

**The London Institute of Banking & Finance Code of Practice for Quality Assurance
(Higher Education)**

Chapter 15: Public Information

15.1 Introduction

- 15.1.1 This Chapter has been developed in light of the QAA's expectation and indicators as set out in the QAA Quality Code Part C: Information about Higher Education Provision. The London Institute of Banking & Finance recognises that a considerable amount of information is provided through various other means, not least other Chapters of The London Institute of Banking & Finance's Code of Practice and this Chapter does not attempt to duplicate this information. Rather, it aims to provide a framework for the type and purpose of the information that The London Institute of Banking & Finance makes publicly available and how the accuracy and currency of that information is managed.
- 15.1.2 This Chapter aligns with Part C of the QAA's Quality Code and applies to all students at both undergraduate and postgraduate level as well as to other stakeholders who are likely to have an interest in the work and role of The London Institute of Banking & Finance (see definitions below). The London Institute of Banking & Finance also takes account of guidance published by the sector, eg the QAA [Guidance series](#) for higher education providers, prospective and current students on explaining the learning experience and responding to student feedback and the advice issued by the [Competition and Markets Authority](#) on consumer protection law as it relates to students.
- 15.1.3 This Chapter is subject to regular review and updates as guidelines and good practice around public information are published by the QAA and other relevant agencies.
- 15.1.4 Oversight of public information rests with the Quality, Policy and Regulation Team. However, responsibility for the accuracy and publication of public information rests with staff across the organisation. Processes are in place to manage public information, including via the Web Compliance process managed by the Marketing Department. Public information processes are subject to annual review with a report presented to the Learning and Teaching Committee each year.

15.2 Definitions

- 15.2.1 To aid understanding, the definitions for public information and stakeholder as they relate to The London Institute of Banking & Finance are presented below:

Public information: as defined for the purposes of this Chapter, public information is information about the higher education provision of The London Institute of Banking & Finance that is appropriate, made available to, and focused on its intended audiences. –It is to be noted that information is made available in accordance with the ['wider information' guidance](#) issued by HEFCE, namely, information is made available in three broad categories: information that is published on The London Institute of Banking & Finance website; information available internally (primarily for students and staff), and information available to others on request.

Stakeholder: for the purposes of this Chapter, this includes anyone or any group that is/are likely to have an interest in the work and role of The London Institute of Banking & Finance, including but not limited to: prospective students and their advisors; parents/guardians; current and former students; members; subscribers; HE sector bodies (eg HESA, QAA, HEFCE); Government bodies; employers

(who recruit / sponsor The London Institute of Banking & Finance graduates); the media and the general public.

15.3 General Principles

15.3.1 In producing information about its higher education provision, The London Institute of Banking & Finance is guided by the following general principles, which themselves align to those set out in the QAA's Quality Code Part C:

- i. The London Institute of Banking & Finance recognises the diverse nature of its stakeholders, and the particular importance of providing appropriate information to students at various stages of engagement with The London Institute of Banking & Finance to enable them to make study choices that are right for their needs.
- ii. Information that The London Institute of Banking & Finance produces about itself and the learning opportunities it offers is accurate, clear, timely, current and transparent, and focused on the needs of the intended audiences.
- iii. The London Institute of Banking & Finance is responsible and accountable for the information it produces about the learning opportunities it offers.
- iv. Information is made available and is retrievable where intended audiences and information users can reasonably expect to access it.
- v. The London Institute of Banking & Finance takes care to ensure that the format and delivery of information takes account of the access requirements of a diverse audience.

15.3.2 The QAA's general principles around information for higher education provision are embodied in the following Expectation, which higher education institutions are required to meet:

Higher education providers make available valid, reliable useful and accessible information about their provision.

15.4 Information for Stakeholders about The London Institute of Banking & Finance

15.4.1 The London Institute of Banking & Finance takes care to describe the nature of its provision and its position within a diverse higher education sector and in acknowledgment of the diversity of audiences with an interest in the organisation. A [Public Information Statement](#) is published on the website setting out the organisation's approach to the provision of public information.

15.4.2 The London Institute of Banking & Finance publishes information about its heritage, values and mission on its public website and in promotional literature including course Prospectuses and product cards, and The London Institute of Banking & Finance Annual Report and Accounts.

15.4.3 A number of key documents set out the institutional 'context' and strategic direction of The London Institute of Banking & Finance, these include: The London Institute of Banking & Finance Corporate Plan, the Quality Strategy, the Enhancement Strategy, the Learning, Teaching and Assessment Strategy, the Research Strategy and information about collaborative arrangements via the Collaborative Provision Strategy (not published). The London Institute of Banking & Finance makes these documents, and further explanatory and contextualised information available on its public website. Strategic documents are only published following approval by the Chief Executive and, in respect of strategies, The London Institute of Banking & Finance Academic Board.

15.4.4 The London Institute of Banking & Finance uses a range of media to detail the programmes and awards it offers and to explain the different modes of study it supports. The website is the main vehicle for providing information about The London Institute of Banking & Finance and its programmes. Established procedures for web content management helps to ensure that published information on the website is accurate, up-to-date and any amendments are carefully controlled and managed. Responsibility for the accuracy of public information by area / role is set out in the Web Compliance

document, which prompts a review of public information by relevant staff on a quarterly basis. In addition, the Learning and Teaching Committee receives an annual report on Public Information, which monitors how the processes are working.

- 15.4.5 Overarching organisational policies are published on The London Institute of Banking & Finance website and are regularly reviewed.
- 15.4.6 The London Institute of Banking & Finance recognises its responsibilities and sector body expectations about the way it manages its published information. The QAA and HEFCE provide guidance to institutions on public information, including the Wider Information Set (WIS) document. The WIS specifies what information higher education providers are, at a minimum, expected to provide. The London Institute of Banking & Finance has mapped its public information against the WIS and this is reviewed annually by the Learning and Teaching Committee.

15.5 Information for Prospective Students

- 15.5.1 The London Institute of Banking & Finance references the Competition and Markets Authority's stages of interaction between HE providers and prospective students to define 'prospective student' as including those researching and applying for study, those deciding whether or not to accept an offer of a place to study and those at enrolment. Information for prospective students will be relevant and applicable to other stakeholders including the parents, advisors and sponsors / supporters of prospective students.
- 15.5.2 The London Institute of Banking & Finance provides detailed information to prospective students on the types of programmes and awards it offers at undergraduate and postgraduate level, including outline curricula, the mode, location, entry criteria, admissions requirements and cost of study. Publication is via The London Institute of Banking & Finance website and in course Prospectuses, promotional literature, programme specifications and during Open Days and visits.
- 15.5.3 Care is taken to describe the programme content and academic demands as well as the support arrangements that apply across programmes (as well as any variance eg for distance learners). This is to enable students to make an informed decision on the appropriateness of the course for their learning aims. Specific information (eg on visa information) is provided for international students. Programme and module specifications are key sources of information about a programme as are the associated programme and module webpages.
- 15.5.4 The London Institute of Banking & Finance's Code of Practice [Chapter 4: Learning and Teaching](#) and The London Institute of Banking & Finance Learning, Teaching and Assessment, Quality Assurance and Enhancement Strategies frame The London Institute of Banking & Finance principles for and approaches to course delivery including induction, learning support and student support and guidance. The latter is the subject of The London Institute of Banking & Finance's Code of Practice [Chapter 6: Student Support and Guidance](#). Formal approval rests with The London Institute of Banking & Finance deliberative committees and ultimately, The London Institute of Banking & Finance Academic Board.
- 15.5.5 Information is provided on the employment opportunities and any recognition by Professional, Statutory and Regulatory Bodies (PSRBs) of programmes within the relevant programme pages of the website and Prospectus.
- 15.5.6 Procedures covering application and admissions to The London Institute of Banking & Finance Higher Education programmes are set out in The London Institute of Banking & Finance's Code of Practice [Chapter 2: Recruitment and Admissions to HE](#). Alternative routes to entry including the Accreditation of Prior Learning (APL) are set out in the relevant The London Institute of Banking & Finance Code of Practice Chapter.

15.5.7 Prospective students are able to compare The London Institute of Banking & Finance full-time programmes with similar courses at other institutions via the Key Information Set, which is published annually in line with guidance from HESA. Additionally, The London Institute of Banking & Finance Alumni Survey is published annually and presents the findings of feedback received from students who have completed an The London Institute of Banking & Finance higher education programme. Results from formal sector surveys, notably the Destination of Leavers from Higher Education Survey (DLHE) and the National Student Survey (NSS), are published in line with sector requirements for meeting publication thresholds.

15.6 Information for Current Students

15.6.1 The London Institute of Banking & Finance makes a considerable amount of information and guidance available to current students upon enrolment / registration. However, being mindful of 'information overload' and the need to provide information and guidance at points that are relevant to the student, information is provided in stages with the aim of maximising a student's understanding of the learning, teaching and assessment information available to them. Information and guidance is made available to students throughout their course of study via the virtual learning environment (VLE) with references made to this information at appropriate points in their course of study.

15.6.2 The London Institute of Banking & Finance publishes a Student Handbook for part-time students and a Programme Handbook for full-time students (undergraduate programmes). A separate Postgraduate Handbook is produced recognising the different information needs of postgraduate students. Handbooks provide information and guidance and signpost students to other sources of information relevant to their course of study. Handbooks are updated annually.

15.6.3 The London Institute of Banking & Finance fully understands the responsibilities it has towards students as a provider of higher education. However, students also have responsibilities and these are set out in two key documents: the [Student Charter](#) and The London Institute of Banking & Finance [General and Academic Regulations for Students](#). Other important documents within the scope of responsibilities include The London Institute of Banking & Finance's Code of Practice Chapter 10 on Student Complaints and Academic Appeals and policies on special consideration of extenuating circumstances and programme withdrawal.

15.6.4 The London Institute of Banking & Finance ensures that mechanisms for student engagement and feedback are transparent and foster active student participation. Student Representatives are appointed each year to sit on each of The London Institute of Banking & Finance deliberative committees and the Board of Governors. Class Representatives are appointed to represent each full-time programme and year (level) of study. All student representatives are encouraged to study the Student Representative and Advocacy module at FHEQ Level 4, developed by The London Institute of Banking & Finance. Furthermore, students can apply to become mentors under the 'Future Self' mentor scheme, which has Peer and Professional Mentor roles. A separate Student Ambassador scheme exists with Ambassadors playing a vital role by representing the organisation to new and prospective students.

15.6.5 Student feedback is of paramount importance to The London Institute of Banking & Finance as it strives to continually improve the student experience through enhancements to programmes, learning, teaching and assessment. Student feedback is sought in a number of ways through formal workshop, module and programme-level surveys the outcomes of which are considered as part of the annual monitoring process. A Student Engagement Week is held annually to provide students with further opportunities to feedback either virtually or during face-to-face activities. The Student Engagement Week is a student-led event and helps to promote the roles of student and class representatives, mentors and ambassadors and the feedback channels available to all students. Feedback is received not just from students but from a range of other stakeholders including for example, employers, alumni members, student advisors in schools and colleges. Feedback would normally be through informal communication / relationship management. Where feedback affects the learning, teaching and / or assessment of programmes, the annual monitoring or periodic review of programmes provides a formal mechanism for taking such feedback into account and reflected in the respective reports.

- 15.6.6 On completion of their studies, students receive their award certificate and transcript information within a confirmation letter. The procedure for the re-issue of certificates is set out in the [HE Certification Policy](#). The award certificate and results letter should be easily understood by prospective employers and HE providers alike.
- 15.6.7 Non-completers are offered a certificate of achievement or letter confirming that the student has been enrolled on an The London Institute of Banking & Finance programme and detailing any modules taken and passed and credits achieved.
- 15.6.8 Internal guidance and policies exist that set out the procedures for the retention and storage of student data.

15.7 Information for Alumni

- 15.7.1 The London Institute of Banking & Finance, often through the Institute of Financial Services, remains in contact with alumni of The London Institute of Banking & Finance programmes. Alumni are invited to become members of the Institute of Financial Services and to take advantage of the alumni member benefits available.
- 15.7.2 Information is provided to alumni via a dedicated section of the public website as well as, more commonly, direct communication using email. Alumni members are also encouraged to stay in contact with The London Institute of Banking & Finance / the Institute of Financial Services via social media and the organisation's social media accounts – LinkedIn, Facebook and Twitter.

15.8 Social Media

- 15.8.1 The London Institute of Banking & Finance and the Institute of Financial Services take advantage of the tools of social media (LinkedIn, Facebook and Twitter) to reach a range of stakeholder audiences. The use of organisation social media is clearly set out in the Social Media Guidelines with individual social media users carefully managed. The Social Networking Policy is also in place and sets out requirements for academic and non-academic staff in terms of organisation and personal social media usage. The Social Media Guidelines and the Social Networking Policy are internal documents and are not made publicly available.

15.9 Information about the Academic Framework

- 15.9.1 The London Institute of Banking & Finance has a robust academic framework for the management of quality and academic standards. Information about The London Institute of Banking & Finance academic framework, including its Quality Assurance Strategy and Enhancement Strategy are published online together with The London Institute of Banking & Finance's Code of Practice, policies, regulations, information about the academic governance of the organisation and information about external examiner arrangements.
- 15.9.2 The London Institute of Banking & Finance shares the view of the higher education community of the importance of external examining to maintaining academic standards and assuring and enhancing quality. The London Institute of Banking & Finance has a dedicated section on its website on external examining that sets out the role and responsibilities of external examiners. The London Institute of Banking & Finance provides details for students of its external examiners and their home institution through The London Institute of Banking & Finance learning student portal. The London Institute of Banking & Finance also makes available summaries of annual external examiner reports to students via the **myLIBF** student portal.
- 15.9.3 Clear reference is made in academic 'framework' documents to external reference points, most notably to the QAA. External benchmarking is also undertaken to ensure that The London Institute of Banking & Finance processes follow good practice in the sector.

15.9.4 Programme annual monitoring at undergraduate and postgraduate level is a fundamental process for ensuring the academic standards of The London Institute of Banking & Finance awards as well as contributing to the enhancement of The London Institute of Banking & Finance programmes and the student learning experience. Statistical data covering progression, retention and achievement, and feedback from students, lecturers and examiners informs the monitoring process. Annual monitoring reports are considered by The London Institute of Banking & Finance Learning and Teaching Committee with actions identified and tracked via an action plan. Summary annual monitoring reports are made available to students and members of the academic community via the **myLIBF** portal.

15.10 Information About Collaborative Provision Arrangements

15.10.1 The London Institute of Banking & Finance publishes information about collaborative provision on its website. Information is also provided in Prospectuses and promotional literature for example, when explaining the locations of study available for full-time programmes or routes onto The London Institute of Banking & Finance programmes via the accreditation of in-house corporate programmes for those already working in financial services.

15.10.2 The London Institute of Banking & Finance has a clearly articulated framework for the management of collaborative provision arrangements covering approval, monitoring and review. This is underpinned by The London Institute of Banking & Finance Code of Practice Chapter 14 on Collaborative Provision; The London Institute of Banking & Finance Collaborative Provision Strategy (not made publicly available) and contractual documents that set out the roles and responsibilities of collaborative partners.

15.10.3 The London Institute of Banking & Finance holds a central [register](#) of collaborative partner arrangements, which is published on The London Institute of Banking & Finance website. This is updated on a regular basis and presented to The London Institute of Banking & Finance Collaborative Provision Committee – a sub-committee of the Academic Standards and Quality Committee (ASQC) – for review. Every six months a search is made of partner websites as well as a general web search against The London Institute of Banking & Finance's name to ensure that any reference made to a partnership or other relationship with The London Institute of Banking & Finance is true and accurate. Steps are taken should an organisation falsely present a relationship with The London Institute of Banking & Finance. Such matters are routinely reported to the Collaborative Provision Committee and captured via the minutes of the meeting.

15.11 Equality and Diversity

15.11.1 The London Institute of Banking & Finance is committed to creating a culture in which diversity and equality of opportunity are promoted and in which unlawful discrimination is not tolerated. The London Institute of Banking & Finance recognises the real educational and business benefits of having a diverse community of staff, students, members and subscribers to any service and therefore works towards building and maintaining an environment which values such diversity.

15.11.2 The London Institute of Banking & Finance equality and diversity policy – an organisational policy of The London Institute of Banking & Finance - is guided by the principles that all staff, students, members, subscribers and visitors should:

- Enjoy a safe environment free from discrimination and harassment / bullying;
- Have equal access to services that are made available by The London Institute of Banking & Finance

15.11.3 The London Institute of Banking & Finance published information is designed for maximum readability. Alternative formats of published material are available upon request.

15.11.4 The public website is compatible with screen reader technology. Pictures and other items on The London Institute of Banking & Finance pages should always have descriptions which read-aloud software should find. There is a web-page accessibility tab on The London Institute of Banking & Finance homepage and anyone experiencing difficulty with screen reader technology or other assistive technology is urged to contact The London Institute of Banking & Finance via the [contact us page](#) so their accessibility needs can be assessed. This applies to online forms as well as reading material made available to students within their virtual learning environments (VLE).

15.11.5 Students are required to have computer and internet access as part of their course registration and a valid email address to be able to engage fully with the programmes. Any requests for the provision of information in an alternative format is considered on a case-by-case basis and accommodated as far as is reasonable and in line with The London Institute of Banking & Finance [Equality and Diversity Policy](#).

15.12 Monitoring and Review

15.12.1 The Learning and Teaching Committee receives an annual report on Public Information, which monitors how the processes are working and sets further actions as necessary.