



STUDY GUIDE, RULES & FAQs

This study guide is intended for all students registered, or preparing to register with The Voice College and contains important information - please read very carefully.

Distance Learning Courses - Teacher Training

Eleven of The Voice College's popular and highly-respected qualifications are completed via distance learning, which means that you can complete all of the required elements without having to physically attend college, or be constrained by lecture times. Each course (with the exception of the Foundation Certificate) involves a certain amount of "live" assessment of your work, which is carried out online. Additionally, each course runs for a set registration period, and *students are required to complete within that time frame.*

Our distance-learning courses (with the exception of *Access to Teaching* - please see separate information for that course later in this guide) are completed by studying *modules* which are worth 3, 4.5, or 6 *credits*, depending on their length and complexity. Credits are awarded at different levels for each course. Modules are broken down into a series of assignments.

A typical 3-credit module takes on average 3 - 4 weeks to complete, and tends to comprise 3 or 4 assignments, totalling approximately 5,000 words. All modules require roughly 9 - 12 hours of study per week minimum, although some students will want to do more.

Currently, the following distance-learning courses are available:

Access to Teaching Singing	4 - 6 months	(Entry Level)
Foundation Certificate in Teaching Contemporary Singing	3 - 4 months	(Entry Level)
Certificate in Teaching Contemporary Singing	4 - 6 months	(Level 1)
Higher Certificate in Teaching Contemporary Singing	6 - 8 months	(Level 2)
Higher Certificate in Teaching Contemporary Singing (Children & Adolescents)	6 - 8 months	(Level 2)
Diploma in Teaching Contemporary Singing	7 - 9 months	(Level 3)
Diploma in Teaching Contemporary Singing (Children)	7 - 9 months	(Level 3)
Diploma in Teaching Contemporary Singing (Adolescents)	7 - 9 months	(Level 3)
Higher Diploma in Teaching Contemporary Singing	10 - 12 months	(Level 4)
Professional Diploma in Teaching Contemporary Singing	12 - 15 months	(Level 5)
Advanced Professional Diploma in Teaching Contemporary Singing	15 - 18 months	(Level 6)

All courses can be completed within the shorter time frame. We allow more time for completion on each course, so that if life gets in the way of completing a module to deadline - as it sometimes does! - you have some built-in leeway for late submissions, or revision of work where necessary.

We also offer stand-alone *Elective Modules* for recreational or professional development purposes, with tutor support. You can find details of these on our website [here](#).

Online One-to-One Courses (Blended Learning)

Foundation Piano Skills for Singers and Singing Teachers with Chris Passey

This 4-session foundation course has been specially devised by Chris to bring all of the most useful elements of piano and keyboard work together for singing teachers and keyboard beginners who want to get their heads (and hands!) round the essentials for their day to day work. The course leads to further blocks of 4-week study if required, building on previous skills and quickly getting you to a place where you feel more confident about playing during lesson time.

Finding Your Real Voice with Dena Murray

An 8-week, one-to-one online training and Teacher Certification course for teachers and singers wanting to learn Dena's acclaimed system, based on her three best-selling books. Dena's track record in her field is exceptional, and her skill in being able to 'feel' what a singer needs is legendary. Feedback from those who have taken the course already is 10 out of 10!

Ultimate Vocals 1 (Key Concepts) with Ria Keen

A 6-week, one-to-one online training course with The Voice College Principal Ria Keen, focusing on 'setting up' the voice and body to sing at one's best on a daily basis. Tailored to each individual applicant, the techniques covered in the course are those which have been wowing Ria's West End and music industry clients for years, with the concentration on achieving vocal freedom in any style, and for singers at any level of experience. (This course can also be taken in person in Worcester or Birmingham, UK. Teacher Certification in this method is also available).

Please note: *Missed appointments with the course tutor on a blended learning course may result in you not being able to complete the course.* If you cannot attend a scheduled lesson with a tutor, you must ensure that you contact them to re-arrange, giving plenty of notice. Our tutors are freelance industry professionals and their time, like yours, is precious. We regret that we cannot refund fees for lessons that you do not attend.

Workshops

Workshops on a wide range of subjects embracing performance & presentation skills, vocal technique, teaching technique and personal development are offered on an ad-hoc basis throughout the year, and can also be created specifically to suit your local group or business.

One-to-One Training In Person and online - available worldwide

One-to-one tuition is available with our Elite coaches and top-level graduates by appointment. Please see the [website](#) for details.

Residential Courses / MasterSinger

By popular demand, we have recreated regular opportunities to attend residential courses. These can be attended as stand-alone options, or can contribute towards your credits for our *MasterSinger* programme. These options are available for both singers and singing teachers. See [website](#) for details!

Access to Teaching Singing

Unlike our other distance-learning courses, this course is completed by portfolio, lesson observations and tutorials, and is designed to be as flexible as possible for people exploring the idea of entering the world of teaching singing professionally. This course is assessed on a pass / fail basis only, and can lead to distance learning study at Higher Certificate level (or possibly higher) at the college.

Frequently Asked Questions

Can I Finish My Distance-Learning Course Early?

If you can get the work done, and submit work to at least pass standard (see later in this guide for an outline of our Grading System), then in theory you can finish early. However, *we do not recommend it, and in practise it very rarely happens*. The course work is quite rigorous, and our standards high, so hitting the mark takes a good deal of focus and energy. Many students start out by thinking that they will complete early, but the practise is very different to the theory!

It is also very common for students to think that achieving Merit and Distinction grades is fairly straightforward, when in practise it is not. Distinctions are awarded only for the *very highest quality* work, and it is not unusual for students to be asked to re-submit all or part of a module if the work has not quite hit the required standard. Do not be disheartened if this happens to you - it is part of the learning process.

Can I Take A Formal Break From Studying If I Need To?

Yes. We have a system for Study Breaks, so that if, for example, you became seriously ill, or some other major problem arose, you would be able to apply for a Study Break for the periods of time shown below. However, please do not leave it until the last minute to apply for a study break - always inform your Personal Tutor if you are experiencing overwhelming difficulty. *There are strict limits as to how much study leave can be given for each course:*

Foundation Certificate & Access to Teaching:	up to 3 weeks
Certificate:	up to 5 weeks
Higher Certificate courses:	up to 5 weeks
Diploma courses:	up to 8 weeks
Higher Diploma:	up to 10 weeks
Professional Diploma:	up to 12 weeks
Advanced Professional Diploma:	up to 15 weeks

- For Distance Learning courses, study breaks cannot be extended beyond the time scales shown above, unless unforeseen extreme circumstances arise after you have started your course.
- Study breaks cannot be arranged for one-to-one online courses (blended learning) *other than by specific, written arrangement with the relevant course leader.*
- Please note: Additional fees are payable if distance-learning students take their study time beyond the registration period plus any study leave granted.
- In line with other providers of further and higher education, **our courses are not open-ended**, and we expect students to complete within their registration period under most circumstances.
- During a Study Break, you are expected to maintain fee payments as agreed, but naturally you are not required to submit work. You lose access to your Personal Tutor during your study break.
- Students who do not complete their course within the registration period (plus any agreed period of study leave) will then have 3 months within which they can continue to submit outstanding work. However, additional fees are payable on a per-month basis.
- Personal Tutor support is not available once the registration period plus the study leave period has been exceeded. Any work submitted within the additional 3-month grace period will be assessed by a suitably qualified tutor from The Voice College who is available at the time. Note carefully: if you are using the three-month period to complete practical teaching modules, *you will need to book and pay for an assessor in addition to the standard cost-per-module.*

- We are very student-centric at The Voice College and always try to put the needs of the student first, but Study Breaks are not granted automatically to all who apply, and students found to be abusing the system risk being withdrawn from their course without notice and without refund. We may ask you to provide a medical certificate under certain circumstances.

Please note carefully:

**Study leave cannot be granted simply because
you have got behind with your work.**

However, if you start to experience serious problems that mean that you are struggling to complete your work, you should *contact your Personal Tutor straight away*. There is very little that can't be resolved if you communicate, and you will always find us willing to listen, and ready to help where we can.

Can I Take Extra Modules If I Want To?

No. We don't allow this for the simple reason that for the vast majority of people, there simply isn't enough time to squeeze in those extra study hours during the registration period! What you can do is apply to take an Elective Module after your course has finished, should you wish to.

What Are The Entry Requirements For Each Course?

All applicants for Distance Learning courses are judged individually and on merit. *However, a good standard of written English is essential across the board*, and there are minimum entry requirements posted on the [website](#) under each individual course description.

It should also be noted that if you are intending to teach singing, it is advisable to have some music theory skills and the ability to play at least basic scales on piano or guitar. We *do* accept students who do not have these skills, but this is on the proviso that the student intends to add these skills to his or her portfolio at the earliest opportunity. Some course elements may prove difficult for students who have no knowledge of music theory, although naturally we provide help wherever we can.

One of our tutors, Chris Passey, runs intensive online courses in basic music theory and piano skills, aimed specifically at singers and singing teachers. Details can be seen on the website under the Blended Learning tab.

I don't have the right qualifications - can I still study?

We sometimes receive applications from people with no academic qualifications but who nonetheless have considerable industry experience. In the absence of any formal qualifications, we may ask you to attend an online or telephone interview, in order that we may assess your suitability for acceptance onto one of our courses.

We reserve the right to decline an application based on suitability for the type of study that we offer. The Voice College's decisions in these cases are final. Acceptance onto online and in-person courses with Ria Keen, Dena Murray and Chris Passey is at the discretion of those individuals, and their decisions are final.

Once my course is finished, can I take extra modules to upgrade to the next course level?

It is not possible to transfer credits from one course to another once the first course has been completed.

For example, if you complete a Higher Certificate course and then wish to take the Diploma, it is not simply a question of adding on another few modules in order to make up the required number for the Diploma. There are several reasons for this:

- The Teaching Practise modules are focused differently from course to course
- Each course is assessed at a different level
- The compulsory modules vary between courses

More importantly, this practice is known as ‘double accrediting’, which means that we would be issuing two separate qualifications on the basis of work that was done just once. This would be akin to taking a Bachelor’s degree, and then starting a Master’s, but expecting all of your Bachelor’s degree to count towards the higher degree.

However, a student wishing to study further modules after having completed a course, but not wishing to take another course in full, can apply to study a range of Elective Modules via the Continuing Professional Development or ‘recreational study’ routes.

The Application and Registration Process

For distance-learning courses

In the first instance you should complete the form that you will find on each course page on the website. (Filling in the application form does not commit you taking the course). Your form will be sent automatically to our Registration team.

Please note that not all applications are accepted. Once your application has arrived, we will check it through to determine

- a) if you are a suitable candidate for the course for which you are applying
- b) if there are any questions arising from your application.

If your application is unsuccessful, you will be notified via email. Please note that if unsuccessful, we cannot enter into discussion as to why this might be, and The Voice College's decision is final. If your application is successful but there are questions arising from it, you will receive an email from one of our Registration Team telling you what additional information is required.

Once all questions regarding a successful application have been resolved, we will issue an Enrolment & Learning Agreement for you to *e-sign*. An e-signature is as legally binding as a pen-and-paper one, so please read all of the Terms and Conditions carefully before signing. Once you are registered and enrolled, you will receive other documentation from us, including your reading list and course timetable. Please note that for some courses, certain texts will need to be purchased in order for you to complete your work. These will be clearly shown on your reading list, together with details of the texts that we supply.

Regarding fees: if you are paying in full and upfront, by far the simplest way to make payment is by direct transfer. (Details will be on your invoice, which will be sent once you have been accepted onto the course).

If you wish to pay by instalments, then you will need to set up a Standing Order with your bank. Alternatively we can send out invoices as instalments become due.

Extenuating Circumstances - Extensions and Extension Fees

At the discretion of the Principal, it is occasionally possible to waive additional fees where a student runs over the original registration period on a distance-learning course. This waiver **may** occur under the following circumstances:

- Where the student has suffered an extended period of serious ill health which commenced after his or her acceptance onto the course, and for which a standard Study Break period is not enough. (A medical certificate will be required).
- Where unforeseen personal difficulties of a serious nature have arisen, causing a major interruption to the student's work.

Students **must** report such problems to their Personal Tutor at the earliest possible opportunity, in order that a reasonable solution may be found where possible. All decisions made by The Voice College in these matters are final, and in signing your Learning Agreement, you are agreeing to be legally bound by the rules and regulations of The Voice College.

De-Registration / Withdrawal from a Course

Regretfully, it is sometimes necessary to withdraw a student from a course, and it is important that students understand that this will happen automatically under **any** of the following circumstances:

- Where the student has failed to complete work in timely fashion (i.e. within the registration period or before *terminal dates* as stated on the course timetable) and chooses *not* to take up an extended registration period. Under these circumstances, any work that has been completed to at least 'Pass' standard would be noted on a Certificate of Completion.

- However, the student would not be deemed to have passed the course as a whole, and would not be entitled to use The Voice College's letters after his / her name, or receive the qualification originally applied for.
- Where fees are not paid as per the original agreement.
- Where the student has made no contact with either The Voice College head office staff or the assigned Personal Tutor for a period of 8 weeks or more on Diploma courses, or 4 weeks in the case of Certificate courses.
- Where the student has been found to be knowingly plagiarising work.
- Where the student has been found to be bringing the name of The Voice College into disrepute.

Sending & Receiving Course Work

The hub of communications between you and your Personal Tutor is a specially-assigned private Study Room in our online campus which is hosted on a platform called Basecamp. You will be assigned to your Study Room once registration is complete, and you will be given access to it on the first day of your course.

Once on campus, you will have access to our online library, and will be able to chat with fellow students, staff and other team members in the Common Room. Basecamp is very easy to use, however there is an extensive Help section built into the site itself, should you need it.

On the day that your course begins, you will be invited to your private Study Room, where you will find your course modules, together with any texts that are supplied by the college.

Your Study Room allows you to communicate privately with your tutor, upload or type assignments straight to screen, and receive feedback from your tutor. Once your course is over, your work will be archived so that we always have it on file.

It is a requirement of all courses that you save copies of your work to your local hard drive or cloud storage facility.

Please note: *private messages* on Basecamp are called Pings, but we ask that you use the Message Board when contacting your tutor, as private messages cannot be archived and may form an important part of your study records.

Receipt and Completion of Modules

You will be sent a course timetable before your course begins, so that you know what is expected of you, and when your deadlines are. Each module has three dates attached to it:

- the due date
- the extension date
- the terminal date

You are expected to complete your work by the due date, but we understand that sometimes this is simply not possible. For this reason we have an ‘honour system’ for extensions, which means that you are told what the extension date will be in advance, and you are trusted not to use the extension time unless you really need it. Modules cannot be submitted past the terminal date without written agreement from the college.

Additionally, the due dates are entered on the Schedule in Basecamp, which ensures that you will receive an automated notification as each module falls due.

All of our Module Specifications are laid out in exactly the same way. If, on receipt of a Module Specification, you have any questions or are unsure as to what to do, then please consult your Personal Tutor via your Study Room message board, and he or she will be happy to guide and advise you. Each Module contains details of exactly what is required.

**We very strongly advise that you read the *entire* Module Specification
before starting work on it!**

Students often start Assignment 1, only to find that they have inadvertently covered work that is specified for another assignment later on in the Module, so *please read all Module Specifications thoroughly before starting work on the assignments.*

During each assignment, you should keep referring back to the assignment requirements just to make sure that you're on track. When the assignment is complete, we advise doing a final check before moving on to the next assignment, and so forth.

If you wish to check that you are completing a Module or assignment in the correct way, just contact your Personal Tutor via the Study Room message board and ask him or her to glance through a draft / in-progress version of your work. Students often need this reassurance, especially at the beginning of a course of study.

Please do not expect to give your Personal Tutor the entire set of assignments to “glance through” just before you formally submit them. Instead, send a first-page draft of an assignment just to check that you are on the right lines. This is not the same as asking specific, technical questions related to the work, which can be done at any time, via the Study Room message board.

Once **all** of the assignments for a Module have been completed, you should inform your Personal Tutor that the work is ready for assessment. Again, this should take place via the Study Room message board.

Please do not submit any given Module for assessment until you have completed *all* of the assignments for that Module. Your Personal Tutor will not be able to assess it unless it is complete - we do not award grades for partially-completed work.

Please be aware that in Distance Learning, the onus is on you, the student, to manage your time and adhere to deadlines. Your Personal Tutor will *not* chase you for work.

Finally, please ensure that at the head of each assignment, you have written your name, student number, course name and the full assignment title / question / requirements. It is also important that all files, attachments or documents created in Basecamp are *properly labelled* and easily identifiable.

Time Management

Each Module Specification contains a guide to the amount of time that it takes the average student to complete that module. As a rough guide, a single module (3 credits) will take about 4 weeks to complete; a double module (6 credits) will take approximately 8 weeks. This is based on 9-12 study hours per week - thus, a single Module will nominally take 36-40 hours of study over a four-week period.

We strongly recommend that you stick to the course timetable that will be sent to you, and pay particular attention to the ‘Terminal dates’ on your Course Timetable, as *any module submitted after its Terminal Date will not be marked.*

The Voice College's modules are often more demanding than they appear at first glance, and many students tend to waste time at the beginning of their registration period, thinking that they have got plenty of time to catch up. In reality that is rarely the case! Remember that if you go beyond your registration period (you will be given a completion / end of registration date with your initial documentation), you may incur additional charges. We urge you to try to avoid that by adhering strictly to your timetable.

APA / Harvard Referencing

We require *all* academic work to be properly referenced. For those of you who are not familiar with referencing, it has to do with a set of rules regarding how you set out your work, and how you credit the work of others.

For example, if you wish to quote from an existing book, journal, website or scholarly paper, there are universally accepted ways in which you should do it. All academic institutions employ a referencing system, and there are two major referencing systems in common use, one being the APA system and the other being the Harvard system. Below you will find links to a comprehensive guide to the APA system, and a really easy 'reference generator' for the Harvard style:

[APA Referencing Guide](#)

[Harvard reference generator](#)

These links provide all of the information that you need to help you to reference your work in the correct way, and the Harvard reference generator actually does the hard work for you!

Referencing is a vital component of academic work, and is *absolutely essential* if you are going to be quoting the words of others (which you should be)! Using other people's work or words without referencing them is considered theft in the academic world, and we take it very seriously. Any student found to be plagiarising other people's work will be immediately withdrawn from the course that they are taking, with no entitlement to a refund of fees.

Referencing is expected for all academic modules on *all* of our distance-learning courses. However, we expect far more detailed referencing and wider background reading for Diploma level courses than we do for the Certificate level courses.

Pitch referencing

When making reference to specific pitches in the voice, please adhere to the system that is used throughout The Voice College, and which is in common use worldwide:

Middle C is numbered C4, and the numbers change on C; thus,

A below Middle C is A3

A above Middle C is A4.

Please do not submit assignments using a different pitch-naming system (for example, with numbers changing on A, or with Middle C being C3).

Personal Tutors

Your Personal Tutor (or Mentor, for *Access to Teaching Singing* and *MasterSinger*) will be assigned to you for the duration of your registration period. Every effort will be made to ensure that you deal with the same Personal Tutor /Mentor throughout. However, sometimes circumstances dictate that this is not possible, and teachers have to be re-assigned. The Voice College reserves the right to change your Personal Tutor / Mentor at any time and without notice. If this has to be done then you will be assigned another suitably qualified teacher. However, this is a very unusual occurrence and we will do our best to ensure that it does not happen.

All teachers at The Voice College have extensive education and performance backgrounds in singing and the teaching of singing, and all have taken at least one of the college's distance-

learning courses in addition to their other academic and professional qualifications. This ensures the best possible level of care. Personal Tutors & Mentors are there to guide and advise you through the academic and practical requirements of your course. They are *not* expected to fulfil the role of pastoral tutor, as they are not trained to advise you on personal or welfare matters. However, you will find them all to be helpful and approachable people!

What To Expect from your Personal Tutor

- He or she will give you guidance on such issues such as study techniques, progression, referencing and research.
- He or she will be available to you online via your Study Room, and will undertake to respond to your messages within 72 hours (often less) of receiving them, during standard office hours (Monday to Friday) within their own time zone. This makes allowance for busy schedules, as well as time differences worldwide. It is often possible to respond in a far shorter time.
- Personal Tutors are under no obligation whatsoever to have any communication with students by telephone, in person, or via web conferencing. If they choose to do so, it is strictly by personal arrangement, and such communications do not fall under the jurisdiction of The Voice College.
- Personal Tutors are entitled to take temporary leave from their duties, as they are engaged as consultants to the college, and work on a freelance basis. They will let you know if they are going to be away (for example, on holiday, on tour, on a course, etc) and will not be able to respond to your messages for a short time. Under these conditions, your questions can be referred to either The Principal or The Backstage Crew via your study room.

- In the event of an unforeseen lengthy absence by a team member, your work would be monitored and assessed by another teacher.
- Your Personal Tutor or Mentor will make Head Office staff aware of any potential or actual problems encountered during the course of your study, and will undertake to resolve such issues in timely manner.
- He or she will assess your completed work with due diligence and professional care. It is expected that under normal circumstances, all assignments received will be assessed and returned to you within three weeks of the submission date. If this is not possible, your tutor will advise you of the delay.
- Finally, your Personal Tutor or Mentor is a highly experienced industry professional, teacher and academic. Please treat him or her with the same respect that you would offer a Professor or Senior Lecturer in any standard college or academy.

Books

The cost of certain books (core texts) is **not** included in your fees, in line with the vast majority of further and higher education establishments. Students are expected to purchase the core text for each Module *unless the core text is noted on the reading list as being supplied by The Voice College* (which many are)! It is expected that you will make any necessary purchases well before the associated Module begins.

Other resources

You will find articles, some books, and a library of curated youtube videos in the private college library, which is accessible via Basecamp. This saves you the effort and course time of having to plough through online resources wondering if they are reliable or not! If you find a great online article that you think should be added to the library, please let us know.

The Grading System

In our dealings with students, we like to be open and honest regarding all policies and practises. To this end, please find below a guide to our Grading System. This is the benchmark by which all submitted work is graded, and is employed by all of our Personal Tutors, in an attempt to ensure that all students are graded via the same principles. A Grading Rubric, showing detailed breakdowns of what you need to accomplish for each grade, will be available in your Study Room once your course begins.

Your Personal Tutor is responsible for grading individual assignments and overall modules. On completion of your course, these grades will be submitted to staff at Head Office for verification and final evaluation. The only exception to this is *Access to Teaching Singing*, which is awarded a straightforward Pass or Fail at the end of the process.

A	Distinction
A-	Upper Merit
B+ / B / B-	Merit
C+ / C / C-	Pass
NYA	Not yet achieved
F	Failed after 2nd submission

Please note, although some of the modules deal with quite technical subject matter, it is often the case that there is no 'right or wrong' answer to an assignment. Sometimes you will be studying the work of a particular pedagogue or academic, and find that his or her theories conflict with something that you have learned before, or indeed something that you are studying in another module! This is both the joy and the frustration of singing pedagogy; there is a good deal of conflict between leading pedagogies, and when you add into the mix the fact that singing is an art form, not a pure science, the scope for disagreement becomes enormous. Thus it is that we encourage you to study with your mind wide open! Those students who seek the 'one correct way' to do something, or to carry on doing what they always done despite evidence to cast doubt on their methodology will often be frustrated, as there is always more than one way to approach any art form.

You may find that you have an opinion that conflicts with that of your Personal Tutor and that is absolutely fine. We ask only that you are able to back up your opinion with fully-referenced and current research. You will not be marked down for having a different opinion to your tutor, only for not constructing the argument well, or not providing supporting evidence from recognised sources.

Some courses are assessed via portfolio and automated online exam, and if you are on one of those courses you will receive separate, detailed information as to how all that works.

What To Do If You Don't Achieve A Pass Grade

In order to pass any of our distance-learning courses, you must achieve a Pass grade (or higher) for **all** of the Modules that you study. (With the exception of *Access to Teaching Singing*, which is an overall pass / fail only - but don't worry, you'll be given plenty of guidance towards that Pass)!

If any Module submitted initially fails to meet Pass standard, it will be graded “not yet achieved)” and you will then have the opportunity to re-submit the work on **one** occasion during the Registration Period (i.e. one possible re-submission for each module that you take).

Should your work be graded “not yet achieved” on first submission, your Personal Tutor will give you in-depth advice as to how it could be improved in order to achieve a Pass grade or better.

If, after re-submission, your work has still not achieved a Pass grade, then it will be deemed that the Module has been failed, and at that point the course as a whole cannot be passed. In this event (which is extremely unusual), you would receive a Certificate of Completion for the Modules which you have passed, showing which grades were achieved, or in some cases granted a different qualification.

Student Code Of Conduct

We enjoy a good working relationship with our students. These few rules help everyone to maintain that relationship:

- We expect work to be submitted by the deadlines, and within the registration period.
- We ask that students treat all college staff with professional courtesy.
- We ask that students alert Personal Tutors / Mentors to potential problems before the problem becomes a crisis. We have found that there is very little that cannot be resolved through discussion.

Complaints Procedure

There is a very clear structure for complaints, should any arise.

- If a student has a problem with a Personal Tutor / Mentor, the first step is to try to discuss and resolve the problem directly with that person.

- If the problem cannot be resolved in that way, then it should be referred to Head Office via email. Senior staff will then do their best to mediate and to resolve the issue.
- If no resolution can be found at this stage, then the matter will be referred to The Musicians' Union arbitration team.
- If a student has a complaint about the organisation as a whole, then the first step is to put that complaint in writing via email, to The Principal.

Every effort will be made to resolve any such complaint or problem. However if no resolution can be found at this stage, then as stated above, we would refer the complaint to The Musicians' Union, and you would be notified in writing as to who would be dealing with the issue, and when.

We very rarely receive complaints of any kind, but should an issue arise, we would like you to know that we are fully prepared to deal with it in a timely and professional manner.

Equipment and Peripheral Skills Needed

As a student at The Voice College, you will need access to a good Broadband connection, a computer and (for some modules) facilities with which to record either audio or video resources as evidence of your work. A smart phone or tablet will often do both of those jobs, especially if you select your apps carefully! Distance-learning courses and one-to-one online courses require some online assessment components, which are most often conducted via an online conferencing facility. We often use *Zoom* as it is very stable and has built-in record facilities. Please download the app from Zoom before your online assessment is booked, at www.zoom.us, Google Play for android or The App Store for Apple Mac mobile devices.

It is recommended that when being assessed online, you play audio files (backing tracks etc) via an external source, *not through your computer*. It is also helpful to use a good quality condenser mic to ensure good sound quality. For general teaching and online conferencing purposes we recommend the Samson Go-Mic which is both affordable and of good quality, and can also be used as a 'field mic' to record projects, rehearsals, podcasts and so on.

We recommend that you over-ride your computer's inbuilt microphone when working in an online teaching environment (although your computer's built-in mic is fine for simple conversations).

Students are expected to be computer literate, with a good working knowledge of internet protocols. Note: when submitting audio files for assessment, they should be saved in .mp3 or .m4a format, and when submitting film files for assessment, they should be saved in .wmv format, or please export as an .mp4 if using iMovie.

As stated earlier it is helpful, although not an absolute requirement, to have some knowledge of music theory and the ability to play a musical instrument to at least a basic standard.

Further Resources and Services

The **Blog** serves as our 'newsletter', and is updated frequently. Here is where you will find out all about the latest developments at The Voice College, such as new courses, rule changes, partnerships and opportunities. *Subscription to the blog is a requirement of registration* and is naturally free of charge. Please follow **this link** to subscribe.

Associate Membership of the I.S.M.E.

The Voice College is an institutional member of *The International Society for Music Education* and as such, all of our students, staff and alumni are permitted to describe themselves as *Associate Members of the I.S.M.E.*



As the 'parent member', we make the journals and editorials published by the I.S.M.E. available to members on our online campus.

Partnerships and Additional Services

The Voice College enjoys close working relationships with a range of industry professionals and organisations, in order to enrich your experience as a student and later, as a graduate.

[Sketch & Shoot](#) offers graphic design and photography services at discounted rates to students and graduates of The Voice College. Their quality of work and customer service is exceptional, and we are happy to recommend them should you need artwork designed for your teaching practice (or indeed any other purpose). This is a bespoke service at everyday prices, specially negotiated for our students.

[L'Amore Entertainment](#) is an entertainment, events and training company working in close partnership with The Voice College. Between us, we are working on ways to maximise opportunities for our graduate teachers both in education and as performers.

We are on [Facebook](#) and [Twitter](#)

Please follow us on Twitter and add us on Facebook - help the thriving college community to grow even more! We always 'like' our students' professional Facebook pages in return. We appreciate your interest, and your help in improving industry standards in contemporary vocal teaching.

We look forward to welcoming you to The Voice College very soon!

THE VOICE COLLEGE

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