Tutorial guidance

A bit more about our T&Cs …..

At inspired2learn we are very proud of the unprecedented level of tutorial support we offer. We pride ourselves on a personal touch and a genuine desire to look after learners. We've undertaken professional qualifications ourselves recently, and know how it feels to write assignments and sometimes feel overwhelmed. We really do care about your learner experience, which presents a unique set of challenges for us in balancing the level of professional and personalised support we aspire to, without encroaching inappropriately upon the need for you to be able to demonstrate your knowledge, understanding, professionalism and self-management through the qualification.

Remember to refer to all our policies and procedures in your qualification induction pack, especially in relation to collusion. **Collusion** is a form of plagiarism and in relation to tutorial support, can be a grey area. Your tutor has to be careful when helping you respond to assessment tasks, to make sure that they don't make the solution or answer too obvious. When does it become your tutor's response and not your own? There are times when you might ask a question that your tutor isn't permitted to answer. You are expected to be self-reliant with research, resulting in thinking / writing that is your own, rather than receiving the 'answers' from your tutor.

To help with understanding the boundaries of tutorial support, here is a summary of how we can help you, plus some of things that aren't included (even if you wish they were!). If in doubt ask. Email your questions or call us and we will give us much help as we can. You have unlimited support from us, within the boundaries of working towards a professional qualification. So what does this include?

During your qualification you will receive…

Unlimited contact by email, phone and zoom for informal Q&A in regard to your qualification. Let us know your questions about assignment writing and delivering your supervision. We can help you with all your technical questions about assignments, plus hints, tips and ideas for reading and research. We will be able to point you in the right direction for reading and research, but not give 'answers'. Email any time and as often as you wish. We encourage plenty of contact and find the most successful learners ask lots of quick questions on a regular basis. Phone or zoom calls will be arranged at mutually convenient times.

Access to a library of webinar recordings, to teach some of the core knowledge, skills and behaviours. These will compliment your independent reading and research. Dip in and out as often as you like.

A large **library of learning resources**, uploaded onto our website and stored under broad section headings. This should give you a head start in sourcing reading materials and supervision tools. Browse according your interest and needs. This should help save you time on general web searches. It is highly likely that you will also carry out research and searches of your own elsewhere.

Extensive documentation for your qualification, including assignment guides, templates and advice. There will be plenty of scaffolding around which you can build. Documents are regularly updated and also stored on our website for access 24/7. You are responsible for managing version control within your personal filing systems, so that you are working with the most up to date advice.

Pointers for assignment content – via webinar recordings and written assignment guides. These aren't intended to tell you what you 'must' write or include. The assignment guides provide ideas for structuring your work, the order in which you could approach things and some ideas of models, theories and discussion topics. It is important that your assignments are your own work and that we don't write them or over-scaffold them for you. However, we have many years' experience of assessing assignments and it's great to be able to share with you hints, tips and common mistakes. The guides will point you in the right direction – you will then do all the work (sorry about that!). Your induction pack contains full details of the syllabus and assessment tasks, plus indicative content.

Review of draft work by email. You are welcome to send us draft work for review any time. We will give you a few words of reassurance or advice, without telling you what to write. Think of the tutorial process as being 'how to' rather than 'what to'. We only accept draft work by email as a

word document attachment. There are various boring admin reasons for this, so please don't be offended if we return something and ask for it in a slightly different version before taking a look for you. We do not make feedback available via Google docs or other on line platforms.

Formative feedback is the step before your work is formally assessed. It will give you quick pointers for extra areas to include, topics to cover and how to meet the command words of the assessment criteria. Your assessment work must be your own, so you won't be told what to write in detail. The first few sections you send us will be reviewed in more detail than later sections. To start with, we might give you substantial guidance on the first assessment criteria and then less on the second and so on. We recognise it can take a while to find the best approach to the style, depth and breadth of writing. After the first couple of sections, we will give you general pointers on the rest of your assignment. So detailed advice at the start, which will tail off as you progress. This is to ensure that your written work is your own and to limit reliance on your tutor. This means you will be mostly self-reliant in order to meet the expectations of post graduate (level 7) standards.

Formative and summative feedback.
Formative feedback might be written or verbal, with the intention of supporting your motivation, giving encouragement about what is going well and highlighting gaps or areas for improvement.

Summative feedback is given in writing when an assessment task is formally graded as a pass or refer. If your work is referred, you will receive more feedback and the opportunity to improve it. Summative feedback gives a final and formal evaluation of how you met the assessment criteria in the assignments.

The first time you send us draft work you will receive formative feedback. The second time we receive the same piece of work, we will assess it formally (summative feedback). This means that your work can be submitted for informal feedback once.

Review of one recorded supervision session. You can either send us an extract (20-30 minutes is about right) or a full supervision session (your tutor will dip in and out at different points). We will provide further guidance on this after enrolment.

Prompt responses to email requests and queries, although it might take a few days to get back to you in full. We aim to reply on the same day, even if it is a brief holding message or to arrange a time to call and chat. Reviewing draft work for example, can take some time and although sometimes we can do this very quickly, there are other times when it can take a few days. Just like you, it depends on our other diary commitments. One way round this would be for us to put a time-bound response policy in place (or not offer the facility to review draft work), which is common in

many other training providers. By remaining flexible it means we can sometimes help within a couple of hours and overall provide an extremely responsive service for you. Normally we will respond in full within a couple of days - occasionally it will take us longer. We appreciate your flexibility too, and by working this way together we can create a genuine working alliance that is personalised to your needs as much as possible.

Personalised approach and check-ins. We keep a record of contact with your tutor, which includes dates and a brief summary of the significant discussion or queries. This enables us to respond to your personal needs and notice how we can best help you. All records are stored securely and according to ILM policies and requirements.

Regular updates about updated i2l documentation, what is happening in the supervision community, CPD opportunities and learning resources.

Our working hours are 9 am until 5 pm Monday to Friday. We aren't available for tutor support at weekends or in the evenings. We close the office over the Christmas period for two weeks.

What isn't included?

Formal business support, such as advice and guidance for helping you to set up a coaching supervision business. Having said that, you'll find us happy to share our experiences informally and give quick advice and tips or answers to question you might have.

Supervision – you will not receive personal coaching or supervision from your tutor. However we can often help you to find a supervisor through our network.

Supervision of supervision – this is a very separate role to tutorial support. Your tutor will not be your supervisor as we believe this is a conflict of roles. We will help you to find a supervisor for your supervision work and additional costs will apply. All arrangements will be made directly with your supervisor.

Strict interim deadlines – you will be responsible for managing how you approach the assessment tasks, learning methods and supervision practise. Your tutor will not set or monitor deadlines for you. You won't receive reminders, other than for your final completion date.

Spoon feeding – that might sound a bit blunt, but is nonetheless important. You are undertaking a professional qualification at post graduate level (Level 7). This means you are expected to be self-reliant and self-motivated in your studies, drawing upon more advanced research and study skills with our support in the background. We won't provide you with interim deadlines or help you manage your time. As an experienced coach undertaking a post-graduate supervision qualification, you are expected to take responsibility for your workload and learning approaches.

Feedback and guidance with documents beyond your written assignments. You will be responsible for writing your own supervision contract, profile, web content etc and we are unable to give you formal feedback on this. We offer hints and tips through webinars, tutorial calls and the optional document templates we provide for you. The only documents you should send your tutor for feedback are as follows:

- Unit 700 – your theoretical assignment – you can send one draft of each assessment criteria to your tutor for written feedback. This must be in word format and your tutor will use comments boxes to provide formative feedback. The second time you send it to your tutor, it will be formally assessed and you will be given summative feedback. If the AC isn't meeting the pass standard at this stage, you will be referred and still have the opportunity to act on additional feedback and resubmit.
- A draft of brief sample supervision portfolio entries, especially your reflective log. Word documents only. You'll probably want to check that you are completing your supervision

reflections and CPD plans in the appropriate level of detail, so you can send individual draft documents to us once. We can then reassure you about the level of evidence being collected or give you some tips for improving it. You cannot submit your full portfolio of evidence for tutorial feedback.

Support to achieve further accreditation with a professional body, such as the AC, EMCC or ICF. These processes require substantial preparation and further work beyond your ILM supervision qualification. We might be able to help you with this in a mentoring or advisory capacity. Extra fees will be payable.

Weekend or evening appointments aren't available. We work 9 am until 5.00 pm Monday to Friday and will always do our best to provide a prompt response and tutorial support calls with you.

Your tutor for your ILM supervision qualification is Clare Smale
Tel: 07977 362787
Email: Clare@inspired2learn.co.uk