



Botswana Institute of Banking & Finance

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STUDENT CHARTER

OUR VISION

To be the proactive leading provider of world-class quality education and training programmes that fulfil the needs of the Banking and Financial industry.

OUR MISSION

BIBF is committed to raising standards, enhancing productivity and professionalism in the Banking and Financial industry by providing cost-effective, excellent, customer focused education and training programmes.

OUR VALUES

- **Excellence**
Quality customer service is our most treasured product.
- **Confidence**
We are passionate about our profession and believe in our members, students and partners.
- **Teamwork**
 - We believe in the importance of formal and informal spirit of togetherness to enhance communication and infuse a sense of belonging and organisational ownership.
- **Integrity**
BIBF works to ensure its conduct and approach are above suspicion and reproach and worthy of trust and respect to the expectation of all stakeholders and the general public.
- **Innovation**
We are forward looking and anticipate future needs. Receptive to new ideas and a forward- looking approach add much to the creativity of the BIBF.
- **Botho**
We will be compassionate, courteous, selfless and professional in dealing with our members, students, colleagues and our stakeholders.

STUDENT CHARTER

1.0 PREAMBLE.

Our vision at the Botswana Institute of Banking and Finance (BIBF) is to be the proactive leading provider of world-class quality education and training programmes that fulfil the needs of the Banking and Finance industry. To that end, BIBF endeavors to be a cohesive, self-critical and student-centred academic institution. We recognise that students, staff and the Student Representative Council (SRC) are all partners in the success of the institute. We believe that every partner has a role and a voice, and, through active engagement, contributes to our shared values and success.

Our Charter has been co-created by students and staff to realise the potential of our learning community. It sets out what we should all anticipate from our partnership in terms of expectations and commitments for students, the Institute, and the Students' Council. It also reflects our shared values and principles and sets out what we can expect from each other as partners in our academic pursuits.

2.0 PURPOSE:

The document is intended to promote a sense of responsible student community amongst BIBF students and establish a cordial and mutually beneficial relationship between students, their representatives and the Institute.

3.0 UNDERPINNING PRINCIPLES

The following values and principles, underpin BIBF's activities and provide a clear and constant guide to the way we operate:

1. To be a beacon for aspiration and achievement
2. To actively serve and be accountable to our clients, stakeholders and communities
3. To excel in meeting the expectation of our students
4. To provide a great environment to work and study
5. To drive a spirit of exploration, innovation and creativity
6. To be enterprising and entrepreneurial
7. To consistently maintain the highest ethical standards and uphold academic freedom
8. To be inclusive, valuing the contribution of every member of the institution
9. To relish challenge and enjoy success

10. To work with strategic partners for long-term mutual benefit

The Student Charter has been developed jointly by the Institute and the membership in the spirit of partnership. It reflects our shared values and principles and sets out what we can expect from each other as partners in our academic endeavors. The Charter also articulates the rights of the students and the responsibilities of the students and Institute for a conducive and productive learning environment.

4.0 RIGHTS OF THE STUDENTS

The Institute considers the following rights to be sacrosanct to a productive and effective education and training environment.

Students have the right to:

- Student representation
- Guidance, instruction and support from well-informed staff
- An Institute experience and environment that is safe and secure and conducive to learning and free from discrimination, assault, harassment, intimidation threats, bullying, cohesion, initiation or any other inappropriate behavior.
- Belong to any lawful association of his or her choice and shall not be subject to any prejudicial action by any member of the institute community for so belonging.
- Enjoy within the institute the freedom of opinion, expression, belief and political association to the extent that these freedoms do not interfere with the rights of others or violate other Institute's policies and procedures.
- Quality education
- Study in an environment committed to the principles of equity and equality of opportunity and the recognition of diversity
- Have access to education, services and representation regardless of gender or gender history, sexual orientation, race, political conviction, religious conviction, disability, age, socio-economic standing, language, ethnicity.
- Equal treatment by the Institute
- Be recognised as an individual member of the Institute community, with all associated rights of access to the Institute's services and facilities
- Be treated fairly and ethically with respect and dignity
- Appropriate access to facilities, resources and materials that will support student engagement and learning
- Assemble and participate in orderly and peaceful demonstrations within the Institute's regulations.
- Safe and learning conditions for learning and study.
- Be free from sexual solicitation or advance made by a person in a position to offer or deny the student an academic advantage or any opportunity pertaining to the status

of the student where this person knows or ought reasonably to know that this solicitation is unwelcome.

- Evaluation of their performance in a programme that is fair and reasonable and shall reflect the content of the programme.

It is within the context of these **rights** that students' and Institute's responsibilities are premised. The responsibilities of the parties to this Charter are outlined below around five (5) thematic areas.

5.0 RESPONSIBILITIES OF THE PARTIES

A. Learning Experience and Environment

(i). Together we will:

- Create an environment that is welcoming and inclusive, with everyone being treated fairly and with dignity, courtesy and respect
- Embrace and value diversity, recognising that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings strength
- Respect the rights of individuals to hold different beliefs and views and to express them through appropriate contribution to discussion and academic debate, refraining from any activities that may compromise or disrupt academic activities

(ii). As a student I will:

- Manage my own learning and development, recognising the importance of attendance and my own contribution to the wider academic community
- Make relevant staff aware of any additional learning requirements or special circumstances so that appropriate arrangements can be put in place.
- Be open to new learning experiences and challenges, both inside and outside of my course, that can boost my confidence and develop my passion and curiosity for lifelong learning.
- Be prepared to be challenged by the learning experience and to challenge myself to make the most of the opportunities offered

(iii). As an Institute we will:

- Provide students with all appropriate course information, including academic timetables, expected contact hours, assessment schedules, additional course costs and information on course content

- Offer a range of opportunities within and outside the course curriculum, to enable students to develop the practical knowledge and skills, passion and creativity to equip them for their professional and personal futures.
- Provide access to relevant learning support facilities, including library and computer facilities
- Invest in the development of academic and support staff, Institute facilities and services and respond as appropriate to student feedback to ensure that the student experience is the best it can be
- Maintain high academic standards through fair and challenging assessment
- Enable students to be partners in their learning experience
- Advance knowledge and understanding through research and scholarly activity which is conducted to a high ethical standard

(iv). As the Students' Council we will:

- Promote, deliver and sustain a range of activities and services that help students get the most from their time at the Botswana Institute of Banking and Finance.

B. Academic, Personal and Professional Development

(i). Together we will:

- Actively engage with developmental opportunities with the aim of constructively challenging and enhancing one another in order to succeed both academically and professionally

(ii). As a student I will:

- Engage fully with the educational opportunities provided by the Institute, including attendance at timetabled sessions, induction, tutorials and meetings
- Make use of the information, advice, guidance and services provided to support learning and the achievement of career goals
- Engage as an independent learner and take responsibility for achieving my potential
- Hand in my academic work, assignment and project on time
- Ensure that all work submitted for assessment is my own work and not the work of someone else, except where collaboration is expressly permitted and acknowledged

- Make a personal commitment to, and take responsibility for, my own learning and development by fully utilising the resources, facilities and research opportunities available.
- Demonstrate a professional and responsible attitude; attend classes regularly, arrive on time and study diligently

(iii). As an Institute we will:

- Assess all students fairly and transparently, with assessed work returned in a timely manner which allows for constructive feedback
- Provide appropriate guidance and support on all aspects of student life, as well as access to a Personal Tutor
- Offer a range of inclusive learning experiences through an innovative curriculum to support students to develop their knowledge, skills and intellectual curiosity, within a stimulating learning environment that fosters enquiry collaboration and co-production.
- Provide students with access to careers information, guidance and support throughout their studies and for three years after graduation
- Commit to the delivery of high standards of teaching, support, advice and guidance.

(iv). As the Students' Council we will:

- Provide students with opportunities to broaden their experiences and skills as well as support their personal, professional and academic development
- Support students in areas that affect their lives as students, and offer confidential, independent advice on academic and personal welfare issues
- Work to simultaneously challenge and support the Institute to continuously improve the academic experience of students.

C. Communication and Interaction to Facilitate Improvement

(i). Together we will:

- Communicate openly, honestly and with respect, and in ways that are clear, accurate and timely
- Engage in transparent and constructive dialogue

(ii). As a student I will:

- Keep up to date with, and respond in a timely manner to, Institute communications
- Engage with feedback mechanisms
- Express my views to student representatives and give true and honest feedback to the Institute and the Students' Union to provide the best understanding of students' needs
- Work hard on my academic work and ask for advice and help when having difficulties with my work or any problem that may affect my work.

(iii). As an Institute we will:

- Provide effective and efficient mechanisms for consultation and feedback
- Provide timely and accurate information, including notification of any changes which may affect the student experience
- Listen and respond to any concerns in a timely manner
- Respond in a fair, timely and transparent manner to academic appeals and complaints
- Listen to and engage students, not only to provide opportunities for feedback on their experience throughout their education journey, but also actively encourage them to work in partnership to shape the quality of their learning experience.

(iv). As the Students' Council we will:

- Empower students to have a voice and provide them with effective representation at the Institute and in the local community and as part of the national student movement

D. Promoting Our Ethos and Community**(i). Together we will:**

- Be a positive and responsible part of our local community, respecting the views of our neighbours and the communities in which we live and work
- Endeavour to study and work in an environmentally sustainable way

(ii). As a student I will:

- Recognise the importance of my role in the Institute and wider community, to help bring the Institute's values to life and to uphold professional, courteous and respectful behavior at all times.

- Respect the local community environment, as well as the Institute's campus and facilities, so they may be equally available to others
- Behave in a responsible manner and act as an ambassador for the Institute
- Behave appropriately and not be rude to lecturers and disrupt other students
- Treat staff with respect and courtesy
- Display responsible attitudes towards all staff, fellow students and visitors to BIBF.

(iii). As an Institute we will:

- Provide a curriculum which develops the skills and knowledge to meet the needs of students and the society in which we live and work
- Foster a culture and ethos of mutual respect and tolerance of all members of the Institute and its wider community, ensuring equality for all.
- Contribute to the cultural life of our communities
- Show fairness, professional impartiality and diligence

(iv). As the Students' Council we will:

- Provide students with the opportunity to play an active role in society as well as within the Institute's student community

D. Supporting Health and Wellbeing

(i). Together we will:

- Communicate effectively and honestly on issues affecting students' academic and psycho-social welfare.

(ii). As a Student I will:

- Be proactive in seeking support and advice to ensure that I can fulfil my personal and academic potential, alongside maintaining my health and wellbeing.
- Take responsibility for my personal health and the safety of others
- Respect the Institute property and the property of others
- Act environmentally responsibly and contribute to a clean and litter-free environment
- Take responsibility for seeking help if problems arise

(iii). As an Institute we will:

- Offer a wide range of accessible services to support students throughout their time at the Institute, provided by qualified professional staff who are focused on students' experience, development and wellbeing.

(iv). As the Students' Council we will:

- Provide a range of services for students that support and promote academic success, mental health and wellbeing.



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