

## Professional/Applied Diploma Terms and Conditions

### 1. Your qualification/module registration and personal details

- 1.1 The **ifs School of Finance (ifs)** endeavours to keep students up-to-date with changes to any programme, qualification or module during their period of study. Such communications will be undertaken by email, telephone, letter and/or via the website as appropriate. It is the responsibility of the student to read all such communications, keep abreast of any changes published via the website and raise with the **ifs** in a timely manner any circumstances that may affect their studies.
- 1.2 It is a requirement of the programme that students have access to email and the Internet throughout their studies with the **ifs School of Finance**. To speed up communication, as well as sending registration confirmation via email/letter, the **ifs** will use email or telephone to contact students and therefore all such details should be kept up-to-date.
- 1.3 It is the responsibility of the student to provide up-to-date information to the **ifs** at registration, and to maintain that data either by advising the **ifs' Customer and Student Enquiries team** or by updating the information within my **ifslearning** (the secure student portal on the website).
- 1.4 It is important that students' qualification and module registration information is accurately recorded. These details will be quoted in students' registration confirmation email/letters and it is their responsibility to check these details and advise the **ifs** if they are incorrect.
- 1.5 Full name: the name that a student uses when completing their registration form will be the name that will be held on the **ifs' database**. This will be the name that will appear on any certificates generated for the student. If this is incorrect, the student must notify the **ifs** within thirty working days of receiving their registration confirmation email/letter (please see Section 9 'Certificates' below).
- 1.6 Address: the address that a student uses when completing their registration form will be the address that will be held on the **ifs' database**, which will be used for other mailings including delivery of certificates (please also see Section 6 'Study Material Delivery' below). Please note that couriers cannot deliver to PO Box numbers.
- 1.7 Modules: students have been registered for the module(s) shown in their registration confirmation email/letter.
- 1.8 Expiry date: students should note the expiry date for their module as stated in their registration confirmation email/letter. If a student is progressing to Level I, they should also note the overall six-year time limit, details of which can be found in the regulations.

### 2. Fees

- 2.1 The fees that students pay for their registration are also shown in their confirmation email/letter.
- 2.2 If a student decides the module is not appropriate to their needs they may cancel their registration. Students will receive a full refund, provided their materials are returned to the **ifs** at Canterbury with a request of cancellation within 14 days of receipt of the materials. No refund is available after this period. Please see the general regulations online on the **ifs** website: [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) for full details.
- 2.3 The fees paid cover:
  - 2.3.1 One set of study materials for each module registered.
  - 2.3.2 One examination entry and summative assignment submission.
  - 2.3.3 Tutor support.
  - 2.3.4 Online access to the my **ifslearning** area of the website as well as access to **ifs KnowledgeBank** and my **ifsILE**.
- 2.4 It is a requirement of the programme that students are current members throughout the duration of their studies at this level. If a student fails to pay their annual subscription fee, they will not

receive any outstanding examination results and will have their online access removed until payment is received.

### **3. Entry requirements and checking**

3.1 Students are required to meet entry requirements, which are a minimum of GCSE Grade C or equivalent in English Language, Maths and ICT. If a student is unsure that they meet these requirements they should contact a Higher Education Student Adviser in the Awards and Curriculum department by email at [abops@ifslearning.ac.uk](mailto:abops@ifslearning.ac.uk) or telephone +44 (0) 1227 828232.

3.2 Upon registration, the **ifs**' Awards and Curriculum department may request evidence that students meet the entry requirements as described in 3.1 above. If it transpires that a student does not meet the entry requirements after advising the **ifs** that they do, they will not be able to continue with the programme. For this reason it is advised that students check with a Higher Education Student Adviser before registering if at all unsure.

### **4. Choosing a study method**

4.1 There are three study methods for the Professional/Applied Diplomas which are as follows:

4.1.1 **Approved provider:** studying through an approved provider allows students to benefit from regular discussions with their tutor and fellow students. Tuition is face-to-face, through an **ifs** approved, structured programme of workshops. The **ifs**' approved providers, both in the UK and overseas, offer study for a selection of modules. Details of current approved providers can be found on the **ifs** website: [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk).

4.1.2 **Distance learning:** the **ifs** distance learning programme enables students to tailor their study requirements to suit their personal circumstances and study needs. Distance learning is flexible and has the advantage of allowing students to study at times and places convenient to them. This method is particularly beneficial to students who travel frequently, have individual circumstances that wouldn't allow them to attend a series of workshops, or just prefer to study alone at their own pace.

Study support is available from a dedicated subject tutor. All tutors are experienced in their specialist subject area as lecturers and/or practitioners with experience in the financial services industry. At the beginning of students' study, their tutor will make the first contact to introduce him/herself.

Tutors are available to contact by telephone, in writing, by fax and via email; whatever best suits the student.

4.1.3 **Flexible learning:** studying via flexible learning is a mix between distance learning and workshops. Students study as if they are distance learners, but also attend three workshops for each module. The workshops are designed to cover the most crucial concepts contained within the syllabus of study. Unlike the approved provider, there is not the same frequency of workshops to commit to. Workshops commence in December and June.

4.2 Further details can be found on the **ifs** website: [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) or from Customer and Student Enquiries on + 44 (0) 1227 818609.

### **5. Examination support and assignments**

5.1 The Professional/Applied Diplomas encourage students to develop graduate level skills. These skills include learning to apply academic theory and professional examples, taking control of own learning by carrying out research and undertaking self-assessment when necessary.

As well as using their tutor and study text provided, students must proactively seek further information about current issues within the industry and undertake wider reading about the syllabus topics. Further details can be found in the programme specification.

### **6. Study material and delivery**

6.1.1 Specialist module materials will be despatched before the student's course start date. Students should refer to their confirmation email/letter for details of delivery. If a student does not receive his/her materials by the course of study start date they should contact Customer and Student Enquiries.

6.1.2 Core/Option module materials will be despatched within a maximum of four weeks from the student's registration date. If a student does not receive his/her materials within four weeks from registration they should contact Customer and Student Enquiries.

6.2 Unless a student has specified an alternative delivery address for their study materials, they will be delivered to the preferred address quoted in their registration confirmation email/letter. In some instances, overseas' materials will be sent in bulk to that country's academic centre (if applicable) for distribution. Please note that couriers cannot deliver to PO Box numbers.

6.3 The materials will be delivered by courier and in all cases will require a signature to confirm receipt of the parcel. When packages are returned to the *ifs* undelivered, the *ifs* will await contact from the student to arrange re-delivery. It is the student's responsibility to advise the *ifs* if they have not received their materials. Students can track their materials online using the [www.myifslearning.com](http://www.myifslearning.com) username and password issued in their confirmation email/letter.

6.4 The *ifs* advises that the study materials should be read in conjunction with the syllabus and module specification which can be found on the *ifs*' website: [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk).

## **7. Examinations**

7.1.1 The examinations for Core/Option modules are available to sit daily through Pearson VUE, a provider of electronic testing. Students can book their examination date as little as two working days in advance of the date they wish to sit, space permitting.

7.1.2 The examinations for Specialist modules are held on set days in April and October annually and it is the student's responsibility to check before registering that the date does not clash with any other modules they are sitting, or any external commitments. An examination venue list and timetable can be found on the *ifs School of Finance's* website: [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk).

7.2 Students must arrive at their examination venue at least fifteen minutes before their examination time. If a student is late for his/her examination, entry will be at the invigilator's discretion.

7.3 Students must produce one of the following forms of identification when they arrive at the examination centre:

- A current, original signed passport.
- A current original signed photocard driving licence (full or provisional). If sitting in the UK/EU the driving licence must be from an EU country.
- A current, original European Union (EU) government-issued identity card that carries your photograph and signature.

These documents must be valid/unexpired and bear a signature and photograph. Failure to produce such ID will result in the student not being able to sit their examination and they will forfeit their fee.

7.4.1 Results for Core/Option modules are available once students leave the examination room.

7.4.2 Results for Specialist modules and coursework are released three months after the examination is sat.

## **8. Re-sits**

8.1 If a student is progressing to the Foundation Degree in Financial Services Management/Diploma in Higher Education in Financial Services Management (Stage 2) they must pass the module within three attempts. Students who pass a module at a second or third attempt will have their mark capped at 50%.

8.2 If students are not intending to progress to Stage 2 there is no limit on the number of attempts allowed to pass the electronically delivered Objective Test (Core/Option modules) within the registration period, or re-sit the written examination (Specialist modules). The initial module registration fee includes one attempt; each further attempt within the registration period will attract a re-sit fee.

8.3 Students will have a maximum of three attempts to pass their coursework element (Core/Option modules) as there are only three submission dates within any one registration period. The first submission is included in the registration fee; additional submissions will attract a re-sit fee.

## **9. Certificates**

9.1 Students will normally receive an overall qualification certificate and this will be presented to them at a graduation ceremony in London.

9.2 The name quoted on a student's certificate will be as quoted in their registration confirmation email/letter. If this is correct, the student must notify the **ifs School of Finance** within thirty working days of receiving the confirmation email/letter. If the student does not do this, and a certificate is issued in the wrong name, the student will be required to pay a fee to order a replacement certificate.

9.3 If a student changes their name (eg through marriage) they must send evidence to the **ifs**. Only an original or certified copy of the document detailing the change will be sufficient. If this is received after a certificate has been issued, the student will incur a charge to send a certificate in the new name.

## 10. Awards and Curriculum policies

10.1 Before enrolling onto this programme there are some online documents that students must read before registering. They will be asked to sign a declaration on the registration form confirming that they have been onto the relevant pages to read them. These documents are:

- Student Charter
- General Regulations
- Programme specification
- Module specification
- Programme regulations

10.2 Written policies are available online in the following areas:

10.2.1 Special consideration – for students who cannot attend an examination and/or feel they have not been able to demonstrate their true level of ability in an examination due to unforeseen circumstances beyond their control eg accident, sudden illness, disruption in the examination (Code of Practice Chapter 10).

10.2.2 Reasonable adjustments – applies to students for whom the standard arrangements for the delivery of, and response to, the examination may adversely affect their ability to demonstrate their true level of performance (Code of Practice Chapter 10).

10.2.3 Appeals (Code of Practice Chapter 13).

10.2.4 Certificate issue and reissue – (General Regulations Chapter 6).

10.2.5 Malpractice (Code of Practice Chapter 12).

10.2.6 Assessment policy – coursework and examination (Code of Practice Chapter 10 and programme specification).

10.2.7 Cancellation/withdrawal (General Regulations Chapter 8).

10.2.8 Code of Practice.

10.3 To view a copy of an **ifs** Awards and Curriculum policy, please go to:

[http://www.ifslearning.ac.uk/qualifications/regulations\\_and\\_policy\\_forms/index.cfm](http://www.ifslearning.ac.uk/qualifications/regulations_and_policy_forms/index.cfm).

## 11. Contacting the **ifs School of Finance**

11.1 The **ifs School of Finance**'s Customer and Student Enquiries team can be contacted:

11.1.1 By telephone on +44 (0) 1227 818609.

11.1.2 By fax on +44 (0) 1227 784331.

11.1.3 By email to [customerservices@ifslearning.ac.uk](mailto:customerservices@ifslearning.ac.uk).

11.1.4 In writing to: Customer and Student Services, **ifs School of Finance**, IFS House, 4 – 9 Burgate Lane, Canterbury, Kent CT1 2XJ.