

**Certificate in CBT (Distance Learning)**  
**Terms & Conditions - Service Agreement:**

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**Teaching and Learning:**

Learning opportunities in each session will be provided on Moodle through a combination of teaching methods including:

- Tutor discussion via video film
- Tutor skills demonstration via video film
- Power-point presentations (some to include audio commentary)
- Individual tasks
- Role play with a colleague/friend
- Peer and tutor feedback

Video, handouts and reading materials will be provided to support student's web-based learning. Students will be required to keep a reflective learning journal, demonstrate their knowledge of the key texts, have access to audio or video taping resources, have access to appropriate computer equipment and internet connection and be signed up to Skype.

Students will have read the technical specification information and FAQs from the information page for the course on the website [www.cbt-centre.co.uk](http://www.cbt-centre.co.uk).

### **Cancellation of the course:**

You may choose to cancel your purchase of the course within 14 days of registration. Please notify us by emailing enquiries@cbt-centre.co.uk with your student number and information on any problem with the product within 14 days of delivery of a training module (or registration). If you fail to do so you will be deemed to have accepted the Goods.

Where you make a claim to cancel your purchase of a module (or registration) within the period indicated we will attempt to make any reasonable adjustment to satisfy you, and we make no guarantee regarding refund of monies relating to a module (or registration) already purchased and/or completed by the student.

### **Role of the Course Tutor:**

The Course Tutor is the person who you will probably have most regular contact with during your studies on the course. Course Tutors are experienced experts in their field of study.

### **Duties of Course Tutors:**

- To ensure, with skill and care, the quality of the course including teaching and assessment, student and tutor feedback, and support.
- To provide academic support and guidance for students.
- To be available to discuss progress with students, during the registration period of the course via a 20 minute skype session.

### **Tutor Contact Time:**

<b>TUTOR/other student CONTACT TIME</b>	<b>Certificate in CBT (Distance Learning)</b>
<b>A 20-minute skype session with your tutor when you have enrolled</b>	<b>To welcome you, discuss the handbooks, the assessments, and answer your questions</b>
<b>A 20-minute skype session with your tutor in each module (one session in each of the 4 modules of the course)</b>	<b>Please contact your personal tutor via email to arrange this.</b>
<b>1 hour chat session via Moodle (or an alternative mode) with tutor/s and students</b>	<b>This will be available once or twice each year for students to exchange views etc.</b>
<b>Use of a Moodle Forum</b>	<b>You may post your questions about the course on here.</b>
<b>Emails</b>	<b>Email us directly only for emergencies or urgent personal matters unless a tutor has contacted you.</b>
<b>A 20-minute skype session with your tutor when you have completed the course assignments</b>	<b>To check you have completed all the assessment material</b>

**Email contact:**

- Tutor/s will respond to any email messages within 72 hours of receipt of a message.
- Messages can only be received between the times of 9am – 4.30pm Monday-Friday (UK time) and excluding UK Bank Holidays.
- Please use the **Student Message Board** for any general questions you may have or to share comments.

**Phone contact:**

Please make contact by telephone only if **an urgent matter that cannot be dealt with by email message**. Phone messages can be directed to our telephone answering service on 0845 052 3949.

Please note staff answering on this service number are unable to answer any of your questions and can only take a message to be forwarded to your tutor/s.

**Completion of the Award:**

To complete the award students must:

Successfully complete all the required assignments within 12 months of registering on the course:

- Reflective Journal
- Skills Self-assessment
- Theory Essay

If required, a student will be requested to undertake additional work on an assignment and have the right to resubmit an assignment within a given time specified by their tutor/s to allow for further study and practical work to meet the assignment criteria.

On successful completion of the award a Certificate in CBT awarded by Manchester Centre for CBT Ltd. will be emailed to you in pdf format. **The name on the certificate will be the one you have provided on registration.**

### **Additional Learning Needs:**

- If you require additional learning support due to a disability then please be aware that as this learning programme is of a distance learning nature this will limit the support we are able to provide you due to the dependence on the delivery of the course via the internet. Consider carefully whether this form of learning is for you. Where possible we will aim to provide support to all students registered on the course programme and, in special circumstances due to a diagnosis of a disability, attempt to provide additional support to the student to enable them to complete the course work.

### **Submission of course work:**

- All coursework has to be submitted by the first submission date after a 12 month period following Registration. Students may choose to submit their work at the specific submission dates during the 12 months following Registration or at the first submission date following the 12 month period following registration.
- All coursework must be submitted via email directly to your assigned tutor or via online processes (if agreed with your designated tutor).
- **Any Learner experiencing difficulty with completion of work by the due submission date are requested to discuss this with their Tutor in the first instance.**
- **An additional administrative fee of £40.00 may be chargeable for each piece of late course work submitted after the initial 12 months registration onto the course.**

### **Referencing Theory Essay:**

- It is essential that you reference work correctly.
- For more information on referencing please see the section of the Student Handbook once you have registered.

### **Plagiarism:**

- Plagiarism is viewed as a serious form of misconduct. Please make sure you understand that plagiarism means **copying the words of others**. This includes writing from:
  1. Books, journals and reports
  2. Websites and other electronic media
  3. Newspapers and magazines
  4. Other students past or present
- **Plagiarism IS NOT ACCEPTABLE** – We advise you to use your own words. When you do use references please ensure to keep quotations brief and give exact sources by full and accurate referencing. Please see the section of the Student Handbook (accessible following Registration) for further guidance on

referencing any work.

### **Feedback & Complaints:**

- **We welcome feedback** in verbal or written form at any time concerning the course. Please provide this to your course tutor in the first instance. Written feedback will be forwarded to our Internal Courses Verifier.
- At the end of the course you will be invited to complete a written feedback form. This information assists the development of our training programmes.
- **If you have any complaints** concerning the course please contact the Course Tutor/s in the first instance to try to resolve these. If you are dissatisfied with any outcome following this action then please write to the Director of the Centre who will forward your complaint to our independent Internal Course Verifier for further investigation. Details of our complaints policy and processes are available on our website on the Terms and Conditions page, see: [www.cbt-centre.co.uk](http://www.cbt-centre.co.uk)

**Manchester Centre for CBT Ltd. reserves the right to alter or cancel courses.**

Manchester Centre for Cognitive Behaviour Therapy Ltd.

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