



## **Online OISC Level 1 course (with feedback and support)**

### Terms relating to email support

1. Students should limit their questions to **1 question per assessment question** up to a **maximum of 10 questions** across any given module.
2. The question(s) asked must be **relevant** and **related to the assessment question** or **content in the study module**.
3. Students should ensure that questions are written clearly and concisely, with no more than 150 words used per question.
4. Students should avoid asking questions relating to [what appear to be] contradictions between two forms of legislation (i.e. between the rules and an Act of Parliament or contradictions within the rules themselves etc.) unless the question is related directly to an assessment question.
5. Tutors reserve the right not to answer questions **where a student has failed to follow these instructions**.
6. Where a question is not answered, additional information may instead be provided by the tutor if the tutor feels the student is not clear about a certain topic.
7. Follow-up questions (following feedback from a previous module) are generally not permitted (however see below).
8. In exceptional cases, where a student feels that the tutor's response does not answer a particular question, the student may request for this to be reviewed by ILT (provided the student has complied with all the above).