



Learning Management System (LMS)

Policy and Procedure

Document Overview			
Title:	Learning Management System Policy and Procedure		
Document Number:	KNIGHTS_LMS-PP_041	Document Type:	Policy and Procedure
Version History			
Version No.	Date	Description of Changes	
V2	01/07/2025	Document amended due to company re-branding	

Continuous Improvement

Policies, procedures and processes are meant to be 'living' documents that need to be followed, implemented and maintained. If the procedure does not reflect the current, correct work practice please contact us on

quality@knights.edu.mt

1. Learning Management System

1.1 Scope and Applicability

This policy outlines the governance, usage, and management of the Learning Management System (LMS) at Knights (KNIGHTS). It covers all aspects of the LMS, including its infrastructure, content, access, and security. The policy applies to all stakeholders, including students, faculty, administrative staff, and external partners who interact with the LMS.

This policy is applicable to all courses, programmes, and educational activities facilitated through the LMS at KNIGHTS. It includes provisions for blended learning, fully online courses, and supplementary digital resources used in conjunction with traditional in-person teaching methods. The policy ensures that all users adhere to the standards set forth for the secure and effective use of the LMS.

1.2 Purpose

The purpose of this policy is to establish clear guidelines for the use of the LMS at KNIGHTS. It aims to ensure that the LMS is used effectively to enhance the educational experience, maintain academic integrity, and support the institution's commitment to high-quality education. The policy also ensures that the LMS operates in compliance with relevant data protection and privacy laws, including GDPR, and adheres to the accessibility standards outlined by WCAG 2.1 or subsequent updates.

1.3 Policy Guiding Principles

KNIGHTS is committed to providing a robust, secure, and accessible Learning Management System. The LMS shall be used to:

- **Enhance Learning and Teaching:** Facilitate innovative teaching practices and provide flexible learning opportunities that cater to diverse student needs.
- **Maintain Academic Integrity:** Ensure that the LMS is used in a manner that upholds the highest standards of academic honesty and integrity.

- **Ensure Data Security and Privacy:** Protect the privacy and security of all users' data, in compliance with GDPR and other relevant regulations.
- **Support Continuous Improvement:** Utilise feedback and data analytics from the LMS to continuously improve the quality of education and support services offered by KNIGHTS.
- **Promote Inclusivity:** Ensure that the LMS is accessible to all users, including those with disabilities, and that it supports a diverse learning environment.

2. Definitions

Blended Learning:	A mix of traditional face-to-face teaching and online learning activities facilitated through the LMS.
Fully Online Course:	A course delivered through the LMS and supported by Microsoft Teams, with no in-person sessions.
GDPR:	General Data Protection Regulation, a legal framework that sets guidelines for the collection and processing of personal information from individuals within the European Union.
Learning Management System (LMS):	A software application used to plan, deliver, and manage learning content and resources for educational courses. KNIGHTS's LMS is powered by Moodle.
WCAG:	Web Content Accessibility Guidelines 2.1, a set of guidelines developed by the World Wide Web Consortium (W3C) to make web content more accessible to people with disabilities.

3. LMSOverview

3.1 Introduction

Knights has tested various learning platforms since its inception ranging from open source to complex custom solutions. KNIGHTS's learning platform is powered by Moodle. Moodle is the world's most trusted and popular learning management system. Moodle allows KNIGHTS to be in control of things. From data ownership, privacy and security to setting up the look & feel of KNIGHTS's Moodle site and adding extra functionality to it. Moodle is also versatile to support blended learning, fully remote, collaborative group activities, self-paced courses.

Moodle is also developed following WCAG 2.1. accessibility standards. With integrated content accessibility checkers, KNIGHTS can build courses with full support for all students. Moodle is developed based on feedback from institutions with the security first approach. When it comes to privacy, built-in tools allow KNIGHTS to manage privacy policies and data to meet legislation requirements, including but not limited to GDPR compliance.

3.2 KeyFeatures-Overview

The key features of the KNIGHTS LMS include:

- Modern, easy-to-use interface – Designed to be responsive and accessible, the Moodle interface is easy to navigate on both desktop and mobile devices;
- Personalised dashboard - Display current, past and future courses, along with tasks due;
- Collaborative tools and activities – Students and tutors can work and learn together in forums, wikis, glossaries, database activities, and much more.

There are also various activities that are made use of such as:

- **All-in-one calendar** - Moodle's calendar helps staff at KNIGHTS to keep track the

academic calendar, course deadlines, group meetings, and other events;

- **Convenient file management** - Drag and drop files from user devices;
- **Notifications** - When enabled, users can receive automatic alerts on new assignments and deadlines, forum posts and send private messages;
- **Track progress** - Tutors and students can track progress and completion with an array of options for tracking individual activities or resources and at course level.

The system is also supported by various administrative features that make it secure, scalable and versatile. The Online Learning Platform is designed to provide tutors, students, and administrators with a single secure and integrated system.

3.3 Functionality

3.3.1 Course Creation and Management:

- Moodle allows KNIGHTS to create and manage courses using various formats (topics, weekly, social).
- Students can be enrolled manually, through self-enrolment, or via Microsoft Single Sign-On (SSO).
- Course pages can be tailored with sections, activities, resources, and multimedia.

3.3.2 Resource Management:

- Tutors/KNIGHTS admin can upload files (documents, presentations, videos) and organise them into folders.
- External resources such as articles, videos, or websites can be easily integrated into courses.
- Tutors can add textual information directly or use labels for organisational purposes.

3.3.3 Assessments and Activities:

- Various types of assignments (file submissions, online text, etc.) and set deadlines.
- Flexible quiz creation with question banks, randomisation, feedback options, and multiple types of questions (multiple choice, essay, matching).
- Interactive discussion forums allow students to engage with each other and the tutor.
- Peer and self-assessment activities can be set up using the workshop module.

3.3.4 Communication Tools:

- Students and tutors can communicate through discussion forums.
- Tutors/KNIGHTS Admin can send announcements to students via the course dashboard or email.
- Tutors can divide students into groups for collaboration on assignments, forums, and other activities.

3.3.5 Gradebook:

- Moodle's gradebook allows tutors/KNIGHTS Admin to set up custom grading scales and categories.
- Automatic calculation of grades, weighted grades, and different grading methods (letters, percentages, etc.).
- Tutors can provide detailed feedback on assessments directly through Moodle.

3.3.6 Tracking and Reporting:

- Tutors/KNIGHTS Admin can set completion criteria for activities and track student progress.
- Moodle provides various logs and reports on student activity, such as participation, grades, and course access.
- Integrate analytics to predict student success and identify at-risk students.

3.3.7 Plugins and Integrations:

- Moodle supports a variety of plugins for enhanced functionalities (e.g., plagiarism detection, video conferencing tools).
- Moodle can integrate with other systems like plagiarism software, or institutional databases.
- Moodle allows seamless connection with external applications via LTI.

3.3.8 UserManagement:

- Tutors, students, administrators, and other roles have configurable permissions.
- Students and tutors have personalised profiles with information, progress, and activity logs.
- Various methods for user authentication, including manual accounts, OAuth, LDAP, or Single Sign-On (SSO).
- The official Moodle app allows students to access courses, materials, and participate in activities on mobile devices.
- Moodle's interface is mobile-friendly and adjusts to different screen sizes.

3.3.9 Compliance and Reporting:

- Moodle provides tracking and reporting tools that can support compliance with academic standards and accreditation requirements.
- Moodle supports GDPR compliance and offers various security features such as data encryption and secure authentication.

3.3.10 Training:

- It is the responsibility of System Administrator to provide necessary training to users of the LMS and other systems.

3.4 User Functionality

Student, tutors and KNIGHTS administration can access the most up to date policy and procedure from the LMS.

3.4.1 Student

When logged in, a student can:

- View and edit his/her personal profile;
- Access the programme of enrolment;
- Access the programme schedule;
- Access Student Corner which includes documentation such as the Induction Pack, Student Handbook, programme and academic regulation, access manuals and video guides on navigating through the Online Learning Portal;
- View and download all the presentations and notes of every module. Note that presentations are typically available after the sessions;
- Access pre-recorded learning content (if applicable);
- Access recordings of live sessions (if applicable);
- Upload assessments;
- Receive grades and feedback after correction of assignments;

- Track their progress through completion tracking, which shows which activities and resources they have completed or need to engage with;
- Participate in discussion forums to interact with classmates and tutors by contributing to course-related topics;
- Submit quizzes and assessments directly through the portal and receive automated feedback where applicable;
- Access peer-review assignments and participate in self-assessment or peer-assessment activities when applicable;
- Engage with interactive learning activities, such as quizzes, polls, and external resources linked within the course;
- Join group activities and discussions if the course involves collaborative groupwork;
- Monitor attendance for live sessions or specific activities through the attendance tracking feature;
- Download certificates of completion or participation (if enabled by the institution);
- Access the gradebook to view their overall performance in the course, including grades for individual assignments and final scores;
- Receive notifications on upcoming deadlines, announcements, or feedback through the platform's built-in alert system or via email;
- Access Moodle via a mobile app, allowing for flexibility in managing learning activities on the go;
- Complete surveys and feedback forms for course evaluations or general feedback on the programme.

3.4.2 Tutor

When logged in, a tutor can:

- Access manuals on navigating through the Learning Management System;
- View and download assignments, marksheets, presentations, and notes for the modules they are assessing;
- Grade and give detailed feedback on assessments;
- Access the IQA (Internal Quality Assurance) folder with IV (Internal Verification) feedback on their marking for that module;
- Access the pre-recorded learning content (if applicable);

- Moderated discussion forums by managing topics, posts, and interactions, ensuring active student participation and addressing queries;
- Track student progress and completion of activities, enabling early identification of students who may be falling behind or need extra support;
- Manage group activities by organising students into groups for collaborative projects or discussions, and assigning group-specific tasks;
- Post announcements and updates to the entire course via the news forum or course dashboard, keeping students informed of important dates, changes, or instructions;
- View student participation and logs, giving insights into each student's engagement with the course content, such as access times and activity completion;
- Upload and manage resources, including presentations, documents, multimedia content, and external links, to provide additional learning materials;
- Can access completion tracking and prerequisites, ensuring that students meet specific conditions before accessing certain course materials or activities;
- Can access gradebook;
- Use rubrics and marking guides for more structured grading and consistent feedback on student submissions;
- Engage in peer-assessment activities, allowing tutors to set up workshops where students can review and assess each other's work;
- Utilise Moodle's mobile app to manage course content, assessments, and student communication on the go;
- Monitor attendance for live sessions (if applicable) and track student participation in specific learning activities;
- Access and download reports for grading, activity completion, and student participation for internal reviews or reporting purposes;
- Provide real-time feedback during live sessions via integrated video conferencing tools like Microsoft Teams or Zoom.

3.4.3 Administration Functionality

When logged in, KNIGHTS administration can:

- Setup centres, courses, and intakes, configuring course categories, enrolment methods, and module structures;
- Add and update users on the Online Learning Portal, including creating user accounts, assigning roles (e.g., student, tutor, administrator), and managing enrolment keys or automatic enrolments;
- Upload and access pre-recorded learning content and course material for each module or programme;
- Facilitate online and blended learning by scheduling and conducting live sessions, uploading supplementary learning materials, and managing asynchronous learning activities;
- Configure gradebook settings to customise how student grades are calculated, weighted, and displayed, enabling more flexible grading schemes;
- Create and manage quizzes and assessments, with options to design questions using various formats (e.g., multiple choice, short answer, essay) and configure automated grading where applicable;
- View and download all presentations and notes for every module, ensuring consistency and availability of teaching materials;
- Review grades and feedback provided by tutors after correction of assignments to ensure alignment with institutional standards;
- Publish student results within the platform and make them accessible to students, ensuring clear communication of academic progress;
- View and edit student profiles, including personal information, enrolment details, and academic history;
- Access all courses and intakes, allowing oversight and control of the learning environment and ensuring smooth course delivery;
- Monitor tutor activity and course participation, ensuring that tutors are fulfilling their responsibilities and students are engaging with the learning materials;
- Set up and manage forums, overseeing discussions, assigning moderators, and ensuring that forums are active and aligned with learning objectives;
- Manage course enrolment methods, including self-enrolment, manual

enrolment, or linking to external databases for automatic enrolment;

- Configure course settings and structures, including course start and end dates, completion criteria, grading scales, and prerequisites for accessing course content;

- Generate reports and logs on student and tutor activity, allowing for analysis of engagement, assessment submissions, and course progression;

Access and manage the gradebook, customising grade display settings, setting up categories, and ensuring grades are calculated according to institutional policy:

- Archive and backup course data, ensuring that course content, student progress, and assessment data are regularly backed up and easily retrievable;
- Manage learning tools and integrations, including plugins and external applications such as plagiarism detection tools (e.g., Plagiarism Check) and video conferencing platforms (e.g., Microsoft Teams);
- Monitor attendance and participation, including tracking attendance in live sessions and monitoring completion of required activities;
- Update course materials and make real-time changes to content, assessments, or course structures, responding to feedback or curriculum updates;
- Access internal verification (IV) feedback and quality assurance documentation to ensure all marking and assessment procedures are in line with institutional and accreditation requirements;
- Set up cohorts and groups for courses, ensuring students are assigned to the correct intake or group for administrative and reporting purposes;
- Send announcements and notifications to tutors, students, or entire cohorts, ensuring timely communication of important updates or changes to the course

4. Responsibilities and Processes

4.1 Uploading Course Material

The Academic Affairs team is responsible to upload course material 2 weeks prior to module commencement.

4.2 Recording of Lectures

The Systems Administrator is responsible for the set-up of the session recordings using Microsoft Teams. After the session has closed, these recordings are automatically generated and will be manually shared on the Student Portal with the students enrolled in the relevant module within 48 hours. Access to these recordings will only be provided for the duration of the course.

4.3 Assessments

It is the responsibility of the **Systems Administrator** to set-up the grading rubric in the and to ensure that assessment weighting is correct at the back-end of the LMS.

Responsibilities of the Academic Affairs Team, Admissions and Student Affairs Team, Tutor, Internal verifiers and Students in relation to assessments and grading are noted in **Assessment and Internal Verification Policy and Procedure**, as well as **Assessment of Dissertation Policy and Procedure**.

4.4 Plagiarism tool

It is the responsibility of the Systems Administrator to ensure that Plagiarism APIs are connected and up-to-date.

4.5 Online Library

It is the responsibility of the Systems Administrator to ensure that online library is accessible from both the Student and Tutor corners in the LMS.

4.6 Forums

- It is the responsibility of the **Systems Administrator** to create forums for each module for module related communication.
- It is the responsibility of the **Tutor** to create forum content and manage discussions.

4.7 Online Learning

It is the responsibility of the Systems Administrator to set-up online sessions and to ensure that lessons and schedules are accessible from within the LMS.

4.8 Student Attendance

Responsibilities of the **Systems Administrator**:

- To ensure that students are able to log their own attendance on site for face-to-face lectures;
- To ensure that tutors are able to log student attendance for online lectures.

Responsibilities of the **Tutor**:

- To ensure students log their attendance in the LMS during each face-to-face class;
- To take students' attendance during online classes.

Responsibilities of the **Admissions and Student Affairs team**:

- To ensure that attendance records are accurate.
- To monitor students attendance.

Refer to **Programme and Academic Regulations** for specific attendance regulations and concessions.

4.9 Student Feedback Questionnaires

It is the responsibility of the Academic Affairs team and the Admissions and Student Support team to manage, assess and analyse student feedback.

Responsibilities of the **Student:**

- To complete feedback questionnaire for each module or course. Responsibilities of the **Systems Administrator:**
 - To set-up Student feedback questionnaires for each module;
 - To ensure that students receive invitation to participate in the module feedback collection process;
 - To ensure that students receive invitation to participate in the course feedback collection process.

Responsibilities of the **Systems Administrator**:

- To set-up Student feedback questionnaires for each module;
- To ensure that students receive invitation to participate in the module feedback collection process;
- To ensure that students receive invitation to participate in the course feedback collection process.

5. Associated Policies

- KNIGHTS Code of Ethics
- Data Privacy and Information Management Policy
- Assessment and Internal Verification Policy and Procedure
- Assessment of Dissertations Policy and Procedure
- Recognising and Avoiding Plagiarism Policy and Procedure
- Programme and Academic Regulations