LIBF

Part of Walbrook Institute London

Terms and conditions for LIBF's financial education qualifications

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1. Introduction

1.1 These terms and conditions are applicable to all centres delivering our financial education qualifications. Centres approved by us to deliver financial education qualifications and to undertake responsibilities on behalf of the student, must ensure their full compliance with these terms and conditions. Approved centres are organisations who are involved with any part of the delivery of qualifications on our behalf**.** Centres may be schools, colleges or any other approved location where the delivery of learning, including teaching and / or assessments leading to a qualification, is conducted. For further information on becoming an approved centre, refer to the Centre Arrangements Policy.

1.2 It's essential that centres familiarise themselves with the policies listed in section ten as well as the qualification handbooks.

2. Registration and personal details

2.1 We'll keep centres up to date with changes to any qualification or unit during their period of study. Such communications will be mainly by email, but may include telephone, letter, text message and / or via our websites (**www.mylibf.com** or **www.libf.ac.uk)** as appropriate.

2.2 It's the responsibility of the centre to read all such communications, keep abreast of changes published via our websites and raise with us in a timely manner any circumstances that may affect their students' studies.

2.3 It's a core requirement that the centre has access to email and the internet throughout their delivery of our qualifications. It's the responsibility of the centre to provide up-to-date contact and other information to us at registration, and to maintain that data. For centre contact information, advise the financial education team. For student details, update the information online at **www.mylibf.com** using their secure login details.

2.4 Centres must inform us of the names of staff members involved with the administration and teaching of the qualifications. Only these authorised personnel will be permitted access to the information online at **www.mylibf.com.** Centres must inform us when staff members leave or change roles.

2.5 Registrations must be submitted electronically by the centre by the date specified in the qualification handbook.

2.6 It's important that the student's qualification and unit registration information is accurately recorded. It's the centre's responsibility to check these details and advise us of any amendments if appropriate.

- **Full name**: the name a student uses when completing their registration form will be the name held on our database. This'll be the name that'll appear on any certificates generated for the student. It should be their legal name as it appears on other documents such as passports, driving licence, etc. If the name held by us is incorrect, the centre must notify us as soon as they receive their registration confirmation email.
- **Address**: the address held on our database should be that of the centre responsible for the student's registration.
- **Qualification**: the qualification(s) that a student has been registered for is shown in the registration confirmation email.

3. Fees

3.1 The fee (s) that the centres pay for their student registrations include access to all study materials and an examination attempt at each unit, except in the case of the LiFE qualification. Fees paid for CeFS and DipFS registrations also include examination resit attempts. Centres are invoiced at the end of each calendar month.

3.2 If a student registration is withdrawn or cancelled within the time period stated in the qualification handbook, the fees paid will be refunded providing the student (s) have not been entered for or attempted any examinations within this period.

4. Assessment

4.1 All programmes of study leading to an award by LIBF include formal assessment to test the student has met the intended learning outcomes of the qualification.

4.2 Assessments may be held on either set days or on demand, depending on the qualification. The qualification handbook details the requirements related to the

holding of assessments and the essential dates and deadlines for assessments held on set days.

4.3 Assessments available on demand may be sat as either paper-based assessments or electronically via LIBF e-test**.** Assessments sat in a paper-based format require the centre to contact us with at least two weeks' notice. Assessments sat via LIBF e-test are downloaded and conducted 'in house' by a centre, and it's recommended assessments are downloaded one to two days prior to the assessment date.

4.4 Centres must familiarise themselves with the assessment instructions for conducting our assessments as detailed in the qualification handbooks. Following a paper-based assessment, it's essential that the assessment material is returned as per the assessment instructions. Failure to comply with the assessment instructions or to return the material as required will require a full explanation, which could cause a significant delay to the publication of results, and may constitute centre maladministration.

4.5 Assessment scripts, answer books and answer sheets remain the property of LIBF.

4.6 Assessment scripts may be anonymised and used as exemplars that are made available on the course website.

Results

4.7 All assessment results are released via www.mylibf.com. Results will **NOT** be given by telephone or email.

4.8 Results for the multiple-choice on-demand paper-based assessments are made available within five working days of receipt of all required assessment material.

4.9 Results for assessments sat via LIBF e-test are available to print immediately after a learner has completed the assessment. Centres must upload the results to us following the assessment. Once uploaded, the results will appear on www.mylibf.com**.** We recommend that centres keep a copy of the results until they appear on MyLIBF.

4.10 Results release dates for written assessments held on set days are available in the qualification handbooks and are published along with the associated grade boundaries.

4.11 All unit results remain provisional until the confirmation of the final qualification result.

5. Certificates

5.1 We'll automatically produce certificates at the end of the academic year for students who've successfully completed the qualification. Certificates are sent to the centre's examinations officer to distribute.

5.2 Centres that complete the qualification before the end of the academic year can request certificates early, provided every student within the cohort has completed the qualification.

5.3 The certificate is the formal proof that a student has been awarded a qualification by us.

5.4 A centre, on a student's behalf, may request a credit certificate from us upon completion of a unit within a qualification. This is an option only and won't be generated automatically. Such a request will incur a fee.

5.5 If a centre doesn't receive their qualification certificates, they must contact the Financial Education team.

5.6 The name quoted on a student's certificate will be as quoted on **MyLIBF** upon registration. If a name held by us is incorrect, the centre must notify us as soon as they receive their registration confirmation. If the centre doesn't do this, and a certificate is issued in the wrong name, the centre will be required to return the incorrect certificate and pay a fee in order to be provided with a replacement certificate.

5.7 A centre may request a replacement certificate under the following circumstances

a. the centre fails to receive the original certificate
b. the centre receives an original certificate that's been damaged in transit
c. the centre loses the original certificate. A certificate is defined as lost if it's issued by us and received by the centre, but subsequently lost. If the original certificate is subsequently found, the centre must return the replacement certificate. Such a request will incur a fee

d. the centre receives a certificate containing a production error, for example, if the name of the qualification is incorrect
e. the student changes their name after the original certificate is issued. Such a request will incur a fee.

5.8 A centre or student requesting the replacement of an original certificate will be required to complete an application form. The application form must include a statement confirming the status of the original certificate, i.e., lost, damaged, etc, describing in as much detail as possible the circumstances of their need for a replacement. We won't accept verbal requests for replacement certificates. The application form must be accompanied by a fee, where appropriate.

6. Malpractice and maladministration

Definitions

6.1 For the purpose of this document 'malpractice' is defined as
Any act, or failure to act, that threatens or compromises the integrity of the academic process or the validity of LIBF's qualifications and their certification. This includes, acts of plagiarism or other misconduct, and / or actions that compromise the reputation or authority of LIBF, its centres, officers and employees.

6.2 'Maladministration' is defined as
Any act or failure to act, whether deliberate or not, which results in the centre not complying with the specified requirements for delivery of the units and qualifications. This includes lack of care, judgement or honesty when administering or managing processes related to the delivery of units and qualifications.

6.3 We treat all cases of suspected malpractice and maladministration with the utmost seriousness and will investigate all suspected and reported incidents. Suspected malpractice must be reported to us as soon as possible. The incident should also be reported internally according to the centre's internal policies and procedures.

Student malpractice

6.4 Our Malpractice Committee will consider all cases of suspected student malpractice on an individual basis. The committee is empowered to impose sanctions on a student where a case of malpractice is considered proven. A centre is obliged to

report all cases of suspected student malpractice to us. A centre that fails to co-operate with us regarding student malpractice may also receive sanctions.

6.5 For further details of student malpractice, dealing with suspected incidents and possible sanctions, including examples of what may constitute malpractice, refer to the Student Malpractice Policy and Procedures.

Centre malpractice and maladministration

6.6 All cases of possible centre malpractice and maladministration will be investigated, usually by the centre initially. However, we may determine that it's appropriate that we conduct the investigation ourselves. Depending on the seriousness of the incident, these investigations may include visits to the centre and, where necessary, applying sanctions against the centre, which may include terminating the centre arrangements.

6.7 For further details of centre malpractice and maladministration, dealing with suspected incidents and possible sanctions, including examples of what may constitute centre malpractice and maladministration, refer to the Centre Malpractice and Maladministration Policy and Procedures.

7. Complaints and appeals

Complaints

7.1 We're committed to providing a high standard of service to our students and centres to ensure their concerns are dealt with fairly, openly and honestly. We will give careful consideration to all complaints.

7.2 The policy and procedures for dealing with a student complaint or appeal is set out in the Complaints Policy.

Appeals

7.3 The appeals process is available to all students or centres on a programme of learning with us, with the exception of students who've had their registration suspended.

7.4 A centre has the right to appeal to us, on behalf of their student(s), to review decisions that've been made in the course of the assessment of their qualification.

7.5 An appeal may only be submitted in relation to final decisions.

7.6 An appeal will only be accepted if submitted within the relevant time limit.

7.7 For further information on how appeals are dealt with, refer to the Appeals Policy and Procedures.

8. Accessibility

Equal opportunities

8.1 We're committed to creating a culture in which diversity and equality of opportunity are promoted, and in which unlawful discrimination isn't tolerated. This is set out in the Equality and Diversity Policy.

8.2 Centres must abide by the principles set out in the equality and diversity policy when undertaking any activity related to their students studying for a qualification.

8.3 We design qualifications and assessments to ensure they're delivered and assessed in a way that won't subject students to discrimination, and in such a way as to challenge stereotypes and address inequality. Qualifications are designed to reduce the chance of inadvertent discrimination, and support material and written questions for examinations, which include multiple-choice questions, are designed to maximise readability, legibility, appearance, presentation, and layout.

8.4 We endeavour to ensure that students have fair and equal access to the same subjects and that they're assessed without discrimination.

Special considerations

8.5 Special considerations apply to students who believe they've been disadvantaged during, or just before, an assessment because of an injury, illness or other unforeseen temporary circumstances beyond their control that may have adversely affected their performance in one or more assessments. We recognise that, as a result of such circumstances, some students may not be able to demonstrate their true level of ability during an assessment.

8.6 Applications for special consideration may be made by the centre on behalf of a student or group of students they've registered.

8.7 Centres should be aware that failure to comply with our guidance regarding special considerations has the potential to constitute centre malpractice and maladministration.

8.8 For full details on special considerations applications and examples of potential outcomes, see the Special Considerations Policy and Procedures.

Reasonable adjustments

8.9 We realise that students can suffer from unique learning difficulties, illnesses or disabilities which may prevent them from demonstrating their true level of ability during an assessment. The Reasonable Adjustments Policy is intended to address the needs of students with disabilities, and provides for flexible examination arrangements and the provision of learning materials in accessible formats, which are available to students for the duration of their studies.

8.10 The criteria for reasonable adjustments recognise, but are not limited to, the protected characteristics identified in the Equality Act 2010. They also apply to those students who have a specific learning difficulty or disability that has been identified prior to the assessment. Centres can, subject to approval, put into place reasonable adjustments to mitigate the impact of the identified disadvantage.

8.11 A centre may request reasonable adjustments if a student is experiencing a permanent or long-standing disability, illness or special educational need / learning difficulty. These examples are not exhaustive and should only be used as a guide to the circumstance in which an application for reasonable adjustments may be made.

8.12 For full details on reasonable adjustments criteria and applications, refer to the Reasonable Adjustments Policy and Procedures.

Data protection

8.13 We're committed to following good practice for handling personal information in accordance with the principles of the relevant data protection legislation. For full details on data protection, refer to the Data Protection / Privacy Statement.

9. General conduct

9.1 Centres are expected to conform to reasonable standards of behaviour, honesty, and integrity, and behave with respect, courtesy, and in a professional manner at all times towards our staff, and any other individual involved in any part of the delivery of a qualification.

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10. Policies and procedures

10.1 Centres are strongly advised to familiarise staff and students with our policies and procedures for financial education qualifications in order to understand and make appropriate use of the services we provide throughout the course of study. All policies are subject to regular review, centres are therefore advised to refer to the version available on the website rather than a previously printed copy. The following written policies are available online

Appeals Policy and Procedures

Assessment and Result Enquiry Policy

Centre Arrangements Policy

Centre Malpractice and Maladministration Policy

Complaints Policy and Procedures

Conflict of Interest Policy

Data Protection / Privacy Statement

Equality and Diversity Policy

Reasonable Adjustments Policy and Procedures

Special Considerations Policy and Procedures

Student Malpractice Policy and Procedures

11. Contacting LIBF

11.1 Our Financial Education team can be contacted at

Financial Education Operations
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