



MCC learner support policy- distance learning

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Policy Owner	Head of Online Programmes	Next review due	July 2027

Institutional Support for Distance Learning Teaching and Assessment

It is important that the institution proves a commitment to ongoing technical support for both faculty and students. It is expected that the institution works to maintain technical and service reliability, to keep pace with technological and pedagogical advancements, to provide timely notification of such changes, and continue to provide various means of support as technology and learning modes change.

Learner support

Prospective students will be given a clear and realistic explanation of the expectations placed upon them for study of the programme or elements of study, and for the nature and extent of autonomous, collaborative and supported aspects of learning.

Students will have access to: a schedule for any learner support available to them through timetabled activities, for example tutorial sessions or web-based conferences; clear and up-to-date information about the learning support available to them locally and remotely for their programme or elements of study; documents that set out their own responsibilities as learners, and the commitments of MCC for the support of a programme or element of study.

Students will have from the outset of their study, an identified contact, either local or remote through email, who can give them constructive feedback on academic performance and authoritative guidance on their academic progression; where appropriate, regular opportunities for inter-learner discussions about the programme, both to facilitate collaborative learning and to provide a basis for facilitating their participation in the quality assurance of the programme; appropriate opportunities to give formal feedback on their experience of the programme.

MCC will ensure that staff who provide support to learners on these programmes have appropriate skills, and receive appropriate training and development; support for learners, whether delivered through staff of a support provider or through web-based or other distribution channels, meets the expectations of MCC for the quality of learner support for a programme of study leading to one of its awards.

Assessment of students

Students should have access to:

- information on the ways in which their achievements will be judged, and the relative weighting of units, modules or elements of the programme in respect of assessment overall;
- timely formative assessment on their academic performance to provide a basis for individual constructive feedback and guidance, and to illustrate the awarding institution's expectations for summative assessment.

MCC will ensure that those with responsibility for assessment are capable of confirming that a student's assessed work is the original work of that student only, particularly in cases where the assessment is conducted through remote methods.

The Virtual Learning Environment Delivery System

Information Services has responsibility for the meeting the guidelines below for the VLE systems which they maintain, namely Moodle.

Delivery

Students should be confident that any programme or element offered for study has had the reliability of its delivery system tested, and that contingency plans would come into operation in the event of the failure of the designed modes of delivery; the delivery system of the programme or element of study delivered through e-learning methods is fit for its purpose, and has an appropriate availability and life expectancy; the delivery of any study materials direct to students remotely through, for example, e-learning methods or correspondence, is secure and reliable, and that there is a means of confirming its safe receipt.

Assessment of students

Students should be confident that their assessed work is properly attributed to them, particularly in cases where the assessment is conducted through remote methods that might be vulnerable to interception or other interference; any mechanisms, such as web-based methods or correspondence, for the transfer of their work directly to assessors, are secure and reliable, and that there is a means of proving or confirming the safe receipt of their work.

Technical Support

MCC is responsible for the technological delivery of distance learning courses offered by our programs. This support is considered part of the usual and customary equipment and resources available to support all faculty teaching. This includes ensuring, as part of the course change or new course approval process before the course is listed to be offered, that:

- Basic and necessary technology and equipment are identified and in place to develop and teach distance learning courses, from instructor's assigned workspace.
- Resources for distance learning represent the current state-of-the-art technology available, contingent upon available funding.
- MCC provides appropriate and timely training and technical support for faculty members.
- Continued technical and curricular training courses for potential users will be available as new technologies become available.
- MCC will provide appropriate forms of assistance and support personnel to faculty members to develop distance learning courses.