

LFS Code of Practice on Information

1. Introduction

The purpose of this document is to provide clear and transparent guidance on the procedures used by the London Film School (“LFS”, “we”, “our”, “us”) to assure the accuracy of published and public information available to students, enquirers, applicants and other stakeholders (“you”, “your”).

The Code reflects the LFS’s commitment to ensure that reliance can reasonably be placed on the accuracy, integrity, completeness, transparency and timeliness of the information it publishes.

2. Scope

This Code of Practice outlines areas that are covered by our information provision, responsible members of staff or committees, and processes for reviewing, updating and monitoring information.

Areas of information provision include:

- a) Our strategy, mission and values;
- b) Application and admission to the programmes offered and administered by us;
- c) Material and other relevant information to ensure you can make an informed decision as you decide whether to apply to LFS and if successful, accept our offer for a place on one of our programmes;
- d) Policies, regulations and terms and conditions (as laid out in the Student Contract) you will agree to abide by when accepting our offer;
- e) Information about the academic environment at LFS, including teaching, learning and assessment and our provision to enable your development and achievement;
- f) What you can expect from us and what we and other students expect from you;
- g) Information about external organisations and advisory bodies we engage with.

3. Responsibility for Published and Public Information

Responsibility for the accuracy of published information includes:

- a) Seeking clarification on the reliability, accuracy and completeness of the published information from the authorised member of staff or committee;
- b) Ensuring care in writing and proof reading and the use of plain English;
- c) Enhancing the clarity and transparency of information;
- d) Ensuring that appropriate regard is taken of Equality, Data Protection and Freedom of Information legislation.

All LFS staff have a joint and collective duty to have due regard to ensure the accuracy of published information.

Members of staff in various roles have final responsibility for and are authorised to approve specific aspects of our information provision (published and public information). In the context of this policy, these members of staff are referred to as “owner(s) of public or published information” or “owner(s)”.

The roles and areas of responsibility are listed below:

Information Provision	Owner	Responsible Body
LFS strategic plan, mission, vision, vales and related documents	Director	Board of Governors

Teaching and learning strategy	Head of Studies	Academic Board
Information on Admissions and application procedures	Academic Registrar	Academic Board
Entry requirements and selection criteria	Head of Studies Academic Registrar	Academic Board
Student Handbooks	Academic Registrar Head of Studies	Academic Board
Programme and module information (academic)	Head of Studies Module Leaders	Academic Board
Information about short courses and workshop programmes	Short Course Programme Manager	Academic Board
Programme and module information (non-academic)	Academic Registrar COO Financial Controller Head of Marketing and Student Recruitment	Academic Board or Management Team
Marketing, promotional, and related material(s), including crib sheets	Head of Marketing and Student Recruitment	Academic Board or Management Team
Learning and teaching resources and facilities	Course Leader(s) Head of Studies Facilities Manager	Academic Board
Academic policies and non-academic policies, regulations guidance and related documents pertaining to the teaching, learning and student experience and journey	Academic Registrar	Academic Board
Non-academic policies pertaining to students and staff	Academic Registrar or Chief Operating Officer	Academic Board or Management Team
Non-academic policies pertaining to staff	Head of HR	Management Team
External bodies (academic)	Academic Registrar	Academic Board
External bodies (non-academic)	COO	Management Team
Facilities and related matters, including insurance	Facilities Manager	Management Team
Agendas, papers, minutes and other documentation for committee meetings	Committee Chair Committee Secretary	Academic Board or Board of Governors

Ownership of published or public information does not imply sole responsibility of the owner to maintain and monitor the information.

A more detailed list of information provision and owners is available to clarify specific ownership of information provision where more than one owner is listed in the table above.

4. Responsibility for Publishing Information

We employ a wide range of publishing methods to communicate with you.

Responsibility for publishing information in line with section 3 rests with the following:

Publishing Method	Responsible Member(s) of Staff
Public websites, including lfs.org.uk and payments.lfs.org.uk, excluding policies, regulations and governance but including and not limited to programme, course, and workshop information	Head of Marketing and Student Recruitment
Policies and regulations on LFS website(s)	Academic Registrar
Governance information on LFS website	Clerk to the Board
Virtual Learning Environment (academic)	Course Leader(s) and Module Leaders
Virtual Learning Environment (non-academic)	Academic Registrar
School timetable(s)	Course Leader(s)
Prospectus (hard and soft copy)	Head of Marketing and Student Recruitment
Enrolment and registration information, including relevant information published on social media sites	Academic Registrar
Social media sites and accounts	Head of Marketing and Student Recruitment
Marketing, promotional and other related materials	Head of Marketing and Student Recruitment
Staff intranet	Chief Operating Officer
Third party sites and publications	Head of Marketing and Student Recruitment

Responsibility for publishing information does not imply sole responsibility of the responsible member(s) of staff to maintain and monitor the information.

5. Regular Review of Information

- 1) All published and public information is normally subject to an annual review unless specified otherwise in the relevant document.
- 2) Responsibility for the annual review rests with the owner of the published or public information.

- 3) When deciding the timeline for the publication of updated or new information, the owner shall take current consumer protection laws and best practice into consideration.
- 4) Where the information has more than one relevant owner, all relevant owners will need to agree on the new or updated information before it can be published.
- 5) Other members of staff or members of the responsible committee may be consulted during the decision-making process.
- 6) The owner may also refer the final decision to the responsible body.
- 7) The owner is required to refer the final decision ahead of the publication to the responsible body where consumer protection law implications have been identified.
- 8) The owner is required to submit a paper with the changes to the responsible at the earliest opportunity (i.e. the next formal meeting of the responsible body).

6. Process for Publishing or Updating Information Outside the Review Cycle

- 1) All members of staff share the responsibility for ensuring the accuracy, integrity, completeness, transparency and timeliness of published and public information.
- 2) Members of staff without direct responsibility for published and public information who identify the need for new information to be published or existing information to be updated should first raise the matter with their line manager.
- 3) Written proposals for new or updated information should be submitted to the owner of the information listed in the table in section 3.
- 4) The owner will review the information in a timely manner and normally in no more than ten working days.
- 5) When deciding whether or not to publish information and the timeline for the publication, the owner shall take current consumer protection laws and best practice into consideration.
- 6) Where the information has more than one relevant owner, all relevant owners will need to agree on the new or updated information before it can be published.
- 7) Other members of staff or members of the responsible committee may be consulted during the decision-making process.
- 8) The owner may also refer the final decision to the responsible body.
- 9) The owner is required to refer the final decision ahead of the publication to the responsible body where consumer protection law implications have been identified.
- 10) The owner is required to submit a paper with the changes to the responsible at the earliest opportunity (i.e. the next formal meeting of the responsible body).

7. Informing Stakeholders of Changes

Where material changes are being made to public or published information, consideration must be given by the ownerships to any stakeholders affected by the material changes.

Where the new or updated information would alter the terms and conditions of the relationship between LFS and the stakeholder, written consent will need to be sought from all stakeholders before the change can be agreed and finalised.

Where the new or updated information does not alter the terms and conditions but where the change is considered to be material, all stakeholders will need to be informed in writing by the responsible member of staff in section 4 unless the change is covered by the exemptions in the student contract.

8. Process for Updating Incorrect Information

In the rare instances where errors are identified in published or public information, this shall be raised with the owner as soon as possible who will review the information within five working days. If an error is confirmed, the information shall be updated within five working days. Further, affected parties will be informed of the error and provided with the correct information in writing.

9. Monitoring of Published and Public Information

The responsibility for monitoring published and public information, including its accuracy, integrity, completeness, transparency and timeliness rests with Academic Board. Owners of published or public information are required to submit any material changes to the responsible body as per on a termly basis as per the table in section 3.

Material changes refer to any changes that alter or may be perceived as having altered published or public information.

10. Version Control

Version Number	Changes	Author, Title	Date
0.1	-	Philip Ramge, Academic Registrar	16/04/2018
0.2	Comments from staff consultation, including of introduction of additional paragraphs	Philip Ramge, Academic Registrar	26/04/2018
0.3	References to Workshop programmes removed (to be included in separate policy); other minor amendments	Philip Ramge, Academic Registrar	26/04/2018
1.0	Approved by Management Team	-	30/04/2018
1.1	Correction of terminology (applicants – student)	Philip Ramge, Academic Registrar	01/05/2018
2.0	Annual review	Philip Ramge, Academic Registrar	25/10/2018
2.0	Approved by Academic Board	-	13/11/2018