



The Delegate Charter LSBF Executive Education

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Introduction

The London School of Business and Finance Executive Education (LSBF EE) is keen to improve the accessibility and transparency of information for our delegates. From our administrators to our faculty, we at LSBF EE are committed to continually improve the quality of our services to delegates while simultaneously securing consistent academic results from our delegate body. It is important to note that the quality of service during your time with us is a symbiotic engagement between you, the delegate and members of our staff and faculty.

The intention of the LSBF EE Delegate Charter is to communicate clearly the expectations of all delegates whilst at LSBF Executive Education. Additionally this Charter will outline LSBF EE's commitment to delegates for the duration of their study cycle.

The Delegate Charter, where applicable, should be read in tandem with the following documents:

- The Delegate Code of Conduct
- The Delegate Handbook
- Awarding body regulations (where applicable)
- Equal opportunities & inclusivity regulations
- LSBF EE's Terms and Conditions of Service

Dessy Ohanians
Managing Director



General Expectations

You can expect:

Outstanding personal service from members of staff and faculty;

- An enjoyable overall experience at the institution in a safe, clean environment, free from harassment or discrimination of any kind;
- Easily accessible guidance and assistance from our Administration staff and Delegate Support Officers on issues regarding your course;
- Transparency and timeliness from LSBF in its processes and correspondences.
- To be treated fairly and in accordance with UK laws;

We expect you to:

- Adhere to the *Delegate Code of Conduct* and other regulations of the institution;
- Maintain high standards of academic integrity;
- Treat all members of the institution's community with respect regardless of race, age, sexual orientation, religious belief, social standing or disability;
- Be cognisant that you are an ambassador of the institution and to act accordingly at all times;
- Adhere to the laws of the United Kingdom.

Your Academic Programme

You can expect:

- A detailed induction to the institution's community and its ethos;
- Comprehensive information about the institution and your programme of study to be given to you in the Delegate Handbook;
- A programme of study that takes into account developments in the industry;
- A sustainable framework of teaching methodologies that is delegate centred;
- Detailed and updated information about the institution's procedures and policies;
- To be able to lodge complaints or make appeals freely.



We expect you to:

- Familiarise yourself with the study requirements outlined in your Delegate Handbook;
- Become an independent learner responsible for the additional research and learning required to achieve success;
- Take active responsibility for your learning and development;
- Ensure you select your programme(s) and/or any elective courses with due prudence;
- Lodge complaints or make appeals without malice or prejudice.

Assessment and Examinations

You can expect:

- Timely and useful feedback on assessments;
- Fairness and transparency in assessment decisions;
- To receive deadlines and exam schedules in advance;
- Special consideration to be granted in exceptional circumstances to re-sit an assessment or resubmit an assignment (subject to conditions outlined in the LSBF EE Assessment policy)

We expect you to:

- Attend all of your classes;
- Submit your assessments on time;
- Be available for all assessments and re-sits;
- Comply with assessment rules and regulations as announced at the start of all assessments;
- Keep your Delegate Support Officer (DSO) informed of any difficulties you may be experiencing with your programme or in your personal life that will impact your ability to complete your programme of study successfully;
- Inform the School BEFORE an assessment deadline of any reason you cannot attend / meet the deadline;
- Substantiate any requests for special consideration with appropriate documentary evidence.



Academic Conduct Standards

You can expect:

- Guidance to be provided to you on how to maintain excellent academic standards;
- Access to information on how to correctly reference the work of others in your own assignments;
- The institution to use methods to detect plagiarism and unfair practice;
- Strong action to be taken in cases where unfair practice has been identified.

We expect you to:

- Make yourself familiar with the communicated code of academic conduct for all forms of assessments;
- Follow all instructions given to you by an assessment invigilator;
- Maintain high standards of academic integrity;
- Refrain from plagiarising the work of others or colluding on assignments, both of which can have severe consequences for your continued study;
- Use the correct form of referencing when citing the work of others;
- Be acutely aware of the consequences of plagiarism and unfair practice.



Your Voice

You can expect:

- Encouragement to play an active role as a producer in the design and delivery of your programme of study;
- To have equal opportunity as a candidate for becoming a Delegate Representative;
- To be provided with a number of opportunities through which to provide feedback to LSBF EE about your experience with the Institution, including but not limited to:
 - Feedback forms and questionnaires,
 - Direct consultation with your lecturers, programme leaders or Administration,
 - Liaison held with Delegate Representative(s),
 - Academic committees via your delegate representatives,
- LSBF EE to listen to and cooperate with you to enhance the quality of your experience;
- To be notified of and given recognition for changes that you have helped to effect within the Institution and its practices.

We expect you to:

- Provide the institution with constructive feedback about your experience of the course of study, our facilities and our delegate support services via any of the means above;
- Use the delegate representative system to improve the quality of your programme for your own and for future cohorts.



The LSBF Environment and You

You can expect:

- Your educational institution to meet or exceed UK, EU and international environmental standards and requirements;
- Safe, clean on-campus facilities and amenities that are accessible and well maintained;
- Well-lit and comfortable learning environments with modern teaching equipment and quiet self-study areas;
- The institution to minimise aspects of its operations that have an overt negative impact on the environment;
- Friendly and helpful on-campus reception and security staff.

We expect you to:

- Use the campus facilities and those of the surrounding area with care and respect;
- Keep your environment tidy, use the litter the bins provided and not leave the classroom in disorder;
- To abide by the communicated rules of environment as indicated in the delegate regulations;
- To assist the institution in reducing its carbon footprint by conserving energy and natural resources.

Document Information Table

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Applicable Institution(s)	London School of Business and Finance Executive Education
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Authorship

	Name	Role	Date
Original Author(s)	André Blackman	Quality Assurance	DEC 2011
Original Reviewer(s)	Anthony Grimes	Delegate Engagement Manager	FEB 15
	Ade Ghafar	Inter Process Audit, PM	FEB 15
Delegate Reviewers	Class Representatives (various)		MAR 15

Annual /Biannual Review

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5. 01 / 2019	<input type="checkbox"/>	6. 01 / 2020	<input type="checkbox"/>
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Version Control Table

Version	1.0	Name	Role	Date
Created by:		André Blackman	Quality Assurance	DEC 11
<i>Original Version</i>				
Changes approved by:		<i>Quality Committee</i>		DEC 11
Version	2.0	Name	Role	Date
Amended by:		Anthony Grimes	Delegate Engagement Manager	FEB 2015
<i>General revisions, alignment of Section 5 to revised Delegate Engagement Strategy.</i>				
Approved by:		<i>Delegate Representatives Meeting</i>		FEB 2015
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Amended by:		Nicolas Cardy	Internal Audit and Processes, PM	JAN 2016
<i>General proofing and re-formatting.</i>				
Changes approved by:		<i>Policy Development Working Group – Delegate Representatives Meeting</i>		JAN 2016
Version	2.2	Name	Role	Date
Amended by:		Marc Granville	Programme Manager, LSBF Exec Ed	Oct 16
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Changed welcome letter from Rector to Managing Director				