

## **Contacting your tutor**

You can contact your tutor by sending an email to: [tutor@ncrq.org.uk](mailto:tutor@ncrq.org.uk)

Please include the name of your tutor in the subject line. This ensures that your allocated tutor will respond to you wherever possible. However, even our dedicated tutors sometimes need time off, and so your query may be answered by another - equally helpful - tutor.

Also include your full name, student number, and importantly the unit and chapter or assessment that you are having difficulty with.

Before you request an assessment, tutors can provide assistance on pretty much anything. This is the best time to contact a tutor if you don't fully understand anything in your workbook.

However once you have been allocated an assessment they are limited in the assistance they can offer. They can answer specific questions in relation to your assessment, as long as these are not part of the criteria under assessment. For example, if you want help understanding the scope of an assessment, or what an assessment is asking for, they will be able to offer some assistance.

Remember, **tutors are not able to read through draft assessments, parts of assessments, or open any attachments.** They can help with questions relating to your approach, but cannot pre-read anything. The only exception is where an assessment has been submitted and referred - here they may be able to skim over a revised assessment.

They will normally respond to you via email, but if you would prefer a phone call please include a convenient time and contact number.

Tutor hours: Monday to Friday 9am to 8pm, Weekends and Bank Holidays 12pm to 2pm.