

## **LONDON COLLEGE OF MANAGEMENT STUDIES**

### **POLICY ON EXTERNAL ADMINISTRATIVE REQUIREMENTS**

The London College of Management Studies (LCMS) is an independent college providing high quality, full-time internationally recognised courses for professional business administration, accounting and computing qualifications and an interesting range of undergraduate and postgraduate programmes in management and business administration leading to a very popular doctoral qualification.

LCMS exists to give our students the best possible chance of success. This drives the ethos, the values, and the energy that underlies everything we promise and deliver, to our students and other clients.

Policy for the external administrative requirement statement is intended to establish general processes and formats for conducting programme reviews for administration, student affairs, and other support services including administrative support directly to academic units.

LCMS recognise that each programme review may be unique dependent on the department, function or process being reviewed. Therefore, this external administrative policy is not intended to be inclusive nor restrictive but provide general guidance for programme review processes.

LCMS deal with external bodies such as the ABE which is the Association of Business Executive which is unique among professional bodies in providing a non-specialist, general business education, IMIS- the Institute for the Management of Information Systems which is the leading professional body in the information systems management sector with the aim of promoting higher standards through better education and training, both in the UK and overseas, ACCA- The Association of Chartered Certified Accountants and the last but not least The University of London External Programmes which offers a number of degree and diplomas in many disciplines.

Furthermore LCMS act as a tuition centre for ABE, learning and exam centre for IMIS. For each professional programme we have design a course coordinator / designator in term of academic matter by the administration.

## **Scope of Policy**

This policy covers records held and processed by LCMS. LCMS is responsible for its own records under the terms of the 1998 Act.

## **Summary of aims**

The lawful and correct treatment of personal information is vital to successful operations, and to maintaining confidence in the College Community and the individuals with whom it deals. Therefore, LCMS will, through appropriate management, and strict application of criteria and controls:

- observe fully conditions regarding the fair collection and use of information;
- meet its legal obligations to specify the purposes for which information is used;
- collect and process appropriate information, and only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements;
- ensure the quality of information used;
- apply strict checks to determine the length of time information is held;
- ensure that the rights of people about whom information is held can be fully exercised under the Act. (These include: the right to be informed that processing is being undertaken; the right of access to one's personal information; the right to prevent processing in certain circumstances; the right to correct, rectify, block or erase information which is regarded as wrong information.);
- take appropriate technical and organisational security measures to safeguard personal information;
- ensure that personal information is not transferred abroad without suitable safeguards.

## **Objective of policy**

Like all educational establishments, LCMS holds and processes information about its employees, applicants, students, non-resident members and other individuals for various purposes (for example, the administration of the admissions process, the effective provision of academic and welfare services, to record academic progress, to operate the payroll and to enable correspondence and communications, including the provision of references and certificates). To comply with the Data Protection Act 1998 ("the 1998 Act"), information must be collected and used fairly, stored safely and not disclosed to any unauthorised person.

- Our objectives is to establish a format of effectiveness and efficiency when dealing with external bodies
- We are bound to maintain high quality standard to meet the requirements of external bodies such as:-

I. **'Processing'**, in relation to information or data, means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including:

- (a) organisation, adaptation or alteration of the information or data,
- (b) retrieval, consultation or use of the information or data,
- (c) disclosure of the information or data by transmission, dissemination or otherwise making available, or
- (d) alignment, combination, blocking, erasure or destruction of the information or data.

## **II. Responsibilities of individual Data Users**

All members of the College Community who record and/or process personal data in any form must ensure that they comply with the requirements of the 1998 Act (including the Data Protection Principles) and with the College's data protection policy (including any procedures and guidelines which may be issued from time to time). A breach of the 1998 Act and/or the College's data protection policy may result in disciplinary proceedings.

In particular, no member of the College Community may, without the prior written authorisation:

1. develop a new computer system for processing personal data;
2. use an existing computer system to process personal data for a new purpose;
3. create a new manual filing system containing personal data;
4. use an existing manual filing system containing personal data for a new purpose.

The above does not apply to databases which are maintained by individual Data Users within the College Community for their private domestic uses, for example, private address books. However, individual Data Users should

consider whether their private domestic uses fall within the scope of the 1998 Act.

### **III. Student admission files**

Admissions files are maintained in respect of candidates, and potential candidates, for admissions. During the admissions process such files are maintained and kept by the Admissions Tutor (administration officers). For successful candidates, the admissions documentation is included in a Tutorial file. For unsuccessful candidates, the admissions documentation is retained for one year and then confidentially destroyed. During the admissions process, Admissions files may be consulted by the Senior Tutor, any of the Admissions Tutors, any Director of Studies and any other interviewers. All other requests for access to an Admissions file must be authorised by either of the Admissions Tutors or the Senior Tutor.

### **IV. Data Security and Disclosure**

All members of the College Community are responsible for ensuring that:

- Any personal data which they hold is kept securely.
- Personal data is not disclosed either orally or in writing or otherwise to any unauthorised third party, and that every reasonable effort will be made to see that data is not disclosed accidentally.

Unauthorised disclosure is a disciplinary matter and may be considered gross misconduct.

Personal data are kept securely and examples of how this is done include:

- keeping the data locked in a filing cabinet, drawer or room; or
- the data is computerised, we ensure that the data is password protected or kept only on disk which is itself kept securely; or
- any other appropriate security measure.

### **V. Right to Access Personal Data**

Staff, students and other individuals have the right under the 1998 Act to access any personal data that is being held about them either in an "automatically processable form" (mainly computer records) or in a "relevant filing system" (i.e. any set of information structured in such a way that specific information

relating to a particular individual is readily accessible) and to request the correction of such data where they are incorrect. An individual who wishes to exercise his/her right of access is asked to complete the College "Request form" form which is available from the administrative front desk

Any inaccuracies in data disclosed in this way should be communicated immediately followed by appropriate steps to make the necessary amendments.

### **Example of external procedure for administrative requirements**

LCMS has a very dynamics, motivated and well equipped administrative team whereby the level of professionalism is high.

As stated above ABE which is the Association of Business Executives which is one of our external bodies hold exams twice a year by the beginning of June and early December meaning we need to communicate a lot about the schedule for examination entries, Syllabus, application forms and membership form, even though they will send us copies of up to date information we still have to be in constant contact. So the administrative staff will call their offices, browse the internet and request for brochures and information to meet the requirement of our students.