



# London School of Social and Management Sciences

## **Student Handbook**

Last updated: September 2023

Your new life at London School of Social and Management Sciences starts here...

Amongst the sights and sounds of one of the world's most exciting cities, you are embarking on your journey to become what you would like to be. Use this Handbook to navigate your way through your time at London School of Social and Management Sciences, from your first day to your leaving day, and beyond, helping you to get the most out of your enjoyable experience.

## **How to use this Handbook?**

This Handbook has been designed to help you settle into life at London School of Social and Management Sciences with greater ease, as well as to show you the impressive range of support services available to the School's students and provide a comprehensive guide to any questions you may have about student life. The booklet informs you about these support services and offers practical advice and information on a wide range of subjects.

This Handbook is just a starting point for a lot of the information contained in it and has been designed for use in conjunction with other resources such as the School's website. This handy booklet will help and guide you through your first days at the School. Make sure you read it carefully, so you are prepared with the correct documents to make the enrolment process hassle-free.

During your first few weeks you will find yourself referring to the Handbook frequently as you orientate yourself at the School, but it will also be of use in the longer term as it provides information and advice on a comprehensive array of topics.

## **1. Welcome Message from the Principal**

A very warm welcome to all our students and ensure that each one receives a high quality of education. You will find that our faculty, staff, and administration are focused on providing a quality learning experience for all students. Diversity and inclusiveness are key parts of our mission.

Our mission is to provide high-quality learning and support to enable learners to successfully achieve their desired outcome. We aim to provide progression routes to the home and international learners with diverse backgrounds by cutting the amount of time and money they spend on achieving a university degree. We further aim that our students have access to the best possible opportunities and experiences during their education, so that they can reach their full potential and are better prepared for the future.

Our values are based on equality and inclusiveness in status, rights, and opportunities. We believe in equality of opportunity for every learner. We are committed to providing high quality education and learning facilities to students coming from all over the world. We endeavour to achieve:

- All learners are supported to access, succeed in and progress
- They receive a high quality academic experience and value for money
- They are able to progress into employment or further study
- Their qualifications hold their value over time.

Our students are our learning partners. We believe that every learner, regardless of ability, deserves a first-class education. Everyone has hidden potential to be uncovered and nurtured and we strongly believe that together as a learning community we can unlock this potential. The core duty of London School of Social and Management Sciences is providing qualifications which enable learners to fulfil their potential and make a positive contribution to society both socially and economically.

I hope you will enjoy your time here with us.

Best Regards,

Principal

Dr Mudassar Mehmood  
PhD, MBA, MSc  
FHEA

## **ACADEMIC ISSUES**

### **2.1 Enrolment**

When you arrive at London School of Social and Management Sciences, you will be welcomed to the campus during our Enrolment Day. Enrolment is the administrative process you will attend when you first arrive at the Institution, and it will involve registering for classes, settling any outstanding fees, and collecting books (if applicable) and timetables. It is also an opportunity for you to meet academic and administrative staff, to get a letter for opening a bank account and much more. Please note that the School only accepts students who are 16+ years old prior to the course commencement date.

### **2.2 Registration with the Awarding Body**

Registration with the relevant awarding body is mandatory. Please note that you are required to register with our awarding bodies as per their Rules & Regulations before or at the time of taking admission in London School of Social and Management Sciences. Currently, we have two awarding bodies namely ATHE (Awards for Training and Higher Education) and iCQ (I can qualify).

### **2.3. Know your Subjects**

It is very important that you know well about the subjects you will study. Please make sure you know the following details beforehand:

- Subject-name
- Number of core and optional subjects (if any)
- Name of the lecturer teaching a particular subject

### **2.4 Class Timetable**

The class timetable will help you avoid any clash between your lectures and other commitments. It is strongly recommended that you do not get involved with other commitments when your course or term time is going on.

### **2.5 Know your Lecturers**

The most important thing is that you must know who your lecturers are. They are the people who will be helping you throughout your academic life in School of Social and Management Sciences. It is recommended that right from the beginning of your course you must know who your lecturers are. You must know the following things:

- Name of the Lecturer
- The Subject taken by the Lecturer
- Day and Time of the Lecturer's Class

Please make a note of the following details on your enrolment day:

**2.6 Know about your Classrooms, Library etc.**

Category of Room	Room No	Location
Reception		
Administrative Room		
Classroom		
Library		
Café/ Student Common Room		
Conference Room		
Accounts and Marketing		

**3. ADMINISTRATIVE ISSUES**

**3.1 Who is Who?**

Staff Name:	Department:

**3.2 Paying your Fees**

You can pay your fees by cheque, cash, bank transfer, or bank draft. If you are experiencing financial difficulties, which prevent you from paying your fees, you may talk to one of the Institution's administrative staff or the Student Welfare Officer. Please note that you may pay your tuition fees in a single payment at the time of enrolment or by the agreed instalments.

**Single Payment:** Single payment should be made within 30 days of the course start date.

**Payment by Instalments:** You may pay by three instalments as well. No supplementary charge will be added to the tuition fees.

The following conditions will apply to you if you pay by instalments:

- You must continue to pay your installment until the full balance of the course fee is paid in full.
- The facility to pay by installments may be withdrawn or charged an interest from you if you fail to meet installment deadlines promptly or your cheques are dishonoured.

### **3.3 Institution Letters**

As a student, you may require all or one of the following letters issued by the Institution:

- Enrollment Letter
- Bank letter, (To open up a bank account)
- Other relevant letters

Depending on the type of letter, you must allow 3–5 working days to process the letters. Please note that you must fill in the relevant form to obtain the letter.

### **3.4 Opening Bank Account**

Student Services can provide you with information on how to open a bank account on arrival at the Institution.

To open up a bank account in the UK you will need to provide the following documents:

- Enrolment Letter
- Passport
- Confirmation of UK and Overseas address

It is worth mentioning that most phone bills and other utility bills are preferred to be received by Direct Debit. Thus, it is useful to have a bank account to keep continuity and of your day-to-day transactions.

### **3.5 Medical Insurance & Health Care**

Non-EEA/Swiss national students studying for less than 6 months are not entitled to free NHS care, excepting emergency treatment. Therefore, it is important that you take out medical insurance for the duration of your stay. If you are visiting the UK to study up to six months, you should make sure you have private health insurance from the beginning of your stay.

### **3.6 Student ID Card**

Students without a Student ID Card will not be allowed to enter the Institution premises to attend lectures or to use any Library facilities, IT facilities, and so on. The ID card proves your status as a student at London School of Social and Management Sciences. You must, always, keep your ID card with you whenever you enter the Institution premises.

## **4. ACADEMIC SUPPORT**

### **4.1 Induction Pack**

The Induction Pack has been designed to provide all the necessary information to the students. All information relating to academic and administrative matters is provided in the Induction Pack. This helps you understand the following things:

- Course Details
- Relevant details relating to academic matters.
- Administration process outline
- Guide to apply for letters and other facilities.

### **4.2 Lectures**

In London School of Social and Management Sciences one of the most important methods of course delivery is lecturing where a lecturer addresses students face to face. Your lecturer will make you well acquainted with all the topics of a particular subject, and you are highly encouraged to participate in the discussion to clarify any issue that you do not comprehend well.

### **4.3 Lecture Handouts**

The lecture handout is designed to give suggestive approach as to the study of a particular topic. The lecturers at the School are required to distribute handouts to students to make the taught topic easy to understand. However, you should make sure that you consult all the recommended books on top of the lecture handouts.

### **4.4 List and Guide of Essential & Additional Reading**

There are lots of books on the market for each of the subjects and it is not possible for new students to understand what to read or not to read. Most importantly the students cannot decide which book to read to meet the standard of the level they are studying. In such a case students need guidelines from the academics. The School's lecturers provide a list of academic textbooks that are recommended as essential reading. They also recommend another list of books as additional reading. The School has an e-library where most of books relevant to the course are available to read online.

You are strongly advised to read and focus on the essential reading list. Additional readings have been recommended to help you learn more and get support to your essential understanding of the topic.

#### **4.5 Module Tutor**

The Module Tutor is responsible for preparing and delivering a programme of study for each module. He/she is a model of excellence for the students.

The Module Tutor will guide you through the subject he/she has been entrusted with. You will be assured by the Module Tutor that you are going through the whole curriculum properly. If you have any problems or concerns regarding your studies, you can consult your Module Tutor without any hesitation.

#### **4.6 Personal Tutor**

As a student you will be allocated with a personal tutor by the Institution. Your personal tutor will assist you to retain an interest in your personal and academic development throughout your academic career. You can consult her/him for any of your academic matters.

Your Personal Tutor is responsible for offering guidance in your academic work, monitoring progress and initiating the provision of additional support where this may be required. He/she is always prepared to fulfil a more generally supportive role and to discuss any matters affecting your academic work. In cases where personal difficulties are affecting your academic work, the Personal Tutor may consider initiating appropriate consultation with you and/or the Course Coordinator and Academic Head.

#### **4.7 Course Coordinator**

There is a Course Coordinator for each course administered by the London School of Social and Management Sciences. The Course Coordinator deals with overall management of the academic affairs of the relevant discipline and acts as a course leader. He/she is responsible for ensuring that lesson plans and practical activities are relevant and appropriate. He/she conducts teaching observations on request by the Academic Head or as part of the Institution's observation policy; gives feedback and leads on where the quality of teaching needs to improve; and suggests development activities etc. You can consult your Course Coordinator for any of your academic matters, however you need to book an appointment with him/her through your Module Tutor.

#### **4.8 Academic Head**

The Academic Head leads the Institution in the development and implementation of its academic quality assurance and enhancement strategies and procedures. He/she is responsible for ensuring that the academic sessions of the Institution run smoothly. He/she is also responsible for advising and contributing to the development of the Institution's programmes. You can consult



the Academic for any of your academic matters especially if you have any serious problems in making progress, however you need to book an appointment with him/her through your Module Tutor.

#### **4.9 Revision Lectures**

When all lectures are finished, you need to understand the style of questions and effective ways to give answers to those questions. Although you may have full realization of the topic, you may not be able to do well in the examinations if you do not know how to answer effectively or to the satisfaction of the examiners.

We have seen that although students have taken better preparation, they fail to achieve good results because of lack of understanding of examinations techniques. London School of Social and Management Sciences is keen to provide revision lectures to prepare you to explain essential techniques of examinations.

#### **4.10 Mock Examinations**

The School is always serious about quality assurance and this is the reason why all the courses include Mock Examinations for the students. The students must appear at all the mock examinations before they appear at the final examinations.

#### **4.11 Academic Feedback**

The School is very keen to prepare the students for the final examinations. To prepare the students properly the lecturers provide feedback, written and oral. The feedback actually provide details of strengths and weaknesses of the students and also provide ways to improve the weaknesses.

The feedback also provides guidelines to continuously develop their skills and analytical ability in dealing with problems as posed by the questions. The purpose of feedback is not to show the students what their difficulties are, but to show what they need to do to develop in case of any difficulties.

#### **4.12 Special Revision Classes**

We understand that before the examinations the students are mostly worried about the examinations. The students mostly are concerned about the techniques of examinations, about the issues that are most likely to be examined by the examiners, and so on.

The special revision lectures have been designed to deal with the examination's preparations, to discuss different techniques about how to tackle a question in the examinations. These preparatory revision lectures help the students to develop confidence to appear at the examinations.

#### **4.13 English Language Support**

London School of Social and Management Sciences provides its registered students with free English Language Support in addition to the main course. If you have any weakness in English or if you are advised by your module tutor, you can participate in English Language Support programme free of cost. Furthermore, you will get sufficient English Language books and other resources in the e-library to enrich your skills in English.

#### **4.14 e-Library**

London School of Social and Management Sciences has established an e-library. The e-library is in fact resourceful as it contains numerous leading textbooks, journals, and information on Open Access policy.

You can access the e-library 24/7 through the School's website. Apart from the School's e-library facility, Redbridge Central Library is located just 5 minutes' walk from London School of Social and Management Sciences.

#### **Address: Redbridge Central Library and Museum**

Clements Rd, Ilford IG1 1EA

#### **Opening Hours:**

**Thursday 9:30am–8pm**

Friday 9:30am–8pm

Saturday 10am–5pm

Sunday Closed

Monday 9:30am–8pm

Tuesday 9:30am–8pm

Wednesday 9:30am–8pm

Redbridge Central Library offers a range of services, study spaces and large meeting rooms. Redbridge Museum can be found on the second floor of the library and visitors can explore 200,000 years of local history. The museum runs exhibitions, family events, education programme and supports local communities to explore heritage. The library is also home to exciting new spaces; Lab Central, Hub Central and Redbridge Heritage Centre which opened in 2017.

You can join Redbridge Central Library free of cost. You will be asked to provide one form of ID that shows your current name and address, for example, passport and any other document showing your current address. London School of Social and Management Sciences encourages its students to join the Redbridge Central Library and avail its facilities.

#### **4.15 IT Lab**

The Institution provides excellent IT support for the students. The IT Lab is located on the second floor. We have coordination with Nelson College London. You can also use Nelson College London IT lab and library on the second floor. You are highly encouraged to use the lab facilities for your academic research.

#### **4.17 Photocopying & Printing Facilities**

The School provides in campus photocopying and printing services to the students. You do not need to go outside the campus for printing or photocopying learning materials. The services are provided at a minimum price.

#### **4.18 Examinations & Assessments**

Examinations are arranged by the Awarding Bodies, with the entry process being arranged by the Institution. It is essential that you consult your Course Coordinator thoroughly about your examination entry and collect any forms promptly when requested to do so by the Admin Office. Awarding Bodies' examinations are held in their allocated locations. Awarding bodies will assess your examination scripts; publish your results and let you know directly or through the Institution according to their own principles and policies. For ATHE and iCQ Level 3 Diplomas, there is no room-based exam rather you will submit the required assignments electronically.

#### **4.19 Brief Guide to Make Effective Plan of Your Studies**

London School of Social and Management Studies strongly advises that you prepare your own study plan. This will help you reach the appropriate level of preparation for the examinations. The planning depends on your personal circumstances and commitments that you currently have. However, we can give you some suggestions which we believe will immensely help you make an effective plan.

- Know your route.
- Know your syllabuses.
- Know the dates of your examinations.
- Calculate the weeks that you must finish your syllabuses.
- Assess how much you must study a week to keep pace with your syllabuses.
- Assess the levels and urgency of your commitments.
- Make a priority list as per your existing commitments.

- Now try to fix the time that you can allocate for your studies.
- Prepare the timetable for your studies.
- Stick to your timetable till the examinations take place.
- **Academic Skills Workshops**

The School runs academic skills workshops throughout the year to develop personal, professional and study skills of the students. We encourage all our students to take advantage of these workshops.

- **YouTube Channel**

The School has its dedicated YouTube channel. The students are encouraged to subscribe the School's channel to enhance their knowledge through digital lecturing and teaching.

<https://www.youtube.com/@lsms4533>

## **5. Academic Obligations**

### **5.1 Attending Lectures**

According to the School's Attendance Policy, students must attend a minimum of 80% of their whole course of study.

1. If a student is absent in 3 (three) expected contracts and that absence is not excused, he/she will be given a warning by E-mail/Telephone.
2. Students who have been absent for 6 (six) expected contracts will be issued with a written warning stating that the student will be expelled from the Institution if he misses 10 (ten) expected contacts. If the student is absent for 10 (ten) expected contacts, he/she will be terminated from the Institution.
3. Finally, the Institution will also notify the UK Border Agency immediately of the student's failure to comply with the Attendance Regulations.

For more information about student attendance, please refer to our 'Procedures for Recording and Monitoring Students' Attendance'.

### **5.2 Absence of Teacher**

It is important to know that if a lecture is suspended due to a lecturer's absence as a result of any emergency circumstance e.g., accident, illness etc., cover-up lectures will be provided for you, and you will be notified about it duly.

### **5.3 Punctuality**

The Institution believes that being late for classes is not only detrimental to the academic process of the late comer, but also disruptive for the entire class. A student can be marked as absent if he/she arrives for class more than 30 minutes after the start or leaves the class more than 20 minutes before the end.

### **5.4 Going Ahead with your Lectures**

Students are strongly advised to maintain consistency with the class lectures. You must follow the lectures in the class and be prepared for the lessons when you attend each class. This in fact helps you follow your next lectures. Do not keep your homework pending until the last minute. This is very dangerous for any student. Please try and avoid all attitudes that in the end jeopardise your academic life.

Going ahead with your lectures means following step-by-step, the process set out below:

- 1st Step: Listen to your Lectures carefully, and take full lecture notes
- 2nd Step: Read your notes when you go home
- 3rd Step: Identify any point you do not understand
- 4th Step: Take an active part in the next lecture or seminar
- 5th Step: Correct your misunderstandings in that seminar or class
- 6th Step: Prepare additional notes for your better understanding and exams.

### **5.5 Submitting Coursework/Assignment**

You must submit all the coursework/assignments in due time. One of the main purposes of assignments is to assess your understanding of a subject area. They also serve other intellectual purposes:

- To organise thinking.
- To bring a wide range of material to bear on a given problem or issue.
- To respond critically and with your own ideas to the issue.
- To select and use information to support an argument.
- To present this argument in a clearly structured and literate way.

Please note that failure to submit your assignments in due time may result in an unsatisfactory progress in the final assessment.

## **5.7 Academic Progress**

You are required to make overall significant progress in order to achieve your goal; enhance your career prospect and comply with the regulations of the immigration department. You are permitted to proceed with your approved course of study only if you maintain satisfactory progress as evidenced by attendance at classes, satisfactory performance in examinations and the proper completion of such other work/task as may be allotted to you. Please note that if your progress is unsatisfactory, you will be given extra care and support and other relevant remedial measures to help you make progress. At the same time, you will be warned about the consequences you might face due to your unsatisfactory progress. If you persistently make unsatisfactory progress even after pursuing our remedial measures under a given a period of time, you may eventually be excluded from the Institution and your details will be reported to the immigration department.

Further information relating to your Academic Progress can be found in the School **Policy and Procedures on Monitoring and Reporting Students' Academic Progress**. You are strongly encouraged to contact your personal tutor who will be able to assist you should you have any queries regarding Academic Progress. If in the early and mid-term monitoring your progress is unsatisfactory, you will be given 1<sup>st</sup> warning letter, if you fail in the Final Examination of the Awarding Bodies in the 1<sup>st</sup> attempt, you will be given 2<sup>nd</sup> warning letter, if you fail in the Final Examination of the Awarding Bodies in the 2<sup>nd</sup> attempt, you will be given final warning letter, and if you fail in the Final Examination of the Awarding Bodies in the 3<sup>rd</sup> attempt, you will be terminated from the Institution and Immigration departments will be notified immediately.

## **5.8 Re-Sits & Retakes**

You are expected to finish your intended course on time in accordance with the advised Institution course start and end dates. Each student is also expected to pass their assignments as per the requirements set by the relevant Awarding Body. If you are unable to complete the course and pass the examinations, you will have to pay an additional fee to the Institution and the awarding body to re-sit or re-take examinations in accordance with their specific guidelines. Students at London School of Social and Management Sciences will only be allowed to re-sit examinations or repeat any part of their course up to two times per individual examination or module.

## **5.9 Mitigating Circumstances**

It is obvious that there are some circumstances that genuinely prohibit some students from performing well in their studies. Please find the circumstances below that will be considered in mitigation:

- Severe illness
- Sudden accidents
- Parental illness or accidents,
- Illness or accidents of the sisters, brothers, or close relations,

If you are faced with any of the above situations, you must immediately inform your teachers, you will then be advised to put it in writing. However, there is no automatic guarantee that consideration will be given. Each case will be dealt with individually and on merit.

## **6. Administrative Support**

### **6.1 Keeping Your Records Updated and Change of Address Notification**

The Institution will keep all students' passport pages, showing all personal details (including visa details) and leave stamps or immigration status documents – including evidence of their entitlement to study in the UK and the period that they have permission to stay in the UK. The Institution will update these records as necessary. It is your responsibility to ensure that you notify the Institution immediately if there is any change in your contact details e.g., address, telephone number, mobile telephone number, or any other change in your personal circumstances. You can notify any changes by completing the Change of Details Form which is available at the reception or with admission and registry. You must provide the details of your next of kin at the time of application and notify the Institution immediately should there be any change pertaining to your next of kin.

Your whereabouts are very important for us to know. We will from time to time be sending you letters and information in connection with your study with us such as attendance notification letter, examination notice & schedules, examination admission notice, course materials, or other kind of academic letters. Obviously, we will not be able to communicate with you properly if we do not have your exact address. So, make sure that you duly inform us about any change in your address. If you do not give us your up-to-date address, we will not be able to provide exact address details which will result the refusal of your application to bank, reference etc. and most importantly, failure to notify your current address to the Institution may even jeopardise your studentship at London School of Social and Management Sciences.

### **6.2 Visa Issues**

If you have any questions regarding visa issues please get in touch with the Administrative Support Team, or a student Support Officer who will be happy to help you in any way they can. Please note that we do not provide any immigration advice or offer any legal aid in your visa refusals.

### **6.8 Sickness Affecting Study Performance**

The School understands that no human has control over illnesses. It is natural that students may suffer illness and therefore, their performances and attendance at lectures may severely be affected. In such circumstances the students must see a doctor to get medical attention and treatment. The student who suffers illness must submit relevant documents in support of his or her illness.



The Academic Committee of the Institution will decide about extra classes or extension of time to submit coursework or assignment, if any. The academic committee will communicate its decisions after due assessment of your case.

## **7. Conduct**

You are expected to conduct yourself responsibly on the Institution premises. Misconduct may result in you being suspended from the Institution. In such cases no refund of fees will be given, and any outstanding tuition fees will be payable.

### **7.1 Disciplinary Procedures**

When you enrol on a course of learning at the Institution you sign and commit to a Code of Conduct. If your behaviour, attendance record or academic standards are persistently below the standards required of the Code and are not resolved by informal discussion and negotiation, then disciplinary proceedings may be started against you.

The disciplinary procedure is a formal process which applies to all learners enrolled at the Institution. There are two types of activity in which disciplinary action may be required:

### **7.2 General Misconduct**

This covers student's behaviour such as refusal to show the Institution ID Card, breach of health and safety regulations, being under the influence of drink or drugs, bullying and harassment of others, or carrying weapons. It also includes misuse of Institution computers and other equipment, or any other action or incident considered to be of a similar nature to the above examples.

### **7.3 Academic Misconduct**

This covers students' behaviour in relation to their programme of learning such as copying, plagiarism, collusion, cheating etc or any other action or incident considered to be of a similar nature to the above examples. In addition, each has three levels of seriousness: Level 1 Minor; Level 2 Serious and Level 3 Major.

Reasons for immediate suspension – some examples are below:

- Assault, fighting or other acts of violence, vandalism, bullying and harassment, theft, being in possession of illegal drugs, firearms, or other weapons, committing or attempting to commit any act of arson, behaving in a way that brings the Institution into disrepute.
- Computer hacking, cheating in exams, extensive and/or persistent plagiarism or use of model answers, buying, selling, or stealing of work.

For more information, please refer to the '**Students' Disciplinary Procedures**' of the School.

## **7.4 Complaints Procedure**

London School of Social and Management Sciences endeavours to create a positive learning environment for students, one in which each student can achieve their personal best. Part of the maintenance of that positive environment is a fair and open complaints procedure made available to all students.

## **7.5 Informal Complaint**

This is a less formal procedure where a complainant may raise his or her concern about the way the services were provided. The complainant simply may see the Complaint Officer and orally inform the matter which will be dealt with immediate basis. However, if the matter is serious and the complainant is utterly dissatisfied, the compliant officer will rather accept the complaint as a formal one.

## **7.6 Formal Complaint**

If a student or a visitor wants to bring a serious complaint about any matter in relation to the way the services are provided, the complainant may bring a formal complaint. It requires the complainant to take a complaint form from the reception. The complainant may also additionally write his or her allegations in addition to filling the complaint form.

For more information about our complaint procedure, please contact:

### **Admissions Office**

London School of Social and Management Sciences

Olympic House, 24-48 Clements Road, Ilford, Essex, IG1 1BA London, United Kingdom

Phone: +44 20 7183 8341

Fax: +44 20 8553 5242

Email: [admissions@lsms.ac](mailto:admissions@lsms.ac)

## **8. Security**

### **8.1 Identification Card**

You will be issued with an ID Card which is valid until your course finish date. You must always carry it whilst you are at the Institution and must produce it when requested by a member of the Institution staff. Failure to produce your ID card may result in you being asked to leave the Institution premises. The card is also required for using library facilities and for sitting your exams.

## **8.2 Valuables**

As personal possessions are your own responsibility during your time at London School of Social and Management Sciences you are advised to ensure the security of those possessions. The School also advise you to consider personal possession insurance that would also cover educational visits and work experience.

## **9. Student Welfare Issues**

### **9.1 Health and Safety**

Everyone in the Institution has a responsibility to those around us, and to ourselves, to ensure that we all remain safe in the Institution environment. You are requested to go through the ‘Health and Safety Manual’ of the Institution and know the arrangements provided by the Institution. Do not bring knives and other sharp implements into the Institution. Do not misuse the Institution property or equipment.

### **9.2 Fire Drills**

Make sure that you know where the fire exits are and how to use them. Do not tamper with fire alarms or fire extinguishers. The Institution will hold fire drills at regular intervals; make sure you know the procedures to follow.

### **9.3 Procedures in the Event of a Fire**

- On discovering a fire, activate the nearest fire alarm.
- On hearing the fire alarm, leave the building immediately by the nearest available exit (including fire exit doors).
- Lecturers are responsible for ensuring that the classroom in which they are teaching is evacuated.
- Every student and staff must know the fire assembly point
- On hearing fire at alarm, go to the fire assembly point at the front main gates. Do not re-enter the premises until told by the controlling officer to do so.

### **9.4 Accidents & Incidents**

If you see anything that could be of danger to anyone then report it immediately to a member of staff – do not try to deal with it yourself.

In the case of an accident or incident, contact the nearest member of staff or the Reception. Please ensure you are aware of the location of the ‘First Aid Boxes’, a member of staff will be able to help you with this.

### **9.5 Smoking Policy**

Regarding the health and comfort of all members of the Institution and its visitors, and to comply with recent Government Policy, smoking is only permitted in the designated areas. Please note that smoking is completely prohibited inside the Institution premises.

### **9.6 First Aid**

The School has trained First Aiders who can be called if there is an injury. Should you need assistance, please contact a member of staff, or Reception.

### **9.7 Health & Safety on your Programme of Study**

You will receive health and safety guidance related to your programme of study as part of your induction. A full copy of the Health and Safety Policy is available in Student Services.

### **9.8 General Counselling**

London School of Social and Management Sciences provides counselling services to those students who fall back in their studies. This is assistance to those students who have ability to follow the course but for some reasons they have failed to perform well. The School faculty members usually hold meeting with the students and try to understand as to why the students have failed to maintain required level of progress. Once reason has been detected the counsellors then provide advice and necessary supports, or give indication to academic personnel his required assistance, if it is purely an academic matter.

### **9.10 Financial Advice**

The School understands that you may experience financial difficulties and may not be responsible for such difficulties. In such cases the School provides advice to you as how to manage your resources in terms of money to tackle the situation.

### **9.11 London School of Social and Management Sciences Student Union**

The School Student Union helps bridge the gap between the students and the lecturers and administrative personnel of the institution. It represents interests of the students and raises issues in relation to student welfare to the School Management. Members of the Student Union are elected by the students and the elected members usually serve the students during their studies. The Student Union has representatives from all the faculties of the Institution.

### **9.12 Social & Cultural Programmes**

The School is a leader in organizing social and cultural events in the campus. The purpose of such event is to allow you to learn and enjoy the beauty of different cultures. Students from different countries take part in such social and cultural events. In those programmes they present their cultural activities, thoughts, ideas & beliefs. However, you are advised not to advance any political or disputed doctrine in the name of presenting the cultural and social programme.

### **9.13 Career and Progression Route Advice**

Whilst studying at London School of Social and Management Sciences it is important to start thinking about your future career. Career and further study advice and guidance provided by the Institution is available to all the students. For more information on career and further study advice, please contact the Student Support Service.

### **9.14 Accommodation Support**

The Institution may be able to assist you in organising accommodation for the duration of your stay. If you require any help in these matters, please contact the Student Support Team using the details below.

#### **Student Welfare Officer**

London School of Social and Management Sciences

Olympic House, 24-48 Clements Road, Ilford, Essex, IG1 1BA London, United Kingdom

Phone: +44 20 7183 8341

Fax: +44 20 8553 5242

Email: [z.iqbal@lsms.ac](mailto:z.iqbal@lsms.ac)

### **9.19 Airport Pickup Services**

Overseas students arriving in the UK for the first time may wish to be met by the Institution Representative at the airport. If you would like to arrange this, please contact the Institution well in advance of your arrival.

#### **Student Welfare Officer**

London School of Social and Management Sciences

Olympic House, 24-48 Clements Road, Ilford, Essex, IG1 1BA London, United Kingdom

Phone: +44 20 7183 8341

Fax: +44 20 8553 5242

Email: [z.iqbal@lsms.ac](mailto:z.iqbal@lsms.ac)

**Note:** *Please note that the Accommodation & Airport Pickup service will be arranged according to availability. It is neither a guaranteed nor a mandatory service provided by the Institution. In the event of the School not being able to make suitable arrangements, students are advised to make their own arrangements for airport pickup and accommodation.*

## **10. OTHER IMPORTANT ISSUES**

### **10.1 Equal Opportunity**

The School aims to promote equal opportunity for all, and to ensure that no one is discriminated because of gender, race, ethnic origin, disability, nationality, colour, religion, political/religious beliefs, age, sexual orientation, marital status, or family responsibilities.

### **10.2 Data Protection**

Next to its people, the School regards information as its most important asset. Because of this, the Institution recognises the importance of protecting its information assets and the information relating to its staff, students and other individuals in whatever form that information is held. All data, whether held electronically or manually, are kept securely and not disclosed unlawfully.

### **10.3 Disability Strategy**

The School is keen to consider all the potential students irrespective of their abilities in terms of physical and mental health. For disabled students who cannot follow the course due to their disability, the School will take the necessary steps to consider their application for admission.

Please refer to the ‘Disability Strategy’ of the Institution for more information.

### **10.4 Disclaimer**

This Handbook does not replace London School of Social and Management Sciences’ regulations. All students will be required, as a condition of enrolment, to abide by and submit to the procedures of the School which are amended from time to time.

Every effort has been made to ensure the accuracy of the information contained within this Handbook, but it is subject to alteration without notice. The School will use all reasonable endeavours to deliver programmes in accordance with the descriptions set out in this Handbook. However, the School reserves the right to make variations to the contents or methods of delivery of programmes, to discontinue programmes and to merge or combine programmes, if such action is reasonably considered to be necessary by the School. If School discontinues any programme, it will use its reasonable endeavours to provide a suitable alternative programme.

## 11. FAQ

***Q. Where do I go first to register my course?***

A. You must go to the Admissions Office to register yourself in the desired course. The admission staff will help you in registering you in the course.

***Q. Where do I go to receive the Institution letters?***

A. You must go to the Reception to fill in the required forms. The staff in the Reception will advise and help you in filling the forms. You just must tell them what you actually want.

***Q. Where do I go to receive my ID Card?***

A. You must apply by filling the ID Card Form which will be available at the Reception desk. You will need to allow time for your card to be processed. You can collect your ID Card from the Reception once it is ready.

***Q. Where do I go to discuss my financial difficulties?***

A. You must meet the Student Welfare Officer to discuss your difficulties.

***Q. Where do I go to discuss my weakness in studies?***

A. Go to the Reception to book an appointment with your Personal Tutor.

***Q. Can I work part-time?***

A. On a short-term study visa or a visitor visa for study purpose, you are not allowed to take any paid or unpaid work in the UK.

***Q. Can I extend or switch my visa after completing the course?***

A. No, you cannot extend or switch a visitor visa up to six months or a short-term study visa for an English language course between 6 to 11 months long.

***Q. How do I know about the details of my course?***

A. You will be given a full induction at the beginning of your course. You will be provided with an intensive induction pack where all the necessary information will be included. The induction pack will contain the following information:

- Full title of your course
- The course duration
- The certificate awarding body
- The advance date of your assignment submission
- The modules you will be taught
- Who your course Coordinator is
- Who your lecturers are
- When to apply for the examination entry.



Please read the induction pack carefully and try to grasp the most important information to make a smooth start to your study. Please click on Policies page and navigate to the Students Information section. If you have any queries, you must meet one of our student service officers.

## **12. Comments & Compliments**

The School aims to provide high quality education and services to everyone who studies at, works and visits the Institution. Your views are important to us, and we need you to tell us when a service is failing or something is not right. We would like to hear from you about services that you like and/or if you have an idea for any improvement or change to a service.

## **13. Useful Contacts**

- **UK Visas and Immigration**

<https://www.gov.uk/government/organisations/uk-visas-and-immigration>

- **How to apply for a standard visitor visa for study purposes?**

**Visit to study**

<https://www.gov.uk/standard-visitor/visit-to-study>

- **How to apply for a short-term study visa?**

**Study English in the UK (Short-term study visa)**

<https://www.gov.uk/visa-to-study-english>

## **Travel Information**

[www.traveline.info](http://www.traveline.info)

## **Traffic for London**

Transport for London is a local government body responsible for the transport system in Greater London, England. You can get information on all forms of transport in London including cycle hire. Routes, maps, plan a journey, tickets sales, real time traffic and travel updates.

<https://tfl.gov.uk>

## **Council for International Education (UKCISA)**

9-17 St. Alban's Place

London, N1 ONX

Advice: 0207 3545210 (Mon-Fri, 1-4pm)

Website: [www.ukcisa.org.uk](http://www.ukcisa.org.uk)

**Immigration Advisory Service (Head Office)**

3rd Floor

County House

190 Great Dover Street

London

SE1 4YB

Advice: 0845 1668387 (9:30am-1pm Wed only)

Tel: 0207 3577511

Website: <https://iasservices.org.uk/london/>

**British Council**

[www.britishcouncil.org](http://www.britishcouncil.org)

**Embassies around the world**

[www.embassyworld.com](http://www.embassyworld.com)

**Emergency Police, Fire Service and Ambulance No: 999**

## 14. ANNEX

### Annex A

#### Students' Regulation (General) at London School of Social and Management Sciences

##### Introduction:

The School is keen to maintain the excellence in academic performances and quality education. This can be achieved only by disciplining the staff and the students of the Institution. In view of this, the school is happy to make regulations for the students, which must be observed by all the students, while they are studying courses with us.

- Regulation 1:** The students must attend at least 80% lectures in an academic year.
- Regulation 2:** The students must submit required Coursework or Assignments or appear at the written examination without adopting any unfair means.
- Regulation 3:** The students must maintain at all the time good appearance and behaviour with the fellow students and to all the members of the School staff.
- Regulation 4:** The students must not behave intimidatingly under any circumstances.
- Regulation 5:** The student has a duty to provide accurate details relating to personal and previous academic issues.
- Regulation 6:** The students must not be involved in any act, business, or job, or must not enter in to a contract in contravention with the laws of the United Kingdom.
- Regulation 7:** The students must not be involved in any form of behaviour that amount to bribery or attempts to bribe.
- Regulation 8:** The student must not remove without permission any materials, or deliberately cause loss and damage in any form or manner to any from the Institution library or IT lab.
- Regulation 9:** The Students must not solicit any thought or philosophy or campaign to enhance racial hatred, or increase sense of discrimination based on race, religion, and colour.
- Regulation 10:** The students must follow the health and safety rules and procedures during the stay in the School campus.
- Regulation 11:** The students must not use any School property, or School office equipment without prior permission.
- Regulation 12:** The students must not act in such a manner that in effect badly affects course or academic integrity.

**Regulation 13:** The students must NOT act unlawfully or against the interests of the Institution.

**Regulation 14:** The students must avoid plagiarism and any proof of it may result in removal from the course.

Any deliberate and serious breach of any of the regulations will be gross misconduct on the part of the students.

## **Annex B**

### **Disciplinary Procedures**

#### **Introduction:**

The basic purpose of the disciplinary procedure is to keep our students in line with the academic standards so that students can experience the excellence of academic and professional studies.

#### **Disciplinary Procedure Step-By-Step:**

##### **Stage: 1 Initial Proceedings**

- Step: 1 Write a letter explaining the gross breach of duty or misconduct.
- Step: 2 Request an explanation from the accused student about the breach or misconduct.
- Step: 3 Make a meticulous assessment of her /his previous academic performances and conducts.

##### **Stage: 2 Hold an investigation**

- Step: 1 Talk to the department's personnel i.e. where the misconduct or breach took place.
- Step: 2 Talk to witnesses, if there are any.
- Step: 3 Collect and collate the evidence regarding the misconduct from both parties

##### **Stage: 3 Assessments**

- Step: 1 Assess the alleged breaches or misconducts.
- Step: 2 Assess the answer made by the accused student.
- Step: 3 Assess the investigation findings.
- Step: 4 Make a comparative study of alleged breach or misconduct, alleged student's explanation and investigation findings.
- Step: 5 Assess the prima facie of the allegation.

##### **Stage: 4 Post Assessment Activities**

- Step: 1 Confirm in writing to the student the date of the hearing, time, place, and the person who will conduct hearing.
- Step: 2 Inform the student of the papers or documents that she or he is required to bring.

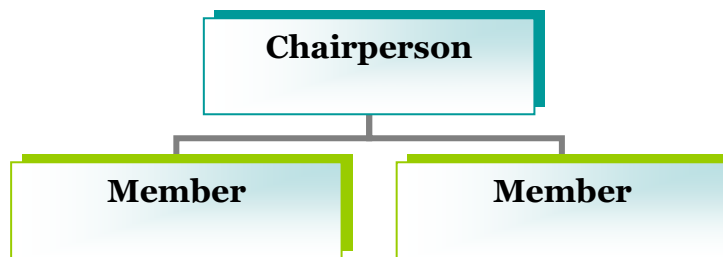
##### **Stage: 5 Final Hearing**

- Step: 1 Listen to the accused student and take full notes of what she or he says.
- Step: 2 Take a good look and assess meticulously the reasons and explanations about the alleged breach or misconduct.
- Step: 3 Report the result or findings of your investigations.

Step: 4 Report the final decision of the hearing i.e. whether she or he is in breach of duty or liable for gross misconduct.

Step: 5 confirm the decision of the final hearing in writing to the student.

**Disciplinary Committee (DC):**



**Explanatory Note:**

- The Disciplinary Committee will oversee all the disciplinary issues of London School of Social and Management Sciences.
- The Chairperson of the disciplinary committee will be able to delegate his power to any one of the two members or other to decide on behalf of the Committee Chair.
- In case of any disciplinary issue the DC will form a sub-committee to make investigation on the matter and to make decisions about the student in question.
- An appeal can be made against the decisions of the sub-committee and the appeal must be made to full disciplinary committee.
- The full disciplinary committee will then make final decisions by following full disciplinary hearing procedure and will make final decisions.
- There will be no further appeal against the decisions of the full disciplinary committee i.e., the decision of the full disciplinary committee will full and final.

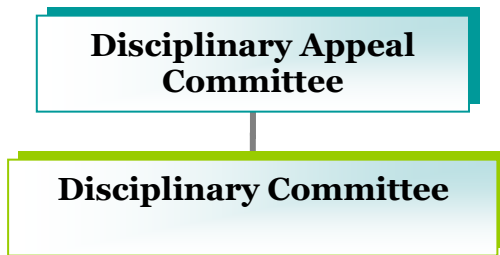
## **Annex C**

### **Student Appeal against Disciplinary Decisions**

#### **Appeal Procedure against Disciplinary Committee Decisions:**

- Rule: 1, An aggrieved student has the right to make an appeal against the decisions of the disciplinary committee.
- Rule: 2, The aggrieved student must make an appeal in writing and it must be addressed to the Chairperson.
- Rule: 3, The aggrieved student must give details of the grounds, provide evidence, if any, relating to the grounds for appeal with the application.
- Rule: 4, The disciplinary committee must provide particular date, time, venue to hold hearing of the appeal, and must send a letter to the effect as soon as possible.
- Rule: 5, On that date the full disciplinary committee must be present and must listen to the aggrieved student. The Committee must also make a closer examination of the evidence, if any, that may be presented by the aggrieved student.
- Rule: 6, The Disciplinary Committee must listen to the witness, if any, of the aggrieved student and take full note of what the witness says.
- Rule: 7, The Committee must then make meticulous assessment of the following issues for better decisions:
- Grounds raised by the aggrieved student;
  - Evidence presented by the aggrieved student,
  - Witness statements of the aggrieved student;
  - Any other documents or evidence relating to his or her claim;
- Rule: 8, The Committee must listen to the legal representative or other type of representative and take notes of all the statements.
- Rule: 9, The Committee must assess the issues relating to the client as presented by the representative.
- Rule: 10, The Committee will then make a comparative study and assessment of all types of submissions, documents, evidence, and take its final decisions.
- Rule: 11, The Committee will read out its final decisions to the aggrieved student in his/ her presence or in the presence of his/ her representative.
- Rule: 12, The Committee will send a copy of its decisions in writing and it must be signed and sealed.
- Rule: 13, After the decisions of the Committee there will be no further appeal.

## London School of Social and Management Sciences DC Hierarchy:



### Explanatory Notes:

- The School will have a two-tier disciplinary committee, and they will be as follows:
  - ◆ Disciplinary Committee
  - ◆ Disciplinary Appeal Committee
- The disciplinary appeal committee will be apex in the hierarchy and will hear the appeal only.
- The disciplinary committee will conduct the first hearing after the necessary assessment.
- The disciplinary committee will be accountable to disciplinary committee.
- The disciplinary committee may be constituted of a minimum of one member.
- If the committee is constituted of more than one member, one of the members will be chairperson of the subcommittee.
- The chairperson must be senior member in the hierarchy of the School.



## **Annex D**

### **Complaints Procedure**

#### **Policy Overview**

London School of Social and Management Sciences is keen to minimize all kinds of non-conformities and to encounter those non-conformities through an established system of receiving and dealing with complaints. Appropriate systems of receiving and dealing with the complaints provide the gateway to learn the views of those who experienced the institution's services. This gives the School an opportunity to rectify the non-conformities and thus brighten the image of the institution when correctional actions to remedy the non-conformities are taken.

#### **Who can complain?**

The following people may bring complaints:

- those who are not satisfied with any services received from the School;
- students (or those acting on student's behalf)
- visitors
- service users
- staff members

#### **Reasons for Complaints**

Complainants may bring complaints for any of the reasons set out below:

- That the advice provided was not appropriate or wrong;
- That the personnel did not provide appropriate guidance;
- That the matter has been dealt with negligently;
- That the institution did not update the complainant properly and in time, thus complainant failed to take appropriate action and suffered loss and damage;
- That the complainant received substandard services;
- That the complainant had been misled about the matter;
- That the institution did not deal with complainant's problem expeditiously and thus had caused him/her problems of a substantial nature;
- That the institution has charged in excess of the fee scheme;
- That the institution had never provided the complainant with the services for which he/she had already paid;

You may also add any other reasons that suit you most in your complaint. Please give details of the reasons as much as possible. State your reasons clearly and without any apparent ambiguity.

## **Purpose of the Complaints Procedure**

The purpose of the Complaints Procedure is to establish an effective monitoring system in the organization. The School can identify any on-going irregularities or ineffectiveness of systems, when there is a complaint about the matter from an interested party. The complaints procedures are also used as indicators of standards of customer service that have been successfully established and tested.

When a complainant approaches the School with a genuine complaint, it is believed that the complainant has given the School a chance to rectify the errors or ineffectiveness or unfairness in the system. It also helps the School to take appropriate policy decisions after careful consideration and investigation of the complaint. The most important purpose of the complaints procedure is to ensure that no student leaves the organisation with bad experience, dissatisfactions or grievance.

## **Informal Complaints Procedure**

### **Introduction**

This is a less formal procedure where a complainant may raise his or her concern about the way a particular service was provided. The complainant may meet with the complaints officer and discuss the matter that will be then immediately dealt with. However, if the matter is serious and complicated and the complainant is still dissatisfied, the complaints officer may accept the complaint as a formal one.

### **Report to the Complaints Officer**

If a student, visitor, or other interested party is dissatisfied because of the way she or he was dealt with, the dissatisfied person may complain about the matter. The Complaints Officer will record the complaint in writing and will immediately look into the matter.

### **Investigation**

The Complaints Officer will then immediately investigate the matter. If necessary, the Complaints Officer will contact the department from which the complaint emanated. If the complaint is able to be immediately resolved, the Complaints Officer will take a decision as to the resolution of the complaint and inform the relevant parties. However, if it is not possible to investigate the matter on the same day, the Complaints Officer will provide a possible time frame to deal with the complaint, explaining to the complainant why it was not possible to give a decision immediately. If, upon investigation, the Complaints Officer feels that the situation is serious enough to warrant a formal complaint, the complainant will be advised of this, and encouraged to pursue this.

## **Decision**

If the Complaints Officer is able to resolve the complaint and provide a decision, this will be done so orally, but should be followed by a written confirmation of the decision to the relevant parties. A copy of the written decision must be given to the senior management of the academic or the administrative head. If the Complaints Officer is unable to satisfactorily resolve the complaint, the advice of the Senior Management Team may be sought, or the complaint may be escalated to the status of a Formal Complaint.

## **Formal Complaints Procedure**

If a complainant wishes to bring a serious complaint about any matter in relation to the way services are provided, or the way they have been dealt with, or if an informal complaint has not been dealing with satisfactorily, the complainant may bring a formal complaint.

A complaint form should be completed, with documentary evidence attached as appropriate, and this should be submitted to the Complaints Officer for consideration. At this stage, the documentary evidence submitted need not be the original copies.

## **Letter of acknowledgement**

When the Complaints Officer receives a formal complaint, a letter of acknowledgement will be sent. The letter must set out the next steps to be taken and indicate a time frame of the investigation. The maximum time for an investigation will be four weeks.

## **Investigation**

After receiving the formal complaint, the Complaints Officer must contact the department or the member of the staff against whom the complaint has been brought. Details of the complaint will be provided for their prompt response. The Complaints Officer will consider the evidence brought by both parties and may interview witnesses if appropriate in order to accumulate further evidence.

## **Report of Findings**

The Complaints Officer will report their findings in writing to the academic or administrative head and will inform both parties in writing of his/her decision in the matter, along with recommendations as to steps to be taken in order that the matter may be fully resolved. The written decision must indicate the following:

- Background of complaint
- Summary of investigation
- Summary of evidence or documents and witness statements
- Summary of findings
- Decision

- Reasons for such decisions
- Conclusion

The letter must clearly explain the steps already taken in relation to the complaint such as suspension or reprimand.

### **Appeal of Decision**

If the complainant is not satisfied with the decision given by the Complaints Officer, he/she may submit an appeal. The appeal will be heard by the academic or administrative head.

Appeals should be submitted in writing to the academic or administrative head within 14 days of the Complaints Officer's original decision. Additional evidence which the complainant wishes to submit should be attached. The head will consider all evidence available, both new evidence and that from the Complaints Officer's investigation and shall provide the staff member or department against whom the complaint has been lodged the opportunity to respond to the accusations in writing.

The head will then complete a report, in line with the guidance above, and plan as to the outcome of the appeal. He/she may decide to support to the original decision of the Complaints Officer or may make alternative recommendations as to the resolution of the complaint. The decision of the academic or administrative head will be final and no further right of appeal will be offered.

## **Annex E**

### **Policy and Procedures for the handling of Deposits, Fee payments and Refunds**

#### **Introduction**

It is important that students pay their fees and any required deposits at the right time to avoid any problems with starting the studies. Students are encouraged to read the following carefully and of course, get in touch with the Institution if there is anything they need to clarify.

#### **Deposits**

1. All successful overseas applicants to any of the School's programmes are required to pay a minimum deposit plus non-refundable registration fee £100 to accept their place.
2. Upon receiving the deposit and/or the required documents, the Institution will send a Confirmation of Acceptance Letter and other relevant documents which are necessary for the visa application of the overseas students.

Students can pay the deposit by cash, cheque, bank transfer or bank draft.

If a student pays directly to London School of Social and Management bank account, the surname of the student should be mentioned as reference which will appear in the bank statement.

**Deposits paid in person:** If the students are already in the UK or if someone else pays the deposit on student's behalf, the deposits may also be paid by cash or cheque to our Accounts Officer on campus, but students are encouraged not to send cash in the post and be very careful if carrying large amounts of cash with them. When we receive deposits, the details of amount paid will be confirmed on the visa letter.

**Deposits to third parties:** The tuition fees should not be paid to anyone else but the Institution. Students are reminded not to deposit tuition fee with third parties or send money to the Institution by post. Some of the Institution's approved overseas representatives will accept bank drafts, made payable to the Institution only. Students are encouraged not to pay any or all of their tuition fees to overseas representatives; if any deposit is paid a receipt must be obtained from the Institution immediately, signed by an authorized person and stamped. The Institution advises the students to email or inform us whenever they make payments to the overseas agents/consultants. Again, the students are reminded that they must not pay cash direct to the approved agents, make a direct bank transfer or issue cheque/bank draft to their personal or

agency name. Please write the cheque/bank draft to the School only or make a direct transfer to 'London School of Social and Management Sciences'. The School account number will be provided with the admission documents.

If the students have any doubts, they should contact the Institution over phone, fax or email. None of our approved agents is authorised to collect cash, cheque/bank draft on his/her own name or his/her agency name on behalf of London School of Social and Management Sciences. All types of payments should direct to London School of Social and Management Sciences.

## **Fees**

Students may pay their tuition fees in a single payment at the time of enrolment or by instalments.

**Single Payment:** Single payment should usually be made before the course start date. Students paying tuition fees in a single payment may receive 10% discounts.

**Payment by Instalments:** All fees must be settled prior to the commencement of the course. If instalments option is chosen, the fees must be paid as per the agreed instalments. No supplementary charge will be added to the tuition fees.

The following conditions will apply to those paying by instalments

- Students who choose to pay by instalment(s) must continue to do so until the full balance of the course fee is paid in full.
- A facility to pay by instalments may be withdrawn or charged an interest from individuals who fail to meet instalment deadlines promptly or their cheques are dishonoured.

## **Refunds**

1. The Institution assumes that all prospective students will have thought long about taking up a course and therefore applying for admission.
2. However, the Institution understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced. Consequently, the Institution policy on refund of fees upon withdrawal is as follows: In the event of cancellation, for whatever reason, the following will apply:

- i) Cancellations must be made in writing and will only be considered to have been made on the date on which they are received by the Admissions.
  - ii) For cancellations which are received before two weeks of the course commencement date, a non-refundable registration fee of £250 will be deducted and any balance held will be refunded.
3. Where cancellations are received after two weeks of the course commencement date, for whatever reason, no refund will be given. In the event that the cancellation is received within two weeks of the course commencement date, the refund will be at the discretion of the Institution.
4. Overseas students should note that where a statement has been sent to the UK Visa and Immigration (UKVI) to support a student visa application, the Institution must notify the UKVI of any cancellation.
5. For students who are not successful in obtaining a visa a refund will be granted on the receipt of a completed Refund Request Form and a copy of the official visa refusal letter issued by the relevant British High Commission/Consulate. A copy of the judgement of the British Immigration Tribunal may also be required where the Appeal was rejected by the Tribunal. Any such request must be made within three months from the date of the refusal.
6. No refund is permitted or shall be made if a student enters the UK on a student visa obtained on the basis of the Institution's letters of acceptance.
7. A full refund of tuition fees will be made if the Institution is unable to offer an advertised course.
8. Where it is proved that a prospective student has submitted a forged document or documents (e.g. certificates, transcripts etc.) with a view to obtaining the Institution Offer Letter, such a prospective student will not have his or her fees refunded by the Institution.
9. International students who failed to obtain a visa must apply for a refund within three months of their visa refusal.
10. Although the Institution will always endeavour to respond to refund requests with a sense of urgency, under normal circumstances it takes up to 12 weeks to process a refund. The process will start from the day the Refund Application Form along with other required documents are submitted to the Institution.

11. In order to claim a refund of tuition fees the student or sponsor must meet the following conditions:

- Advise the Head of Administration in writing of withdrawal from the course before the start date of the course.
- Complete and return the Refund Application form along with Student Card and other Institution property, including all original documentation issued by the Institution.
- International students or their sponsors must return all original documents issued by the Institution (acceptance / enrolment letter, receipts etc) which were issued by the Institution and proof of rejection of student visa (a letter issued by the UKVI or British Embassy / High Commission or British Immigration Authorities, confirming the refusal of visa / entry) and photocopies of the relevant pages of the passport.

**No refund will be given to a student under the following circumstances:**

- a. Cancellation due to change in personal circumstances, including a family bereavement.
- b. If the student is asked to leave the country by the United Kingdom Authorities, or if they leave the UK during the programme period without permission from the Institution and are subsequently refused re-entry.
- c. If a visa is refused because of not having a minimum of 80% attendance by the student over the period of the course enrolled or of any illegal activities by the student.
- d. If the disruption in studies is due to students' conviction, court proceedings or a litigation involving them.

**Review of the Policy:** The Institution may at its discretion, review and alter its Policy and Procedures for handling of Deposits, Fee payments and Refunds at any time without giving prior notice to or consulting with anyone concerned or affected by this policy.

For more information about our Policy and Procedures for handling of Deposits, Fee payments and Refunds, please contact:



## **14. CONCLUDING REMARKS**

We provide a better education to our students and with this view in mind we have concentrated on employing our resources to maximise the facilities so that our students can use them for their benefits. We will ensure that the students are satisfied with the standards of our lectures, resources, and facilities.

Please note that we are always prepared to listen to your suggestions. If you have any suggestions that will improve our services and standards, please feel free to contact us. Please call us on: Phone: +44 20 7183 8341 Fax: +44 20 8553 5242  
or alternatively email us at: [info@lsms.ac](mailto:info@lsms.ac)