



ONLINE AND DISTANCE LEARNING AND COURSE MATERIALS POLICY

Policy reference UKV-QA-13 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

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Policy owner	Course Coordinator
Author	Director of Education
Approved by	Principal (Ramanjeet Singh), on behalf of the Academic Board
Approval date	1 October 2026

Online and Distance Learning and Course Materials Policy

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Document control

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Owner	Course Coordinator
Author	Director of Education
Approval authority	Academic Board, chaired by the Principal (Ramanjeet Singh)
Approval date	1 October 2026
Applies to	All UK Versity learners, and all tutors, assessors and staff who design, deliver, support or use online learning and course materials
Supersedes	Distance Learning Policy (QA-12); Use and Development of Online Course Materials (QA-101)
Summary	Sets the standards for UK Versity's online distance learning delivery on Moodle and Zoom and for the development, approval, review, licensing and use of course materials.

Compliance mapping

BAC College Scheme 2023 standards	26-31 (incl. 26.2, 26.3, 26.4, 29.1); 2.7
UK Quality Code 2024 (voluntary)	Principles 3, 11
OfS conditions (benchmark only; not OfS registered)	B2 (benchmark)
Awarding organisations	ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct
Legislation and regulation	Equality Act 2010; UK GDPR and Data Protection Act 2018 (as amended by the Data (Use and Access) Act 2025); Copyright, Designs and Patents Act 1988

Version history

Version	Date	Change
1.0	August 2014	First issue as Distance Learning Policy (QA-12); Use and Development of Online Course Materials (QA-101) issued 10 November 2014
2.0	April 2026	Review of QA-12 and QA-101 (April 2026 policy set)

Version	Date	Change
3.0	October 2026	Full rebuild: QA-12 and QA-101 consolidated; Moodle and live session standards, accessibility, materials approval cycle, AI in materials development, learner identity; BAC/QAA/OfS mapping, version control

1. Purpose

This policy sets out how UK Versity Online Limited (trading as UK Versity) delivers its programmes by online distance learning, and how course materials are developed, approved, reviewed, licensed and used. It gives learners a clear statement of what they can expect from the online learning environment and what is expected of them, and gives staff a working procedure for building and maintaining courses on Moodle.

UK Versity is a fully online college, accredited by the British Accreditation Council as a College. Learners do not attend premises for teaching. All teaching, learning resources, assignment briefs, submission and feedback are provided through the Moodle virtual learning environment (lms.ukversity.co.uk) and live online tutor sessions on Zoom.

2. Scope

This policy applies to:

- all learners enrolled with UK Versity, in the UK and overseas;
- all qualifications delivered by UK Versity with ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals), OTHM Qualifications, Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme), NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) and Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE;
- all tutors, assessors, internal quality assurers and administrative staff who create, upload, deliver or support online learning;
- all materials used for teaching: Moodle pages, eBooks, lecture notes, presentations, recorded webinars, video lectures, case studies, handouts, reading lists, assignment guidance and third-party or open resources.

For learners on Pearson BTEC Higher National programmes, the Pearson HN edition of this policy (v3.0, July 2026) applies and takes precedence where the two differ.

External assessments for NCFE Functional Skills are covered by UKV-QA-22 Examinations and Controlled Assessment Policy and by the companion policy UKV-NCFE-FS-P-01 Plagiarism, Malpractice and Examination Conduct Policy v1.0 (18 September 2026).

3. Definitions

- **Distance learning:** study where the learner and tutor are in separate locations and interact through technology, either in real time (synchronous) or with a time delay (asynchronous).
- **Moodle:** UK Versity's virtual learning environment (VLE) at lms.ukversity.co.uk.
- **Live session:** a scheduled tutorial, webinar or one-to-one session delivered by a tutor on Zoom.
- **Course materials:** any resource provided to learners for learning or assessment, whether created by UK Versity or licensed from a third party.
- **Open Educational Resources (OER):** materials released under an open licence, for example Creative Commons.

- **Generative AI:** software that produces text, images, audio or code in response to prompts.

4. Policy statement and principles

UK Versity will:

1. deliver every programme so that it meets the delivery and assessment requirements of the relevant awarding organisation (AO) in full, and so that distance delivery does not compromise the purpose or integrity of the qualification;
2. give every learner a clear schedule of learning, support and assessment, and an identified contact who can give feedback on their progress;
3. make materials accurate, current, clearly labelled, mapped to the qualification specification and accessible to all learners, including disabled learners;
4. use only materials that UK Versity owns or has the right to use;
5. verify the identity of learners and the authenticity of their work in an online setting;
6. log and monitor learner interaction on Moodle and act on non-engagement;
7. protect learners online and keep learner data and evidence secure.

5. What learners receive

At enrolment and induction every learner receives, through Moodle and the Learner Handbook:

- course information that sets out UK Versity's responsibilities for delivering the programme;
- the qualification specification, showing the learning outcomes and assessment criteria;
- an explanation of the teaching, learning and assessment methods used;
- a schedule for delivery, live sessions and assessment deadlines;
- a clear explanation of the amount of independent study and supported learning expected;
- the name of their tutor for each unit and how to contact them (tutors normally reply within 2 working days; the learnerwork@ukversity.co.uk mailbox is monitored daily);
- clear instructions on how UK Versity checks that submitted work is authentic.

Every new learner completes the online induction in their first week, including how to use Moodle, how to submit work, AO rules, academic integrity and AI, and where to get help. Learners cannot submit assignments until induction is complete.

6. Moodle platform standards

6.1 Course structure

Each course on Moodle follows the same structure so that learners can move through it easily:

- a course home page with welcome, course guide, qualification specification, key contacts and live session timetable;
- one section per unit, numbered and titled exactly as in the current qualification specification;
- within each unit: learning materials, recorded sessions, reading list, assignment brief (approved under UKV-QA-16), assignment guidance, and the submission point;
- links to UK Versity policies, the Learner Handbook and support services.

Every file is labelled with the unit number and title used in that qualification. Materials from another qualification or an out-of-date specification must not appear on a course page. Command verb guidance must match the AO that awards the qualification (for example, ATHE command verbs for ATHE programmes, not BTEC definitions).

6.2 Access and security

- Each user has a unique login. Passwords must not be shared.
- Access is role-based: learners see only their own courses and submissions; tutors and assessors see the learners they support; internal quality assurers and external quality assurers are given read-only access for sampling.
- Completed and assessed units may be locked from further editing once final assessment is confirmed.
- Learner evidence is backed up so that it can be recovered after a system failure, and can be archived for each learner to meet the retention periods in UKV-QA-15 and UKV-QA-29.

6.3 Logging interaction (BAC 26.2)

Moodle records each learner's logins, resource views, forum activity and submissions. Tutors and the Course Coordinator use these logs, with live session attendance registers, to monitor engagement. Learners are expected to log in at least once a week and ideally three times a week. Non-engagement is followed up under UKV-QA-12 Attendance and Engagement Policy.

6.4 Online risk monitoring (BAC 26.4)

Moodle forums and live session chats are moderated by tutors. Offensive, abusive or unsafe content is removed and reported to the Course Coordinator. Any safeguarding or Prevent concern arising online is reported to the Designated Safeguarding Lead the same day under UKV-QA-25 Safeguarding and Prevent Policy. Acceptable use and e-safety rules are set out in UKV-QA-30 Acceptable Use, E-Safety, Email and Social Media Policy.

7. Live sessions and recordings

1. The Tutor Coordinator publishes the live session timetable for each cohort on Moodle.
2. Tutors deliver live sessions on Zoom using a UK Versity account, with a waiting room or passcode so that only enrolled learners attend.
3. Tutors take a register of attendance for every live session.
4. Sessions are recorded and uploaded to the relevant Moodle unit so that learners who cannot attend can catch up. Learners are told at the start of each session that it is being recorded. Learners may keep their camera off during teaching, and may use the chat instead of the microphone.
5. Recordings are for the learners on that course only and are kept and deleted in line with UKV-QA-29 Data Protection and Records Retention Policy.
6. Where a live session is used for assessment or for an authenticity check (for example a presentation or viva), the learner must have their camera on and show photographic ID at the start (see section 11).
7. Live sessions are subject to teaching observation under UKV-QA-14 Teaching, Learning and Observation Policy.

8. Minimum learner equipment and digital skills

8.1 Equipment

To study with UK Versity, learners need:

- a laptop, desktop computer or tablet (a phone can be used for reading materials, but is not suitable for writing assignments);
- a stable broadband connection able to support video calls;
- an up-to-date web browser (Chrome, Edge, Firefox or Safari);
- Microsoft Word, Google Docs or an equivalent word processor able to save in Microsoft Word format (.doc or .docx), unless the assignment brief states another format;
- a working email address checked regularly;
- a webcam and microphone for live sessions, and they are required for any presentation, viva or identity check.

Learners are responsible for keeping their own device secure (up-to-date operating system, virus protection, strong passwords) and for backing up their work. Computer or printer failure is not on its own a reason for an extension; learners who experience a serious technical failure should apply under UKV-QA-18. Learners without suitable equipment should contact the Student Administrator and Welfare Officer, who can signpost support.

8.2 Digital literacy (BAC 29.1)

Digital skills are checked before and at enrolment. The initial assessment during induction includes basic ICT skills. Where gaps are identified, the learner is offered UK Versity's free digital and ICT skills support (Word, Excel and PowerPoint basics, online research, email, and using Moodle). Admissions checks are set out in UKV-QA-05 Recruitment and Admission Policy.

9. Accessibility of materials

UK Versity aims for all new and revised Moodle pages and materials to meet the Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA. In practice, authors must:

- use headings, lists and tables correctly so that screen readers can navigate documents;
- give meaningful alternative text for images and diagrams;
- use readable fonts, good colour contrast and no information conveyed by colour alone;
- provide captions for recorded video and recorded live sessions, and a transcript where captions are not available;
- provide documents in editable formats (for example Word or accessible PDF) so that learners can change font size and colour;
- write in plain English at a level suitable for the qualification.

Where a learner needs materials in another format, the request is handled as a reasonable adjustment under UKV-QA-18. Existing materials that do not yet meet the standard are brought up to it at their next scheduled review, and sooner if a learner needs them.

10. Development, approval and review of course materials

10.1 Development

1. The Course Coordinator allocates the development or revision of a unit to a subject specialist tutor.
2. The author builds materials against the current qualification specification and unit content, at the correct RQF level, using UK Versity's Moodle course template.
3. The author records the sources used and the licence for any third-party content (section 12).
4. Where generative AI has been used, the author records this on the materials approval record (section 13).

10.2 Approval

No new or substantially revised materials are released to learners until they have been approved:

Check	Carried out by
Structure, labelling, accessibility, links, formatting, Moodle set-up	Course Coordinator
Academic accuracy, currency, level, mapping to learning outcomes, AO command verbs	Quality Manager, or an internal quality assurer nominated by the Quality Manager with subject knowledge
Assignment briefs (pre-issue internal verification)	Internal quality assurer under UKV-QA-16
Copyright and licensing record complete	Course Coordinator

The Course Coordinator keeps a materials approval record showing the unit, version, date, author, checks completed, approver and any use of AI.

10.3 Review cycle

- Every course is reviewed at least once a year, before the start of the new academic year, by the Course Coordinator and Quality Manager.
- A course is reviewed straight away when an AO issues a new or revised specification, assessment guidance or command verb list, or when an EQA or inspection report raises an action about materials.
- Learner feedback from end-of-unit and annual surveys, tutor feedback, IQA findings and achievement data are used to decide what needs to change.
- Out-of-date files are removed, not hidden, and replaced with the approved version.

11. Learner identity and authenticity in online assessment (BAC 26.3)

1. Photographic ID is verified at enrolment under UKV-QA-05.
2. Each learner has a unique Moodle account and must not allow anyone else to use it.
3. Every assignment carries the learner's name and learner ID on every page and a signed authenticity declaration. Work without a declaration is not marked.
4. All submissions are checked with GPTZero and plagiarism detection. A combined AI and plagiarism score above 20% is a centre-set screening trigger for review only; it is never on its own the basis for a malpractice finding (see UKV-QA-19 Academic Integrity, Plagiarism and Use of AI Policy).
5. Where there is doubt about authorship, the assessor may hold an authenticity interview (viva) on Zoom with camera on, after checking the learner's photographic ID.
6. Presentations and practical evidence recorded by the learner must show the learner.
7. NCFE Functional Skills external assessments follow the candidate identification procedure in UKV-QA-22.

12. Copyright, licensing and ownership

- **UK Versity materials:** materials created by staff and contracted tutors in the course of their work for UK Versity are the intellectual property of UK Versity.
- **Third-party materials:** third-party text, images, video and software are used only with documented permission, under a valid licence, or within a copyright exception, and are attributed. Commercial licence terms are followed exactly.

- **Open Educational Resources:** OER are used in line with their licence terms, including attribution and share-alike conditions.
- **AO materials:** AO specifications, sample assignments and guidance are used only for the purposes the AO permits.
- **Learner work:** learners own the copyright in their original work. UK Versity may use learner work for assessment, quality assurance and AO or BAC scrutiny. Any other use, for example as an anonymised exemplar, requires the learner's written consent.

13. Use of generative AI in materials development

Staff may use generative AI tools to help draft or adapt materials, subject to these rules:

1. The author tells the Course Coordinator which tool was used and for what, and this is recorded on the materials approval record.
2. The author checks all AI-generated content line by line for accuracy, currency, bias, level, alignment to the specification and AO terminology, and correct referencing. The author remains responsible for the content.
3. AI-generated content is never presented as a quotation or a source, and references suggested by AI are checked against the original source before use.
4. No learner personal data, learner work or confidential AO assessment material is entered into a public AI tool.
5. AI is not used to generate assignment briefs without the full pre-issue internal verification in UKV-QA-16.

14. Learner use of materials

Course materials are provided for the learner's personal study on their enrolled course only. They are proprietary to UK Versity or its licensors. Learners must not copy, share, upload to file-sharing or essay sites, sell or redistribute them, including recordings of live sessions. Learners may keep personal notes and downloaded copies for their own study. A breach may lead to removal of access and action under UKV-QA-09 Learner Terms and Conditions (Contract of Study).

15. Data protection and security

Personal data processed through Moodle and Zoom (account details, activity logs, recordings, submissions and feedback) is handled under UKV-QA-29 Data Protection and Records Retention Policy and UK GDPR. Staff access only the data they need for their role, use UK Versity accounts for teaching, and report any suspected data breach or loss of learner evidence to the Data Protection Lead immediately. System failure and loss of access are managed under UKV-QA-03 Business Continuity, Contingency and Disaster Recovery Policy.

16. Roles and responsibilities

Role	Responsibility
Principal and Director of Education	Approves this policy; provides the resources, platforms and licences needed for online delivery.
Course Coordinator	Owns this policy; manages Moodle course structure, labelling and accessibility; allocates materials development; keeps the materials approval and licensing record; leads the annual course review.

Role	Responsibility
Quality Manager	Approves academic content of materials; checks alignment with AO specifications and command verbs; monitors learner feedback and EQA findings on materials.
Tutor Coordinator	Publishes live session timetables; allocates tutors; follows up learner concerns about teaching.
Tutors and assessors	Deliver live sessions; moderate forums; develop and update materials when allocated; declare any use of AI; monitor learner engagement; carry out identity and authenticity checks.
Internal quality assurers	Verify assignment briefs before issue; sample assessment under UKV-QA-16.
Data Protection Lead	Oversees data protection for Moodle, Zoom and recordings.
Designated Safeguarding Lead	Receives and acts on online safeguarding and Prevent concerns.
Learners	Meet the equipment requirements; complete induction; engage regularly; protect their login; submit only their own work; do not redistribute materials.

17. Related policies and legislation

- UKV-QA-03 Business Continuity, Contingency and Disaster Recovery Policy
- UKV-QA-05 Recruitment and Admission Policy
- UKV-QA-09 Learner Terms and Conditions (Contract of Study)
- UKV-QA-11 Learner Induction, Management and Support Policy
- UKV-QA-12 Attendance and Engagement Policy
- UKV-QA-14 Teaching, Learning and Observation Policy
- UKV-QA-15 Assessment Policy
- UKV-QA-16 Internal Quality Assurance Policy and Procedure
- UKV-QA-18 Reasonable Adjustments, Special Consideration and Mitigating Circumstances Policy
- UKV-QA-19 Academic Integrity, Plagiarism and Use of AI Policy
- UKV-QA-22 Examinations and Controlled Assessment Policy
- UKV-QA-25 Safeguarding and Prevent Policy
- UKV-QA-29 Data Protection and Records Retention Policy
- UKV-QA-30 Acceptable Use, E-Safety, Email and Social Media Policy
- Pearson HN edition: Use and Development of Online Course Materials Policy (v3.0, July 2026)
- Equality Act 2010
- UK GDPR and Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025
- Copyright, Designs and Patents Act 1988
- UKV-QA-32 Supporting Learners with Additional Needs and Disabilities Policy
- Web Content Accessibility Guidelines (WCAG) 2.2
- BAC College Scheme 2023, standards 26 to 31
- UK Quality Code for Higher Education (2024), Principles 3 and 11 (voluntary alignment)

18. Monitoring and review

The Course Coordinator monitors this policy using Moodle engagement logs, live session attendance, the materials approval record, accessibility checks, learner survey results on materials and online delivery, and EQA and BAC findings. The Course Coordinator and Quality Manager report on online delivery and materials to the Academic Board at least once a year as part of the annual self-assessment.

This policy is reviewed at least annually, and earlier if legislation, AO requirements, BAC standards, an EQA or inspection action, or a significant incident requires it. The Quality Manager records each version in the Policy Register (UKV-QA-REG v3.0). Materials approval records are kept for the life of the course version plus 3 years.

Approval and review

Stage	Name and role	Date
Prepared by	Director of Education	30 September 2026
Checked by (policy owner)	Course Coordinator	30 September 2026
Approved by	Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board	1 October 2026
Next review due	Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG	September 2027