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| **Revision number:** | 3 |
| **Applicable from:** | 31st March 2023 |
| **Approved by:** | Academic Council |
| **Date of approval:** | 31st March 2023 |
| **Date of next review:** | June 2024 |
| **Scope of policy (audience):** | Staff and Students |
| **Policyholder:** | Head of Learning enhancement |
| **Contact:** | [quality@lcm.ac.uk](mailto:quality@lcm.ac.uk) |
| **Alternative formats:** | Audio, large font – on request |

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| **Linked external codes/regulations** |
| Copyright, Designs and Patents Act (1988)  Data Protection Act 1998  Copyright and Rights in Performances (Research, Education, Libraries and Archives) Regulations 2014  EU General Data Protection Regulation (GDPR) |
| **Linked documents/references** |
| Audio Visual Support Policy  Core IT Systems Policies And Procedures  Leeds Conservatoire Student Charter  Student Guide to Communication and Consultation  General Regulations for Students  Institutional Access to Staff and Student IT Accounts, Communications, Data and IT Equipment Policy  Assignment Types: Guidelines and Processes  Higher Education Assignment Submission Guidelines  Space Information Page Style Guidelines  Space Undergraduate Module Page Style Guidelines  Copyright Guidelines for Learning and Teaching |
| **Equality Impact Assessment information** |
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| **Policy statement** |
| The purpose of the VLE Site Policy is to specify user responsibilities and to promote the appropriate use of the Leeds Conservatoire Higher Education VLE. The VLE includes (but is not limited to): core Space (Moodle), myPortfolio (Mahara), Panopto, Connect Space (Adobe Connect) and LC Life. The Site Policy applies both within and out of conservatoire premises. |
| **Background/vision** (if applicable) |
| This is the review of the VLE Site Policy 2014-17. |
| **Policy** |
| **1. VLE Remit**  The function of the conservatoire VLE is to support and enhance learning and teaching at the conservatoire. Specifically this includes, but is not limited to:   * Providing conservatoire, course and module information. * Providing course/module core documentation, specifically handbooks and assignment briefs. * Providing online assignment submission and feedback facilities. * Enhancing course provision with supporting course materials and interactive activities. * Providing staff resources and information.   **2. User access to the VLE**  All Higher Education students of the conservatoire, who are entitled to a logon account, have access to the VLE and to content relevant to their course of study.  All staff of the conservatoire, who are entitled to a logon account, have access to the VLE and to content relevant to undertake the duties of their post.  Third party access will be granted to appropriate resources once access to IT systems has been approved by the Head of IT and VLE Systems, as defined by the Leeds Conservatoire IT Policy and the Space Helpdesk is informed.  The procedure for user access to specific pages of the VLE is detailed in *Appendix 1*.  **3. VLE support**  Support requests for using the VLE should be directed to the Space Helpdesk ([space@lcm.ac.uk](mailto:space@lcm.ac.uk)) in the first instance, where your request will typically be assigned to the relevant member of staff within two days on a normal working day (Monday to Friday, term time).  **4. Content Policy**  Anything uploaded to the VLE must be in accordance with all legal requirements and the conservatoire's relevant policies.  *4.1. Course/module pages*  Information required on course pages should be available and updated for students from enrolment/induction week.   * All individual pathways and courses will have a General Course Page that will contain general course information. This should include, but will not be limited to: course documentation and options information. * Every module will have its own page that contains a minimum of module information, schemes of work, assignment briefs and any assignment submission/feedback facilities. Module pages should also contain any resources provided or referred to in class in a digital format subject to copyright regulations. Additional interactive resources or activities are encouraged to enhance learning and teaching with support from the eLearning unit.   + It is the responsibility of the Programme Administrators to ensure module information/overviews and links to assessment criteria are available on the page. They must also liaise with MIS to ensure the types of assignment are correct on the student records system.   + It is the responsibility of the module coordinator to add content to assignment briefs and all staff who teach on the module any additional content, such as supporting materials and interactive activities.   + Module pages should follow the Space Undergraduate Module Page Style Guidelines.   *4.2 Assignments*  The format of assignments is as follows:   * Online: The upload of files within the assignment facility. This can be used for multiple files of any types. * myPortfolio: This should be used for assignments where a myPortfolio page is created to demonstrate achievement of the assignment outcomes, this may just be a written assessment but may include multimedia and links to external web sources.   NB: Assignments that require video evidence should normally be classified as myPortfolio assignments; where the videos are uploaded to Panopto and then embedded into the myPortfolio page.   * Offline: This can be used for performances, presentations, online assessments (e. g. online quizzes, peer assessment feedback etc.) and physical submissions where an online submission is not practical (for example, when very large files need to be submitted).   Module coordinators should consult with the Senior Learning Technologist once assignment briefs have been written to define the most appropriate assignment format for each individual assignment. Further guidance on assignment types can be found in the document, *Assignment Types: Guidelines and Processes*.  It is strongly recommended that all submissions are conducted from a conservatoire computer connected to the wired conservatoire network (i.e. a laboratory or library computer running Windows or the Apple OS inside the conservatoire). Submitting from a conservatoire computer on the wired conservatoire network guarantees both the necessary performance required to upload your submission and compatibility of the computer software with the submission system. Although you may upload from other locations, or from your personal machine, this type of upload is at your own risk. The conservatoire cannot guarantee network upload speeds from locations outside the conservatoire's control, nor can we guarantee compatibility of software on non-conservatoire machines. A failure to upload when outside of the conservatoire, or using non-conservatoire machines, will not be considered as a mitigating factor for late submission.  *4.3. LC Life, News, Jobs and Opportunities and Forum postings*  LC Life is a noticeboard system integrated within the VLE system that hosts the News, Events and Jobs and Opportunities feeds. In addition, it hosts other noticeboards that staff and student users can contribute to. Contributions to LC Life are subject to the regulations specified in section 5 of this policy.  Space Admin and designated staff members can add to the News feeds on LC Life. Staff should contact the appropriate members of their department with this responsibility or the Space Helpdesk.   * Site news posts must be related or significant to Leeds Conservatoire. * Posts must be aimed at a large proportion of students (e.g. all Music Production Students or all undergraduate students). Posts should not be aimed at single pathways; these posts should be placed on pathway pages. * Posts related to employment, performance opportunities etc. must be placed on the Jobs and Opportunities forum. * Some postings on LC Life are provided on behalf of third parties; whilst every step is made to ensure the validity of these posts, the conservatoire accepts no responsibility for the content. * Posts must include one small to medium picture or photograph (in jpg, png or pdf format and with a size of 600px x 400px (or an iteration thereof) and/or a small amount of text (approx. 250 words). * Leeds Conservatoire takes no responsibility for items posted to the ‘For Sale’ forum. * Forum postings to the VLE (including LC Life) by students and staff are subject to section 5 of this policy.   *4.4. Events*  All conservatoire related events (performances, workshops etc.) will be placed on the LC Life events calendar. It is the responsibility of the Events team to add events to this calendar. Should a department wish for an event to be highlighted further then this can be added to the site news by the designated member of staff or by the Space helpdesk, providing it fits with site news criteria in section 4.3.  Students can post advertisements for their own events and as such are subject to Section 5 of this policy.  Course events should be added to the Space calendar by academic staff or course administrators where appropriate.  *4.5 Dashboard*  The dashboard section will provide links to all course related pages a student or member of staff are enrolled on.  Banner items may be placed on the front page and targeted to specific groups of students. To request a banner on the front page, staff must send the request to [space@lcm.ac.uk](mailto:space@lcm.ac.uk) with authorisation from a manager and the following information:   * Content of the banner * URL of content the banner links to (where appropriate) * Duration banner should be available for * The group of users the banner should be available (for example, all first year undergraduates)   The Senior Learning Technologist and VLE Technical Team will review the request, consult where appropriate and approval will be granted using the following criteria:   * Propriety * Context * Priority   *4.6. Information*  All student facing departments must have all relevant information and resources available on the VLE, either on their own page or on the main student information page. This should include, but will not be limited to:   * Opening Hours * Staff members * Contact details * Any regulations or policies governing service, including service standards. * Electronic versions of any print resources   All departments must have a page on Staff Space and make available all information and resources that are not restricted.  All pages must conform to the Space Information Page Style Guidelines.  All departments must review / update their content in time for the start of each new academic year.  All information put on Space should be placed on the appropriate departmental pages and it is the responsibility of the departments to do this.  Anything that needs to go on the central Student or Staff Information page should be sent to the Space Helpdesk, with title, description and desired location.  Should a department wish for any information to be highlighted further then the Space Helpdesk can add it to the Site News on request, providing it fits News criteria in section 4.3.  *4.7 AV Content*  Panopto is the system of choice for video content created by staff or students for the purpose of teaching or assessment. Video content hosted on Panopto should be linked or embedded in the relevant location on Space or myPortfolio.  Video evidence created by the student as part of an assignment should be uploaded to Panopto and then embedded within the myPortfolio page. For further information, please see *Assignment Types: Guidelines and Process for Academic Staff*  Linking to AV content on external sites for information or learning resources (for example YouTube, Music Online etc.) is permitted, however editors must ensure that links are kept up-to-date.  For further information on AV content and lecture capture, please refer to the *Audio Visual Support Policy*.  *4.8 IPR and Copyright of content uploaded to the VLE*  The Intellectual Property Rights (IPR) of content uploaded to the VLE, by staff or students, is subject to copyright law and the conservatoire’s *Copyright Policy and Guidelines*. It is the responsibility of the user to ensure content is compliant.  **5. Contributions to and use of the VLE**  Contributions to the VLE (through LC Life, forums, wikis, glossaries, databases, myPortfolio groups or other interactive functions) should be drafted with care. The informal nature of the medium means that it is easy to forget that it is a permanent form of written communication and that material can be recovered even it is deleted from a computer. Inappropriate contributions and use of the VLE may result in disciplinary action. The following are examples of inappropriate contributions to and use of the VLE.  * The creation or transmission (other than for properly supervised and lawful research purposes) of any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material; * The creation or transmission of material which is designed or likely to cause annoyance, inconvenience or needless anxiety; * The creation or transmission of defamatory material; * The transmission of unsolicited commercial or advertising material to other organisations; * The transmission or creation of material of a threatening nature, or intended to harass, frighten etc; * The transmission or creation of material of a libellous nature; * The transmission of unsolicited commercial or advertising material or similar activities (spamming); * Forwarding of junk mail or chain letters.   *Further policy regarding inappropriate or offensive use of IT systems can be found within the Govern section of Core IT Systems Policies And Procedures.*  Should any contributions to the VLE be deemed inappropriate, as defined in the policy, the Senior Learning Technologist should be alerted in the first instance:   * If the contribution is of a minor nature (mild swearing, unsolicited advertising etc.) the contribution will be deleted and the student sent an informal warning reminding them of the appropriate policy. * If a contribution by a student breaches the *General Regulations for Students* then the matter will be referred to the relevant Head of Department. * If a contribution by staff breaches any relevant conservatoire policy then the *Staff Disciplinary Policy and Procedure* may be enforced.   **6. Copyright**  All content uploaded into the VLE for the use of students must be in accordance with all legal requirements.  It is the user’s responsibility to ensure that anything uploaded meets these requirements. In particular copyright material should only be made available to students either:   * In accordance with the Copyright, Designs and Patents Act (1988) and the Copyright and Rights in Performances (Research, Education, Libraries and Archives) Regulations 2014 * The terms of one of the licences obtained by the conservatoire * With the permission of the copyright holder(s)     In using the resources made available to them in the VLE users must adhere to the conservatoire’s Copyright Policy and Guidelines. Specifically, users should ensure that any copyright material is used only in accordance with the terms and conditions of use of the item concerned.  **7. Copyright complaints and takedown policy**  Leeds Conservatoire respects the rights of copyright holders and their representatives. The conservatoire endeavours to ensure that all content hosted in the VLE is compliant with UK Copyright law.  If an individual wishes to report a copyright infringement, they must notify the eLearning unit. To expedite any enquiry it is recommended that the report includes full contact details for the Copyright holder and sufficient evidence to identify the location of the material, such as a URL or Module/Unit title.   * Complaints will be acknowledged and an initial assessment will be undertaken. We aim to acknowledge and assess the complaint on the day of receipt or the next working day thereafter. * Where grounds for complaint are reasonable and credible, the material will be withdrawn from view until our assessment is complete. * Please note it may be necessary for us to seek legal advice before the complaint can be fully resolved. * If any complaint is found to be well founded, the material will be permanently withdrawn from the VLE.   **8. Data Protection and Access to User Accounts**  The conservatoire processes all data collected within the VLE in accordance with Data Protection legislation and our privacy notice for students <https://www.lcm.ac.uk/privacy-cookies/>  Access to user accounts is informed by the *Institutional Access to Staff and Student IT Accounts, Communications, Data and IT Equipment Policy.*  **9. Accessibility**  The conservatoire is committed to its responsibilities under the Equality Act 2010 and this includes ensuring the VLE is accessible to all users.  We have anticipated potential barriers to accessing the VLE for disabled people (including specific learning difficulties such as dyslexia) and incorporated accessibility options so that font, borders and background colour can be altered to suit the preferences of the user. Information and Module Page Style Guidelines detail best practice for page editors.  Every effort is made to make SPACE accessible, however it is a complex system based on an open source platform and as such there maybe instances where there are issues. When reporting an issue regarding your accessibility of the site, please include details of what you were accessing, your web browser and operating system. |
| **Responsibilities** |
| **10. VLE administration and staff responsibilities**  **VLE Technical Team:**   * Ensure systems are up-to-date * Ensure user account creation and page access * Respond to relevant Space Helpdesk queries   **eLearning Unit and AV Unit:**   * Provide relevant user education * Liaise with academic and administration staff to ensure quality and consistency of VLE content, as well as enhancement initiatives. * Respond to relevant Space Helpdesk or email queries * Respond to disciplinary and copyright issues in the first instance.   *Quality of content is the responsibility of relevant staff. Specific responsibilities are:*  **Registry**:   * Adding course/module page core documentation and information. * Ensuring student record information is up-to-date to ensure courses and assignment types are synced correctly. * Adding news items and events to the calendar where appropriate. * Adding user access to resources if applicable.   **Academic Staff**:   * Adding assignment brief content and any additional content to module, such as supporting materials and interactive learning activities. * Adding news items and events to the calendar where appropriate.   **Business Support Staff**:   * Nominated departmental representatives are responsible for:   + Adding content to departmental information pages.   + Adding news items and events to the calendar where appropriate.   *NB: See policy/procedure for the responsibilities of specific departments* |

Appendix 1: Space Page Access Procedure

**Students** will be given access to the relevant modules and pages via Auto Enrolment linked to the student records system.

**Staff** editing access is given via the protocols below:

* Module pages: Module Coordinators should email requests for access to [HE Admin](mailto:headmin@lcm.ac.uk) detailing whether the member of staff should have either:
  + Full editing access (able to grade, add, change and delete items on the module page)
  + Grading access (able to grade but unable to edit the content of the page).
* Information pages: SLT member or line manager should request editing access to [Space](mailto:space@lcm.ac.uk) Admin

Viewer access for academic staff and student support staff to course pages is enabled via Auto Enrolment. Viewer access to Staff SPACE is enabled via Auto Enrolment.