

# Skills and Training Services (STS)

## Local Operating Procedure

### Blended Learning Policy

#### Version Control Sheet

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V1.0	21/09/2023	First Issued
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V1.2	10/10/2024	Annual Update

#### Approval

Name	Job Role	Date	Signature
Mike Hampton	Quality Improvement and Audit Manager	10/10/2024	<i>M. Hampton</i>

#### Change Control

Any requested changes to this document should be emailed to: [mike.hampton@serco.com](mailto:mike.hampton@serco.com)

**Contents**

Introduction ..... 3

Scope..... 3

Definitions..... 3

Commitments ..... 3

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## Introduction

This policy outlines Skills and Training Services' policies and processes which apply to developing, delivering, and monitoring programmes that are delivered through blended learning.

The policy aims to:

- Ensure all blended learning delivery is compliant with awarding body requirements.
  - Ensure no learners are disadvantaged.
  - Ensure programmes of learning are tailored to the needs of learners.
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## Scope

This policy applies to all learners and apprentices, including those enrolled with subcontractors. From this point forward, all learners and apprentices will be referred to as Learners.

This policy must be read in conjunction with:

- Attendance and Punctuality Policy
  - Assessment Policy
  - Online Safety Policy
  - Learner Support Policy
  - Safeguarding Policy
  - Data Protection Policy
  - Acceptable Use Policy
  - Behaviour, Disciplinary and Expectations Policy
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## Definitions

DfE (2023) define Blended Learning as a type of hybrid approach to learning that combines face to face and online learning.

Distance/Online Learning is where the learning interventions occur away from the physical location, such as college or face to face workshops. Distance learning allows learners to study in their own time and often materials and pre-recorded webinars are accessed online. Online learning can also be carried out over live lessons/webinars. Where the learner is carrying out their own research or tasks away from structured activities, this can often be referred to as independent study.

Guided Learning is where the learning interventions take place under the immediate, real-time guidance of a tutor/facilitator. This can be face to face or online such as a live webinar.

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## Commitments

Skills and Training Services will:

- Ensure that staff are available to support learners when they are working online/remotely.
- Ensure that feedback on assignments and work produced is provided in the same high standards expected and in a timely manner, in line with the Assessment Policy.
- Ensure that deadlines for any assignments are clear, whether these are set face to face or online.
- Ensure that any work submitted and passed is that of the learners, in line with the Plagiarism and Cheating Policy.

- Ensure all personal data and records (including assignments) are stored securely, in line with awarding body requirements, GDPR requirements, and the Data Protection Policy.
- Ensure attendance is monitored routinely, as in line with the Attendance and Punctuality Policy.
- Ensure any concerns over learner engagement/attendance is followed up on, as in line with the Attendance and Punctuality Policy.
- Ensure that all offline and online materials are appropriate and safe to use – in line with the Online Safety Policy, Prevent Policy, and Safeguarding Policy.
- Ensure learners are supported both professionally and personally.
- Ensure learners understanding is checked routinely throughout learning sessions when delivered online.
- Ensure learners that are unable to access digital resources because of ‘digital poverty’ are supported with either gaining access to the technology they need or adapting the delivery to meet their needs.
- Ensure the awarding bodies are informed and agree with any courses that are planned to be delivered as a blended model.
- Ensure any courses that include the blended model fall under the same scrutiny and monitoring as all other courses delivered via interventions outlined in the Skills and Training Services Continuous Improvement and Quality Assurance Strategy.
- Ensure that content is rigorously reviewed to ensure it meets accessibility requirements for learners.
- Ensure delivery staff are supported to enable them to develop their confidence and skills in delivering online.

Learners will:

- Ensure that planned activities and work are completed by the agreed deadlines.
- When participating in online activities, ensure their own personal and data safety – in line with the Online Safety Policy and Acceptable Use Policy.
- Ensure that attendance to face to face and/or online live webinars is maintained, including punctuality, in line with the Attendance and Punctuality Policy.
- When participating in online activities with other learners, always remain professional and appropriate, in line with the Behaviours, Disciplinary and Expectations Policy.
- Ensure that all work produced and submitted is that of their own, in line with the Plagiarism and Cheating Policy.

Employers will:

- Ensure learners are given the appropriate/required amount of time to complete their studies.
- Ensure learners are supported both professionally and personally.