

## **Student Charter**

This Charter is a partnership document developed and reviewed by The London Institute of Banking & Finance (LIBF) and its students, establishing individual rights and responsibilities to help all students and staff work together. It aims to clarify the mechanisms that exist for ensuring that all students are well supported whilst outlining the expectations and obligations that students and staff have to each other. The Charter should be viewed alongside the General and Academic Regulations for Students and the Code of Practice for Quality Assurance.

This document is jointly reviewed by students and LIBF on an annual basis and is approved by the Learning and Teaching Committee and the Academic Board.

Reference documents:

[General and Academic Regulations for Students](#)

<b>Registration &amp; Induction</b>	
<p><i>As LIBF, we undertake to provide:</i></p> <ul style="list-style-type: none"> <li>• Clear information regarding the application process, entry criteria, course content and mode of study.</li> <li>• Accurate information on course fees, payment options and deadlines.</li> <li>• Access to our Student and Customer Services team, and for them to be available and provide information by telephone, email or post.</li> <li>• A student induction in a manner appropriate to your mode of study.</li> <li>• A handbook appropriate to your course of study.</li> </ul>	<p><i>As a student, you undertake to:</i></p> <ul style="list-style-type: none"> <li>• Comply at all times with, and as a condition of registration agree to be bound by, the General and Academic Regulations for Students as amended from time to time, and adhere to LIBF policies and statements.</li> <li>• Communicate information to LIBF that might affect progress with your studies.</li> <li>• Make prompt payment of charges to LIBF.</li> <li>• Attend induction, which may be face-to-face or online, depending on your mode of delivery.</li> </ul>
<b>Learning, Teaching &amp; Assessment</b>	
<p><i>As LIBF, we undertake to provide:</i></p> <ul style="list-style-type: none"> <li>• High standards of teaching, support, information, advice and guidance and to respond to advice of specific learning needs.</li> <li>• Clearly defined access to learning materials and resources, which include a course Virtual Learning Environment.</li> <li>• Comparable student learning opportunities, irrespective of where an LIBF course is studied.</li> <li>• Assessment results within defined timescales, supported by feedback that is developmental, reflective and will provide you with feed-forward opportunities.</li> <li>• Timely notification for changes to timetable, cancelled classes, and/or re-scheduling of content.</li> </ul>	<p><i>As a student, you undertake to:</i></p> <ul style="list-style-type: none"> <li>• Obtain any necessary agreement, in advance, for essential absence, in keeping with LIBF procedures. If you are unable to attend a face-to-face class, you are expected to advise your lecturer and programme manager of your absence.</li> <li>• Take responsibility for managing your learning. This includes actively engaging in your course, ensuring you spend sufficient regular time in private study, and participating fully in group learning activities.</li> <li>• Commit fully to the learning opportunities provided, including formative as well as summative assessment.</li> <li>• Attend all classes for which you are registered, both on-campus and online, attend any required meetings with lecturers or programme team staff and follow any instructions for completion of learning activities prior to each timetabled class.</li> <li>• Submit all assessed work by stated deadlines and attend all forms of examination at the stated time or take appropriate steps to notify LIBF where this is not</li> </ul>

	<p>possible.</p> <ul style="list-style-type: none"> <li>• Not use dishonest means when undertaking the course, including the completion of any assessment.</li> </ul>
--	---

<b>Participation &amp; Representation</b>	
---	--

<p><i>As LIBF, we undertake to provide:</i></p> <ul style="list-style-type: none"> <li>• Access to activities, support and guidance that will enhance your employability skills and personal development, appropriate to the level of study and nature of your programme.</li> <li>• Support for student participation in academic development and course management. Elected Student Representatives will sit on all relevant LIBF deliberative committees.</li> <li>• Student and Class Representatives with access to the Student Representative and Advocacy module.</li> </ul>	<p><i>As a student, you undertake to:</i></p> <ul style="list-style-type: none"> <li>• Support Student Representatives by providing feedback that will lead to improvements in the quality of learning and teaching at LIBF.</li> <li>• Be ambassadors for LIBF and represent the us in a manner that best promotes professionalism in society and the workplace.</li> <li>• Be proactive members of the learning community by getting involved in extracurricular activities.</li> </ul>
---	---

<b>Support</b>	
----------------	--

<p><i>As LIBF, we undertake to provide:</i></p> <ul style="list-style-type: none"> <li>• Access to pastoral support, including where relevant the Student and Customer Services team and Student Mentors.</li> <li>• A clear and confidential complaints and appeals procedure, readily available in instances where you may be unhappy with the service you receive.</li> <li>• A clear process for dealing with safeguarding and welfare concerns that may affect your ability to study.</li> <li>• Library services and support .</li> </ul>	<p><i>As a student, you undertake to:</i></p> <ul style="list-style-type: none"> <li>• Treat staff, your fellow students and visitors to LIBF respectfully, with dignity and fairness, and in keeping with sound equality and diversity principles.</li> <li>• Respect the physical environment of LIBF, and behave respectfully towards the local environment.</li> <li>• Inform appropriate LIBF staff about circumstances that may affect your ability to study.</li> </ul>
---	--