



**Learning
Resource Network**

LRN LEVEL 3 DIPLOMA IN PRE-U FOUNDATION STUDIES

YOUR GATEWAY TO ACADEMIC SUCCESS

FAQs

FREQUENTLY ASKED QUESTIONS

A COMPREHENSIVE GUIDE TO QUALIFICATION, ASSESSMENTS, AND INTEGRITY

Empowering Learners and Supporting Excellence in Education

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BACKGROUND TO LRN

Learning Resource Network (LRN) is a recognised Awarding Organisation that offers a range of qualifications to candidates, educational institutes, training providers, schools and employers.

LRN is recognised for its high quality qualifications that enable candidates to progress to other areas of study and employment in their designated fields.

In producing its qualifications, LRN uses the experience and expertise of academics, professionals working in the pertinent industries and assessment practitioners with a wealth of best practice and knowledge of validation, verification, delivery and assessment.

ACCOLADES

Queen's Award

In April 2020, LRN received the Queen's Award for Enterprise for International Trade. LRN is one of 220 organisations in the UK to be recognised with this prestigious accolade. This was in recognition of the expansion LRN brought to the overseas qualification market.

MANAGEMENT SYSTEMS

LRN has been awarded international accreditation as part of its quality controls, policies, systems and overall approach to its management systems. These awards are externally validated by the British Assessment Bureau. LRN has achieved accreditation in the form of ISO 9001: Quality Management Systems, ISO 14001: Environment Management Systems and ISO 27001: Information Security Management Systems.

CUSTOMER SERVICE EXCELLENCE

LRN has achieved the prestigious award of Customer Service Excellence. This is in recognition of its customer service practices, approach to managing and dealing with UK and Overseas customer needs, including the diverse needs of its centres.

LRN was the first UK Awarding Organisation to achieve Customer Service Excellence. Following reaccreditation in 2019, LRN received an award for Customer Service Excellence: Compliance Plus, demonstrating that LRN went above and beyond the delivery of its customer service principles.



OBJECTIVES

This FAQ sheet is designed to provide clear guidance on key areas relevant to our qualifications, assignment processes, and academic policies. Whether you are a student, teacher, or institution representative, you will find answers to your most pressing questions here. Our goal is to ensure transparency, fairness, and support at every stage of your educational journey. Should you require further assistance, please don't hesitate to contact our support team.

COMMITMENT TO ACADEMIC INTEGRITY

As an internationally recognised awarding body, we uphold the values of academic honesty and transparency in all our processes. We expect all candidates, teaching centres, and staff to adhere to these principles to maintain the integrity of our qualifications and ensure fairness for all learners. We hope this document serves as a useful guide for navigating our qualifications and addressing any questions or concerns. If you require additional information, please consult the relevant sections or reach out to us directly.

CUSTOMER SERVICE STATEMENT

Learning Resource Network (LRN) is committed to ensuring all customers are dealt with promptly and in a professional and helpful manner. In order to guarantee this, we commit to ensuring the following in our day to day interactions with candidates, assessment centres and our stakeholder network:

- All customers will be treated equally and with respect;
- All customer information will only be used in a way which has been agreed in advance, unless we are informed of something that places them or others at risk of harm;
- All customers will be treated by staff in a professional manner.

LRN has arrangements in place to provide a telephone and e-mail helpdesk which will be staffed from 09:00 to 17:00 from Monday to Friday. Furthermore, it will respond to each e-mail, letter or telephone message it receives regarding feedback on its qualifications, centre approvals process or other matters relating to its products and/or services. The timetable for responding is as follows:

- E-mail: 5 working days
- Letter: 5 working days
- Telephone message: 5 working days

DIVERSITY AND EQUALITY

Learning Resource Network (LRN) is committed to ensuring fair and equal access to its qualifications, examinations and support materials. Our Diversity and Equality policy seeks to eliminate unjustifiable discrimination, harassment and/or victimisation and to advance equality of opportunity, thereby ensuring all candidates are treated fairly, in accordance with the protected characteristics of the Equality Act 2010. Specifically, we comply fully with the requirements laid out in the Equality Act 2010. In addition, and within the constraints of this policy, LRN will have due regard for the General data Protection Regulations (GDPR) in the retention of information which is unnecessary.

FREQUENTLY ASKED QUESTIONS (FAQs)

GENERAL OVERVIEW

Q: What is the LRN Level 3 Diploma in Pre U Foundation Studies?

A. It is a qualification designed to help candidates develop their understanding and knowledge for higher education pathways.

Q: Who is eligible to enroll in this qualification?

A. Candidates should have at least 4 or 5 GCSEs at grades A*-C, a Level 2/ First Diploma, NVQ Level 2, or relevant experience. They should also have a CEFR Level B1 proficiency in English.

Q: What are the modes of delivery for this qualification?

A. This qualification can be delivered within centres or via distance learning, provided the centres demonstrate the necessary resources and capabilities.

Q: What progression opportunities are available after completing this qualification?

A. Candidates may progress to a Level 4 qualification, a higher level of any qualification, vocational qualifications, or employment at a supervisory management level.

Q: How is the qualification assessed?

A. Assessment consists of written assessments externally set and marked by LRN. The grading is based on Distinction/Merit/Pass/Fail criteria.

Q: What is the total qualification time (TQT) for this diploma?

A. The total qualification time is 1575 hours, including 1200 guided learning hours, 300 self-study, and 75 total assessment time.

Q: What units are included in this qualification?

A. The qualification includes a combination of mandatory units as well as optional units.

Q: What are the mandatory units for the LRN Level 3 Diploma in Pre U Foundation Studies?

A. The mandatory units are:

- Foundation Mathematics
- Foundation Computing
- Study Skills

Q: What optional units can I choose from for this qualification?

A. You can choose from the following optional units:

- Foundation Biology
- Foundation Chemistry
- Foundation Physics
- Further Mathematics
- Foundation Business and Management
- Foundation Economics
- Foundation Accounting
- Foundation Psychology
- Foundation Sociology
- Foundation Law
- Foundation Hospitality
- Foundation Government and Politics

Q: How many optional units do I need to complete?

A. You must complete three optional units from the list provided above.

Q: What is the purpose of the LRN Level 3 Diploma in Pre U Foundation Studies?

A. This qualification is designed to help candidates develop their understanding and knowledge of the pathway they wish to pursue at Higher Education Level.

Q: What is the grading structure for this qualification?

A. Results are reported as Distinction, Merit, Pass, or Fail.

Q: How does LRN ensure the quality of assessments?

A. LRN uses plagiarism detection software and a rigorous quality assurance model to ensure the integrity of assessments.

Q: What is the language of assessment for this qualification?

A. The assessment is conducted in English.

Q. What are the benefits of LRN qualifications compared to other programs?

A. LRN qualifications offer flexibility, international recognition, and pathways to further education and employment.

Q: How does the qualification prepare students for higher education?

A. This question could delve into the specific skills and knowledge areas that the qualification aims to develop for higher education readiness.

ENTRY REQUIREMENTS AND RESOURCES

Q: What are the entry requirements for the LRN Level 3 Diploma in Pre U Foundation Studies?

A. Candidates should have at least 4 or 5 GCSEs at grades A*-C, a Level 2/First Diploma, or relevant experience.

Q: Where can I find sample assessment materials for the LRN Level 3 Diploma in Pre U Foundation Studies?

A. Sample assessment materials for some units will be provided to the centres.

CENTRE APPROVAL

Q: What is a Centre Approval Certificate?

A. A Centre Approval Certificate is an official document issued by LRN, confirming that a centre has met the necessary criteria to deliver LRN qualifications.

Q: How can my centre apply for approval?

A. Centres must complete the Centre Approval Application Form and submit it along with the required documentation to LRN. The application will be reviewed, and an inspection may be conducted.

Q: What is the criteria for centre approval?

A. Centres must demonstrate adequate resources, qualified staff, and the ability to deliver and assess LRN qualifications effectively. Detailed criteria can be found in the Centre Approval Guidelines.

Q: How long does the approval process take?

A. The approval process typically takes between 4 to 6 weeks from the submission of the application to the issuance of the certificate.

Q: What is the validity period of the Centre Approval Certificate?

A. The centre approval certificate is valid for one academic period. It requires revision and renewal upon the conclusion of each academic period to ensure continued compliance and up-to-date standards.

Q: Where can I find more information?

A. For detailed information, please visit the LRN Centre Approval Page at <https://www.lrnschools.org/joining-lrn/>

ASSIGNMENT ISSUANCE AND SUBMISSION

Q: What are the assignment issuance windows?

A. Assignments can be issued during the following windows:

- Window 1: Up to 31st December
- Window 2: Up to 28th February
- Window 3: Up to 31st July
- Window 4: Up to 31st October

Q: When are learners required to submit their assignments to the centre?

A. Learners must submit their assignments by:

- Window 1: 31st January
- Window 2: 31st March
- Window 3: 30th August
- Window 4: 29th November

Q: What are the deadlines for the centre to submit assignments to LRN?

A. Centres must submit assignments by:

- Window 1: No later than 14th March
- Window 2: No later than 14th June
- Window 3: No later than 13th September
- Window 4: No later than 13th December

Q: What are the LRN response timescales for marking and moderation?

A. LRN will respond by:

- Window 1: Up to 31st May
- Window 2: Up to 31st July
- Window 3: Up to 31st October
- Window 4: Up to 31st January 2026

Q: What are the deadlines for submitting enquiries or appeals?

A. Enquiries or appeals must be submitted by:

- Window 1: No later than 14th June
- Window 2: No later than 16th August
- Window 3: No later than 15th November
- Window 4: No later than 14th February

Q: What should be done if assignments are issued outside the indicated timescales?

A. Consult with LRN via enquiries@lrnglobal.org to determine revised timescales.

ASSIGNMENT REVIEW AND GRADING

Q: What is the purpose of the assignment cover sheet?

A. The cover sheet must accompany all submitted assignments as of 01/04/2022. Assignments without it will be returned without review.

Q: How will LRN acknowledge receipt of assignments?

A. LRN will acknowledge receipt via email to the main centre email address.

Q: What is the review timeline for assignments?

A. LRN intends to review assignments within 6 weeks of submission.

Q: What happens if an assignment is suspected of plagiarism?

A. LRN will request additional information such as draft assignments, notes, and reports. Failure to provide this may result in the assignment not being validated.

Q: What are the submission format requirements?

A. Assignments must be submitted in Ms Word or PDF format. Scanned assignments will not be accepted.

Q: What are the consequences of submitting a scanned assignment?

A. The assignment will be refused, delaying the feedback process.

Q: Can assignments be saved in plagiarism software before submission?

A. No, assignments must not be saved in any plagiarism software before LRN's approval.

ACADEMIC INTEGRITY

Q: What is the importance of referencing in academic writing?

A. Referencing enhances the credibility of your work, helps avoid plagiarism, and demonstrates the depth of your research.

Q: How do I ensure the reliability of my sources?

A. Use articles from peer-reviewed journals, books from reputable publishers, and ensure the sources are up-to-date.

Q: What are the common referencing styles and their key features?

A. Harvard referencing is preferred and expected from candidates.

Q: How do I format in-text citations correctly?

A. Follow the specific guidelines for Harvard referencing styles.

Q: How does insufficient referencing impact the grading of an assignment?

A. Insufficient referencing significantly affects the grading as it undermines the reliability of the content.

Q: What are the consequences of excessive referencing in an assignment?

A. Excessive referencing can diminish the academic rigor of an assignment, suggesting a lack of original thought.

Q: Why is balanced referencing important in academic assignments?

A. Balanced referencing ensures the content is credible and reflective of the student's own understanding and analysis.

Q: What strategies can be employed to achieve balanced referencing?

A. Integrate key sources that directly support arguments, avoid over-quoting, and ensure your own analysis is prominently featured.

PLAGIARISM AND MALPRACTICE

Q: What is plagiarism according to LRN?

A. Plagiarism is attempting to gain an advantage by submitting work that is not your own.

Q: What are some examples of plagiarism?

A. Examples include submitting copied coursework, failing to cite sources, and manipulating text electronically to appear original.

Q: What are the consequences of plagiarism?

A. Consequences vary based on the extent of plagiarism:

- **Under 15%:** Notification to the centre.
- **16% to 25%:** Re-submission required.
- **26% to 49%:** Serious offense notification.
- **Over 50%:** Suspension and investigation.

Q: How should cases of malpractice be reported?

A. Use the Malpractice Reporting Form (MRF1 or MRF2) and email it to enquiries@lrnglobal.org within two working days.

Q: What happens if a candidate is expelled from the examination centre particularly in case of foundation maths exam?

A. The candidate's script must be secured and returned with the report form.

Q: What if an assessment centre fails to report malpractice?

A. LRN may restrict the centre from future activities pending an investigation.

Q: How can learners avoid unintentional plagiarism?

A. Properly cite all sources and seek guidance on referencing.

Q: What support is available for learners accused of malpractice?

A. Learners can seek advice from their centre's academic support services.

Q: How does LRN ensure fairness in handling malpractice cases?

A. LRN conducts thorough investigations and follows a structured process.

Q: Can learners appeal against a malpractice decision?

A. Yes, learners can appeal following the LRN's appeals procedure.

ENQUIRIES AND APPEALS

Q: How can I ensure my assignment meets the assessment criteria?

A. Review the qualification specifications, learning outcomes, and assessment standards provided by LRN.

Q: How can I appeal a decision made by LRN regarding my assignment?

A. Follow the appeal process outlined by LRN, which may involve submitting additional documentation or evidence.

SUPPORT

Q: How can I contact the support team?

A. You can contact the support team by visiting <https://www.lrnschools.org/contact/> .Here you will find various options to reach out, including email, phone, and live chat support.

Q: How do I track the status of my support request?

A. To track the status of your support request, log in to your student/centre portal and navigate to the “Support Requests” section. Here, you can view the progress and any updates related to your request.

Q: What information do I need to provide when contacting support?

A. When contacting support, please provide the following information:

- Your student/centre ID
- A detailed description of the issue
- Any relevant screenshots or documents

This will help us resolve your issue more efficiently.

Q: How long does it take to get a response from support?

A. Our support team aims to respond to all inquiries within 24-48 hours. Response times may vary depending on the complexity of the issue and the volume of requests.

Q: How can I provide feedback on my support experience?

A. We value your feedback! After your support issue is resolved, you will receive a follow-up email with a link to a feedback form. Please take a moment to share your experience and help us improve our services.