Frequently Asked Questions (FAQs)

1. LCC Distance Learning Programme

1.1. What is Distance Learning Programme?

1.1.1. Distance Learning programme is a mode of delivering of education and instruction to learners who are not physically present in a traditional setting of a classroom on campus. The programme delivers virtually through a dedicated online learning platform.

1.2. Who can join LCC Distance Learning Programme?

1.2.1. Students domiciled in UK domiciled and registered as LCC students are eligible for LCC distance learning programme.

1.3. Where do I Study?

1.3.1. You can study anywhere within your comfort environment. You do not need to come to the campus for your learning. Some of our programmes may include exams or work experience requirements, which you will need to attend physically. However, if your circumstances mean you are not able to come to these, we may be able to offer you an alternative.

1.4. How are your Units taught?

1.4.1. Units are taught entirely through online study. You will receive all online study materials through the Virtual Learning Environment (VLE).

1.5. Where can I Access Course Materials?

1.5.1. You can access the course materials in the dedicated virtual learning platform on Moodle.

1.6. What is the Online Learning Platform?

1.6.1. LCC uses Google Meet for online class platforms and Moodle for the Virtual Learning Environment.

2. Learning Process

2.1. Do I Need a Computer and Internet Connection?

2.1.1. Yes, you need a working computer and broadband internet connection to join online classes. The internet speed requirement is minimum 10 mbps for both download and upload.

2.2. Do I Get Access to the Student Portal?

2.2.1. LCC provides each student a dedicated institutional email address. The students also receive the access to the student portal for student services.

2.3. When Do I Receive the Key Dates and Class Routine?

2.3.1.   LCC provides academic key dates and class routines at the time of enrolment to the programme. For continuing students, the class routine is provided two weeks before the semester commencing date. Students can also find key dates and class routines in the Student Portal.

2.4. How Can I Contact My Tutor?

2.4.1.   There are many ways to do this. Tutors often use forums to give general feedback, which all students can benefit from. You can also contact your tutor by email.

2.5. What if My Course has Work Experience/Placement Requirements?

2.5.1.   For work experience or placements you will have to attend physically at the work address of the experience/placement provider. It is the student's responsibility to arrange a voluntary/paid placement or work experience. LCC helps students to find an appropriate and suitable Work Experience / placement provider. LCC also continuously monitors the student's progress in the workplace setting and supports the student during the placement.

2.6. Do i receive individual support from the tutor?

2.6.1.   Each student is allocated a dedicated Personal Tutor (PT) in each semester. During the semester, you have a tutorial session booked each week with your PT. Your PT will provide individual support on academic matters and refers you to other for pastoral support.

3. Assessment and Feedback

3.1. How will I be assessed for my course?

3.1.1.   Most of the programme's assessment method are based on assignment writing. You may find other modes of assessment including presentation and reflective writing depending on your Unit's learning outcomes. Some of the Units can contain examination models for assessment.

3.2. When does the assessment take place?

3.2.1.   The assessment take place at the end of the each semester. If your Units have presentation as an assessment method, that might take place in the middle of the semester.

3.3. Is the any resubmission?

3.3.1.   Following a submission, a student may have a resubmission opportunity of that assessment should not passed.

3.4. When do I receive assessment feedback?

3.4.1.   You will receive assessment feedback within 4 weeks after your final submission date.

3.5. How am I assessed for work experience/placement?

3.5.1.   If you are enrolled in either 'HND Healthcare Practice' or in 'HND Social and Community Work', you are expected to undertake work expeience placements from beginning of Year 1 of your studies. You will be allocated a placement supervisor during your placement in each setting. The supervisor will monitor and contribute to the continuous assessment of your progress. You will also be assessed during your practice on placement by a tutor/assessor from the College.

3.5.2.   There are a number of assessment criteria for the 'Heathcare Practice' and 'Social and Community Work' programmes, which are directly linked with taught units. You are expected to answer those criteria based on your learnings from the work experience that you are undertaking and you will be assessed on those criteria while you are undertaking that specific unit.

3.5.3.   Please note, to progress to year 2 of your HND (in 'Healthcare Practice' or 'Social and Community Work') programme you are required to complete a minimum work experience hours expectations for your course.

4.   Resource and Support

4.1.   How can I access library resources?

4.1.1.   You can access online library resources through both Moodle and the Student Portal. For the physical library you can visit the College campus library between 9 am to 5pm, when open.

4.2.   Where can I request student services?

4.2.1.   You can request student services through the Student Portal.

4.3.   Where do I get support for additional/special needs?

4.3.1.   You can receive general support for special needs from your PT. If you want any specialised support you have to inform the College Registrar and agree for a support agreement plan (SAP). Also, you can contact our Student Welfare Officer to discuss your requirements. We arrange the following support, based on student's requiremnt-

4.3.1.1.   Accessible study materials

4.3.1.2.   Specialist equipment

4.3.1.3.   Tailored assessment such as offering alternative assessment method, extended assignment submission deadline.

4.3.1.4.   Additional tutorials and one to one support.

4.4.   Can I get a student identification (ID) card?

4.4.1.   Yes, you will be issued a Student ID card after your registration to the programme.

4.5.   Do I get advice for my career progression?

4.5.1. The College has regular drop-in sessions and workshops where you can receive free advice on your career progression. We arrange external speaker events on employability to help prepare you for the future. Also, we provide access to the HN Global career site where you can find a large amount materials to develop your soft skills as well as weekly job openings.

4.6. How can I network with other students?

4.6.1. You will be able to connect with other students through dedicated VLE forums, or through any number of unofficial Social Media groups set up by students.

4.7. Does LCC have Student Union?

4.7.1. No, the College does not have a Student Union. LCC has a formal Student Representative Body where you can find your programme representative to discuss or raise any problem. Details of Student Representative can also be found in the Student Portal.

5. Complaints, Appeals and Feedback

5.1. Can I complain about services, staff or fellow students?

5.1.1. Yes, you can lodge a complaint in accordance with the College Complaints Policy. Complaint forms are available in the Student Portal.

5.2. How can I make an academic appeal?

5.2.1. The College has an Academic Appeals Policy and Procedures which provide the information on how to make an academic appeal. The appeal forms are available in the Student Portal

5.3. Where can I provide feedback about course?

5.3.1. At the end of each semester, you can provide feedback to us about the course you are studying. Also, you can provide feedback through the National Student Survey (NSS), which is organised by the Office for Students (OfS).