMA sent to you with your 1st Lecture pack

STEP 5: We will then send to your designated address:

- A detailed feedback on your performance on the 1st TMA; this will include:
 1. Guide notes on how to present your answers better (structure and contents);
 2. Advice on Examination techniques;
 3. Common issues of concern identified with other candidate (without breaching their confidentiality) on the same course/module;
 4. Directions to where you may obtain extra resources and particular concern you should be aware of.
- The 2nd Lecture pack plus;
- 2nd Tutor Marked Assessment (TMA)
- Our deadline/target dates for completion plus;
- How you may contact your course tutor for support (Email, post, fax, phone etc.)

NOTE: At scheduled deadlines/target dates, you will be required to submit to us, the 2nd TMA sent to you with your 2nd Lecture pack

STEP 6: At an appropriate time within your course with us, we will send to your designated address:

- A detailed feedback on your performance on the 2nd TMA. This will include:
 1. Guide notes on how to present your answers better (structure and contents);
 2. Advice on Examination techniques;
 3. Common issues of concern identified with other candidate (without breaching confidentiality) on the same course/module;
 4. Directions to where you may obtain extra resources
- Our Mock Examination plus;
- Our course/module Questionnaire to be completed and returned to us
- How you may contact us for support on the mock exam. (Email, post, fax, phone etc.)
- Our Examination Tips for the examination based on the Tutor's expectations & experience