

# **London School of Business and Finance Singapore Employment Promise** **Terms and Conditions**

Please note that these terms and conditions (these “Terms”) apply only to students who commence a Course (as defined below) on any date within the period 1 January 2023 until 31 December 2023 (inclusive), in each case designed and delivered by London School of Business and Finance in Singapore (“LSBF”) in or (for online delivery) from Singapore.

## **The LSBF Promise (the “Employment Promise”)**

If you enrol in and successfully complete a Course at **LSBF** and do not obtain Qualifying Employment within nine (9) months of successfully completing your Course, **LSBF** will refund your tuition fee or provide a fee waiver in accordance with Appendix I.

**LSBF** can withdraw the Employment Promise at any time from any prospective student not already enrolled at LSBF as at 1 January 2023.

The Employment Promise is subject to the Terms set out below.

## **Terms and conditions**

### **Glossary**

<b>Additional Costs</b>	Any fees, costs or expenses which are not tuition fees and which for the avoidance of doubt and without limitation, include: <ul style="list-style-type: none"><li>• costs relating to accommodation, living, food, subsistence, travel, stationery, computer or computer equipment;</li><li>• any registration, enrolment or other fees charged either by <b>LSBF</b>, any of its partners and/or any other governing or regulatory body in connection with your studies;</li><li>• library charges;</li><li>• printing charges; and</li><li>• costs associated with retaking any assessment.</li></ul>
<b>Claim</b>	A claim under this Employment Promise as set out in paragraph 2.
<b>Completion Date</b>	The course completion date specified on your student contract. This will be earlier than the date on which LSBF issues your formal award.
<b>Course</b>	The courses listed at Appendix I whether full-time or part-time, face to face or online, in each case designed and delivered by <b>LSBF</b> .

<b>Course Tuition Fee</b>	The total sum you paid to LSBF by way of tuition fees for your Course. For the avoidance of doubt, this will not include any Additional Costs.
<b>Credit</b>	The amount to be credited and to be applied towards a New Course as set out in paragraph 9.2 of these Terms.
<b>Eligibility Criteria</b>	The criteria set out in paragraph 1 of these Terms.
<b>Employment Promise</b>	The Employment Promise as set out on page 1 of these Terms.
<b>Main Terms</b>	The <b>LSBF</b> Terms and Conditions for Undergraduate and Postgraduate Courses applicable to your Course, which includes the fee schedule relating to your Course and by which you agree to be bound by reserving a place on your Course.
<b>New Course</b>	Another Course run by LSBF that you are enrolled in if your Claim is successful as set out in paragraph 9.2 of these Terms.
<b>Qualifying Employment</b>	Full-time, part-time or temporary employment in Singapore, or elsewhere, in a field related to the Courses listed in Appendix I.
<b>Qualifying Employment Application Strategy</b>	A tailored plan agreed with LSBF's Careers Service to set out how best to seek Qualifying Employment. This plan will include steps to improve your CV, seek suitable opportunities and will build in a schedule to review your progress in seeking Qualifying Employment.
<b>Qualifying Period</b>	The nine (9) month period beginning on the day after your Completion Date.
<b>Recession</b>	A recession is a business cycle contraction indicated by a general slowdown in economic activity. In Singapore, and for the purposes of the Employment Promise, it is defined as two consecutive quarters of quarter-on-quarter economic contraction on the basis of quarterly estimates containing data measuring gross domestic product produced by the Singapore Department of Statistics.
<b>Refund</b>	A refund of Course Tuition Fee as set out in paragraph 9.1 of these Terms.

## Eligibility

1. To be eligible to claim under the Employment Promise you must meet the following **Eligibility Criteria**:
  - 1.1 You must be a Singapore citizen or permanent resident and be eligible for employment in Singapore.
  - 1.2 You must be unemployed at the time of enrolling for the course.
  - 1.3 Your Course must commence on a date within the period 1 January 2023 to 31 December 2023 (inclusive).
  - 1.4 You must not defer or intermit (as described in the **Main Terms**) your Course at any point.
  - 1.5 If your Course is a full-time or part time Course, you must have an attendance record of at least 75% of your course attendance requirements.
  - 1.6 If your Course is an online Course, you must have an online submission record of at least 75% of the requirements for online courses.
  - 1.7 You must have an attendance record of at least 90% at career-oriented talks, industry talks, seminars and workshops organized by LSBF.
  - 1.8 You must obtain a minimum of 2<sup>nd</sup> Upper Grade for undergraduate programs or Merit Grade for graduate programs for all your Course assessments on your first attempt and in the time set by LSBF for students to complete such assessments.
  - 1.9 You must comply with these Terms and the Main Terms at all times during your Course and thereafter (if applicable).
  - 1.10 You must agree on a Qualifying Employment Application Strategy with LSBF's Careers Service no later than three (3) months before your Completion Date.
  - 1.11 You must consistently use your best endeavours to obtain Qualifying Employment throughout the Qualifying Period, including but not limited to the actions set out in the Qualifying Employment Application Strategy and the following:
    - 1.11.1 You must begin applying for Qualifying Employment at least three (3) months before your Completion Date, applying for a minimum of six (6) jobs relevant to the Qualifying Employment, per calendar month;
    - 1.11.2 You must have a well-documented job search which includes a minimum of seventy two (72) job applications per 12 months to relevant organizations for relevant job roles in respect to Qualifying Employment;
    - 1.11.3 You must email progress updates, once a month, from the start of your job search, in the prescribed format as listed in **Appendix II**, to the Head of Career Services at careerservices@lsbf.edu.sg; and
    - 1.11.4 You must consistently engage with LSBF's Careers Services department to review your efforts to seek Qualifying Employment against your Qualifying Employment Application Strategy throughout the Qualifying Period.
  - 1.12 For the purposes of this Employment Promise, you must undertake, commence, complete, obtain or accept Qualifying Employment that is offered at any point during the Qualifying Period. For the avoidance of doubt, you should be aware that:
    - 1.12.1 if you obtain or accept Qualifying Employment during the Qualifying Period but do not commence the employment; or

- 1.12.2 if you commence Qualifying Employment during the Qualifying Period and during or after the Qualifying Period you leave this employment for any reason;  
LSBF will still consider you to have obtained Qualifying Employment within the Qualifying Period.
  - 1.13 You must not be involved in or convicted of any unlawful activity that prevents you commencing Qualifying Employment.
  - 1.14 You must be willing to meet job location requirements and job formats of the Qualifying Employment.
  - 1.15 You must not have any outstanding Course Tuition Fees payable to LSBF.
2. If you believe that you have an eligible claim on the Employment Promise (a “**Claim**”) then you should email [careerservices@lsbf.edu.sg](mailto:careerservices@lsbf.edu.sg) within twelve (12) months of your Completion Date setting out the following information:
    - 2.1 Your full name;
    - 2.2 Student identification number;
    - 2.3 Course name;
    - 2.4 Course commencement date;
    - 2.5 Your Completion Date;
    - 2.6 Documentary proof of job searches you have made to find Qualifying and the contact you have had with LSBF’s Careers Service;
    - 2.7 Preference of benefit sought as set out in Appendix I.
  3. After receiving a Claim, if LSBF has reason to believe it is relevant to its consideration of the Claim, LSBF may:
    - 3.1 ask you for further information and supporting documents or other evidence; and/or
    - 3.2 take into account any information and matters.
  4. You will promptly and truthfully respond to queries and requests by LSBF in relation to your Claim including providing all further information, supporting documents or other evidence.
  5. LSBF will consider all complete and correct Claims it receives and aims to respond to each claimant with a decision in writing within sixty (60) days from the date of receipt of the Claim and all further information or documents that have been requested. LSBF’s decision may be delayed if you do not respond promptly to requests for further information.
  6. LSBF’s decision will be final.

### **Further information**

7. In considering your Claim, LSBF may ask you to provide evidence of your efforts to secure Qualifying Employment and to contact or speak to individuals with whom you have dealt. In order to ensure that you can provide this information when asked, you are recommended to:
  - 7.1 Keep originals or copies of all letters that you send and receive;
  - 7.2 Retain all e-mails that you send and receive;
  - 7.3 Keep copies of all advertisements that you have responded to; and

- 7.4 Keep details of any employment agencies that you have approached and the names of any employment consultants that you have dealt with.
8. LSBF may ask the LSBF Careers Service for information about your contact with them. **By submitting a Claim, you expressly consent to LSBF collecting, using and disclosing your personal data for the purposes of processing your Claim.**

### **Scope of the Employment Promise**

9. Subject to paragraph 10, if your Claim under the Employment Promise is successful, LSBF will:
- 9.1 refund the Course Tuition Fee paid by you to LSBF for your Course in accordance with Appendix I (the “**Refund**”); or
  - 9.2 issue a fee waiver in accordance with Appendix I and credit your LSBF account with an amount equal to (up to) 50% of the Course Tuition Fee paid by you to LSBF for your Course, which you may apply towards the Course Tuition Fee of another course run by LSBF (the “**New Course**”) (the “**Credit**”).
10. The total aggregate amount of the Refund or the Credit will be limited to the total amount of the Course Tuition Fee paid by you to LSBF for your Course. Accordingly, when confirming your Course Tuition Fees and in calculating the amount of any Refund or Credit, LSBF will deduct any amounts you may owe to LSBF, and any discount, scholarship or bursary received by you for your Course.

### **Payment of Refund**

11. LSBF will endeavour to issue the Refund in accordance with Appendix I to you within sixty (60) days of notifying you that your Claim under the Employment Promise has been successful.
12. The Refund will be paid in Singapore Dollars and be sent by bank transfer.
13. It is your responsibility to provide LSBF with up to date and accurate bank details. Once instructions have been made for a payment they cannot be recalled. LSBF is not responsible and accepts no responsibility for incorrect bank details supplied by you.

### **New Courses**

14. You will be liable to pay any difference between the amount of your Credit and the amount of the New Course Tuition Fees.
15. The commencement date of your New Course must be within three (3) years of your Completion Date. This deadline will not be extended for any reason.

16. For the avoidance of doubt, the Credit may only be used in payment or part payment of New Course Tuition Fees. It may not be exchanged for cash, Additional Costs or any alternative value, service or other supply.
17. The Credit will be applied evenly across the fee liability deadlines applying to the New Course.
18. For the avoidance of doubt, the provision of Credit is strictly subject to the following:
  - 18.1 The availability of your chosen New Course, and LSBF provides no guarantee of a place on a New Course.
  - 18.2 You meeting the eligibility requirements for your chosen New Course as displayed on LSBF's website from time to time.
19. There is no limit to the number of New Courses that can be undertaken and the Credit may be applied across more than one New Course. However, any unused Credit remaining after three (3) years from the Completion Date, will be forfeited.
20. LSBF will not sponsor you for immigration purposes to study any New Course and it will not, for the purposes of any New Course, consider to be valid any visa you obtained in connection with your enrolment on the Course you relied upon for this Employment Promise.

### **Ineligibility**

21. Without limitation to any other paragraphs within these Employment Promise Terms and Conditions, you will not be eligible to claim or your Claim will be rejected if:
  - 21.1 You do not meet the Eligibility Criteria set out in paragraph 1 of these Terms;
  - 21.2 For any relevant role, you become ineligible to obtain Qualifying Employment in that role for any reason, but your Claim will still be considered in relation to your efforts in securing Qualifying Employment in other roles for which you are eligible;
  - 21.3 At any time, you become ineligible to undertake a training contract and/or you fall short of the minimum character and suitability requirements of the relevant governing body;
  - 21.4 You act in a misleading, dishonest or fraudulent manner and/or you wilfully or negligently conceal or withhold relevant information or provide incorrect information when making your Claim.

### **General**

22. The Employment Promise is not to be combined with any other offer of reimbursement, rebate or credit offered by LSBF for your Course or any other courses.
23. If there is a conflict between these Terms and the Main Terms or any other terms issued by LSBF relevant to the Employment Promise, then these Terms shall prevail.
24. You may not transfer any of your rights under these Terms to any other person (including a company or business).

25. If there is a delay in LSBF carrying out its obligations to you under these Terms caused by circumstances beyond the reasonable control of LSBF, then LSBF shall not be liable to you (or any other person) for the consequences of that delay.
26. LSBF's maximum liability to you for any claim (whether contractual or non-contractual) under these Terms is limited to the maximum sum that would have been refunded and credited to you assuming you had made a successful Claim.
27. These Terms are governed by the laws of Singapore and both LSBF and you irrevocably submit to the exclusive jurisdiction of the courts of Singapore for any claim arising under or in connection with these Terms and any non-contractual obligation arising out of or in connection with them.
28. The Employment Promise will not apply if at any time during the Qualifying Period, Singapore is in an economic recession.

## APPENDIX I

### Employment Promise Guidance to Claimants

The following information is intended to assist those who may wish to make a claim under the Employment Promise. Further clarification can be obtained by contacting the LSBF Careers Services team at [careerservices@lsbf.edu.sg](mailto:careerservices@lsbf.edu.sg)

#### 1. Before Making a Claim

You should only consider making a Claim if you have met all of the Eligibility Criteria set out in the Employment Promise Terms and Conditions. This includes having:

- passed all of your Course assessments first time, without intermitting or deferring; and
- had an average attendance record of 75% (or a 75% on-time submission record if you studied your Course online). If you are uncertain or believe that you have extenuating circumstances that justify a lower percentage, please contact the Employability team.

If you do not meet the criteria above then you may still submit a Claim but it is unlikely that your Claim will be successful.

#### 2. Employment

To make a Claim you must not have been in Qualifying Employment (as defined below) since you completed your LPC Course, regardless of the location and number of hours worked during such employment.

For the purposes of the Employment Promise, “**Qualifying Employment**” is defined as follows:

- (a) employment (whether full-time or part-time) in the following fields:
- i. employment in fields as a Accounting, Finance, Banking, Equity, Risk Assessment and or management, Compliance, Internal Control, Information Technology, Computer Science, Cyber Security, Software Engineering, Coding, Information Systems, Data Science, Artificial Intelligence ; or fields related to Accounting, Finance, Banking, IT, Cyber Security and Computer Science or
  - ii. an occupation which appears in major groups 1 to 4 of the Singapore Standard Occupational Classification 2020 Index (“**SSOC 2020**”) as set out by the Singapore Department of Statistics. The major groups are described as:
    - Managers, directors and senior officials
    - Professional occupations
    - Associate professional and technical occupations
    - Administrative and secretarial occupations
- (b) where this employment is:
- i. paid employment for any length of time; or
  - ii. unpaid employment for a total period of more than ten (10) weeks (regardless of the number of different unpaid work experiences/internships/employments); or
  - iii. Employment which has been obtained but does not commence until a later date.



If you have been in Qualifying Employment (as defined above), you will be **ineligible** to make a Claim.

You will also not meet the definition of Qualifying Employment and therefore potentially be **eligible** to make a Claim if:

- (a) you have obtained no employment whether paid or unpaid;
- (b) you obtained employment in SSOC 2020 Major groups 5-9 only, which are defined as:
  - i. skilled trade;
  - ii. caring;
  - iii. leisure and other service;
  - iv. sales and customer service;
  - v. process;
  - vi. plant and machine operatives; and
  - vii. elementary occupations.
- (c) you obtained employment consisting of unpaid work experience/internship/employment for a total period of under ten (10) weeks (regardless of the number of different unpaid work experiences/internships/employments).

It is recognised that some job titles may not match perfectly with the actual work undertaken, so the Employment Promise claim form requests details of the activities undertaken to allow an appropriate assessment to be made by the panel reviewing your application.

### **3. Seeking Qualifying Employment**

If you make a Claim, you will need to show that you have consistently used your best endeavours to look for Qualifying Employment over Qualifying Period, being the 9-month period beginning on the day after completion of your Course. These endeavours may involve obtaining vacancy alerts from the database or sourcing your own opportunities. Whilst this will be looked at on a case by case basis, any period of continuous holiday/travel beyond one month or a total period of more than two (2) months in total over the 9-month period will generally be considered not to demonstrate such consistency.

It is expected that you will have made job applications on a regular basis over the 9-month period, with at least 6 applications each month. In reviewing your Claim we will look for evidence of such submissions. You can assist our review of your Claim by including copies of any application forms, CVs and covering letters.

If you have become ineligible to apply for certain roles you are not able to make a Claim in respect of those roles. This would include, but not be limited to, a criminal conviction or not having the right to work in Singapore or another country in which you would like to work.

### **4. Engagement with the LSBF Careers Service**

As part of your Claim, you will also need to show that you have consistently engaged with the LSBF Careers Service in seeking Qualifying Employment over the Qualifying Period. This should commence no later than 3 months before the completion of your Course at which time a suitable Qualifying Employment Application Strategy can be agreed.

We keep records of all interactions via our Career Services Staff whether they be in the LSBF campus with an adviser or at an event. We can therefore assist in providing information if required.

Whilst the level of engagement with LSBF Careers Service will be looked at on a case by case basis, any period of time beyond two (2) months without contact will generally be considered not to demonstrate such consistency. Accessing materials and information online is not sufficient to demonstrate consistent engagement.

## APPENDIX I

### Applicable LSBF Courses

The Employment Promise applies only to the following LSBF Courses:

Sr. No	COURSES	DURATION	COMMITMENT
1	BSc Computer Science / Cyber Security Networks – FT	3 years (full time); 5 years (part time)	Refund of 50% of final year’s tuition fee or credit your LSBF account with an amount equal to 50% of the last years Tuition Fee .
2	BSc Computer Science – Top Up	12 months – full time	Refund of 50% of tuition fee or credit your LSBF account with an amount equal to 50% of the last years Tuition Fee .
3	MSc Computer Science / Information Security & Digital Forensics	12 months – full time	Refund of 50% of tuition fee or credit your LSBF account with an amount equal to 50% of the last years Tuition Fee
4	BA(Hons) in Accounting & Finance – Top-Up	8 months (full-time), 12 months (part-time)	Refund of 50% of tuition fee or credit your LSBF account with an amount equal to 50% of the last years Tuition Fee
5	Successful Completion of all levels including Diploma, Advanced Diploma and the award of Bachelors Degree in Accounting & Finance: Diploma in Accounting & Finance + Advanced Diploma in Accounting & Finance + BA(Hons) in Accounting & Finance (Top-up)	<b>As set to complete all levels from Diploma to the Bachelors degree as defined below.</b> <b>Diploma Level-</b> 8m Full time, 12m Part time ; <b>Advanced Diploma Level -</b> Full time, 12m Part time <b>Bachelors Degree Level –</b> Full time, 12m Part time <b>Total Duration:</b> 24 months Full time, 36 months Part time	Refund of 50% of final year’s tuition fee or credit your LSBF account with an amount equal to 50% of the last years Tuition Fee.
6	ACCA – FT Only if all papers in Applied Skills and Strategic Levels are registered for under Premium Tuition.	As set to complete and pass all 10 papers in Applied Skills and Strategic Levels	Refund 50% of tuition fee paid in the last 12 months before completion of the Chartered Certified Accountant (ACCA) qualification.

