



STUDENT GUIDE

Certificate Course in Arboriculture

Learn at your own pace. Practise where you live. Get support from a tutor.

Welcome to KETSO Academy

This guide explains how to start the course, study each module, submit your work, ask your tutor a question, receive feedback and continue to the next module.

Keep this guide with your course materials.

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1. How the course works

This is a self-paced course. You can study when you have time, but you must complete the required work in every module. The course has eight modules.

1	Onboard	Complete your KETSO Academy onboarding first.
2	Open module 1	Use the course link sent to your email.
3	Learn and practise	Read the module and do the practical activities.
4	Submit your work	Use your personal upload link.
5	Receive feedback	Your tutor may approve your work or ask you to improve it.
6	Continue	After the module is completed, you will receive access to the next module.

2. Your personal course link

After onboarding and course registration, you will receive a personal link by email. This link opens the KETSO uploader and connects your work to your name and course.

- Save the email and bookmark the link on your phone or computer.
- Do not share your personal link with another student.
- Use the same link each time you submit work or contact your tutor.
- If the link does not work, contact KETSO Academy for help.

Important

Your personal link contains a private token. KETSO staff will never ask you to post this token in a public WhatsApp group.

3. Studying a module

- Download the module and keep a copy on your device.
- Read one section at a time. Write down new words and questions.
- Complete the practical activities yourself.
- Take clear photos and notes while you work.
- Check the assignment instructions before you upload anything.

4. Submitting an assignment

Open your personal uploader link. Choose Submit an assignment and select the correct module and assignment. Then add your text, photos or files.

Before you press submit

- Check that your name and course are shown correctly.
- Choose the correct module and assignment.
- Answer every question in the assignment.
- Use clear photos. Show the full tree or site and important details.
- Add a short explanation of what you did, what you saw and what you learned.
- Wait for the success message before closing the page.

Poor internet connection?

Write your answer in your phone notes first. Take smaller, clear photos. Upload one file at a time if needed. Do not submit the same work many times. If the upload fails, try again when the connection is stronger.

5. Asking your tutor a question

You can use the uploader when you need help. Choose Ask the tutor a question. Select the module, write one clear question and add a photo if it helps the tutor understand the problem.

- Explain what you already tried.
- Ask one main question at a time.
- Do not submit a tutor question as an assignment.
- Check your email or student page for the answer.

6. Feedback and corrections

Your tutor will review your work. Your submission can receive one of these results:

Result	What it means
Received	Your upload reached KETSO Academy.
Under review	A tutor is checking your work.
Revision requested	Improve the work and submit the corrected version.
Approved	The submitted work meets the requirement.
Module completed	All required work for the module is complete.

7. Moving to the next module

One upload does not always complete a module. A module may have several assignments, practical activities and a test. The next module becomes available after your current module is marked Module completed.

You will receive an email when the next module is ready. Use the current course page and your same personal uploader link.

8. Good student practice

- Do your own work and describe what you really observed.
- Do not copy another student's answers.
- Ask permission before photographing another person or private land.
- Work safely. Do not climb unsafe trees or use tools you cannot handle.
- Protect trees, crops, animals and people while doing field activities.
- Keep copies of your notes, photos and submitted files.
- Check your email regularly for feedback and course messages.

9. If you need help

Problem	What to do
I do not understand the lesson.	Use Ask the tutor a question in the uploader.
My upload failed.	Save your work, check your connection and try again.
I lost my personal link.	Contact KETSO Academy using the contact details in your course email.
My name or course is wrong.	Do not continue. Contact KETSO Academy so the record can be corrected.
I did not receive the next module.	First check whether the current module is marked completed. Then contact KETSO Academy.

10. Quick checklist

- ☐ I completed onboarding.
- ☐ I saved my personal course link.
- ☐ I downloaded the current module.
- ☐ I know how to submit an assignment.
- ☐ I know how to ask my tutor a question.
- ☐ I know that the next module comes after completion of the current module.

Ready to begin?

Complete your onboarding, open module 1 and save your personal uploader link. Welcome to the Certificate Course in Arboriculture!