

# Online Learner Handbook



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# Welcome to the Windsor Forest Group of Colleges

Our Colleges have a long tradition of academic excellence and strong pastoral care for students. You are joining a vibrant community of staff, students and governors and we very much hope that your time with us will be happy and productive, and we are privileged that you chose us to be part of your learning and development. We wish you the best of luck with your studies.



# Your Learner Journey

## Funding Compliance

- Sometimes we will need to obtain additional evidence from you before funding can be fully confirmed, for example: Residency, ID, salary, or benefit evidence. When this happens, our Admissions team will call and/or email you to obtain this evidence, you will need to provide this as soon as you can to avoid any delays to starting your course.

## Starting your course

- You will receive a welcome phone call and/or an email containing access to:
  - > Learner Handbook
  - > Equal Learning Platform
  - > Course Materials
  - > Safeguarding & Wellbeing links

## Learning & Assessment

- Work through your learning and submit your units in line with your agreed deadlines. Assessors will give you feedback on your work and give guidance on progress for future improvements and future units. Your Assessor or Coach can also give you 121 support if you need it by phone or email.

## Progress & intervention support

- You will receive automated check-ins if you are working through your course in line with your dates.
- It is important you work within the agreed deadlines, however if you struggle to meet a deadline you can request up to a 7 day extension on your EQUAL account. You can also contact us at any point to discuss your progress.
- If you do fall behind with your deadlines, a member of the team will contact you to agree a plan and to discuss any support you may need.
- Please do inform us at the start of your course if you require any additional support or have any additional learning needs so we can signpost you to the relevant support links.

## Completion & Achievement

- Our Assessors and Coaches will support you to complete your course successfully.
- When you finish your course we will carry out quality checks before your certificate is claimed from the awarding organisation or if applicable, you may need to complete a mock exam before being entered for your exam.
- As part of our quality checks you will be asked to complete a survey, your feedback is important to the College





# Your Support Team

Our Support Teams are here to help you succeed in your course, providing support for a range of needs.

The team will liaise with you to ensure that your needs are met but should you need more information or have any queries, please contact your Assessor or Coach in the first instance alternatively you can email [adult.learning@windsor-forest.ac.uk](mailto:adult.learning@windsor-forest.ac.uk)

## Support Coach

Your Coach will regularly contact and support you through to achievement of your course. You should expect to receive regular contact from them and, from experience, we know that regular contact with your Coach directly improves your chances of success.

## Assessor/Tutor

You will be assigned a subject expert Assessor/Tutor upon submission of your first assessment. However, should you require assessor support prior to this, please contact your Coach who will be able to arrange this. Your Assessor/Tutor will assess the work you have submitted and provide personalised, robust, and developmental feedback.

# Programme Delivery

The course is run via distance learning. Distance learning means you can study at a time and in a place that is suitable for you, whilst working towards your agreed deadlines.

Getting started is easy. Just make your way through the learning resources to gain all the knowledge you need to successfully answer the assessment questions. Whether the course is paper-based or online, the content is engaging and will get your brain working with activities, quizzes and additional reading.

All courses are written by subject experts and approved by nationally recognised Awarding Organisations.

Your Assessor/Tutor will expand on this learning by giving feedback that extends your learning above the course content and giving links to additional reading and research.

Your feedback will focus on key areas: Summary, Strengths, Areas of Development and Next Steps. Your Assessor/Tutor will set you targets to work towards for your next submission, these may be around external research and referencing, or including personal examples within your answers, or linking to Safeguarding, Prevent, British Values, Online Safety (if appropriate). Your Assessor/Tutor will also provide feedback on your English and Maths skills as a means of support and give useful links for you to upskill

## Assessment

Simply log in to your online account, answer your questions, and submit to us for marking. It is a good idea to work through all of your learning resources before you begin answering the assessment questions. Each assessment will be marked by your Assessor/Tutor. They will assess whether or not you have met the criteria and provide written feedback on your answers, which you will receive via email. If you have not met the criteria fully, don't panic – your Assessor/Tutor will guide you on what you need to do to successfully pass the unit.

If you have to re-submit any part of the assessment, you can request contact with your Assessor/Tutor for support in resubmitting or understanding your feedback. To achieve your qualification, you must successfully pass each relevant assessment or exam if applicable.

# Plagiarism

Plagiarism is when you present someone else's work, words, images, ideas, opinions, or discoveries (whether published or not) as your own. Plagiarism can also occur through using the artwork, images, or computer-generated work of others without properly acknowledging the source, with or without their permission. Examples of plagiarism could include:

- Directly copying from physical, pictorial, or written material without crediting the source
- Paraphrasing someone else's work, without crediting the source
- Using another person's work and presenting it as your own.

Plagiarism is an example of academic misconduct. Other examples of academic misconduct are:

- Cheating – which is acting unfairly or dishonestly to gain an advantage
- Allowing someone else to complete your assessments for you (without prior agreement from WFCG) or copying assessments from another person or collaborating with another learner to complete your assessment (collusion).

This following action may be taken by WFCG if we believe we have evidence which indicates you have done something wrong. The following worst-case actions may be taken in any order, depending on the severity and frequency of your academic misconduct:

- Your mark or assessment grade will be reduced
- You may not be allowed to take the unit/exam/test again
- You may be withdrawn from your course



# Learner Contract

Having read the above you agree to the following:

1. I understand that I am enrolling on a distance/blended online learning course.
2. I will display excellent conduct and behaviours for learning, whilst studying
3. I have completed an enrolment form and have read the terms and conditions.
4. I agree to provide all the required evidence to ensure that I am entitled to funding for this course.
5. I understand that I cannot access this course if I have already received funding for it before.
6. I have received access to my learning materials and Learner Handbook and am now working towards completion of my first assessment (EQUAL login details if online).
7. I will complete my assessments and submit them, ensuring they are received by the due dates stated.
8. I understand that I must complete each relevant unit and achieve a 'PASS' grade in each unit to successfully achieve the programme of learning.
9. I am fully aware of who to contact and how to contact them if I have any problems with my coursework.
10. I can confirm that I have received an explanation of the information and resources.
11. I understand that my Coach will track my progress throughout and should I show a lack of, or no, progress, I may be withdrawn from my course.

# College Email Account



There are a range of IT facilities which you can access with your student ID and password.

You will also be given a college email address which can be linked to a smart phone. It is important to regularly check your college emails.

Your login details to log into your college email and the Adult Learning app are:

Your college email address: [idnumber@windsor-forest.ac.uk](mailto:idnumber@windsor-forest.ac.uk) (the number can be found on your college ID)

Your password is: your date of birth, followed by the first 3 characters of your postcode in Capitals.

e.g: 01/10/1998TW2

When you first log in you will be prompted to change your password.

- It must have a minimum of 8 characters At least one capital letter
- A number.
- You cannot use your name as part of your password.



# The college app



We recommend that you download the College's Adult learning app onto your phone. The Adult learning team will send messages/emails to you on it about any important information. You can also use it to access the college Safeguarding and Wellbeing site and other useful links (cloud storage that comes with your College account)

Go to the app store for your phone

Search for  
'Adult Learning  
wfcg' Tap to  
install

Tap to allow notifications

Sign in with your college email and password



The College app is very small and takes up very little space on your phone (approximately the same as one photograph) but it is not compulsory to install and if you choose not to, you can access the same information from the Adult Learning student intranet using this url. <https://app.windsor-forest.ac.uk/adult>



# Governance and Policies

The Windsor Forest Colleges Group Corporation is the overarching body that governs Langley College, BCA, Strode's College, and Windsor College. The Corporation was formed following the formal merger between East Berkshire College and Strode's College in Egham on 9 May 2017 and then the subsequent merger with BCA (Berkshire College of Agriculture) on 1 August 2022. The Corporation Board, which is a non-executive board, meets at key stages throughout the academic year.

Full policy details, along with other key information can be found on our website, via the link below.

<https://www.windsor-forest.ac.uk/about->

[us/governance/](#) Policies include (plus more):

Admissions Policy

Complaints and Compliments Guidance to

Customers Equality, Diversity & Inclusion Policy

GDPR Policy

Our Missions and Values

Safeguarding & Child Protection Policy and Procedures



# Key Contacts



Adult Learning (Prior to starting course) [adultlearning@windsor-forest.ac.uk](mailto:adultlearning@windsor-forest.ac.uk) or 01753 793288

Admissions [admissions@windsor-forest.ac.uk](mailto:admissions@windsor-forest.ac.uk) or 01753 793288

Adult Education (Whilst in learning) [adult.education@windsor-forest.ac.uk](mailto:adult.education@windsor-forest.ac.uk) or 01784 437506 ext: 1282

Exams/Certificates [exams@windsor-forest.ac.uk](mailto:exams@windsor-forest.ac.uk) or 01753 793 286

Safeguarding Team [safeguarding.sixthform@windsor-forest.ac.uk](mailto:safeguarding.sixthform@windsor-forest.ac.uk) or 01753 443850