



Online Learning and Quality Assurance

Spurgeon's College has adopted a number of procedures in order to ensure good quality in Online Learning teaching and learning.

1. Writing Online Learning units

When new units are written there is a vigorous editing and checking procedure which involves input from:

- Academic Dean
- Director of Online Learning
- Subject specialist
- Student evaluation through piloting scheme

Further details about this procedure can be found in the Writer's Introductory Pack.

2. Tutoring Online Learning units

When students complete a unit they are asked to return an evaluation form which asks for their comments about the level of support their tutor has offered them. These comments are examined by the Director of Online Learning who provides feedback to tutors where necessary.

In addition to this, tutor marking is monitored through a sample second marking and checking scheme that adopts the following procedure:

- a. The Online Learning Administrator sends to two students each month the "Quality Assurance Questionnaire" which they fill in and return to College, along with the last essay they have had marked and assessed by their unit tutor.
- b. The Online Learning Administrator forwards this paperwork to the Director of Online Learning who examines the paperwork and completes the form "Report on Tutor's Marking".
- c. One copy of this report is filed at College, the other copy is sent to the tutor concerned for their information.
- d. Occasionally a change of mark might be agreed and student and tutor will be informed.
- e. If a tutor's marking and supervision consistently does not fulfil expectations their contract may be terminated by the Academic Dean.

Spurgeon's College also offers development opportunities for Online Learning tutors through staff development and training days - normally organised on an annual basis.

3. Learning through Online Learning units

- a. Feedback from students
Each Online Learning student is asked to fill in an online evaluation form when they complete each unit. A student will not normally receive credits for completed units until their evaluation form is received. These forms are

returned to the Online Learning Administrator who informs the Director of Online Learning of any urgent matters raised by the students. At the end of each month the returned evaluation forms are collected and forwarded to the Director of Online Learning who reads each form through and responds to issues raised as appropriate. It is particularly important to note comments that are made by more than one student. The Director of Online Learning produces a monthly report on feedback that is received and this report is sent to the Academic Dean who serves as Secretary of the QAC. In addition tutors responsible for the revision of units are notified when action is recommended and any outcomes are noted.

b. Checking procedure

Students are reminded that where there is any doubt, tutors may require evidence that non-assessed tasks and reflections have been completed before awarding a pass mark for any unit.

c. Examination procedure

Students who are enrolled for a University Certificate, Diploma or Degree are instructed to compile a portfolio of their assessed work so that it can be made available to the Examiners at their point of exit.

In addition, level 4 work (Certificate level) will be subject to sample second marking (see 2 above).

Level 5 and 6 work (Diploma and Degree level) will be subject to moderation. At the point of exit the student's portfolio of coursework will be forwarded to a tutor whose comments will be submitted, with the student's portfolio, to the Examiners.

4. The Quality Assurance Committee

A periodic review of the whole course will take place as part of the Committee's rolling review of all courses. A review took place in the academic year 2006-2007 and the next is scheduled for 2014-2015.

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