

LFS Code of Practice on Information

1 Purpose

The purpose of this document is to provide clear and transparent guidance on the procedures used by the London Film School to assure the accuracy of information it publishes to students and other stakeholders. The code reflects the School's commitment to ensure that reliance can reasonably be placed on the accuracy, integrity, completeness and transparency of the information it publishes about itself. As part of developing this code of practice, the School has mapped its information and processes against *Part C: Information about Higher Education Provision* of the QAA Quality Code published by the Quality Assurance Agency for Higher Education (QAA) in March 2012¹.

2 Scope

This code of practice covers information published in electronic or printed form relating to:

- LFS mission and business plan²
- Higher education strategies - including teaching, learning and assessment strategies³
- Marketing and publicity materials about learning opportunities⁴
- Information on application and admissions processes⁵
- Information about **learning opportunities**⁶ - including student handbooks, course specifications, and learning materials published on the virtual learning environment (LFS Moodle)⁷
- Information about the learning environment and student support - including what students can expect of the School and what the School expects of them⁸
- Information about validating and accrediting bodies⁹
- Policies, processes and procedures for managing academic standards and the quality of learning opportunities¹⁰
- Information about Creative Skillset and Industry Advisory Groups
- Information for students on completion of their studies and for alumni¹¹

¹ QAA Quality Code at www.qaa.ac.uk/PartC

² QAA Quality Code Part C: Information about Higher Education (2012), Indicator 1

³ QAA Quality Code Part C: Information about Higher Education (2012), Indicator 1

⁴ QAA Quality Code Part C: Information about Higher Education (2012), Indicator 3

⁵ QAA Quality Code Part C: Information about Higher Education (2012), Indicator 2

⁶ QAA defines learning opportunities as 'The provision made for students' learning, including planned study, teaching, assessment, academic and personal support, resources (such as libraries and information systems, laboratories or studios)'.

⁷ QAA Quality Code Part C: Information about Higher Education (2012), Indicator 3, 4 and 5

⁸ QAA Quality Code Part C: Information about Higher Education (2012), Indicator 4 and 5

⁹ QAA Quality Code Part C: Information about Higher Education (2012), Indicator 3 and 7

¹⁰ QAA Quality Code Part C: Information about Higher Education (2012), Indicator 7

¹¹ QAA Quality Code Part C: Information about Higher Education (2012), Indicator 6

3 Responsibility

3.1 Responsibility for the accuracy of published information includes:

- Seeking clarification on the reliability, accuracy and completeness of the published information
- Ensuring care in writing and proof reading
- Enhancing the clarity and transparency of information
- Ensuring that appropriate regard is taken of Equality, Data Protection and Freedom of Information legislation.

3.2 All LFS staff have a joint and collective duty to take due regard of the accuracy of published information. Some specific job roles within the School have a specific responsibility to act as **custodians** of aspects of information relevant to their job roles. These are listed below:

Table 1

Content	Custodian	Responsible to
LFS mission and corporate plan	Director and CEO with advice and support from the Leadership Group	Board of Governors
Higher education strategies	Head of Studies Academic Registrar	Director Academic Board
Information on applications and admissions processes	Admissions Manager	Academic Registrar
Course/programme specifications	Partner universities Head of Studies Academic Registrar	Academic Board Partner universities
Student handbooks	Head of Studies Academic Registrar	Academic Board Partner universities
Module/unit guides	Term Tutors	Head of Studies
Learning materials for each Unit/Module	Relevant Term Tutor	Head of Studies
Learning materials for each Department	Head of Department	Head of Studies
Policies, processes and procedures for managing academic standards and the quality of learning opportunities	Academic Registrar Head of Studies	Academic Board
Details of validating bodies	Academic Registrar	Academic Board Partner universities
Details of accreditation by Creative Skillset	Academic Registrar Development Executive	Director
Information about Industry Advisory Groups	Heads of Department	Academic Board
Information about the School's and/or its partners procedures for course approval, monitoring and review	Academic Registrar	Academic Board
Information on the academic environment	Head of Studies	Academic Board
Information on School facilities (academic)	Student Services	Academic Registrar
Information on School facilities (operations)	Facilities Manager	Head of Operations
Student support	Personal Tutors Student Services	Academic Registrar
Student Charter	Academic Registrar	Academic Board
Results of internal student surveys	Head of Studies	Academic Board via committee structure
Assessment arrangements	Course Leader	Head of Studies

Policies for student complaints and appeals	Academic Registrar	Academic Board Partner universities
Information for alumni	Head of Marketing	Director

3.3 Responsibility for oversight of publishing methods

The School employs a wide range of publishing methods to communicate with prospective and current students, partners, alumni, stakeholders, the media and the general public.

Table 2

Publishing method	Individual/group with responsibility for publishing method	Overseen by
Website	Head of Marketing and Communications	Academic Board
Prospectus	Head of Marketing and Communications	Academic Board
Student Handbook	Head of Studies Academic Registrar	Academic Board
LFS Moodle	Term Tutors Heads of Department Academic Registrar	Academic Board
Student information Pack	Student Services	Academic Board
Course specifications	Head of Studies	Partner universities Academic Board
Social networking sites	Head of Marketing and Communications	Academic Board
Directories	Head of Marketing and Communications	Academic Board
Periodic review of published information	Head of Marketing and Communications	Academic Board
E-marketing	Head of Marketing and Communications	Academic Board
Course portals e.g Findamasters/masterstudies.com/hotcourses.com/UCAS	Head of Marketing and Communicatoins	Academic Board

4 Processes employed to assure the accuracy of information

The type of processes employed to ensure the accuracy of published information will depend on the method of publication. Please refer to the attached annexes for detailed information relating to specific publication methods. The following standard processes will normally be used:

4.1 *Producing or reviewing information by publishing method*

Individuals and/or committees responsible for the production or review of a specific method of publication as listed in Table 2 above are responsible for initiating and managing a process of drafting and checking. Communication should take place with the custodians of information as identified in Table 1. This process may involve a number of stages, but should result in written confirmation (by email) from each custodian to confirm that the information is accurate.

Table 3

		Committee responsible for publishing method	Individual with oversight of publishing method	Custodian of information	Responsible committee or senior manager
Stage 1	Initiate review or production of information by publishing methods	✓	✓		
Stage 2	Individual with oversight of publishing method manages the drafting and checking process		✓		
Stage 3	Custodian of information checks accuracy of relevant aspects of information and confirms its accuracy in writing			✓	
Stage 4	Responsible for overall quality of final publication		✓		✓

4.2 *Regular review cycles*

Each method of publication may be subject to its own regular review cycle. For example, attached in annex 4 is the annual student handbook review cycle as agreed with the validating body and overseen by Academic Board. It is the responsibility of the individual with oversight of that method of publication to undertake a review of the information by communicating with the relevant custodians of information (as listed in Table 1) in accordance with the agreed review process. Each committee responsible for each method of publication should agree on its own review cycle as appropriate.

4.3 *Custodians responsibility to communicate changes*

Each job role identified as a custodian of information in Table 1 above has a responsibility to maintain a familiarity with the various locations of information for which they are responsible. It is their responsibility to keep up to date on any changes relating to that information, and to

ensure that they communicate any changes in writing to those listed above in Table 2 who are responsible for managing the main publication methods.

4.4 Sample auditing

Once a year, Academic Board is responsible for overseeing a sampling audit process. The purpose of this process is to ensure that inaccurate or missing information can be corrected or made accessible, and suggest areas for improvement in the processes for assuring the accuracy of information.

4.5 Restricting editing rights

Accuracy of information is also controlled by the restriction of editing rights to key individuals. This is being used both on SharePoint, Moodle and the website. For example, folders in the Academic Documents folder on SharePoint has named individuals with editing rights to ensure that documents do not get accidentally changed or deleted. This is essential to ensure that staff can take effective ownership of the documents, policies and procedures that fall within their remit.

Annex 1 Marketing and publicity materials

Principles

- 1 The School recognises its responsibility for ensuring the accuracy of all publicity and marketing information, in all its many forms.
- 2 All marketing and publicity materials are the responsibility of the Head of Marketing, overseen by the Director and reporting to the Academic Marketing and Recruitment Committee. Individual staff do not have authority to have direct communication with the press and/or media, except with the prior approval of the Head of Marketing.
- 3 Press releases may only be issued by the Head of Marketing, in consultation with senior management and partners as appropriate .
- 4 All LFS staff have a duty to inform the Head of Marketing of any changes which would require publications to be amended.
- 5 LFS will work closely with its partners on approving marketing materials prior to publishing as agreed. It will ensure it complies with any requirements of validating or accreditation bodies in relation to publishing information and use of partner logos.
- 6 The Head of Marketing will be responsible for ensuring that LFS staff and partners are issued with appropriate advice and guidance on the use of the LFS logo and branding.
- 7 Full records of all marketing and publicity materials must be kept by the Head of Marketing, and available for audit or review as required by the Quality and Collaborations Committee and/or other external bodies.

The LFS prospectus and other hard copy publicity materials

- 8 The Head of Marketing is responsible for managing the drafting, checking and proof-reading of the LFS prospectus. This process will include explicit approval of custodians of information as listed in paragraph 3.2. Final approval lies with the Director and Head of Studies.
- 9 Wherever possible, the School prospectus must refer readers to the School website for information that may need regular updating. An electronic version of the prospectus will be available on the School website and will be updated as appropriate. Changes to any hardcopies of the prospectus that remain the property of the School will be updated by use of an insert.
- 10 The School cannot be held responsible for the current accuracy of hard copies of its prospectus that are no longer in its possession.

The LFS Website

- 11 The Head of Marketing has overall responsibility for the LFS website, reporting to the Director. Responsibility for specific sections will be delegated to staff as appropriate e.g. Workshops Manager has responsibility for the Workshops pages.
- 12 Regular audits of content will take place, at least termly, to check for consistency across all media.
- 13 All members of staff with website editing permissions will use the revision tracking facility provided by the Drupal software, to ensure there is an archive of page amendments.

Annex 2 Academic regulations, codes of practice, policies and procedures

Principles

- 1 Academic regulations, codes of practice, policies and procedures must be overseen by a relevant named committee of the School.
- 2 All academic regulations, codes of practice, policies and procedures are subject to periodic review as agreed by the responsible committee. The approval and implementation of amendments remain the responsibility of the named committee, in consultation with relevant stakeholders (such as students and staff).
- 3 The Academic Board is responsible for overseeing the cycle of review and recording where academic regulations, codes of practice, policies and procedures are published.
- 4 Once approved, revised regulations, codes of practice, policies or procedures must be communicated to all staff and students, and made available on the website (if appropriate), on company web and/or on LFS Moodle.

Version control

- 5 All regulations, code of practice, policies or guidelines must have:
 - A title
 - An approval date and which committee approved by
 - A date for review

e.g.

LFS Code of Practice on Information
Approved April 2014, Quality and Collaborations Committee
Due for review by April 2016

Annex 4 Student handbook review process

When	Task	Responsibility
Spring Term Week 13	Request latest validating body handbook template	Academic Registrar
Summer Term Week 4-6	Consideration of existing handbooks by Quality and Collaboration Committee to confirm what needs updating and identify responsibility	Quality & Collaboration Committee
Week 6 - 9	Drafting any updates/changes	As agreed
Week 10	Handbooks signed off by Course Leaders, Head of Studies and Academic Registrar	Course leaders/Head of Studies & Academic Registrar
Week 12	Send final handbooks to validating body Load final handbooks onto website/Moodle etc	Academic Registrar

Annex 6 Moodle Accuracy of Published Information for Students (MAPIS)

Principles

- 1 LFS Moodle is the main source of information for students at LFS, and uses include:
 - Communication with students and staff
 - Checking schedules, and important dates
 - Accessing learning materials and information about film exercises
 - Accessing essential information, procedures and guidance on filmmaking
 - Submitting work for assessment
 - Finding out about the School's committee structure
 - Accessing external reports about the School and its courses
 - Checking how the School has responded to feedback provided by their student rep
 - Finding out about Student Union events
 - Providing feedback to the School about Moodle
- 2 It is essential that information on LFS Moodle is kept up to date and accurate. The School recognises the importance of student and staff engagement with Moodle, and being able to rely on the accuracy of Moodle is fundamental to achieving that aim.

Procedures to ensure the accuracy of content

- 3 Only members of the Moodle Subcommittee and selected individuals have editing rights on LFS Moodle.
- 4 All information to be made available on Moodle is to be checked and monitored by the relevant committee.
- 5 All changes or addition to Moodle content is to be provided to the Moodle working group by week 10 of each term, with changes to be completed by week 13. Moodle will then be 'locked down' for the following term. The only changes that can be made during term time are:
 - Scheduling changes
 - Notices
 - Communications
 - Loading of external reports and responses to student issues in the Academic Department
- 6 Wherever possible, documentation that is timebound or dated is not loaded onto Moodle. However, a facility now exists to ensure that any dated documents are specially logged so that they can be updated appropriately.
- 7 File names have also been made consistent.

Annex 7 Accuracy of Published Dates (APD)

Principles

1 The School recognizes the importance for students and staff of publishing accurate dates in a timely manner. This policy has been agreed by Operations, Student Services, Marketing, Admissions, IT, Moodle Subcommittee and Academic Registrar.

2 *Term dates*

The School has agreed that term dates are to be published **4 years** in advance. Each term, the dates of the next term is to be agreed and added to the LFS Calendar by the Head of Operations and Admissions Manager. The Head of Operations to submit a copy of the LFS calendar with agreed term dates to Teaching and Learning Committee in week 0 of each term.

Other important dates

3 The dates of the following events to be published **a year** in advance:

- I. Term Weeks 0-13/14
- II. MA Filmmaking graduation film submission dates
- III. MA Screenwriting and MA Filmmaking Work and Research Journal submission dates
- IV. Academic committees
- V. Board of Governors / Association meetings
- VI. Wrap party

The dates of the following events to be published a term in advance

- I. Focus groups
- II. Graduation shows

LFS Moodle

4 The LFS Calendar is linked to LFS Moodle so all important dates are available to all students and staff.