
Student Handbook

2024/2025



Welcome to the London School of Business & Finance!

Dear Students,

Welcome to the London School of Business & Finance, Singapore Campus!

This **Student Handbook** is designed to give you support and guidance during your study in London School of Business & Finance. The information contained should enable you to have a smooth start to your study in school.

We hope that you enjoy your course and time with us!

On behalf of the teaching team, and staff, I would like to welcome you. LSBF is committed to redefine the future making learning more suitable, relevant, convenient, and transformational. This Student Handbook is designed to provide answers to the most frequently asked questions, and to offer guidance on several other matters important to your graduate career. If you need clarification on any of the matters contained herein, or if you have a concern that is not addressed by the Handbook, please do not hesitate to contact me. We are here to help in any way we can while you are in the course.

There will be a lot of hard work ahead of you as you start your learning journey in your study period with us, but hopefully there will be a lot of fun as well. I wish you all the success in your academic endeavours.

All the best and have an exciting learning journey!!

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GENERAL INFORMATION

ABOUT LONDON SCHOOL OF BUSINESS & FINANCE

London School of Business & Finance (LSBF) is a unique educational institution that offers an unrivalled portfolio of professional qualifications, as well as innovative degree programmes at postgraduate and undergraduate level designed to reflect global market trends.

We also created a unique learning environment that will empower you with the necessary skills - theoretical skills and practical - needed to achieve your professional ambitions and ensuring that you get the right balance of solid theory coupled with the necessary 'real-life' case studies and teaching.

All of our tutors are academics, qualified accountants or consultants with outstanding professional experience in their areas of expertise and invaluable contacts from leading universities and blue-chip companies.

OUR VISION

To become the global destination of choice to achieve academic, personal and professional success.

OUR MISSION

We prepare our students for leadership excellence and success in their chosen field. We provide them with the best mix of education and practical industry experience supported by excellent student services conducive to learning; contributed by committed staff.

CORE VALUES

Excellence

Each individual member of LSBF is professional and passionate in their areas of work, which includes knowledge, communication and vision of the organisational goals and objectives.

Integrity

We will conduct ourselves with integrity and be accountable for our actions.

Care

We will show compassion and care to all stakeholders as we believe the journey is as important as the outcome.

Respect

We will treat all with respect and expect the same in return.

Team Spirit

We believe the team is stronger than individual. We will bond as friends and excel as a team.

OUR ORGANISATION CULTURE

Diversity:

We understand every human is unique, and therefore we respect each distinct character, quality and experience of individuals

Passion:

We are passionate about our work, so we are open to respectful challenges and arguments for the benefit of the organisation. We agree to disagree but always bond as a team to execute once decided.

Commitment:

We are committed in our resolve to provide the best education and the best learning experience to our students by listening and continuously adapting to make the experience better for everyone.

Grow:

We will continuously learn and grow individually and as a team to support the growth of the organisation

Service Excellence:

We understand our customers and will be focussed to deliver superior service at all times

Work quality:

We take pride in our work by always doing our very best in a most honest and diligent manner for the betterment of the organisation and customers

Friendship:

We believe as a team we are stronger in our commitment. We may have our individual differences, but we will always put them aside as true professionals and work as a team to deliver our best at all times, with a smile

COMMITTEE FOR PRIVATE EDUCATION (CPE)

LSBF Singapore Campus has received EduTrust 4-year Certification.

EduTrust is a voluntary certification scheme for private education institutions (PEIs) in Singapore. This EduTrust certification scheme is administered by the Committee for Private Education (CPE), a part of SkillsFuture Singapore (SSG), to regulate, develop and raise quality standards in the private education sector.

The CPE envisions a private education sector which is credible, inspires confidence in stakeholders and able to deliver quality education to fulfill the aspirations of students seeking to upgrade themselves.

For more information, please visit the CPE website at [SSG | Private Education Resources \(skillsfuture.gov.sg\)](https://www.skillsfuture.gov.sg/private-education-resources)

STUDENT CONTRACT

It is mandatory that all Students (local and international) to sign a Student Contract upon registration of any course unless the school has obtained a waiver for exclusion of student contract for any course that is less than 50 hours.

The Student Contract provides student protection through clear and transparent contracts and important terms and conditions governing the relationship between LSBF and the student. The terms of the contract are guided by the template provided by the CPE. By signing and returning the Student Contract, students agree to the terms and conditions as stated in the contract.

Prior to signing the Student Contract, all students must also acknowledge in writing that they have read the 'Advisory Note to Students'.

For more information, please visit the CPE website at [SSG | Private Education Resources \(skillsfuture.gov.sg\)](https://www.skillsfuture.gov.sg/private-education-resources)

FEE PROTECTION SCHEME (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects

students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

The FPS is applicable to all students regardless of nationality and the type of passes held by the students, i.e. dependent's pass, student's pass, work permit etc.

London School of Business & Finance (LSBF) has put in place the schemes below to protect the students' fees in the event of a school closure.

Fee Protection under the Insurance Scheme (FPS Insurance Scheme)

London School of Business & Finance (LSBF) works with Lonpac Insurance Bhd to put in place the Fee Protection Under the Group Insurance Scheme (FPS Insurance Scheme – G2) as its fee protection scheme for students.

MEDICAL INSURANCE

It is also compulsory for all students to have medical insurance coverage for their hospitalisation and related medical treatment throughout their course duration.

Singapore citizens, permanent residents and international students not on the Student's Pass and students under corporate sponsorship or corporate agreement between the private education institution and the sponsor organisation can be exempted from the medical insurance scheme; if they can show that they are already covered by their own medical insurance.

LSBF has appointed NTUC Income **Insurance Co-operative Ltd** for students as the Medical insurance provider and the coverage consists of the following:

- (a) Annual limit not less than SGD 20,000
- (b) At least B2 ward (6-bedder) in Singapore Government / Singapore Government Restructured Hospitals
- (c) 24 hours coverage in Singapore and overseas (for students involved in school related activities)
- (d) Death Benefits SGD 5,000
- (e) Inpatient Psychiatric Treatment (with referral by General Practitioner or Specialist)SGD 1,000
- (f) Pro-ration factor will apply if student is admitted into a higher ward in Singapore Government / Restructured Hospitals of 65%

Note

*The above must lead to hospitalisation and/or surgical procedure within 90 days

For expenses incurred within 90 days from the date of discharge from hospital or day surgery.

* Emergency Outpatient Accidental Treatment must be sought in a hospital or clinic within 48 Hours from time of accident.

*Follow-up charges by same physician covered up to 31 days from date of accident and for TCM Practitioner not exceeding \$350 per occurrence.

The fee for medical insurance is S\$40 (subject to prevailing GST).

The premium amount payable will be borne by the student and must be paid upon enrolment of their course with LSBF.

For further clarification of the Medical Insurance, please approach the staff of LSBF.

EXCLUSIONS OF MEDICAL INSURANCE

There are certain conditions under which no benefits will be payable.

This Policy shall not cover situations listed below and any medical conditions arising therefrom:

- All pre-existing conditions.
- Any period of hospital confinement unless the entire confinement and all the special hospital services so rendered and performed had been recommended and approved by a Physician and in accordance with the diagnosis and treatment of the condition for which the hospital confinement was required.
- Hospitalisation primarily for diagnosis, x-ray examinations, general physical or medical check-up, routine physical examinations, health check-ups or any other tests where there is no objective indication of impairment of normal health or any treatment of a preventive nature including vaccinations, acupuncture, or any treatment which is not medically necessary.
- Charges for telephone, television, radio, newspaper, guests' meals and other ineligible non-medical items whilst confined as an Inpatient or for Day Surgery.
- Outpatient treatment, dental care and its related treatment except as specifically Covered under this Policy.
- Pregnancy, childbirth, abortion, miscarriage, infertility and all complications arising therefrom except as specifically covered under this Policy.
- Investigations into and treatment of infertility, surgical, mechanical or chemical contraceptive methods of birth control, assisted reproduction, sterilisation (or its reversal) or any consequence of any treatment for them.
- Treatment of varicocele, impotence or any consequence of it.
- Sickness or disease directly or indirectly arising from sexually transmitted disease, Acquired Immune Deficiency Syndrome (AIDS), any AIDS related condition, or infection by Human Immune-Deficiency Virus (HIV).
- Treatment which arises from, or is in any way attributable to, sex change.
- Costs arising under any legislation or covered under any corresponding insurance relating to occupational death, injury, or illness.
- Treatment for congenital conditions and any physical birth defects arising out of or resulting therefrom.
- Non-hospital nursing care or ambulatory care, rest cures or sanatoria care, treatment arising from any geriatric, psycho geriatric or psychiatric condition, and treatment of alcohol dependence syndrome or substance abuse.
- Suicide or attempted suicide, self-inflicted injuries or any attempt thereof while sane or insane.
- Circumcision unless medically necessary, eye tests, refractive errors of the eyes, provision of implants, medical appliances and prosthetic devices, including spectacles, hearing aids, **wheelchairs and lenses**.
- Sickness or injury arising from racing of any kind (except on foot), professional sports, parachuting, skydiving, hang gliding, bungee jumping and violation or any attempt of violation of the law or resistance to lawful arrest.
- Flying or other aerial activity except as a fare-paying passenger in a fully licensed aircraft operated by a licensed commercial air carrier or recognised Charter Company.
- Treatment arising from any consequence (whether direct or indirect) of nuclear or chemical contamination, war, invasion, losses by terrorist acts using chemical/biological substances, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, direct participation in riot, strike and civil commotion, insurrection or military or usurped power, or active duty in any of the armed forces
- The use, or any treatment arising therefrom, of any drugs not licensed by an official governmental control agency of the country in which the drug is given, or drugs used in any circumstances other than in accordance with their licensed indications.
- Experimental medical treatment.
- Any treatment directed towards developmental delay and / or learning disabilities in children.
- Cosmetic (aesthetic) or plastic surgery or treatment, or any treatment which relates to or is needed because of previous cosmetic treatment, provided that this exclusion does not apply to reconstructive surgery if:

- a) it is carried out to restore function or appearance after an Accident or following Surgery for a medical condition, (provided that the Accident or Surgery occurred while the Insured Person was Covered under this Policy); and
- b) it is done at a medically appropriate stage after the Accident or Surgery; and
- c) the cost of the treatment is approved by us in writing before it is done.
- The removal of fat or surplus tissue from any part of the body whether or not it is needed for medical or psychological reasons, treatment of obesity, weight reduction or weight improvement
- Sleep apnoea.

IMPORTANT POLICIES & PROCEDURES

STUDENTS' ADMISSION POLICY

The admission policy is applicable for local and international students (full time and part-time). As such, all students are required to sign a student contract at the point of enrolment and before payment of course fees. Students who do not sign a contract with LSBF will not be permitted to attend classes with the institution.

During admission, LSBF will provide all students with pre-course counselling. Students will be advised on the appropriate course to enrol in, and rules and regulations while studying at LSBF. Students will also be given a copy of the Student Handbook. All students must fill in relevant information in the LSBF enrolment form and any other forms required by the Singapore government (where applicable).

New Students

All students enrolling with LSBF for the first time are required to sign a student contract. Validity of the student contract is tied to the duration of the programme the student has enrolled for.

(a) Local Students

All local students are required to enrol for class in person as they are required to sign a student contract at the point of registration and payment of course fees.

(b) Non Student Pass (non STP) International Students

The following pass holders are classified under this section:

- Work Permit (WP) Pass
- Employment Pass (EP)
- S-Pass

All non STP holders are required to enrol for class in person as they are required to sign a student contract at the point of registration and payment of course fees.

As a non STP holder, it is the students' responsibility to ensure that their pass is valid throughout the duration of the programme they have enrolled in. LSBF is not responsible for the renewal of the students' respective passes. In the event that the student's pass is not renewed, the student will have to withdraw from the classes enrolled and refund of fees will be in accordance to the Refund Policy.

For non STP holders, they must obtain 75% attendance rate monthly while STP students maintain 90% attendance rate. Their attendance will be marked for the classes they have enrolled. In the event that they are absent from class, they have to fill up the leave of absence form (FRM-031 Application for Leave of Absence) and submit supporting documents.

Long Term Social Visit Pass (LTVP) and Dependent Pass holders are required to seek permission from the Immigration and Checkpoints Authority before enrolling in our courses.

Cooling-off Period

LSBF offers students a **cooling-off period of 10 working days** after signing their student contract.

There is a cooling-off period of 10 working days for maximum refund as stated in the student contract. Student can receive maximum refund stated in the student contract if the student withdraws within 10 working days after signing the contract.

After the cooling-off period, refund policy will apply. For more information on the Student Contract, students can visit [SSG | Private Education Resources \(skillsfuture.gov.sg\)](https://www.skillsfuture.gov.sg)

ATTENDANCE REQUIREMENT

The Students' Attendance Policy has been developed as part of LSBF's commitment to provide a supportive learning environment which enables all students who have chosen to study with LSBF to achieve their full potential.

LSBF recognises when a student enrolls on a course and believes that, being a responsible institution, it has a duty to monitor attendance, and to act on non-attendance, so that students can be supported to complete their programmes of study.

Attendance is a key component in student retention, progression and achievement. Regular attendance and academic achievement are closely linked. Students who actively participate in their learning by attending classes regularly are more likely to (i) enjoy a rewarding experience in which their knowledge, skills and abilities are developed, and (ii) successfully complete their course, and (iii) achieve better results.

LSBF expects students to attend all classes associated with the programme on which they are enrolled.

Students should arrive on time for classes and remain in class for the duration of the classes. Late arrival, and early departure from classes is disruptive, discourteous, unprofessional and unfair to other class members and tutors.

Students are responsible for:

- Attending all classes associated with their programme of study.
- International Students are only allowed to attend classes upon official approval of Student's Pass application. A photocopy of the Student's pass is required for submission to the Admission Department upon approval.
- LSBF requires local students (Non-STP) to achieve 75% per month whereas international students on student pass (STP) are to achieve at least 90% per month.
- Should they need to leave the class early, they will need to obtain approval from the lecturer before the class starts. Email and verbal notification are accepted.
- Students are not allowed to attend another class in which they are not enrolled on unless they have sought prior permission from the academic coordinator.
- Student cannot delegate another student to attend the lesson or class on their behalf if they are not able to make it for the class.
- Students' attendance are tracked by the attendance register.
- Students on Student's Pass are required to do self-directed study for at least 3 hours on days that they do not have a class.
- Students who are absent from a class with valid reason(s) approved by LSBF will be considered present.

- Students' attendance will be monitored throughout their course. Students will be counselled verbally and via email if they do not meet the minimum attendance requirement for the first time (does not apply to non-student's pass holders enrolled in a preparatory course).
- If the students continue to be absent after the verbal warning, they will receive a warning letter via email if they are identified as not meeting the minimum attendance rate for the second time (does not apply to non-student's pass holders enrolled in a preparatory course).
- If the students continue to be absent after the issuance of warning letter, they will receive the final warning letter via email (does not apply to non-student's pass holders enrolled in a preparatory course).
- The students will be monitored for 1 more week after the final letter has been issued. If the student continues to be absent after the final warning, he/she may be terminated. Student's pass is subject to cancellation. The final warning letter will be copied to the RO for termination (does not apply to non-student's pass holders enrolled in a preparatory course).
- Students are absent for more than 7 days consecutively without valid reasons and are uncontactable will be reported to police and ICA. Their student's pass may be terminated without prior notice.
- Students should notify the respective Academic Coordinators in advance via FRM-031 Application for Leave of Absence if they expect to be absent from timetabled classes due to a valid reason;
- Students should notify the respective Academic Coordinators in respect of unplanned or unforeseen absences from classes within 1 working day and, provide the necessary supporting documents.

Application for Leave

- Students must complete the official FRM-031 Student Application for Leave of Absence (available at the website) and attach supporting documents (eg. Medical Certificate) for leave application.
- To request for leave during their course of study, students must submit the official Student Application for Leave of Absence (with supporting documents attached) at least five (5) working days before the expected leave starts or within three (3) working days after they return to school (for unforeseen circumstances) to the Schools' personnel where the form will be directed to the respective Head of School for approval.
- The leave application will be assessed and is subject to the approval of the respective Head of School.
- There will be no replacement for the lessons missed by students.

The followings are acceptable grounds for leave application. Documentary evidence needs to be submitted to support each leave application.

- Illness
- Bereavement of parent, spouse, children and grandparent
- Official overseas assignment
- National service/Reservist

For reasons other than the above, the leave application will be assessed on a case-by-case basis.

Leaving the Class Early

As a matter of courtesy, students are expected to inform their tutor should they need to leave the class earlier than the normal class end time. Students can inform the tutor verbally or via email.

Lateness Policy

- (i) To enable all students to get the maximum benefit from their studies and to avoid disruption, we have a late arrival policy.
- (ii) Each class will have a 15-minute break.

(iii) Students will be marked late “L” if they are fifteen (15) minutes late. If they are more than 30 minutes late, will be marked “O” absent. 3 “L” consecutively will result in one Absent.

Unsatisfactory Student Attendance

Where a student’s attendance is unsatisfactory, one or more of the following actions may be taken:

- Schools’ Personnel may contact the student to seek an explanation for their unsatisfactory attendance.
- Students may be invited to discuss with their personal Tutor/Lecturer how their attendance will be improved and any support that may be required.
- Students may be issued with a formal written warning about their attendance via email;
- A formal report on a student’s attendance may be made to the student’s sponsor, including an employer and/or ICA.
- Student’s pass holders who are absent for more than 7 consecutive days without valid reasons will be reported to ICA and may be terminated without prior notice.
- Students may be withdrawn from their programme if they fail to respond to warnings.
- Students will not be allowed to sit the examinations if they do not meet the minimum attendance requirement. Please refer to the section on “Examination”.
- Academic and Examination Boards may take into account students’ attendance in exercising their discretion in relation to progression and awards.
- Students may be expelled from their programme on academic grounds.

DISCIPLINARY POLICY

LSBF will take disciplinary action on a student when deemed necessary, which may include termination. We reserve the rights to preclude a student on the following grounds, but not restricted to:

- Criminal offence: Students will be terminated if they are found to have committed a criminal offence. Student’s pass will be cancelled immediately (if applicable).
- Violation of School Rules: Depending on the severity of the violation, the Head of School will decide the appropriate actions. Generally, the student will be requested to attend a counselling session and be issued with a warning letter. If the violation is repeated, the student will be issued with a final warning and may face termination. The school reserves the right to terminate a student immediately if the violation results in serious consequences.
- Non-payment of School Fees: Students will be issued a final reminder to clear any outstanding fee within 7 working days after the payment due date. In the event that students do not clear payment within the timeline, students will be terminated from the course.
- Violation of ICA’s and other authorities’ regulation: Depending on the severity of the violation, the Head of School will decide the appropriate actions. Generally, the student will be requested to attend a counselling session and be issued with a warning letter. If the violation is repeated, the student will be issued with a final warning and may face termination. The school reserves the right to terminate a student immediately if the violation results in serious consequences.

Students may appeal against termination. They need to complete the Appeal Form through their Academic Coordinator, within 7 working days from the day they receive the notification letter. The appeal must include detailed reason(s) and supporting document(s) if applicable. The appeal outcome will be available to the student concerned within 7 working days. This decision is final.

When a termination is meted out by the school, the student will have his/her student pass cancelled immediately and is expected to leave Singapore within the grace period of his/ her social visit pass, if applicable.

MILITARY DEPLOYMENT

LSBF recognises the hardships military personnel face during their study period with LSBF. LSBF acknowledges that military students who are deployed away from their homes or permanent duty stations may experience difficulties in completing their courses. LSBF encourages service members to continue with their education and will continue to be flexible and responsive to their needs. In support of deployed forces, LSBF has adopted the following deployment policies:

Military students who have enrolled in LSBF courses will have their status held from the point of deployment until their return without penalty or fees for sixty (60) consecutive days or more in duration.

LSBF will suspend payment due dates for the Tuition Fees due from service members who are enrolled at LSBF while they are deployed in support of military actions/obligations, and who are unable to study for their courses.

Active duty personnel who have been deployed from their normal duty stations and Reserve personnel will have their enrolment extended to the amount of time they served in support of these operations.

Students, who qualify for this payment deferral and extension of enrolment, should notify LSBF prior to their deployment by sending either a copy of their deployment order or a “signed” verification letter from their Military certifying the length of deployment (temporary duty).

Military students registered for LSBF courses can be granted extensions for the number of days deployed up to a maximum of one hundred and twenty (120) days if all of the following occurs:

1. The deployment (temporary duty) is at least thirty (30) consecutive days or more in duration.
2. The student must request the course(s) extension
3. The student must submit either a copy of the deployment orders, or a signed verification letter from his Commanding Officer certifying the length of deployment, prior to his deployment. A copy of the deployment (temporary duty) orders or verification letter should be sent to Academic Coordinator.

All approved course(s) extensions do not incur academic penalty or fees.

WITHDRAWAL, TRANSFER AND REFUND

Students are recruited into appropriate courses, according to their needs, desires and their chances of success.

Where possible, through further counselling, the student will be offered the opportunity to transfer to a more suitable course. If transfer is not feasible or desirable, the student may withdraw from the course.

LSBF shall manage a student’s request for course transfer or withdrawal in a fair and mutually acceptable manner and communicate the Transfer and Withdrawal policy to all students via:

- Terms and Conditions published on the website
- Pre-course counselling
- Student Contract
- Student Orientation
- Student Handbook

LSBF will regularly review and update the withdrawal, transfer and refund policy to ensure that it remains fair to students and compliant with local law and best practice. This policy should be read in conjunction with the London School of Business & Finance Refund Policy.

Withdrawal/Refund Policy

Student Initiated Withdrawal/Refund

Student's change of mind during the ten (10)-day cooling off period

1. LSBF offers students a cooling-off period of 10 working days after the date that the Contract has been signed by both parties.
2. Students will be refunded the highest percentage (as stated in Refund Table) of the fees already paid if the Student submits a written notice of withdrawal to LSBF within the cooling-off period, regardless of whether the Student has started the course or not.

Student decides to withdraw due to personal reasons

1. If a Student withdraws from the Course for any reason other than the situations under School Initiated Refund or Withdrawal/Refund due to Non-delivery of courses, LSBF will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the Refund Table in this policy.
2. For the purpose of this policy, in the event that non-STP holders (international students) do not get their passes renewed and the student has to withdraw from the classes enrolled, refund of fees will be in accordance to the Refund Table.

LSBF reviews all written notices of withdrawal / refund (which are to be supported by relevant documents) on a case by case basis. The LSBF will consider the scenarios listed below as grounds for the request to withdraw:

- Overseas assignments of more than one (1) month, evidenced by an official letter from the student's employer.
- Medical reasons, such as hospitalisation, supported with certification from a Singapore registered Doctor.
- Pregnancy, supported with certification from a Singapore registered Doctor
- Reservist service of more than one (1) month, evidenced by the relevant official supporting document
- Exemption granted by the relevant institution (e.g. ACCA etc.)

For cases where students have deferred before starting their courses (due to late arrival in Singapore); upon withdrawal and requests for refund, the date of commencement of studies in the original contract (for students arriving after Course Commencement Date) or addendum (for students arriving after Commencement of Studies in the original contract) will be taken to tabulate the refund amounts. For the purpose of clarity, in the event that students have deferred (before commencement of course) but have not yet signed the new contract/addendum, the date on the deferment form shall be taken to compute the refund.

Students, whose refund application is approved, the computation of refund amount will be communicated.

School Initiated Withdrawal / Refund (Refund for Withdrawal due to Non-delivery of courses)

LSBF will notify the Student within three (3) working days upon knowledge of any of the following scenario leading to a withdrawal / refund:

- LSBF does not commence the Course on the Course Commencement Date;

- LSBF terminates the Course before the Course Commencement Date;
- LSBF does not complete the Course by the Course Completion Date;
- LSBF terminates the Course before the Course Completion Date;
- LSBF has not ensured that the Student meets the course entry or matriculation requirement as stated in the Contract within any stipulated timeline set by CPE; or
- The Student's Pass application is rejected by Immigration and Checkpoints Authority.
- The Student shall be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

General Terms and Conditions:

1. The RO ensures that all withdrawal and refund requests are completed within seven (7) working days from the date of request.
2. The Transfer Withdrawal and Refund Policy is clearly communicated to all students via the website, during Student Orientation, Student Contract and Student Handbook.
3. All requests for withdrawal is made in writing using FRM-022 Request for Course Withdrawal or FRM-022A Request for Withdrawal of Paper(s) Form.
 - a) Parent's/ legal guardian's written consent are sought if student is under 18 years of age.
4. Non-withdrawal related refund requests are to be submitted through FRM-029 Request for Refund (Special Cases) Form.
5. Withdrawal and refund requests are acknowledged within 3 working days from the date of request and the final outcome of the withdrawal application, whether approved or declined will be notified in writing within 7 working days. The approval for Withdrawal is issued by the respective HOS and the Assistant Registrar while refund is approved as per clause 2.3.7.
6. Withdrawal applies when the student wishes to discontinue with the course. It does not apply to Suspension or Expulsion for Disciplinary reasons, where other policies will be put in place applicable to such cases.
7. The approval of the respective Head of School (if applicable), Assistant Registrar and the CEO must be obtained before the students can be refunded. CEO's approval can be obtained via email first to avoid delay in the processing of refund. Otherwise, the approval is done through the School Management System (SMS).

Refund Table (For CPE registered courses)

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
70%	("Maximum Refund") More than thirty (30) days BEFORE the course commencement date
50%	More than fifteen (15) days, but not more than thirty (30) days BEFORE the Course Commencement Date
15%	More than seven (7) days, but not more than fifteen (15) days BEFORE the Course Commencement Date
5%	Not more than seven (7) days BEFORE course commencement date, or On the commencement date or not more than fourteen (14) days AFTER the Course Commencement Date
0%	More than fourteen (14) days AFTER the course commencement date

Types of Non-Refundable Fee

Application fees listed in the Schedule C: Miscellaneous Fees on the Student Contract are non-refundable. This has to be referred for processing refunds.

Type of Refundable Fee

Fee Items listed under the Schedule B and Schedule C (except the application fee) of the Student Contract are refundable (subject to the refund table above).

Withdrawal Procedure

- FRM-022 Request for Course Withdrawal Form or FRM-022A Request for Withdrawal of Paper(s) Form are received by the respective schools and submitted to the Registrar's Office. The school staff shall counsel the students to identify the validity and reasons for withdrawal.
- The Registrar's Office will ensure that there is no outstanding fee owed by the student.
- For the purpose of refund, the date of notice of withdrawal is deemed to be the date on FRM-022 Request for Course Withdrawal Form or FRM-022A Request for Withdrawal of Paper(s) Form or FRM-029 Refund Request Form, which has been duly acknowledged by LSBF. However, full documentation has to be completed in order to validate the date of request. In the event that documents (eg. Bank account details) or information are missing in the forms, the request date will be the date when all information are received by LSBF.
- LSBF shall review after receiving the student's FRM-022 or FRM-022A or FRM-029. If approved, refund will be made to the student within seven (7) working days from the date of request for withdrawal, subject to the refund table.
- Upon receipt of the full documentation for the withdrawal application, Registrar's Office /Academic Coordinators attend to the various withdrawal matters including:

- LSBF will send the acknowledgement via email within three (3) working days to notify the student or in the case where student is below the age of 18, the parent or legal guardian, for the receipt of the application of withdrawal.
- The student concerned will be informed of the final decision on the withdrawal application, whether approved or declined, in writing within seven (7) working days.
- Withdrawal application without refund involved will be endorsed by the respective heads of Schools and approved by then the Registrar's Office. Withdrawal application with refund will need approval from the CEO as well.

Procedure for Withdrawal from a Paper (applicable only to School of Professional Education)

- Student should submit the FRM-022A Request for Withdrawal of Paper(s) Form.
- This applies only when the student is enrolled in more than 1 paper and wishes to withdraw from certain paper(s) and not all the papers.
- Withdrawal from paper(s) means the student is no longer be taking the paper(s) and the application is subject to the refund policy.
- This follows the same procedure of the normal withdrawal process except that the FPS will not be cancelled in this case.
- Withdrawal application without refund involved will be endorsed by the Head of School for SOPE and approved by the Registrar's Office. Any refund will need approval from the CEO.

Refund Procedure

Student Initiated Refund

- Student must inform the Registrar's Office/Academic Coordinators in writing by completing the FRM-022 Request for Course Withdrawal Form (to be used when a student withdraws from LSBF as a student) or FRM-022A Request for Withdrawal of Paper(s) (to be used when a student withdraws from just one or more, but not all papers, applicable to only School of Professional Education) with reasons for withdrawal accompanied with the relevant supporting documents.
- The student is requested to complete the FRM-029 Request for Refund (Special Cases) Form if his refund request is non-withdrawal related.
- The Registrar's Office/Academic Coordinators will acknowledge receipt of the withdrawal/refund form via email within 3 working days. In the case where a student is below 18 years old, his parent/guardian will be kept informed as well.
- The student concerned will be informed of the final decision on the withdrawal/refund request, whether approved or declined, in writing within seven (7) working days from the date of request. In the case where a student is below 18 years old, his parent/guardian will be kept informed as well. Computation of amount for refund will be communicated to students as part of the approval email sent to students (where applicable).
- The refund will be made by local bank transfer under normal circumstances. If the student does not have a bank account in Singapore or insists on not receiving the refund by local bank transfer, the refund will be made by cheque.
- The above procedure applies to all refund made for enrolments with different payment mode.

School Initiated Refund

- School-initiated refund will happen if LSBF decides not to run the course or if ICA does not approve the Student's pass.
- The student concerned will be informed of the decision made by the LSBF to cancel the course within three (3) working days by LSBF.
- Refund will be processed and payment will be made by local bank transfer under normal circumstances. If the student does not have a bank account in Singapore or insists on not receiving the refund by local bank transfer, the refund will be made by cheque.
- The above procedure applies to all refund made for enrolments with different payment mode.

Transfer Policy

- The Transfer Policy is clearly communicated to all students via the website and the Student Handbook.
- All requests for transfers must be made by in writing by completing the FRM023 – Request for Transfer Form by the students requesting for the transfer. Verbal requests for transfer will not be acceptable by LSBF.
- The request to transfer is subject to the LSBF's approval based on the following grounds:
 - Switching discipline due to change in interests to support personal or career development. Reasons on best fit may also be considered.
 - Switching from full time to part time mode of study or vice versa.
 - Medical reasons which may result in a need to change course.
 - Academic challenge, where students may either find the course too easy to too difficult and requests for a transfer to a more challenging or easier course.
 - Other reasons may be considered on a case by case basis.
- Transfer applications shall be acknowledged by the Registrar's Office/Academic Coordinators via email within 3 working days. The outcome of transfer application will be notified to students within 7 working days from the date of receipt of the written request.
- Parent's/ legal guardian's written consent are sought if student is under 18 years of age.
- The entire transfer process (which includes the discussion with the student before the application) should be completed within seven (7) working days. In cases where a change of Student's Pass is involved, LSBF has no control over the timeframe during which the Student's Pass is approved.
- Students wishing to transfer to another course will be required to pay the difference in fees, should the tuition fee of the course that the student wishes to transfer to be of a higher value. In the event that the student transfers to a course with a lower tuition fee, the difference in fees will not be refunded.
- Should a transfer not be feasible or desirable, the student may withdraw from the course. In such a case, the terms of our Withdrawal/ Refund Policy shall apply. If the student is on a Student Pass, ICA will be notified of change of status of Student's Pass.
- An administrative fee will be charged on every transfer. LSBF will not guarantee that all requests for transfers will be granted, as students must meet entry requirements and admission deadlines applicable to the course the student wishes to transfer to. Whenever possible, a student shall be allowed to transfer immediately into the alternative course. Where the deadline for transfer to the new course has already expired, the student will be advised to delay the transfer until the next available intake. The administrative fee is waived for the ACCA course if the students submit the transfer application within 7 days from the result release date.

- For students who request to transfer from the LSBF to another school, their transfer request will be processed as a withdrawal request and the terms of the Withdrawal/[Refund Policy](#) shall apply accordingly. No administrative fee will be charged for transfer to another School.

Procedure for Transfer within LSBF

- The completed FRM-023 is to be submitted to the Registrar's Office.
- The Academic Coordinators will discuss with the student about the reasons of the transfer and explain to the student the implications on the Student's Pass, etc, if applicable.
- Upon receiving the transfer application form from the student, RO will acknowledge receipt via email within 3 working days. In the case where student is below the age of 18, the parent or legal guardian will be kept informed.
- Transfer requires the relevant Head of School's to endorse while the approval is issued by the Assistant Registrar, subject to the grounds for transfer and fulfilment of minimum entry requirements for the new course.
- If the transfer is approved, the RO will cancel the current Student's Pass and apply for a new one for the new course, if applicable.
- Inform the student that a new ICA application and registration fee is payable upon submission of the form and the fee is non-refundable, if applicable.
- RO will inform the student of the outcome via email within 7 working days. In the case where student is below the age of 18, the parent or legal guardian will be kept informed.
- RO informs the FPS provider where necessary.
- LSBF shall respond to all requests within a reasonable time frame. Where possible, a student shall be allowed to transfer immediately to the alternative course. Where the deadline for transfers to the new course is already over, the student will be advised to delay the transfer until the next intake.
- LSBF will not be responsible for Student's Pass rejection and/or disruption to the student's studies due to transfers.

Deferment Policy

- A deferment of course refers to a student's request to delay his/her study of the course and to carry forward his/her paid fees to a later period. Student will stop attending all lessons, assessments and program related activities during the approved period of deferment.
- Deferment is generally not encouraged unless on valid grounds. All requests for deferment must be supported by documented evidence. Application for deferment is subject to LSBF's approval and approval is granted at the sole discretion of the school based on the following grounds:
- Overseas assignments of more than one (1) month, evidenced by an official letter from the student's employer.
- Medical reasons, such as hospitalisation, supported with certification from a Singapore registered Doctor.
- Pregnancy, supported with certification from a Singapore registered Doctor
- Reservist service of more than one (1) month, evidenced by the relevant official supporting document
- Other reasonable grounds may be considered.
- The Registrar office approves all deferment applications.

- Students who are unable to continue with the course upon approval of deferment will be considered to have withdrawn from the course and any fees paid previously shall be considered consumed as scheduled. Further deferment is strictly not allowed.
- The maximum deferment period is 12 months from the date of deferment application.
- If a student wishes to apply for course deferment, he/she needs to submit the request by the deadline specified below. Late application will not be accepted.
- ACCA/FIA – within 14 days from the result release date
- OBU – within 30 days from the course commencement date
- LSBF Diploma/Advanced Diploma/Higher Diploma – within 14 days from the course commencement date
- Parent's/ legal guardian's written consent are sought if student is under 18 years of age
- An administrative fee will be imposed for the approved deferment of Course.
- External Programme deferment is subject to respective awarding bodies' admission policies.

Deferment Procedure

- Students wanting to defer their course need to complete FRM170 and submit it to the Registrar's Office.
- Deferment application is subject to approval.
- The students will receive the outcome by email within 7 working days. An administrative fee applies upon approval. Deferment will take effect only upon payment of the administrative fee.
- For deferment more than 2 months for Student's pass-holders, their Student's Pass will be cancelled.

CLASS TIMETABLE

Students will be kept informed of any changes in the timetable via email and Student Portal (where appropriate). SMS alert will be sent to students if there is a very short notice period (e.g. less than 3 days).

Students can be assured that they will be notified of any changes in the timetable at the earliest opportunity possible. Changes will also be minimised or avoided where possible to minimise disruptions to the students.

COMMUNICATION

Our Academic Coordinators communicate with students on behalf of the School on a range of administrative matters. The main methods of communication include email and notice boards, supported by a range of printed materials. London School of Business & Finance places emphasis on electronic communication and expects students to regularly access the email for important correspondences.

Students must always update their Academic Coordinator if there is a change in their personal particulars. This is to ensure that all students are able to receive all information sent by the school.

Student's particulars will be treated with the strictest confidentiality at all times and will not be disclosed to external parties unless there is a written approval from the student.

STUDENTS' FEEDBACK AND COMPLAINTS

LSBF is committed to providing a learning and working environment in which feedbacks are responded to promptly and with minimum distress and maximum protection to all parties. LSBF views student feedback as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction.

This policy applies to all aspects of a student's educational experience at LSBF. The nature of feedback in given shall be as follows:

- Compliment
- Suggestion
- Feedback / Complaint

Feedback can be in regards to the following areas:

- Lecturers
- Courses / Fees
- Academic matters (including appeals for retention, suspension, expulsion, awards, etc) / Resources
- Service Standards
- Facilities / Environment
- Others

LSBF recognises that critical comment and response are an important part of the collective endeavour to improve the quality of educational programmes and community life, and such **feedback would not normally be viewed as a complaint unless specific action was requested**. In some cases however, students may feel that they have experienced unreasonable treatment, disadvantage or distress which they want to make a complaint about. Such feedback should be given in writing clearly indicating the nature of feedback as a complaint.

Students are advised to seek clarification or response on the feedback to respective staff of LSBF such as sales team, the School/ Student Services staff, Academic Coordinators or even lecturers before raising the matter as an official feedback via the channels below.

LSBF accepts feedback via the following feedback channels, following the respective response target:

Feedback Channels	Response Target* (Stage 1)	Respondent
Emails** (via feedback@lsbf.edu.sg)	1 working day	ODCQA Department staff
FRM-047 Feedback Form	2 working days	ODCQA Department staff
Social Media (Facebook)^	1 working day	Marketing department staff (in collaboration with ODCQA department staffs)
<p>*A response shall be given subject to availability of the contact information. ** Feedback emails received by staff are to be forwarded to feedback@lsbf.edu.sg immediately. ^Marketing department to forward any posts that are of the nature of feedback to ODCQA department for a response.</p>		

DISPUTE RESOLUTION POLICY

On disputes, it is LSBF's policy to try and reach a fair and amicable solution (that is, a solution is sought to address the grievance that is fair and acceptable to both parties, including the student and LSBF).

If the entire feedback and dispute resolution process takes more than twenty-one [21] days, the case shall be referred to CPE Student Services Centre or relevant authority.

Dispute cases which are referred to CPE Student Services Centre may be resolved via CPE's Dispute Resolution Mechanism as stated below:

Complaint	Recommended Course of Action
Private education institutions which have violated conditions of registration (e.g. misrepresentation or failure to honour contract terms)	Official investigation of the private education institution by an inspectorate team from the Committee for Private Education
Unsatisfactory services (e.g. poor teaching quality, changes to the curriculum, and delays in awarding certificates)	Stage 1: Mediation (Singapore Mediation Centre) Stage 2: Arbitration (Singapore Institute of Arbitrators)
Fee refunds	Small Claims Tribunal (For amounts less than SGD\$10, 000)

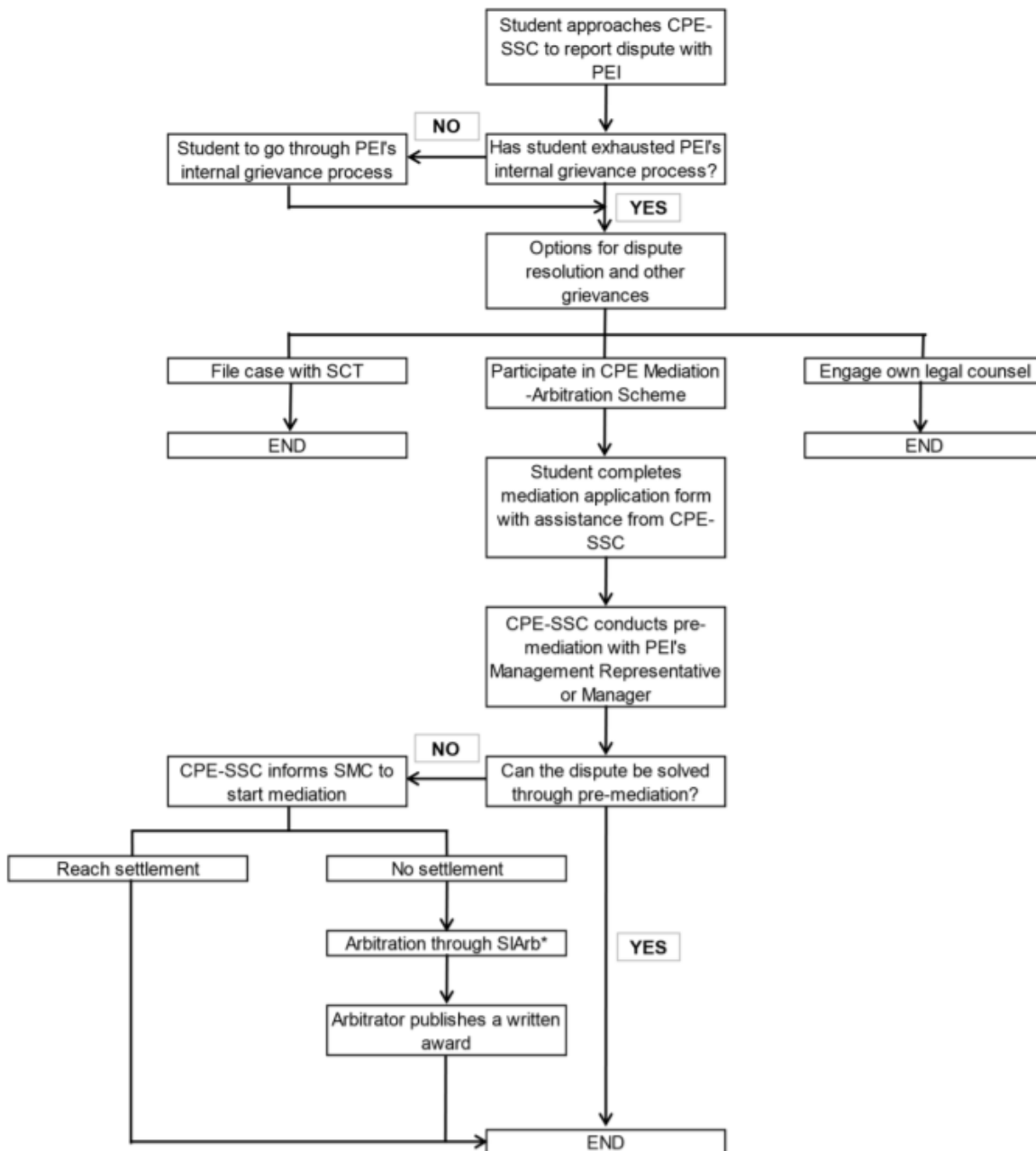
Appeals for retention, suspension, expulsion, awards, etc. are handled by the Academic department supported by the Schools' Operation and Student Support departments depending on the type of appeals.

CPE Student Services Centre is situated at 1 Marina Boulevard #18-01 One Marina Boulevard Singapore 018989

Tel: (65) 6512 1140

Email: CPE_CONTACT@cpe.gov.sg

FEEDBACK & DISPUTE RESOLUTION PROCESS



* If the parties fail to reach a settlement through mediation, the student may opt to progress to Stage 2 - arbitration for a resolution.

CONFIDENTIALITY OF STUDENTS' INFORMATION

All student-related information and data obtained from the students are used for the purpose of facilitating registration for the course, progress and completion of the course, application for Student's pass, visas, insurance documents, and other relevant course needs. Information is obtained from students through means such as application forms, copies of passport, birth certificate and resume.

The information and data are stored in the respective student's personal files and selective personal data are captured in the computer database.

The personal files and computer records are only accessible by designated staff managing these records. Access control is through the use of user ID and password.

The manual records of students' information and data are kept in locked cabinets. During the operating hours, only designated staffs have access to this information for work purpose. The student records are not allowed to be removed from the repository unless prior permission is obtained from the CEO. Prior permission must be obtained in writing from the student if the particulars are to be used for other purposes. In this instance, the student must give his / her consent by signing a 'Consent Form' where the purpose is mentioned.

PLAGIARISM POLICY

Plagiarism is the presentation of the thoughts or work of another as one's own. Examples include:

- direct duplication of the thoughts or work of another, including by copying material, ideas or concepts from a book, article, report or other written document (whether published or unpublished), composition, artwork, design, drawing, circuitry, computer program or software, website, Internet, other electronic resource, or another person's assignment or any course materials such as lecture notes, tutorials and any other training materials that are developed and copyrighted by LSBF without appropriate acknowledgement;
- paraphrasing another person's work with very minor changes keeping the meaning, and/or progression of ideas of the original;
- piecing together sections of the work of others into a new whole;
- presenting an assessment item as independent work when it has been produced in whole or part in collusion with other people, for example, another student or a tutor;
- claiming credit for a proportion a work contributed to a group assessment item that is greater than that actually contributed;
- for the purposes of this policy, submitting an assessment item that has already been submitted for academic credit elsewhere may be considered plagiarism;
- knowingly permitting your work to be copied by another student may also be considered to be plagiarism;
- note that an assessment item produced in oral, not written, form, or involving live presentation, may similarly contain plagiarised material;
- the inclusion of the thoughts or work of another with attribution appropriate to the academic discipline does *not* amount to plagiarism;

Plagiarism is considered to be a form of **academic misconduct** and is viewed **very seriously**. In the interests of maintaining high standards in study and research, the tutors will remind students that when they are writing essays, theses, and assessment items of any nature, they are ethically bound to refrain from plagiarism in all its forms.

Students are advised to consistently remind themselves about the School's policies and practices concerning assessment and academic misconduct (including plagiarism). Wherever possible, students should also take up those opportunities provided to them to improve their academic performance.

Student Plagiarism and Academic Related Misconduct Procedures

The tutor identifies potential cheating or plagiarism and reports to the Examinations Officer. The following policy shall apply if a student has been identified as committing intentional plagiarism. Students may lodge an appeal against the penalty/termination with the Appeals Committee. Please refer to the appeals policy in this handbook. The findings of plagiarism will remain on a student's record permanently. Refer to APPENDIX A.

STUDENT'S CODE OF CONDUCT

All students must observe proper conduct at all times. Students who violate the rules and regulations are subject to disciplinary actions by London School of Business & Finance.

The following are the list of students' responsibilities and code of conduct during their studies in LSBF Singapore Campus:

- Be self-disciplined and keep the noise level low within campus.
- Be respectful and not be rude or behave aggressively towards tutors, staff and fellow students.
- Be well groomed and properly attired for classes. For hospitality students, they must be in the complete set of school uniform whenever they are within the school premises.
 - School Uniform for Hospitality students:
 - The school uniform is to be worn in a professional manner at all times.
 - All students must be properly attired when sitting for any test or examination. Students with poor grooming or improper attire may not be allowed to sit for the paper.
 - Students who are not properly attired may be asked to go home to change into the appropriate attire.
 - No modification to the school uniform is allowed.
 - If students choose to change into their own attire after school, they need to remove their uniform completely (eg. no LSBF shirt with slippers or students' own pants/shorts).
 - Students' failure to meet the above requirements may result in disciplinary actions taken against them.
- Payment of the course fees before attending classes.
- Be punctual for all classes and follow the break times accordingly.
- Be honest and not show acts of disturbance or cheating.
- Ensure that mobile phones are set in silent mode during class.
- Must not litter, commit any acts of disturbance within the school premises.
- Must maintain the cleanliness and tidiness of the School premises at all times.
- Must not vandalise or damage the school's properties or equipment.
- Must not be in possession of dangerous weapons.
- Must not download illegal software or visit undesirable websites on any school's computer
- Must adhere to the lesson schedule (no replacement lesson will be available regardless of the reason of absenteeism).
- Food consumption are only allowed in the Student Lounge.
- Smoking is prohibited within the campus.

- Under Immigration and Checkpoints Authority (ICA) rules, full time students under student pass holders are not allowed to engage in any kind of employment during their studies. If students are caught working by ICA, students will be deported back to their home countries.

Singapore Laws

The following is a non-exhaustive list of Singapore Laws that you need to be aware of:

Gum	Gum chewing and selling is prohibited in Singapore.
Smoking	Smoking and use of tobacco products are prohibited for people below 18 years of age. It is an offence for a person to smoke in non-smoking areas and indoor premises listed under the Smoking (Prohibition in Certain Places) Act. (refer to the Section on “Smoking Prohibition” on http://app2.nea.gov.sg/index.aspx). Possession, purchase, sale and distribution of Contraband cigarettes is an offence in Singapore.
Alcohol Abuse	Purchase and consumption of alcohol is prohibited for people below 18 years of age.
Littering	Littering and Spitting in public places are serious offences that could lead to a fine and community work.
Vandalism	Acts of vandalism (including graffiti) in public and private areas are serious offences punishable by law and may including caning.
Drugs	Possession, trafficking, sale and distribution of Controlled drugs are offences that can carry a Death Penalty in Singapore (refer to http://www.cnb.gov.sg).
Unlawful assembly	Loitering and congregation could be considered an offence under the law of unlawful assembly.
Accommodation	Ministry of Manpower (MOM) requires students living in HDB, holding Training Work Permit (for industrial attachment) are to ensure they are registered as sub-tenants in HDB's subletting system.
Immigration	All international students studying in Singapore must have a valid passport and Student's Pass from ICA (Immigration and Checkpoints Authority).
Employment	International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM. (Ministry of Manpower). The ICA reserves the right to deport students who are caught for vice and/or illegal work in Singapore.
Cyber Bullying	Stalking, Bullying, Sexual harassment and Harassment of children are prohibited in Singapore and may lead to compulsory counselling with the Institute of Mental Health and possible jail term.
Racial Harmony	Singapore puts heavy emphasis on racial and religious harmony among different community groups. Offences relating to religion or race (including wounding the feelings of any person on account of their race or religion) may be punishable with imprisonment, or with fine, or with both.
Driving	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured. Drink driving is a serious offence and may lead to a fine, or imprisonment, or both.

Traffic Rules	Jay walking is an offence in Singapore.
Urinating in lifts	Urinating in lifts is an offence in Singapore. Lifts in Singapore are equipped with Urine Detection Devices (UDD).

Students who are convicted for breaking Singapore laws (depending on the severity of the case) and are being forced to withdraw from the course will have their Student's Pass terminated.

DATA PROTECTION & PRIVACY POLICY

LSBF takes due care and due diligence to uphold the core principles of confidentiality, integrity and security towards information it receives.

Collection of Personal Data

- LSBF will collect Personal Data directly from individuals and secure the relevant consent from them. This may take place in a number of ways, such as when individuals attend /visit LSBF events, campus, and website, send a written order or ask LSBF to provide a product or service over the telephone or internet or video coverage of the premises.
- LSBF websites may also offer interactive facilities, such as customer enquiry or comment, forms and contest entry forms, where Personal Data may also be collected.
- LSBF uses web cookies on its website. Not all cookies collect personal data and where personal data from web cookies is collected, used or disclosed, consent will be sought from individuals.
- Where individuals have accessed and used LSBF websites and any services offered via the websites, individuals agree to be bound by this Privacy Policy in respect of the Personal Data collected via the websites.
- In addition, LSBF may obtain Personal Data from third parties such as its agents, referrers, partners, contractors and regulatory authorities.
- Regardless of who provides Personal Data to LSBF, it will always be handled in accordance with this Privacy Policy and the Personal Data Protection Act 2012 (Act 26 of 2012).

Use of Personal Data

- Personal Data Collected are used for the intended purposes ("Purpose") of collection.
- Information in LSBF is collected, used and disclosed for the following Purpose, but not limited to:
 - administration of applications, admission and enrolment to courses;
 - providing LSBF courses and/or services which students have subscribed for and notifying students about important changes or developments to the features;
 - updating and managing the accuracy of LSBF records;
 - complying with internal LSBF policies and procedures, legal and regulatory obligations;
 - assessment and analysis including performance, course delivery and review;
 - cross selling, marketing and promotions including administering offers and competitions;
 - communications and ensuring customer satisfaction, which may include conducting surveys to improve the quality of LSBF products and services, responding to enquiries and complaints/feedback and to generally resolve disputes;
 - applications for employment, evaluation of candidates, management and termination of employment;
 - informing events and support services by LSBF.

- Failure to provide relevant and sufficient information about individuals may result in LSBF being unable to provide its products and services as requested.

Disclosure of Personal Data

- Personal data may be disclosed within the LSBF Group, university affiliates, parents and legal guardians of students, recruitment agents, payment transaction merchants, governmental agencies, other financial institutions and any of their respective agents, and/or such persons, whether located within or outside Singapore for the intended Purpose.
- It is necessary for LSBF to process personal information for the Purpose, without which LSBF will not be able to provide the product and/or service that were requested or reasonably expected from LSBF.
- Unless otherwise required or permitted by law, LSBF will only disclose Personal Data with consent of the individual (deemed or written), and will also take reasonable steps to ensure the external organisation to whom LSBF have disclosed the information are also legally bound to protect the privacy of the Personal Data.

Seeking Consent and Withdrawal

- In the course of LSBF performing administrative functions such as enrolment, payments, and responding to enquiries, etc., Personal Data will, by nature of the task, be provided by the individual, including those related to third party (eg. Parent or legal guardian information). In such cases, consent for the collection, use and disclosure of personal information to fulfil the task is voluntarily provided by the individual and hence consent is deemed. In the event the personal data is to be used for a new Purpose, LSBF will notify the individual and seek consent.
- Withdrawal from consent to send specified messages should be notified to LSBF Data Protection Officer (“DPO”) in writing.
- The request for withdrawal will be processed within 4 weeks, upon receipt of request.
- The consequences of withdrawal from such consent (eg. LSBF being not able to provide services to the full extent, failure to be informed of special privileges and discounts, or other services that might be useful) is notified to the respective individual.

Protection of Personal Data

- LSBF takes administrative, physical and technical measures to ensure personal data is protected. For this purpose, DPOs are appointed to ensure compliance with the security measures.

Our DPOs:

For all data protection matters, please contact:

Ms Ramyalakshmi Annamalai

feedback@LSBF.edu.sg

a. Attendance Requirement

Attendance	
International Student (valid Student Pass)	All Others (full time and part time)
Minimum - 90%	Minimum - 75%

It is important to achieve a regular attendance and meet the attendance requirements stipulated by the authorities (ICA) and LSBF. Failure to meet the requirement will lead to the following: -

- Unable to sit for assignments and / or examination if students did not meet the minimum attendance requirement.
- Students who did not meet this requirement will be bar from taking the examination and required to repeat the module and attend the classes again. Repeat fee applies.
- Special consideration will be given to students with valid reasons.
- A payment of S\$107.00 per module is applicable for any request of deferment.

3 Result Release

Students will be notified via the student portal, website and / or noticeboard on the result release. Results will be released 4 weeks after the completion of the final Assessment. Students are informed of timeline for release of assessment results and awards during orientation and stated in the student portal, Student Handbook, and notice boards.

3.1 **e-Certificate and e-Transcript via email**

LSBF no longer issues hardcopy certificates and transcripts. As such, upon successful completion of the course, students will receive an email with the e-certificate and e-transcript. Students can make a request to the Examination Office with payment made for the printout. An email will be sent after 3 days for the collection at the Office located in GB Building. International students may have to incur courier charges.

3.2 **Request for print copy of certificate and transcript**

If student would like to request for print-out certificate and transcript, it is chargeable and send the request to exams@lsbf.edu.sg via email.

Print certificate => S\$16.05 per set

Below are the payment details:

Bank Account Name: London School of Business & Finance Pte Ltd
Bank Account No: 152-632915-001
Bank Name: The Hong Kong and Shanghai Banking Corporation
Bank Address: 21 Collyer Quay #01-00 HSBC Building Singapore 049320
SWIFT Code: HSBCSGSG
Branch Code: 152
Bank Code: 7232

The processing time for printing of certificate is 3 working days.

Student is required to provide payment proof to exams@lsbf.edu.sg for preparing certificate to be printed out.

4 Appeals

Students are allowed to appeal within seven (7) working days after the release of the results. This applies to assessments and examination results. A non-refundable fee of \$107.00 (inclusive of prevailing GST) applies. The appeal should be lodged via the Examination Officer.

FRM-009, together with supporting documents, will be passed to the Examination Officer.
EO to verify that:

- The administration fee has been paid
- Detailed reasons exist
- The student is eligible to appeal (not disqualified).
- The appeal will be given to the Examination Board for consideration.
- The outcome of the Examination Board decision will be made available to the student within seven (7) working days from the date the appeal is received.
- If the student is not satisfied with the outcome, he can proceed to appeal to the Chair of the Academic Board within seven (7) working days of being notified of the outcome of the initial appeal.
- Outcome from such an appeal will be made available to the student within two (2) weeks from the appeal date. The decision is final.

5. Loss of Certificate or Transcript

A Certificate / Transcript cannot be duplicated. However, it can be replaced by a Statement of Results / Letter of Certification / Copies of the certificates, provided that a written request is received giving full details of student name and examination session. A fee will be charged and it must accompanied with the letter of request.

6. Award of Certificate

Students with outstanding payment will not be awarded the certificates. Students need to clear their payment before receiving the certificates

STUDENT PASS RENEWAL/ APPLICATION

It is the student's responsibility to inform LSBF when their Student Pass is due for renewal. Please refer to the following procedure for Student's Pass renewal.

1. Please contact your school and submit the documents required in person at least 3 weeks prior to the expiry date of your Student's Pass.
2. LSBF will cancel the Student's Pass (only after application of renewal to ICA) 5 working days before the expiry of Student's Pass to avoid overstaying in Singapore. Students are advised not to leave Singapore if you are no longer holding a valid Student's Pass and are holding a short-term Visit Pass as your subsequent entry into Singapore will be determined by the ICA officers at the point of entry and subject to the checkpoint entry requirements (for example, a valid Singapore visa will be required if you are from a visa-required country)
3. Student's pass will be cancelled within 7 days upon course completion.
4. Please ensure all outstanding payments (if any) are settled before applying for Student's Pass renewal. Students with outstanding payments will not have their applications submitted to ICA unless approval is given for extension of payment.
5. Students with unsatisfactory attendance (below 90% per month) will be required to attend attendance counselling before their application can be submitted.
6. Student's Pass renewal is subject to ICA's approval.

Inform the School in writing of your travelling plans and seek advice before leaving the country to avoid any inconveniences. Please refer to the ICA website at www.ICA.gov.sg for more information on student's pass renewal.

STUDENT SUPPORT SERVICES

PROGRAMME MANAGEMENT SUPPORT

(a) Welcome Orientation

Orientations will be held within the first 2 weeks of the programme. The students will be briefed on the rules and policies of the school and other relevant authorities such as CPE and ICA during the welcome orientation. Other important information pertaining to the study will also be covered during the orientation.

(b) Dedicated Academic Coordinator

A dedicated Academic Coordinator is assigned to each class and he/she is the students' main contact point at London School of Business & Finance during their course of study.

(c) Request for Letter of Certification

Students may request for Letter of Certification during their studies with LSBF. Please submit the request to the Registrar's Office at registrarsoffice@LSBF.edu.sg. The processing time is approximately 3 working days.

Students are strongly encouraged to email or call their Academic Coordinator if they have any administrative queries. They are also welcome to see their Academic Coordinator in the office during the operating hours. Should a student wish to see the Academic Coordinator; it is recommended for him to make an appointment in advance.

ACADEMIC SUPPORT

(a) Teaching Faculty

Our tutors are teaching specialist and professionals in their respective fields. They have many years of teaching experience in the education environment. The teaching is conducted via face-to-face sessions in a classroom.

(b) Contacting Tutors outside Lecture Hours

Students can contact their tutors directly via email outside the lecture hours if they have any academic queries.

(c) Study Materials

Students will receive study materials after they have made payment for their programme. Replacement of study materials is subject to additional charge.

(d) Referencing Workshop (if applicable)

A referencing workshop is available to students at no additional charge. The referencing workshop will cover the following areas:

- a. Understanding plagiarism
- b. Referencing
- c. Creating bibliography

(e) Academic Review

Students who are academically weak will be identified as "At Risk " and required to see the Head of School for an academic review. Academic review is a discussion/counselling session during which a student's relevant concerns can be discussed. Its objective is to help the student achieve better academic performance.

(f) Update Student Particulars

Students can update their particulars via the portal. (e.g. telephone number, mobile phone number and residential address) or student particulars, update form.

(g) Progress Report

The Progress Report in a form of mark sheet will be given to a student upon request where appropriate. The main objective of the Progress Report is to provide the student with an overview of his academic status for his improvement purpose.

(h) Student Portal

Students have access to the Student Portal. It is a useful site where the course information and learning materials are available for students' easy reference.

STUDENT WELFARE

(a) Medical Insurance

Medical insurance coverage is compulsory for all students. Local student may opt out of this if they declare that they are already covered by their own medical insurance. Please refer to pg. 7-8 for the details of the medical insurance.

(b) Pastoral Care

LSBF is committed to providing pastoral care services. An external Counsellor has been appointed to provide formal counselling service. Students may request for this service through their Academic Coordinator. The Counsellor is able to provide counselling in the following areas:

- Couple
- Family
- Children/Youth
- Grief/Loss/Depression
- Trauma
- Stress/Anger management

(c) Student Affairs

We have a dedicated student service personnel who in charged looks after the following areas:

- Student Care and Engagement
- Alumni Relations
- Career Care & Guidance

Student Care and Engagement

- Student Hostels and Accommodation;
- Pastoral Counselling to vulnerable students;
- Hospitalisation Insurance and Claims;
- Student Council & Clubs Collaboration;
- Student Activities/Events;
- Communication & Engagement Social Media Platforms such Instagram/Facebook /Posters/E-newsletter
- Community Outreach;
- New Student Orientation;

Career Care & Guidance

- Organise career-related workshops;
- Work with recruitment agencies and organisations for job opportunities;

- Provide career counselling to students;
- Screening of resumes and others;
- Employer outreach

Alumni Relations

- Establish Alumni Club;
- Organise Alumni Activities and Networking Events;
- Enhance campus and alumni involvement in recruitment;

For more information on Student Affairs, to contact:

Ms Sophie Peng

Tel: 6580 7721

Email: speng@LSBF.edu.sg

FACILITIES

1) Classrooms

All classrooms at London School of Business & Finance are fully equipped with rostrum, projector, tutor's tablet and additional audio peripherals to support students' learning experience.

Classrooms are air-conditioned and No food or drink is allowed. We seek students' cooperation to keep the classrooms clean at all times.

Students can inform their tutors for adjustments of classroom temperature. Students are not allowed to adjust the temperature control.

2) Student Lounge

The Student Lounge is the place where students can relax and enjoy. Students are welcome to use the Student's Lounge however we seek students' cooperation in keeping it clean at all times. The Student Lounge is the only place in the campus where food and drinks can be consumed. A hot/cold water dispenser is also available at the Student Lounge.

Magazines and newspaper are also available at the Student Lounge.

To provide convenience, a photocopier is and computer terminals are available at the student study area for students' use. Students are required to pay for the copies using an EZLink card.

There is a Student Notice Board in the Student study area or along the corridors of school. Students will be responsible to regularly check Notice Board for latest update and other important announcements.

3) Study Room

On most days, a study room is available for students' use. Students are encouraged to use it for their self-study purpose.

4) WIFI Access

WIFI access is available within the school premises. Students may obtain the WIFI password from the reception or from the respective Academic Coordinators.

5) Vending Machines

Vending machines for snacks and drinks are available at the school premises. Students have easy access to food and drinks during their break time, before and after their class.



Various teaching methods are employed on the programme, including lectures, tutorials, seminars, and laboratory work. In a lecture period, a member of the academic staff or a part-time lecturer presents ideas or information to the students. In a seminar, ideas are discussed by a group of students. The discussion is led by a member of the staff or a nominated student and moderated by one or more members of staff. In a tutorial, the students solve problems under the guidance of a member of staff with whom they can also discuss information presented in a previous lecture. In a laboratory, students will gain hands-on practice.

To enable students to derive maximum benefit from their period of attendance, lectures are designed to cover only essential subject matter, this being complemented by lecture slides and lab task exercises or case studies. Considerable importance is attached to self-directed, independent learning and a commitment to private study.

Students are recommended to plan their work in advance. Where practicable, a programme of work, requirements of home assignments, together with reading references and tutorial sheets or lab task documents are distributed at the beginning of each lesson of each module. Regular formative assessments of the students' work are undertaken, and feedback provided to monitor progress and identify problem areas.

2.0 Details of Teaching and Learning Approaches:

2.1 Synchronous (In-class, LIVE Broadcast, Blended Learning)

2.1.1 In-class

Lectures, Case study, Group work project and presentations, Computer Exercise, Consultation in campus in Singapore and students can study from any convenient location.

A combined approach of lectures (practical or/and theory) and tutorials will be employed. The aim here is to ensure that students have a clear understanding of the concepts. Tutorials will re-emphasise the key areas. Students should try to answer the review questions provided at the end of each chapter for their better understanding. The main sources of teaching materials for the module are the module study guide as lecture slides, lab tasks and the recommended textbook(s). Multimedia projectors, whiteboards, slides, handouts, and other visual aids will be used during the lectures and tutorials.

2.1.2 LIVE Broadcast

Students can pursue their studies following the given timetable in Singapore campus and attend lessons from any offshore location. Zoom online video education platform is used for LIVE online lessons. Synchronous online lessons are delivered to students who join a Zoom meeting at a scheduled time as per the module timetable. This method allows to create engagement when students are remote. Students studying via Zoom use their laptops, desktops, tablets, and smartphones allowing students several ways to access the module lessons.

2.1.3 Blended Learning

Study in class in the campus or via live broadcast lessons and at self-directed learning following a given timetable. Blended learning in LSBF Singapore Campus, School of Technology is synchronous delivery whereby the lessons are student centric instructor-led, full-time, and part-time, and real-time requiring students and lecturers to meet virtually or physically at the same time from different places. LSBF School of Technology uses Zoom for LIVE broadcasting of lessons and Canvas virtual learning platform to share teaching and learning resources.

Learners will master the programming skills and the subject matter at their convenient time and is not affected by physical proximity. The use of technology via blended learning during the training and outside the training hours throughout the course aims to enhance learners' ability to tap on technology. Support will be provided to help learners access, use the technology via LSBF Canvas Learning Management System (LMS) platform during the training, and ensure all learners are able to use technology for their learning. Learners will receive hands-on training in the computer laboratory for participating in programming skills practice. Learners will receive and share feedback on their learning during facilitated activities and skills practice.

2.1.4 Learners Communicate Using the Canvas- Learning Management System (LMS)

Communication via LMS promotes discourse, sharing ideas, reviewing work, asking questions, and collaborating amongst learners. Technical support from AIFEM is available for both lecturers and the learners. The LMS includes tracking mechanism to track learners' participation in the online-practical tutorial activity and lecturer will provide feedback too.

2.1.5 Self-Directed-Learning and Independent Learning

The lecture and lab sessions will follow the lesson plan closely. Lab task, consultation, Tutorials will be offered to help students in clarifying doubts and queries relating to the various topics. Students are expected to read through the scheduled topics before the class to be able to participate in discussions. Independent study to revise course materials after each lecture will also be helpful in learning. For a fuller understanding of the subject students are encouraged to read widely, even reading into other related textbooks and learning resources. Students should always keep abreast of current trends in the field for respective subjects. A wide choice of reading is always recommended to update one's knowledge of a subject.

2.1.6 BYOD- Bring Your Own Device

Students are encouraged to own software for MS Office Suite (Word, Excel, PowerPoint, and Outlook) and MS WIN 10 operating system. Students are encouraged to provide their own computer having the following configuration.

Component	Minimum	Recommended
Processor	1.6 GHz or faster, 2-core Intel Core i5 or equivalent	1.8 GHz, 2-core Intel Core i5 or equivalent
Memory	6 GB RAM	≥8 GB RAM
Hard Disk	256 GB disk size	Sufficient free space to install trial software to be downloaded
Display	1280 x 768 screen resolution (32-bit requires hardware acceleration for 4K and higher)	

APPENDIX A

1 Guideline in Identifying, Detecting and Treating Plagiarism and other Dishonesty of Assignment, Project, Portfolio, Research, Dissertation

1.1 Introduction

This process supports Procedure on Disciplinary Actions and Progression and Unsatisfactory Progress Procedure. This guideline covers the identification and Disciplinary action against Plagiarism/Collusion/Cheating/Purchase of Assessment Script.

1.2 Relevant Definition

HOS refer to the Head of School.

Assessment script refers to an assignment, online test, in-class test or an examination script.

EO refers to the Examinations Office.

Marker refers to the first marker/module tutor for the designated module.

Moderator refers to a second marker who shall independently mark the same paper as the first marker following the same marking scheme to provide feedback on the consistency or otherwise of the marking process, the clarity of the marking scheme, and any other inconsistencies. The moderator does the calibrated marking.

ADC refer to Assessment Disciplinary Committee (HoS, EO, Lecturer/Marker, Moderator)

1.3 Prior to final assignment submission: Identification and Detection:

During coursework consultation, if the lecturer observed signs of plagiarism/ collusion/ cheating, the lecturer should counsel/ warn the student of his/her work at risk.

An Academic Counselling forms is used to record the interview with the student; it serves as a warning/counselling to the student and no penalty is required at this stage. This can also be used to record mild plagiarism (not leading to penalty) in their final submission of assignment.

1.4 Upon final assignment submission: Identification and Detection:

When a student's work is suspected of dishonesty which falls under the following identification criteria, his/her paper will be treated according to the flowchart described in the process section. Each suspicion is handled on a case-by-case basis. For each identification criterion, both marker and moderator need to agree before informing the Internal Moderator (Moderator).

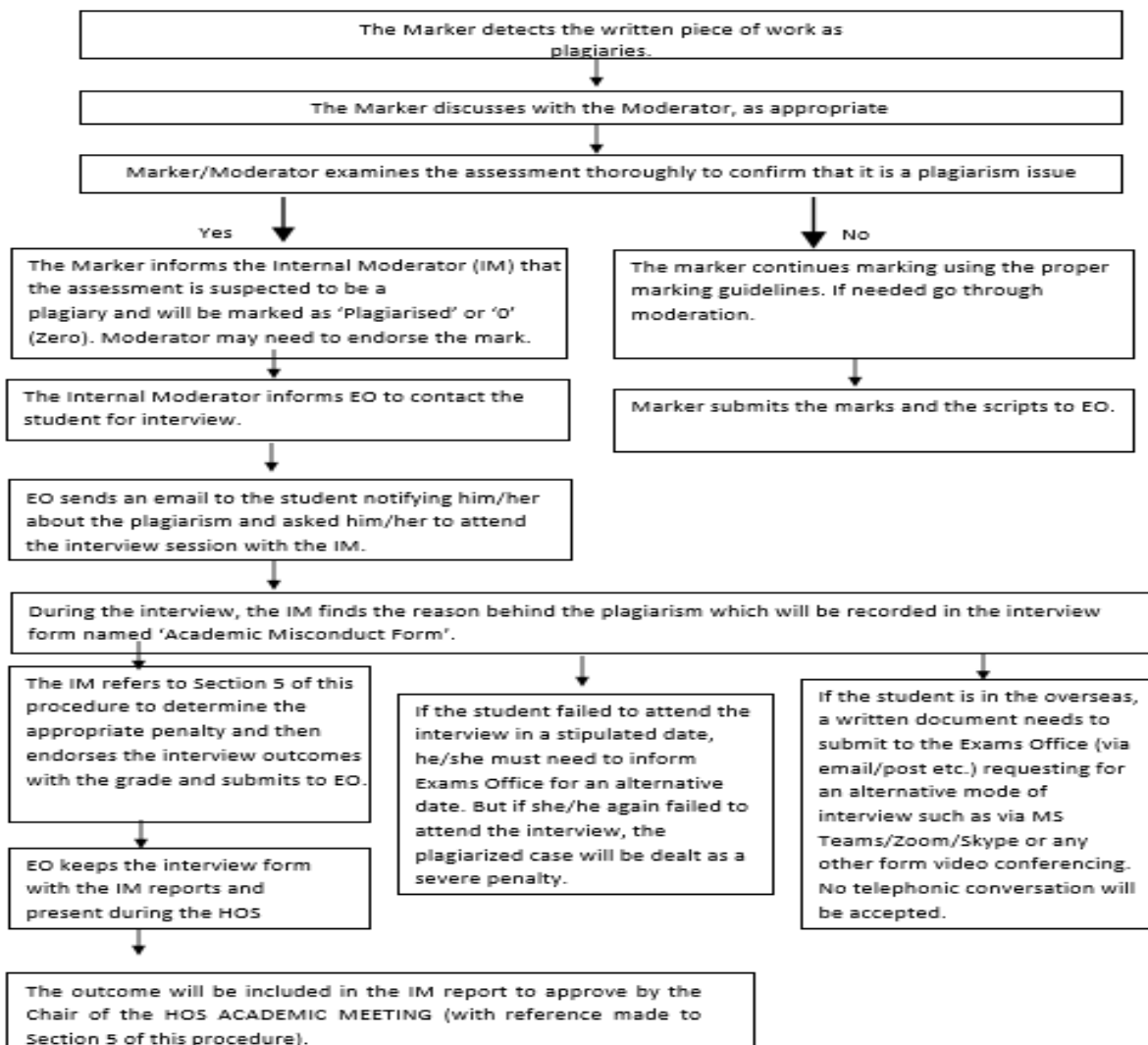
1.5 The identification criteria are:

- a) An act of submitting another's work, word-for-word, as one's own which will reflect a high percentage (anything higher than 20% of the similarity index) in the 'Plagiarism Detection Learning Tool' summary report.
- b) A written piece of work that contains significant portions (anything higher than 5%) of text from a
 - i. single source without alterations which will reflect in the 'Plagiarism Detection Learning Tool' summary report.
- c) The Assessment Script contains significant amount (anything more than 10%) of quoted materials with proper citation.

- d) An act of submitting an assessment which contains significant amount of similar text from
 - i. another student's submission or borrowing generously from one's own previous work without proper citation (self-plagiarize).
- e) An assignment/portfolio/project/dissertation submission which has been done by someone else rather than the student's own work.
- f) A paper that represents a mix of copied material from several different sources without proper citation or citations to non-existent or inaccurate information about sources.

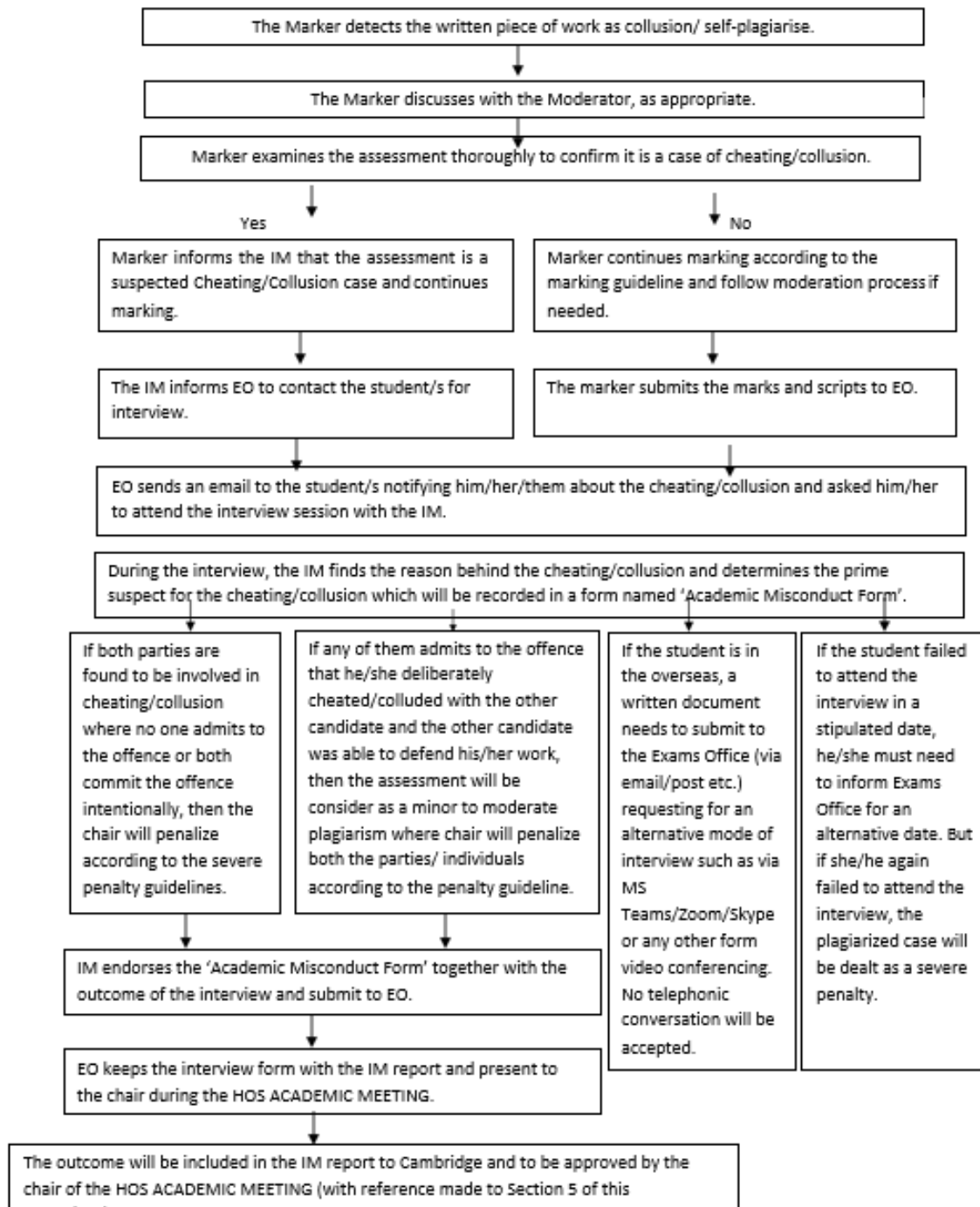
1.6 Process

For Identifications a to c, the following procedure will be adopted:

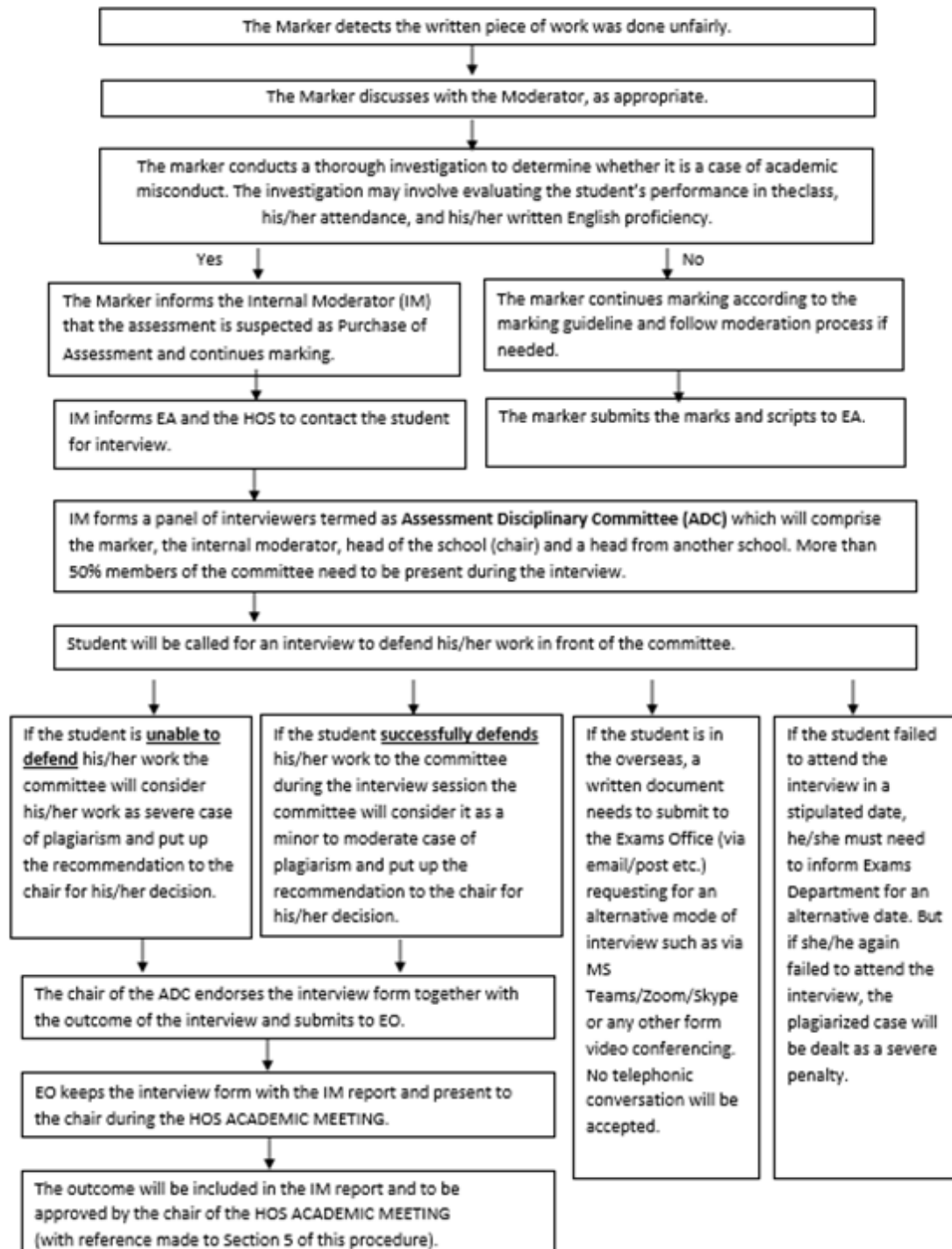


For Identification d, the following procedure will be adopted:

For Identification d, the following procedure will be adopted:



For Identifications e and f, the following procedure will be adopted:



Guideline of the Penalties for the dishonesty:

After the investigation, the staff involved, and HOS will refer to the following table to penalize the student accordingly.

Definition of the terms:

Warning Only: The affected student will be warned during the initial interview with the MODERATOR/Chair of the ADC about the suspected breach of assessment regulation so as the mistake is not repeated.

Minor to Moderate Penalty: Depending upon the marks distribution of the affected questions except for the criteria (e) and (f) where the assignment will be kept under maximum 40% for that assignment script.

Severe Penalty: If the student is found deliberately plagiarized or repeated the same mistake, he/she will be penalized by being awarded '0' for that assignment script.

Identification Criteria	Investigation Findings and Recommendation Report		
	Warning Only	Minor to Moderate Penalty	Severe Penalty
(a) An act of submitting another's work, <u>word-for-word</u> , as one's own which will reflect a high percentage in the 'Plagiarism Detection Learning Tool' summary report.	After investigation if the interview report confirms that the student was able to answer all the interview questions appropriately and not deliberately copied from other sources.	An appropriate percentage of marks will be deducted (depending upon the affected questions and marks distribution) from the marks obtained.	If the student never turn-up for the interview or failed to defend his/her work the assessment will be treated as plagiarized and will be awarded '0' for that assessment script.
(b) A written piece of work that contains significant portions of text from a <u>single source</u> without alterations which will reflect in the 'Plagiarism Detection Learning Tool' summary report	After investigation if the interview report confirms that the student was able to answer all the interview questions appropriately and not deliberately copied.	An appropriate percentage of marks will be deducted from the marks obtained depending upon the interview report and the section/s affected.	If the student never turn-up for the interview or failed to defend his/her work the assessment will be treated as plagiarized and will be awarded '0' for that assessment script.
(c) The Assessment Script contains <u>significant amount of quoted materials</u> with proper citation.	After investigation if the interview report confirms that the student was able to answer all the interview questions appropriately and not deliberately copied.	An appropriate percentage of marks will be deducted from the marks obtained depending upon the interview report and the section/s affected.	If the student never turn-up for the interview or failed to defend his/her work the assessment will be treated as plagiarized and will be awarded '0' for that assessment script.

<p>(d) An act of submitting an assessment which contains significant amount of <u>similar text from another student's submission</u> or borrowing generously from one's own previous work without proper citation (self-plagiarize).</p>	<p>After investigation if the interview report confirms that the student was able to answer all the interview questions appropriately and not deliberately copied.</p>	<p>An appropriate percentage of marks will be deducted (depending upon the affected questions and marks distribution) from the marks obtained.</p>	<p>If the student never turn-up for the interview or failed to defend his/her work the assessment will be treated as plagiarized/colluded and will be awarded '0' for that assessment script.</p>
<p>(e) An assignment script which has been <u>done by someone else</u> rather than the student's own work.</p>	<p>After investigation if the interview report confirms that the student was able to answer all the interview questions appropriately and the assessment scripts was defended appropriately.</p>	<p>Maximum 40% marks will be awarded.</p>	<p>If the student never turn-up for the interview or failed to defend his/her work the assessment will be treated as severe dishonesty and breach of assessment regulation and will be awarded '0' for that assessment script.</p>
<p>(f) A paper that represents a <u>mix of copied material from several different sources without proper citation</u> or citations to <u>non-existent or inaccurate information</u> about sources.</p>	<p>After investigation if the interview report confirms that the student was able to answer all the interview questions appropriately and the assessment scripts was defended appropriately.</p>	<p>Maximum 40% marks will be awarded.</p>	<p>If the student never turn-up for the interview or failed to defend his/her work the assessment will be treated as Plagiarize/severe dishonesty and breach of assessment regulation and will be awarded '0' for that assessment script.</p>

N.B.: *If the student found to commit multiple offences like more than **TWO (2)** of the above stated criteria, the assessment will be treated as a severe case of plagiarism even if the student was not deliberately doing so.*

Essential Supporting Documents

Procedure on Disciplinary Actions

Academic Misconduct Form

FRM-065 Student Academic Counselling Report v1.1

FRM-098 Student Academic Review V1.1

Policy and Process Owner: Head, School of Technology



REFERENCING

2.0 REFERENCING

As a student you will be taught how to write correctly referenced essays. UEL's standard **Harvard referencing** system is from *Cite Them Right*. Cite them Right is the standard Harvard referencing style at UEL for all Schools, however professional body requirements will take precedence for instance the School of Psychology which uses the APA system.

As a student you will be taught how to write correctly referenced essays using UEL's standard Harvard referencing system from Cite Them Right. Cite them Right is the standard Harvard referencing style at UEL for all Schools.

2.1 Guidelines to Avoid Plagiarism

2.1.1 HARVARD REFERENCING: Citing and Referencing Guide

All assignment/portfolio/coursework/project/dissertation/Research assessment submissions must have references following Harvard Referencing.

An online guide to referencing and citing using the Harvard style is as follows:

1. <https://www.citethisforme.com/harvard-referencing>
2. <https://dkit.ie.libguides.com/harvard/citing-referencing>
3. <https://www.uel.ac.uk/student-life/library/info-skills/referencing-information>
4. <https://uel.libguides.com/c.php?g=683969&p=4882418>
5. <https://www.gre.ac.uk/articles/ils/referencing>
6. <https://libguides.gre.ac.uk/referencing>
7. <https://www.citethisforme.com/harvard-university-of-greenwich>

Students are required to be consistent in adopting in-text citation and end-text referencing guidelines in the relevant assessments.

USEFUL LINKS AND CONTACT INFORMATION

- a. Immigration & Checkpoint Authority (ICA)
Address:
10 Kallang Road ICA Building Singapore 208718
Phone: 65 63916100
Website: www.ICA.gov.sg

- b. Committee for Private Education (CPE) Student Services Centre
Address:
1 Marina Boulevard
#18-01 One Marina Boulevard
Singapore 018989

Tel: (65) 6512 1140
Website: <https://www.ssg-wsg.gov.sg/>
Email: CPE_contact@CPE.gov.sg

- c. Singapore Police Force: Dial 999

- d. Emergency/ Fire Ambulance_: Dial 995

- e. Ministry of Education (MOE)
Address :
1 North of Buona Vista Drive Singapore 138675
Tel : 65 68722220 Fax: 65 67369423
Website: www.MOE.gov.sg

For further details on students welfare, please refer to CPE website at
<https://www.ssg-wsg.gov.sg/>

KEY STAFF, CONTACT DETAILS AND STAFF ROLES

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Tel: +65 6580 7700
LSBF EXAM OFFICE
Email: exams@lsbf.edu.sg
Office: LSBF Singapore Campus
Tel: +65 6580 7700

Programme Executive
Respective Schools – Programme executives (contacts will be shared during orientation)
Office: LSBF Singapore Campus
Tel: +65 6580 7700

Ms. Fiona Poh
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The Key Staff and Contact Details were correct at point of publication. You will be notified of any changes.

Your Course Leader represents the academic interests of the course and coordinates the day-to-day business of the course, they have overall responsibility for students on the course.

Your Head of School is responsible for leading subject developments and ensuring the management and delivery of modules and their associated assessment in the Department.

SCHOOL CONTACT DETAILS

London School of Business & Finance @ GB Building
143 Cecil Street
#13-00 & #18-00 Singapore 069542

Operating Hours

GB Building : Monday to Friday 9:00am – 9:00pm
: Closed on Saturday, Sunday and Public Holiday

For general enquiries, please email us at info@lsbf.edu.sg
For Feedback please email us at feedback@lsbf.edu.sg

www.lsbf.edu.sg

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