

THE VOICE
COLLEGE

Study Guide, Rules & FAQs 2019

team@thevoicecollege.com

The Voice College - Study Guide

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.

Contents

Click the hyperlinks to be taken directly to the relevant section of the guide

[Distance Learning Courses - Teacher Training for Singers](#)

[Personalised Learning Pathways](#)

[Single Tutored Modules and Untutored Courses](#)

[Hypno Learning](#)

[Sing 4 Health](#)

[Certificate in Applied Teaching Skills \(C.A.T.S.\)](#)

Frequently Asked Questions (Distance Learning)

[Can I complete my course early, if I want to?](#)

[Can I take a formal break from study if I need to?](#)

[Can I take extra modules on my course if I want to?](#)

The Voice College - Study Guide

What are the entry requirements for each course?

I don't have the right qualifications. Can I still study?

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

Application, Enrolment, and Your Registration Period

Extenuating Circumstances - Extending Your Registration Period

De-registration and Withdrawal from a Course

The Basecamp Environment - Sending & Receiving Course Work

Completion of Modules

Time Management

Referencing

Pitch Referencing / Note Names

Personal Tutors

The Grading System

The Voice College - Study Guide

What To Do If You Don't Pass A Module

Student Code of Conduct

Complaints Procedure

Equipment & Peripheral Skills Required

Social Media

Distance Learning Courses - Teacher Training

The Voice College offers eleven carefully-designed teacher-training qualifications, each of which is 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.

The Voice College - Study Guide

Our distance-learning courses are completed by studying modules 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.

We also offer "custom courses" - [Personalised Learning Pathways](#)

Currently, the following distance-learning courses are available:

Foundation Certificate in Teaching Contemporary Singing (TCS)
3 - 4 months, (Entry level)

Certificate in TCS
4 - 6 months (Level 1)

Higher Certificate in TCS
6 - 8 months (Level 2)

Higher Certificate in TCS (Focus on Teaching Children)
6 - 8 months (Level 2)

The Voice College - Study Guide

Higher Certificate in TCS (Focus on Teaching Children & Adolescents)

6 - 8 months (Level 2)

Diploma in TCS

7 - 9 months (Level 3)

Diploma in TCS (Focus on Teaching Children)

7 - 9 months (Level 3)

Diploma in TCS (Focus on Teaching Adolescents)

7 - 9 months (Level 3)

Higher Diploma in TCS

10 - 12 months (Level 4)

Professional Diploma in TCS

12 - 15 months (Level 5)

Advanced Professional Diploma in TCS

15 - 18 months (Level 6)

The Voice College - Study Guide

Personalised Learning Pathways (Custom courses)

We understand that pre-set courses are not for everyone, and with that in mind we now offer "custom" courses or *Personalised Learning Pathways* (PLPs), in which you can choose all of your modules to suit your needs.

PLPs are suitable for both singers and singing teachers, and are available in the following formats:

- PLP Certificate (3 modules; 3 -5 months)
- PLP Higher Certificate (5 modules; 5 - 7 months)
- PLP Diploma (7 modules; 7 - 9 months)
- PLP Higher Diploma (9 modules; 9 - 12 months)

For more detailed information, please see our [.college website](#)

We also offer stand-alone **Continuing Professional Development** (CPD) Modules for recreational or professional development purposes, with tutor support, and a small number of *untutored* courses You will find details of these on our [.academy website](#)

The Voice College - Study Guide

Single Tutored Modules and Untutored Short Courses

We offer a range of [single tutored modules](#) for people who don't have the time to commit to a full course, or who want to top up their existing knowledge in smaller increments. These courses otherwise work in exactly the same way as our full-length distance learning courses.

Also available is a small selection of [untutored / recreational courses](#). This provision is currently small, but we are working to develop a full range! Existing courses are:

Learn About the Larynx

Debunking the Diaphragm

And coming very soon:

Better Belting

Music Theory for Singers

The Voice College - Study Guide

Hypno Learning

Singing and teaching are both practiced with a lot of input from the sub-conscious - you might also call it instinct - but often our difficulties also stem from the sub-conscious. Lack of confidence, general anxiety, lack of focus or inability to study when you want to, high stress, lack of sleep, just being overwhelmed - these are all things that impact singers and teachers regularly.

Self-hypnosis is a gentle, easy and effective way to help us to unlock our full potential and overcome these all too common problems. If you're not sure about self hypnosis, please read this short article: [Reassuring Reasons Why Hypnosis Is Your Friend](#)

We have hand-picked these 40 amazing downloads for you, based on issues that we've heard students raise time and time again. These downloads are inexpensive, but if used regularly and in the right way, they can be truly transformative!

We're very excited about this. So much research points towards singing being so much more than just body mechanics and "technique". It's easy to become consumed with the amazingly interesting voice science, and forget that voice is primal, and essentially of the subconscious. We're so aware of the power of self-hypnosis to aid in a wide range of life's problems, fears and difficulties, and now we want to help you to discover its effectiveness too.

The Voice College - Study Guide

Sing 4 Health

We launched this popular and important course in 2017. It gives singers and singing teachers the opportunity to train to use singing as an informal therapeutic tool for people in their local area, both one-to-one and in groups.

Conditions that can be positively affected by the work of Sing 4 Health practitioners include but are not limited to dementia and Alzheimer's, Parkinson's Disease, lung disease, depression and anxiety.

The course was designed by our specialist-trained, highly qualified tutors Claire Fowler and Christine Jones, and is usually led by Claire.

The course runs at specific times of the year and is open to anyone who can sing, and wishes to use their musical ability to help people. The ability to play a musical instrument is helpful but not obligatory.

Please see the [.college](#) website for details and book early! This is a very popular course but numbers for each intake are strictly limited.

The Voice College - Study Guide

COMING IN AUTUMN 2019

Certificate in Applied Teaching Skills (C.A.T.S.)

C.A.T.S. is an online taught course wherein you'll be face-to-face with your tutors for a total of 12 scheduled webinars, group tutorials / clinics / q & a and assessment sessions.

The course comprises 5 in-depth modules and a final live assessment, delivered across 12 in-person (online) sessions. In between sessions, you'll be practising your skills with real-life students. There is a 2-week break in the middle of the course, to allow you to reflect on what you have already learned, and then prepare to move forward.

Course Outline

Session 1: *What is a Voice?* (webinar)

Session 2: clinic / tutorial / revision / your questions answered

Session 3: *Body Mechanics* (webinar)

Session 4: clinic / tutorial / revision / your questions answered

Session 5: *Resonating the Registers* (webinar)

Session 6: clinic / tutorial / revision / your questions answered

The Voice College - Study Guide

2 week break - intended for revision, a chance to practise, to deepen your knowledge and experience, and to prepare to move forward feeling confident about your new and developing skills.

Session 7: *Voice Energetics* (webinar)

Session 8: clinic / tutorial / revision / your questions answered

Session 9: *Teaching Techniques & Tips* (webinar)

Session 10: clinic / tutorial / revision / your questions answered

Session 11: *Live teaching assessment*

Session 12: clinic / tutorial / your questions answered / that's a wrap!

At the end of each module you will be tested via our automated systems. This is really a revision tool, to ensure that you have understood the subject matter properly. It's a great way for you to see how you're doing as you go!

If you don't pass a test first time, don't worry! You will be given 3 attempts at each of the tests, so you can always refresh your memory, embed the learning a bit more, then try again.

We believe that it's best to study a small set of really useful techniques and approaches in detail, rather than skimming the surface of loads of things and ending up confused about how to apply what you've learned.

The Voice College - Study Guide

Session 11 is the live teaching assessment and this is your final test before achieving your qualification. Everyone gets nervous about assessments and we understand that so please don't worry! We will make you feel comfortable and give you all of the encouragement and support that you need. It will all be over before you know it and you'll wonder what you were worried about!

Why do we do this? Because we believe that for a qualification to mean something - to you, to your students and to the world at large - there has to be something at stake. There's even a get-out-of-jail card (although it's not quite "free") because if you don't pass your live teaching assessment - a rarity, in our experience - you can always book to take it again.

Note: There will be an additional fee for this, just as with taking any exam.

In addition to the scheduled webinars and tutorials, you will be able to communicate directly with your fellow students via the C.A.T.S. Common Room, to share ideas, discuss difficulties encountered and solutions found, and just to feel part of the wider community! We encourage shared practice and have found that students do better when they feel that they are part of a shared experience.

Once you have passed your course, you will automatically be given the benefit of our "college for life" policy, which means that not only will you retain access to the C.A.T.S. Common Room, but will also be able to access the main Voice College Common Room, where you will always be able to chat with and ask for advice from other students and alumni, plus the wider teaching team. You will also gain access to our exclusive and ever-growing online library. There is no time limit on this bonus!

The Voice College - Study Guide

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 find that they need the full amount of allotted time for each module.

It is also very common for students to think that achieving Upper Merit and Distinction grades is fairly straightforward, when in practice 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.

The Voice College - Study Guide

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: up to 3 weeks
- Certificate: up to 5 weeks
- Higher Certificate courses: up to 6 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.

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, but you will retain access to our online campus.

The Voice College - Study Guide

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 very carefully:

Study leave cannot be granted simply because you have got behind with your work. We expect our students to manage their course work as agreed on enrolment.

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.

Very occasionally, a student will use up all of their registration period all of their study leave, but are within striking distance of completing their course. On a case-by-case basis, we will sometimes grant an extension of the registration period for up to three months, but please note that each extra month taken will be subject to additional fees.

The Voice College - Study Guide

Can I Take Extra Modules If I Want To?

Sorry, but 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 a Tutored CPD Module after your course has finished, should you wish to, or you might want to take a Personalised Learning Pathway qualification.

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.

The Voice College - Study Guide

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.

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.

The problem is with what is known as 'double accrediting', which means the issuing of 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 work to count towards the higher degree.

The Voice College - Study Guide

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.

Another alternative is to complete a *Personalised Learning Pathway* once you have completed your first course. In other words, there are plenty of ways to keep studying if you want to!

Application, Enrolment and Your Registration Period

In the first instance you should complete the form that you will find on the relevant course page on our websites. Your form will be sent automatically to our Registration team, and you will receive a copy for your records.

Please note that not all applications are accepted. Once your application has arrived, we will check it through to determine if you are a suitable candidate for the course for which you are applying, and 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.

The Voice College - Study Guide

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 your official course 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.

Extenuating Circumstances - Extensions and Extension Fees

We allow plenty of time for you to complete your course, and under normal circumstances we expect all students to complete their work within their registration period (plus any agreed Study Leave). If your work is not complete within that time frame, then it may be possible to pay to extend your registration period for up to three months.

The Voice College - Study Guide

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:

1. 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 may be required).
2. Where unforeseen personal difficulties of a serious nature have arisen, causing a major interruption to the student's work.

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:

1. 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.

The Voice College - Study Guide

Under these circumstances, any work that has been completed to at least 'Pass' standard will be noted on a Certificate of Completion. However, the student will not be deemed to have passed the course as a whole, and will not be entitled to use The Voice College's letters after his / her name, or receive the qualification originally applied for.

2. Where fees are not paid as per the original Learning Agreement.
3. 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.
4. Where the student has been found to be knowingly plagiarising work.
5. Where the student has been found to be bringing the name of The Voice College into disrepute.

We would like to reassure you that problems of this kind are *very* rare!

We find that communication is the key, and that there is very little that cannot be sorted out if you just let us know that you are having problems. We always try to help where we can, and you will find that all tutors and 'Backstage Crew' - as we call our wonderful admin team - are extremely supportive.

The Voice College - Study Guide

The Basecamp Environment - Sending & Receiving Course Work

Once on campus (Basecamp), you will be given access to your private study room, the Online Library and the Common Room, where you will be able to chat with fellow students, alumni, Backstage Crew and the whole teaching team.

Basecamp is very easy to use, and is available for desktop / laptop as an app, or via your browser, and also as a mobile app for IOS and android. If there is anything that you are unsure about in terms of how it works, you will find their [extensive Help section](#) very useful. Please *do not* download the app until you have received your invitation from us on the day that your course goes live, as this causes a great deal of confusion when it comes to logging in!

At the beginning of your course, we build in an orientation period, during which we ask that you fully familiarise yourself with Basecamp, and in particular with your Study Room, which comprises:

The Message Board - where you will communicate with your tutor,

The Schedule - this contains all of the relevant course dates (you will receive automated notifications for these as the course goes along),

Automatic Check-ins - this is our way of asking you how you're getting along in your course, from time to time.

The Docs & Files area - this is where you will find your course modules, and where you will create and upload assignments and receive formal feedback.

The Voice College - Study Guide

Your study room will look something like this:

SR: Example Student - D3991K - CJ - DTCS



Add/remove people

Message Board

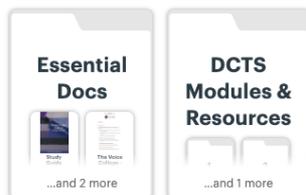
 **Getting Started: Please read carefully**

Schedule



Set important dates on a shared schedule. Subscribe to events in Google Cal, iCal, or Outlook.

Docs & Files



Automatic Check-ins

Asking 2 people the 1st Saturday of each month at 9am.

Hi! We'd love to know how you're getting on - please check in with us below. Have a great weekend! The Backstage Crew



The Voice College - Study Guide

To open any part of your study room, you will simply click on the folder. Uploads are easy and can be done either via drag-and-drop from your laptop, or by clicking on the universal "paperclip" attachment icon. 

Text documents can be created from scratch and edited from inside the *docs and files* area, and to these you can embed video and attach files of any kind. It's the perfect way to write your assignments!

Once your course is over, your study room and work will be archived so that we always have it on file should you wish to retrieve it at any stage.

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

Please note: we ask that you always *use the Message Board when contacting your tutor*, as Pings (private messages) cannot be archived or searched, but may form an important part of your study records.

Any message sent by ping will be copied and pasted to the message board by your tutor, as we need to have full and accurate records of all communications for final verification of your work and grades.

The Voice College - Study Guide

Completion of Modules

You will find your course timetable in your Study Room both in the *docs & files* area and under the Schedule tab. Each module has three dates attached to it:

1. The due date
2. The extension date
3. 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. However, each Module contains details of exactly what is required.

The Voice College - Study Guide

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 first-page draft / in-progress version of your work. Students often need this reassurance, especially at the beginning of a course of study.

Please don't expect to give your Personal Tutor an entire assignment or 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, sooner rather than later. 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.

The Voice College - Study Guide

Please don't 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

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

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.

The Voice College - Study Guide

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! We urge you to try to stick to your timetable.

Referencing

We require all academic work to be properly referenced. If you are not familiar with referencing, it has to do with a set of rules regarding how you set out your work, and - importantly - 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.

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](#)

The Voice College - Study Guide

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 Certificate level courses.

Pitch referencing / Note Names

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, so...

The Voice College - Study Guide

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 will be assigned to you for the whole of your registration period. Every effort will be made to ensure that you deal with the same Personal Tutor / Mentor throughout your studies, but very occasionally circumstances dictate that this is not possible, and a new tutor would then be assigned. However, this is a very unusual occurrence and we will do our best to ensure that it does not happen.

All tutors at The Voice College have extensive education and professional 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 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 very helpful and approachable people!

The Voice College - Study Guide

They will guide you on such issues such as study techniques, progression, referencing and research, and they should be your first port of call if you are experiencing difficulties of any kind. They will be available to you online via your Study Room, and will undertake to respond to your messages within 48 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 *other than during requested and scheduled tutorials*. 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 another member of the teaching staff, 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.

The Voice College - Study Guide

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 /Core Texts

The cost of certain books (core texts) is *not* included in your course 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 that core text is supplied by the college - which many are!

It is expected that you will make any necessary purchases well before the associated module begins.

The Voice College - Study Guide

The Grading System

In our dealings with students, we like to be open and honest regarding all policies and practices. 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 order 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 *Sing 4 Health*, which is awarded a straightforward Pass or Fail at the end of the course.

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!

The Voice College - Study Guide

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 that casts reasonable 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 and modules are assessed via portfolio and automated online exam, and if your study path includes these elements you will receive separate, detailed information as to how all that works.

Our grades for the vast majority of our Distance Learning courses are:

- Distinction (A)
- Upper Merit (A-)
- Merit (B+ / B / B-)
- Pass (C+ / C / C-)
- NYA (Not yet achieved - work requires revision & resubmission)
- F (Failed, following resubmission that is still not to Pass standard)

The Voice College - Study Guide

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

In order to pass any of our distance-learning courses (other than *Sing 4 Health*) you must achieve a Pass grade or higher for *all* of the modules that you study. Don't worry, you'll be given plenty of guidance throughout - we want you to succeed!

If any submitted Module 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 it may be possible to award you a different qualification, at the discretion of the Principal.

The Voice College - Study Guide

Student Code Of Conduct

We enjoy a good working relationship with our students, and are privileged to work with people from varying backgrounds, worldwide.

These few rules help everyone to maintain that relationship:

- We expect work to be submitted by the deadlines. Our courses are not open-ended.
- We ask that students treat all college staff with professional courtesy - and we will always return that favour!
- We expect that your account (fee payments) remains in good standing.
- In the event of a significant problem (family crisis, serious ill health and so on), we ask that students alert Personal Tutors immediately, so that we can help you to deal with it before the problem becomes a crisis. We have found that there is very little that cannot be resolved through discussion, and we are on your side. However, we can't help if we don't know that there's a problem; communication is key!

Complaints Procedure

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

The Voice College - Study Guide

If a student has a problem with a Personal Tutor, 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 to team@thevoicecollege.com. 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 on principal@thevoicecollege.com

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.

The Voice College - Study Guide

Equipment and Peripheral Skills Required

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!

Most of our distance-learning courses require some online assessment components and / or tutorials, which are most often conducted via Zoom as it is very stable and has built-in record facilities. Please download the app from Zoom before your course begins, 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. If you have a slightly bigger budget, the Blue Yeti is a wonderful plug-and-play mic with a lot of choice in its settings.

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).

The Voice College - Study Guide

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.

Social Media

We have a strong social media presence but we try not to overwhelm our followers with posts!

Please follow us on [Twitter](#), [Facebook](#) and [Instagram](#), subscribe to our [blog](#), and help our thriving college community to grow even more! We always follow back.

We truly appreciate your interest, and your help and involvement in improving industry standards in contemporary vocal teaching.

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

Team VC

