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# Student Handbook

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2025/2026

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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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## 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

## **PRIVATE EDUCATION IN SINGAPORE**

The Private Education Regulations 2009, operating within the framework of the Private Education Act, are a comprehensive set of regulations governing the private education sector in Singapore. These regulations are administered and enforced by SkillsFuture Singapore (SSG).

The Private Education Act provides the foundation for the oversight and regulation of the private education sector. Under its authority, SSG is empowered to manage the implementation of the Enhanced Registration Framework (ERF), a regulatory framework and the EduTrust certification Scheme, voluntary scheme adopted by Private Education Institutes in Singapore. This certification is an important element in ensuring the protection of students' interests and upholding the reputation of the private education sector in Singapore.

SSG 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 SSG website at [SSG | Private Education Resources \(skillsfuture.gov.sg\)](https://skillsfuture.gov.sg/private-education-resources)

## **STUDENT CONTRACT**

It is mandatory that all students (local and international) sign a Student Contract upon registration of any course that is more than fifty (50) hours in duration with London School of Business & Finance (LSBF).

The Student Contract provides student protection through clear and transparent contracts and important terms and conditions governing the relationship between London School of Business & Finance and the student. The terms of the contract are guided by the template provided by SSG. 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'. Standard PEI-Student contract LSBF uses a standard student contract which is adapted from SSG's standard contract.

To view a sample of standard student contract, [click here](#).

## **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 – G) 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 provide evidence of personal medical insurance coverage. For students opting into our medical insurance scheme, a premium of **SGD 70.00** (inclusive of GST) is payable upon enrolment, ensuring peace of mind throughout your academic journey.

LSBF has appointed NTUC Income **Insurance Co-operative Ltd** for students as the Medical insurance provider.

[GHS-Benefits-Schedule](#)

[Medical Claim Form](#)

For further clarification of the Medical Insurance, refer to the LSBF website [Medical Insurance Details | LSBF Singapore Campus](#) or approach the support staff at LSBF.

### **EXCLUSIONS OF MEDICAL INSURANCE**

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

Please refer to the [Product Summary](#) document for a detailed list of exclusions under the medical insurance.

## IMPORTANT POLICIES & PROCEDURES

### COMMUNICATION OF POLICIES

LSBF uses various communication channels to inform students on a range of policies, procedures and administrative matters. The main methods of communication include Pre-course counselling, Orientation sessions, Student Handbook, LSBF Website, Email, LMS Announcements, Notice Board etc., London School of Business & Finance places emphasis on electronic communication and expects students to regularly access the email/ student portal for important correspondences.

Students must always update the Student Success Office (SSO) 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' 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 calendar days** from the date of signing their student contract.

There is a cooling-off period of 10 calendar 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 calendar days from the date of signing the contract. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice of withdrawal within the Cooling-off period.

After the cooling-off period, refund policy will apply. LSBF uses a standard student contract which is adapted from SSG's standard contract. To view a sample of standard student contract, [click here](#).

## **ATTENDANCE POLICY**

The Students' Attendance Policy (applies to all modes of delivery) 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 (Synchronous/ Asynchronous E-learning, Face-to-face) associated with the programme on which they are enrolled.

Students should be punctual in joining the classes and remain in class for the whole duration. Late arrival, and early departure from class is disruptive, discourteous, unprofessional and unfair to other class members and tutors.

Students are responsible for:

1. Attending all classes associated with their programme of study.
2. 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.
3. 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.
4. 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.
5. Students are not allowed to attend another class in which they are not enrolled.
6. 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.
7. Students' attendance are marked via QR code attendance marking process (for all modes of delivery whether online/ offline) and tracked by the Student management system.
8. 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.
9. Students who are absent from a class with valid reason(s) approved by LSBF will be considered present.



10. 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).
11. 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).
12. 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).
13. 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).
14. 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.
15. Students should notify the Student Success Office in advance via FRM-031 Application for Leave of Absence if they expect to be absent from timetabled classes due to a valid reason;
16. Students should notify the Student Success Office (SSO) in respect of unplanned or unforeseen absences from classes within 1 working day and provide the necessary supporting documents.

#### **Application for Leave**

1. 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.
2. 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.
3. The leave application will be assessed and is subject to the approval of the respective Head of School.
4. There will be no replacement for the lessons missed by students.
5. The following 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**

1. To enable all students to get the maximum benefit from their studies and to avoid disruption, we have a late arrival policy.
2. Each class will have a 15-minute break.
3. 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 Absence.

#### **Class Schedule change**

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.

### **Intervention Actions for poor Student Attendance**

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

1. Schools' Personnel may contact the student to seek an explanation for their unsatisfactory attendance.
2. Students may be invited to discuss with their personal Tutor/Lecturer how their attendance will be improved and any support that may be required.
3. Students may be issued with a formal written warning about their attendance via email;
4. A formal report on a student's attendance may be made to the student's sponsor, including an employer and/or ICA.
5. 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.
6. Students shall be terminated from their programme if they fail to respond to warnings.
7. 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" for further details.
8. Academic and Examination Boards may take into account students' attendance in exercising their discretion in relation to progression and awards.
9. Students may be expelled from their programme on academic grounds.

## **TRANSFER, WITHDRAWAL, DEFERMENT AND REFUND POLICY**

### **Definitions**

#### **Transfer**

Transfer refers to course transfers within LSBF, to a different discipline or change in mode of delivery from Full time to part time or vice versa. Student requests related to transfer to another PEI will be considered as withdrawal from LSBF.

#### **Deferment**

Deferment refers to course deferment, when a student delays or postpones the course duration (or module) while remaining a student of LSBF. Students can request for deferment only once and upto a maximum duration of 12 months.

#### **Withdrawal (with or without refund)**

Withdrawal refers to course withdrawal, when a student prematurely discontinues their study before course completion and ceases to be a student of LSBF.

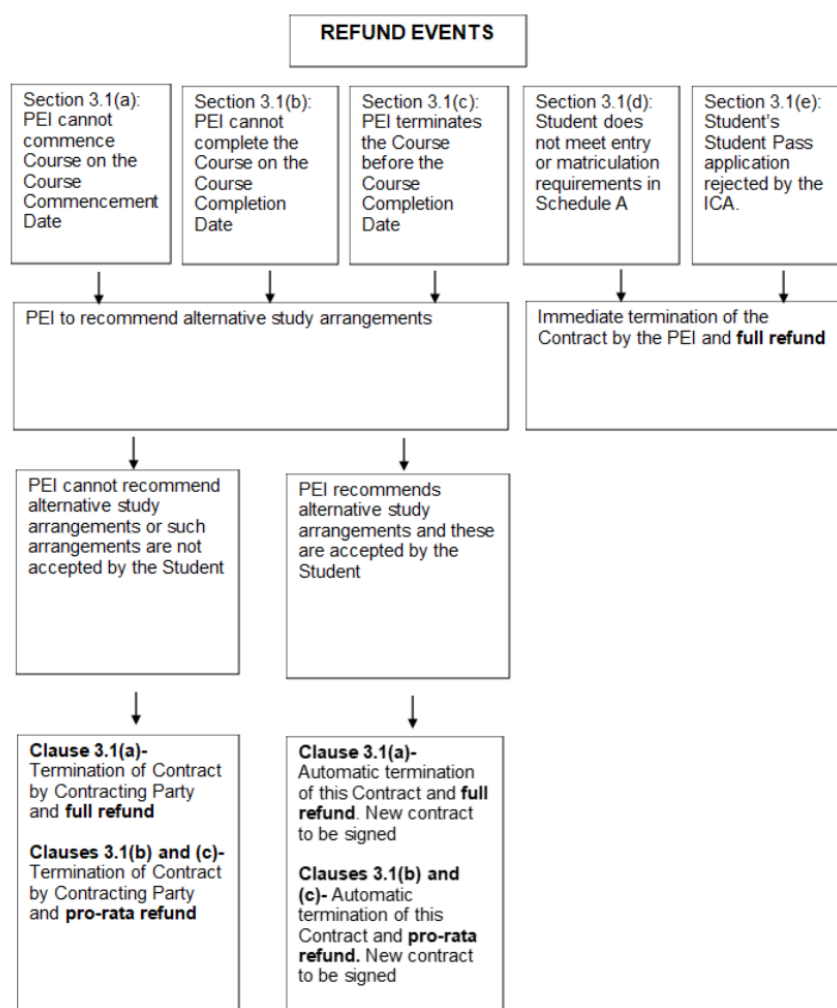
LSBF shall manage a student's request for course transfer, deferment or withdrawal in a fair and mutually acceptable manner. LSBF will regularly review and update the Transfer, deferment, withdrawal and refund policy to ensure that it remains fair to students and compliant with local law and best practice.

### **Withdrawal/Refund Policy**

At LSBF, we understand that circumstances may change, and students may need to withdraw from their course. Our Withdrawal/ Refund Policy ensures transparency and fairness, while adhering to the terms outlined in the student contract.

#### **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:



### Cooling-Off Period

Students are entitled to a **10-day cooling-off period** starting from the date the student contract is signed by both parties.

- During this period, students may withdraw from the course for any reason.
- LSBF will refund **all course fees and miscellaneous fees** paid within **seven (7) working days** of receiving the student's **written notice of withdrawal**—regardless of whether the student has started classes.

### Withdrawal Due to Personal Reasons

Students may withdraw from their course at any time by submitting a written withdrawal request.

- In such cases, the refund will be processed **in accordance with the Refund Table (Schedule D)** in the student contract.
- LSBF will process and issue the refund, if applicable, within **seven (7) working days** of receiving the completed and acknowledged request.

**Note:** For international students (non-Student Pass holders) who are unable to renew their passes and are required to withdraw, the refund will also follow Schedule D of the student contract.

### Acceptable Grounds for Withdrawal (With Supporting Documents)

LSBF will consider the following grounds as valid reasons for withdrawal, reviewed on a case-by-case basis:

- Overseas work assignments lasting more than one (1) month (official letter from employer required)
- Serious medical conditions or hospitalisation (certification from a Singapore-registered doctor)
- Pregnancy (certification from a Singapore-registered doctor)
- Reservist service of more than one (1) month (official documentation required)
- Qualification exemptions granted by relevant awarding bodies (e.g., ACCA)

### Deferment Prior to Course Commencement

In situations where a student has deferred their course before commencement, the original or adjusted course start date (as per signed contract, addendum, or deferment form) will be used to calculate the refund amount.

If a deferment form has been submitted but a new contract/addendum has not yet been signed, the deferment form date will be used for refund computation.

### Refund Communication and Payment

- If a refund is approved, LSBF will communicate the calculated refund amount in writing.
- Refunds will be processed via local bank transfer (preferred). If unavailable, LSBF may issue a cheque as an alternative.
- Refunds will be made within seven (7) working days from the date of receiving the completed and acknowledged request.

### General Terms and Procedures

1. All withdrawal and refund requests must be submitted in writing using the appropriate forms:
  - Request for Course Withdrawal
  - Request for Withdrawal of Paper(s) (for students enrolled in multiple papers)
  - Request for Refund (Special Cases) – for refund reasons not related to withdrawal
2. Students under 18 years of age must obtain written consent from a parent or legal guardian.
3. The Registrar's Office will ensure that students do not have any outstanding fees before processing the request.
4. All withdrawal/refund requests will be:
  - Acknowledged within 3 working days
  - Processed and finalized within 7 working days, subject to complete documentation
5. The official date of withdrawal will be based on the date LSBF acknowledges the completed form.
  - If supporting documents (e.g., bank details) are missing, the date will be adjusted to when the completed set is received.
6. **Approvals:**
  - Withdrawal approvals: **Head of School and Registrar's Office**
  - Refund approvals: **Chief Executive Officer (CEO)**
7. Withdrawal applies only when a student decides to discontinue the course entirely. It does not apply to suspension or expulsion due to disciplinary actions, where separate policies will apply.

We strongly encourage students to consult with Student Success Office before making a decision to withdraw. Our team is here to support you and explore all possible options to help you stay on track with your academic goals.

### Refund Table (For SSG 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 under Schedule C: Miscellaneous Fee) are collected before signing the Student contract and are non-refundable.
- Dynamic Test fee (Listed under Schedule C: Miscellaneous Fee) is non-refundable once consumed.

### **Transfer Policy**

LSBF is committed to supporting students in their academic journey, including when a change in course is needed for personal, academic, or career-related reasons. Our Transfer Policy outlines the process and conditions under which students may apply to transfer to a different course within LSBF or to another institution.

### **Understanding a Course Transfer**

A course transfer refers to a student's request to switch from their current programme of study to another within LSBF. Transfers may involve a change in course discipline, study mode (full-time/part-time), or institution.

### **General Guidelines**

- All transfer requests must be **submitted in writing** using the official **Request for Transfer Form**. Verbal requests will not be accepted.
- The Transfer Policy is made available to students through the LSBF website and the Student Handbook.
- Transfer requests are subject to **approval by LSBF**, based on eligibility, course availability, and timing.

### **Valid Reasons for Transfer**

Students may apply for a course transfer based on the following grounds:

- A change in academic interests or career goals.
- Switching between full-time and part-time study modes.
- Medical reasons that make the current course unsuitable.
- Academic mismatch—when the current course is too challenging or not challenging enough.

- Other personal circumstances, which will be considered on a case-by-case basis.

### Application Process

- Submit the **completed transfer form** to the **Registrar's Office** or **Student Success Office (SSO)**.
- The Registrar's Office/SSO will acknowledge receipt within **3 working days**.
- The final outcome of your transfer application will be communicated within **7 working days**.
- If you are **under 18**, your **parent or legal guardian's consent** is required.
- The full transfer process, including consultation, should be completed within **7 working days**, excluding cases involving **Student's Pass changes**, which depend on ICA's processing time.

### Financial Implications

- If the new course has **higher tuition fees**, the student will need to pay the difference.
- If the new course has **lower tuition fees**, **no refund** will be given.
- An **administrative fee** applies to all approved transfers.
  - *Exception:* For **ACCA students**, this fee is waived if the transfer request is submitted within **7 days** of result release.
- If the student is transferring **to another institution**, the request will be processed as a **withdrawal**, and the **Withdrawal/Refund Policy** applies. No administrative fee will be charged in this case.

### Approval and Student Pass Matters

- Transfer requests require endorsement from the relevant **Head of School** and final approval from the **Registrar's Office**, subject to course entry requirements and available intakes.
- If approved:
  - The current **Student's Pass** will be **cancelled**.
  - A **new ICA application and registration fee** will be required and is **non-refundable**, where applicable.
  - A new **Student's Pass application** will be submitted for the new course, if needed.

Please note: LSBF does not guarantee approval of all transfer requests. Admission requirements and intake deadlines must be met for the new course. LSBF is also not liable for Student's Pass rejections or any delays in study due to transfer processing.

### Deferment Policy

At LSBF, we understand that unforeseen circumstances may affect a student's ability to continue their studies as planned. Course deferment allows students to temporarily pause their studies and resume at a later time, with any paid course fees carried forward accordingly.

#### What is Deferment?

A deferment refers to a student's formal request to postpone their course of study. During the deferment period, students will not attend any classes, take part in assessments, or participate in programme-related activities.

#### Valid Reasons for Deferment

While deferment is generally discouraged to support academic continuity, we recognize that certain valid reasons may justify it. All deferment requests must be supported by relevant documentation. LSBF reviews each case carefully, and approval is granted at the sole discretion of the School. Common acceptable reasons include:

- Overseas work assignments (longer than one month), supported by an official employer letter.
- Medical conditions, including hospitalisation or pregnancy, with certification from a Singapore-registered doctor.
- National Service (reservist duties exceeding one month), with supporting official documents.

- Other serious personal or family matters may also be considered on a case-by-case basis.

### Application Process

- Submit a completed **Course Deferment Form** to the **Registrar's Office** by the relevant deadline (see below).
- If you are under 18, written consent from a parent or legal guardian is required.
- An **administrative fee** applies for each approved deferment.
- You will receive an outcome notification via email within **7 working days**.
- Deferment is confirmed only upon full payment of the administrative fee.

### Deadlines for Deferment Applications

- **ACCA/FIA**: Within 14 days of result release.
- **Oxford Brookes University (OBU)**: Within 30 days of course commencement.
- **LSBF Diploma/Advanced Diploma/Higher Diploma**: Within 14 days of course commencement.

### Important Notes

- The maximum deferment period allowed is **12 months** from the date of application.
- **Further deferment is not permitted.**
- If a student chooses not to resume the course after the approved deferment period, it will be considered a **withdrawal**, and all previously paid fees will be considered used.
- For students on a **Student's Pass**, deferment exceeding **2 months** will result in **cancellation of the pass**.
- Students enrolled in **external programmes** should note that deferment is subject to the policies of the respective awarding bodies. Please consult the Registrar's Office for guidance.

We encourage students to carefully consider the implications of deferment and to explore support options available before proceeding. Our goal is to help you stay on track and succeed in your academic journey.

## 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 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:

- Academic Services
- Academic Staff
- Student Services
- Admissions
- IT, Infrastructure& Facilities
- Exams Office
- Recruitment
- 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, Student Success Office (SSO) or even lecturers before raising the matter as official feedback via the channels below.

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

Feedback Channels	Response Target*	Respondent
Emails** (via <a href="mailto:feedback@lsbf.edu.sg">feedback@lsbf.edu.sg</a> )	1 working day	ODCQA Department staff
FRM-047 Feedback Form	2 working days	ODCQA Department staff
Social Media handles^	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.</p> <p>** Feedback emails received by staff are to be forwarded to <a href="mailto:feedback@lsbf.edu.sg">feedback@lsbf.edu.sg</a> immediately.</p> <p>^Marketing department to forward any posts that are of the nature of feedback to ODCQA department for a response.</p>		



## DISPUTE RESOLUTION POLICY

Students may approach SSG for advice should they encounter problems with the private school and the school is unable to resolve the issue. SSG will investigate into issues that may have contravened the [Private Education \(PE\) Act](#) and/or its Regulations and take action where appropriate.

For issues that do not contravene the PE Act and/or its Regulations such as school administrative matters and service quality issues, students are advised to contact the school. If you are not satisfied with the outcome from the school, you may seek redress via:

- the Private Education Mediation-Arbitration Scheme; or
- the [Small Claims Tribunals](#) (SCT), for clear-cut fee refund issues of equivalent or less than S\$20,000 or
- your own legal counsel - *For amounts that exceed SGD\$20,000 but is below SGD\$30,000, the claim can still proceed with SCT if both parties consent to it in writing.*

### Private Education Mediation-Arbitration Scheme

The Private Education Mediation-Arbitration Scheme was set up to help students who encounter contractual disputes with their private school seek redress. The two-stage Scheme is jointly drawn up with the [Singapore Mediation Centre](#) (SMC) and the [Singapore Institute of Arbitrators](#) (SIArb). A private school's participation in the dispute resolution process is compulsory as stipulated by the PE Act. For the case to be eligible:

It must be relevant to private education and arise after the Dispute Resolution Schemes Regulations came into operation on 10 May 2010;

- It must not be criminal in nature; and
- It must not have received a judicial decision in the courts.
- You may refer to the [terms of reference](#) for the Private Education Dispute Resolution Scheme.

### Stage 1: Mediation

SMC is the appointed provider for mediation services.

After students have exhausted the feedback/complaint channel with the school and file complaint with SSG, the case will be referred to the SMC for mediation. SMC, together with the private school and student, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.

If mediation is unsuccessful, students may opt to progress to Stage 2, which is arbitration, for a resolution.

### Stage 2: Arbitration

SIArb is the appointed provider for arbitration services.

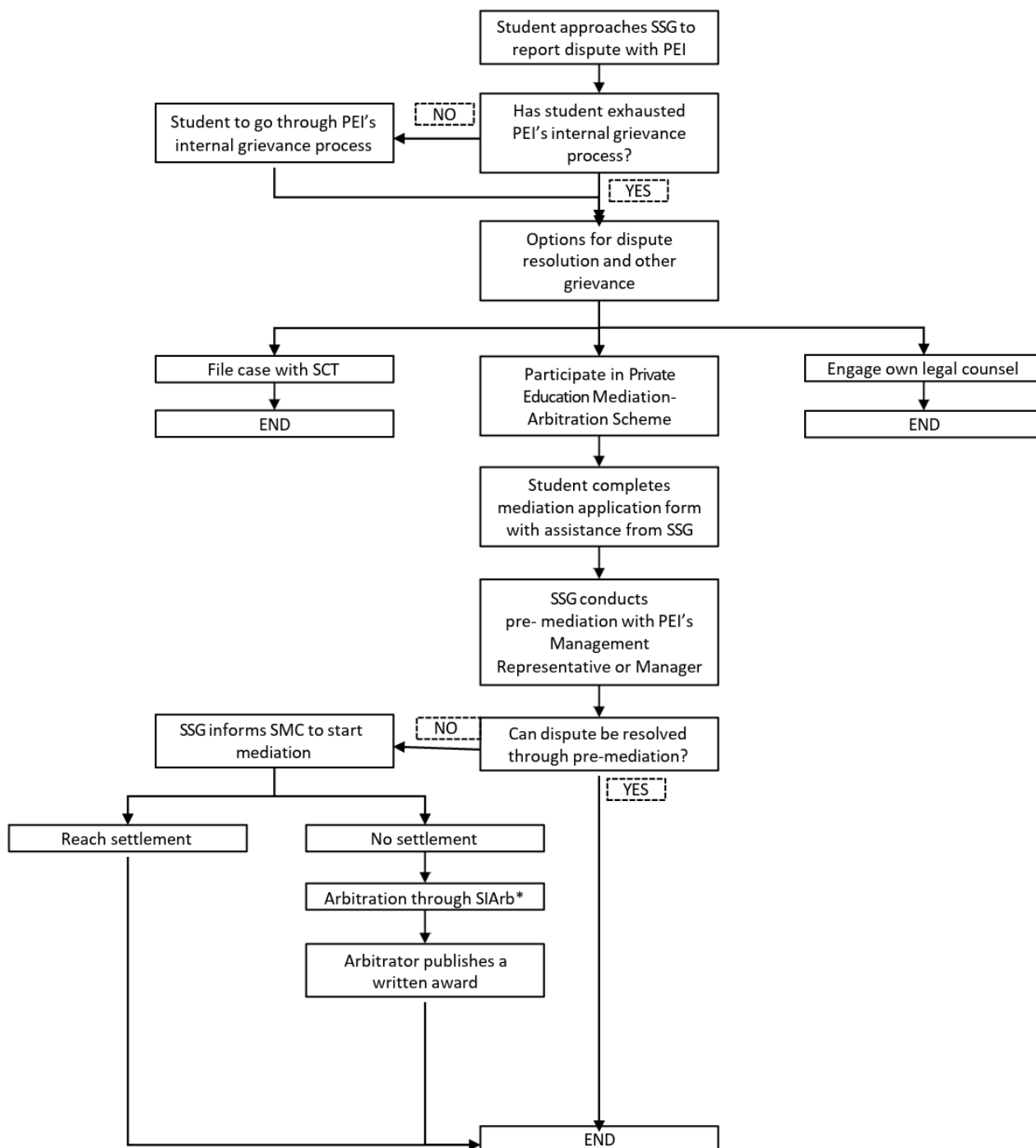
- Students will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
- The private school will submit a defence and counterclaim (if any) to SIArb.
- Students will then submit a reply and defence to counterclaim (if any) to SIArb.

The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

You may refer to the Information on the [Private Education Mediation Arbitration Scheme](#) for more details.

The attached [dispute resolution chart](#) illustrates the different options and steps to resolve student-private school disputes.

## 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 within the student management system.

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

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.

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.

### **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 <a href="http://app2.nea.gov.sg/index.aspx">http://app2.nea.gov.sg/index.aspx</a> ). 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 <a href="http://www.cnb.gov.sg">http://www.cnb.gov.sg</a> ).
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 DPO:

For all data protection matters, please contact:

Ms Ramyalakshmi Annamalai

[privacy@LSBF.edu.sg](mailto:privacy@LSBF.edu.sg)

### Attendance Requirement

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

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

- Students who do not meet the requirement will be barred from submitting assignments/ taking the examination and shall be instructed to repeat the module which incurs additional fee payment for resit/remodule.
- Special consideration will be given to students with valid reasons.

## STUDENT CODE OF CONDUCT POLICY

Refer LSBF website for detailed information on this policy

## WHISTLE BLOWING POLICY

Refer LSBF website for detailed information on this policy

## LSBF MEASURES TO TACKLE VAPING

### 1. Purpose

The purpose of this policy is to safeguard the health, safety, and well-being of all employees, students, and visitors of LSBF. It sets out LSBF's stance on vaping and the use or possession of e-vaporisers (including K-pods) in compliance with Singapore's laws.

### 2. Policy Statement

Vaping, including the use, purchase, or possession of any e-vaporiser device, is **strictly prohibited** on all LSBF premises, at all work-related events, and in any situation where an employee is representing LSBF.

This includes—but is not limited to—classrooms, offices, restrooms, meeting rooms, corridors, pantries, stairwells, and external campus areas.

### 3. Legal Context

- Under the **Tobacco (Control of Advertisements and Sale) Act**, the purchase, use, and possession of e-vaporisers are illegal in Singapore.
- Offenders may face prosecution and **fines up to S\$2,000** for possession or use.
- Sale, importation, or distribution offences carry penalties of up to **S\$10,000 fine and/or 6 months' imprisonment** for first-time offenders, with higher penalties for repeat offences.
- From **2025 onwards**, vaping will be treated as a **drug-related issue**, with stricter enforcement and heavier penalties.

### 4. Scope

This policy applies to:

- All LSBF employees (full-time, part-time, adjunct, contract staff, interns).
- All students, vendors, contractors, and visitors while on LSBF premises.
- All LSBF-organised activities, including events held off-site.

### 5. Definitions

- **Vaping:** Inhaling or exhaling vapour produced by an e-vaporiser device.
- **E-vaporiser:** Includes e-cigarettes, vape pens, vape pods (including **K-pods**), or any device designed for vaping.
- **Premises:** All LSBF-owned, rented, or operated spaces, including external venues during LSBF-related functions.

### 6. Reporting & Compliance

- Any violation w.r.t. vaping policy shall be reported under these channels:
  - Staff: [hr@lsbf.edu.sg](mailto:hr@lsbf.edu.sg)
  - Contractors/ Vendors: [support@lsbf.edu.sg](mailto:support@lsbf.edu.sg)
  - Students: [studservices@lsbf.edu.sg](mailto:studservices@lsbf.edu.sg)
- LSBF reserves the right to refer serious cases to the **Health Sciences Authority (HSA)** or law enforcement.

## 7. Disciplinary Actions

Violations of this policy will result in disciplinary measures, which may include:

Offence	Disciplinary Action
<b>First offence (use or possession of vape device)</b>	Written warning, counselling, and confiscation of device
<b>Repeat offence</b>	Formal disciplinary hearing, suspension, or final warning and referral to authorities
<b>Possession or use of illicit substances (e.g., K-pods containing drugs/anaesthetics)</b>	Dismissal, Expulsion or contract termination and referral to authorities

Foreigners, including those on long-term passes (e.g. Student's Pass, Dependent's Pass, Long Term Visit Pass), caught for possessing or using Kpods or who test positive for etomidate may have their passes revoked or banned from re-entering Singapore, with repeat offenders facing more severe consequences.

Importers of Kpods will face between three- and 20-years' jail and between five and 15 strokes of the cane. Those convicted of selling or distributing Kpods will face between two- and 10-years' jail and receive between two and five strokes of the cane.

## 8. Support & Education

- Employees seeking to quit vaping are encouraged to participate in national cessation programmes (e.g., **HPB "I Quit" programme**).
- HR will periodically conduct awareness campaigns for Staff on the health risks of vaping and the legal implications in Singapore.
- Students may approach student services if they need help/ guidance or referral to professional help. Awareness campaigns shall be conducted periodically for students.
- Posters/ Notices will be prominently displayed in common areas for all visitors, vendors and contractors to keep them aware of the policy.
- Users of e-vaporisers and Kpods who voluntarily seek help will not be penalised even after 1 September 2025. Under the QuitVape programme, those seeking help may approach the Institute of Mental Health, WE CARE Community Services, Singapore Anti-Narcotics Association, Thye Hua Kwan Moral Charities and Fei Yue Community Services.
- The public can also seek help for smoking and vaping cessation from the Health Promotion Board's (HPB) QuitLine at 1800 438 2000.
- More information on vaping, helplines and reporting avenues can be found at the Stop Vaping microsite (<https://www.gov.sg/stopvaping>).

## 9. Policy Communication

- This policy is incorporated into the **LSBF Employee Handbook & LSBF Student Handbook** and disseminated through the school website, orientation sessions, staff briefings, and internal communication channels.
- Notices will be displayed in common areas as reminders.



## ASSESSMENT MATTERS

### Release of Results

Assessment results will be released within four (4) weeks after the completion of the final assessment. Students will be informed of the result release via the student portal, LSBF website, or noticeboards. The timeline for result release is also communicated during student orientation and stated in the Student Handbook and student portal.

### Issuance of e-Certificate and e-Transcript

LSBF issues electronic certificates and transcripts only. Upon successful completion of the course, students will receive an email containing their e-certificate and e-transcript.

If a student requires a printed copy, they may submit a request to the Examination Office at [exams@lsbf.edu.sg](mailto:exams@lsbf.edu.sg). Please note:

- Include your **full name, student ID, and programme details**, while making the request.
- A fee will apply for printed copies (Refer Misc fee section of Student contract).
- Students must email proof of payment to the Examination Office.
- Processing time is **3 working days** from receipt of payment and complete request.
- Students will be notified via email once the document is ready for **collection at the GB Building**.
- For international students, **courier charges** may apply if mailing is required.

### Appeal Process

Students may appeal their assessment or examination results within seven (7) working days from the result release date.

The following process applies:

- Submit the Appeal Form and all supporting documents to the Examination Office.
- An appeal fee is payable upon acceptance of appeal request by Exam Office.
- The Examination Officer will verify:
  - Payment has been made.
  - Valid grounds for appeal are stated.
  - The student is eligible to appeal (i.e., not disqualified).
- The appeal will be reviewed by the Examination Board.
- Students will receive the outcome within seven (7) working days of the appeal submission.
- If dissatisfied, students may escalate the appeal to the Chair of the Academic Board within seven (7) working days of the outcome.
- The final decision will be shared within two (2) weeks of the escalated appeal. This decision is final and binding.

### Loss of Certificate or Transcript

Original certificates and transcripts cannot be reissued in case the student lose their certificates/ transcripts. However, students may request the following documents as replacements:

- Statement of Results
- Letter of Certification
- Photocopies of the original certificate/transcript

To request a replacement, students must submit a written request detailing their full name, student ID, and examination session. A fee will apply.

### Issuance of Certificates

Students with any outstanding fees will not be eligible to receive their certificate. Certificates will only be issued upon full settlement of all payments.

## 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](http://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 SSG and ICA during the welcome orientation. Other important information pertaining to the study will also be covered during the orientation.

#### (b) Dedicated member from Student Success Office (SSO)

A dedicated member from Student Success Office (SSO) 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](mailto:registrarsoffice@LSBF.edu.sg). The processing time is approximately 3 working days.

Students are strongly encouraged to email or call the Student Success Office (SSO) if they have any administrative queries. They are also welcome to meet with the Student Success Office (SSO) during operating hours. Should a student wish to meet in person; it is recommended for him/her 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.

#### (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) 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

(d) 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.

(e) 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.

(f) 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 improvement purpose.

(g) 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 the section on medical insurance for more details.

(b) Pastoral Care

LSBF is committed to providing pastoral care services. The Student Services team can provide basic counselling and pastoral care support to students. Students who are identified to be in need of professional counselling services will be referred to an external counsellor by the SSO.

The Counsellor shall be able to provide counselling in the following areas:

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

(c) Student Services

We have a dedicated student services team who 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;

## **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.

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 Student Success Office (SSO).

### 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.

## DETAILS OF TEACHING AND LEARNING APPROACHES

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

#### 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.

#### 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.

#### 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.

#### 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.

#### 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 – ACADEMIC INTEGRITY

### 1 Guidelines for 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:

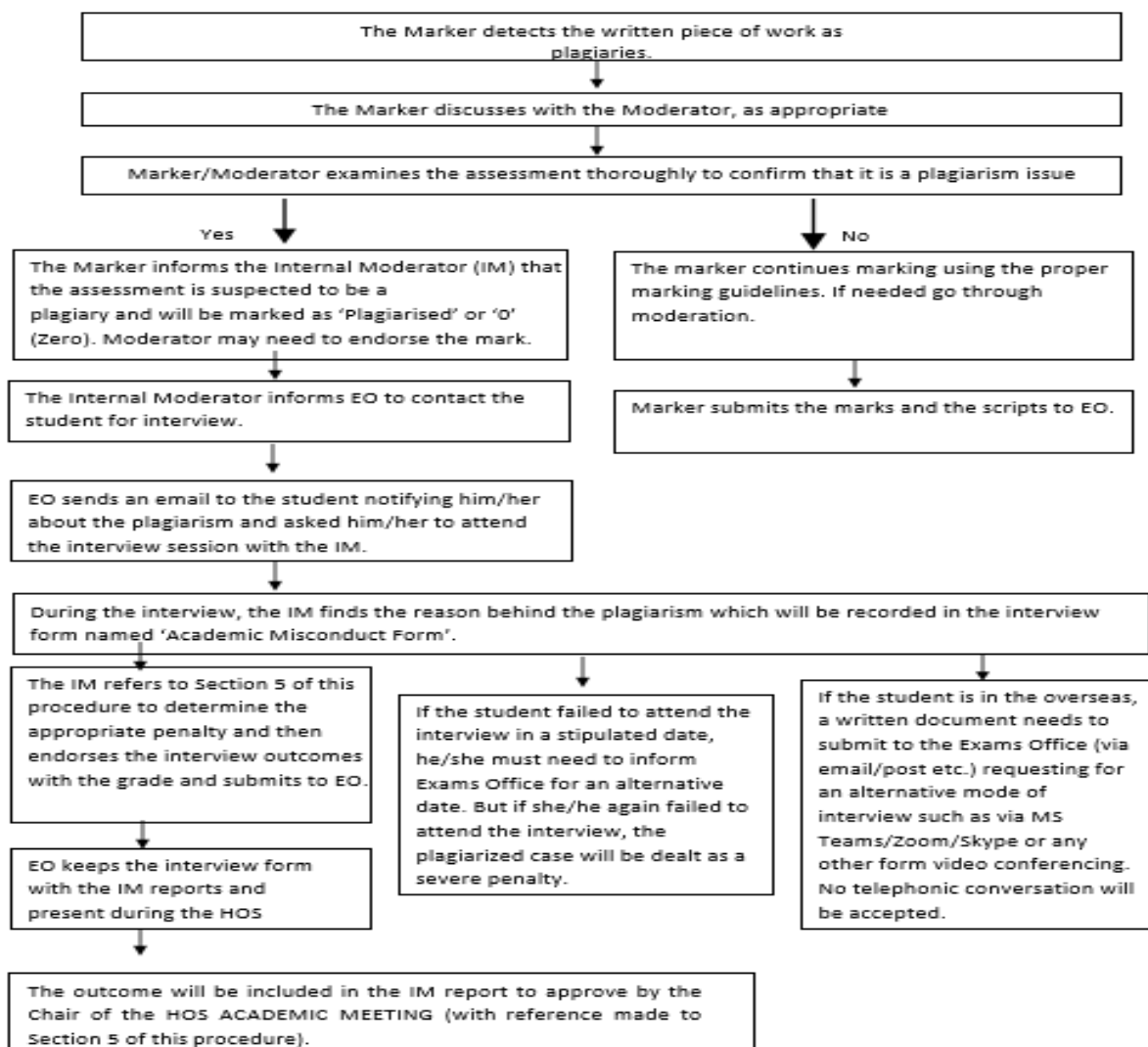
- a) An act of submitting another's work, word-for-word, as one's own which will reflect a high percentage (anything higher than 20% of the similarity index) in the 'Plagiarism Detection Learning Tool' summary report.
- b) A written piece of work that contains significant portions (anything higher than 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.

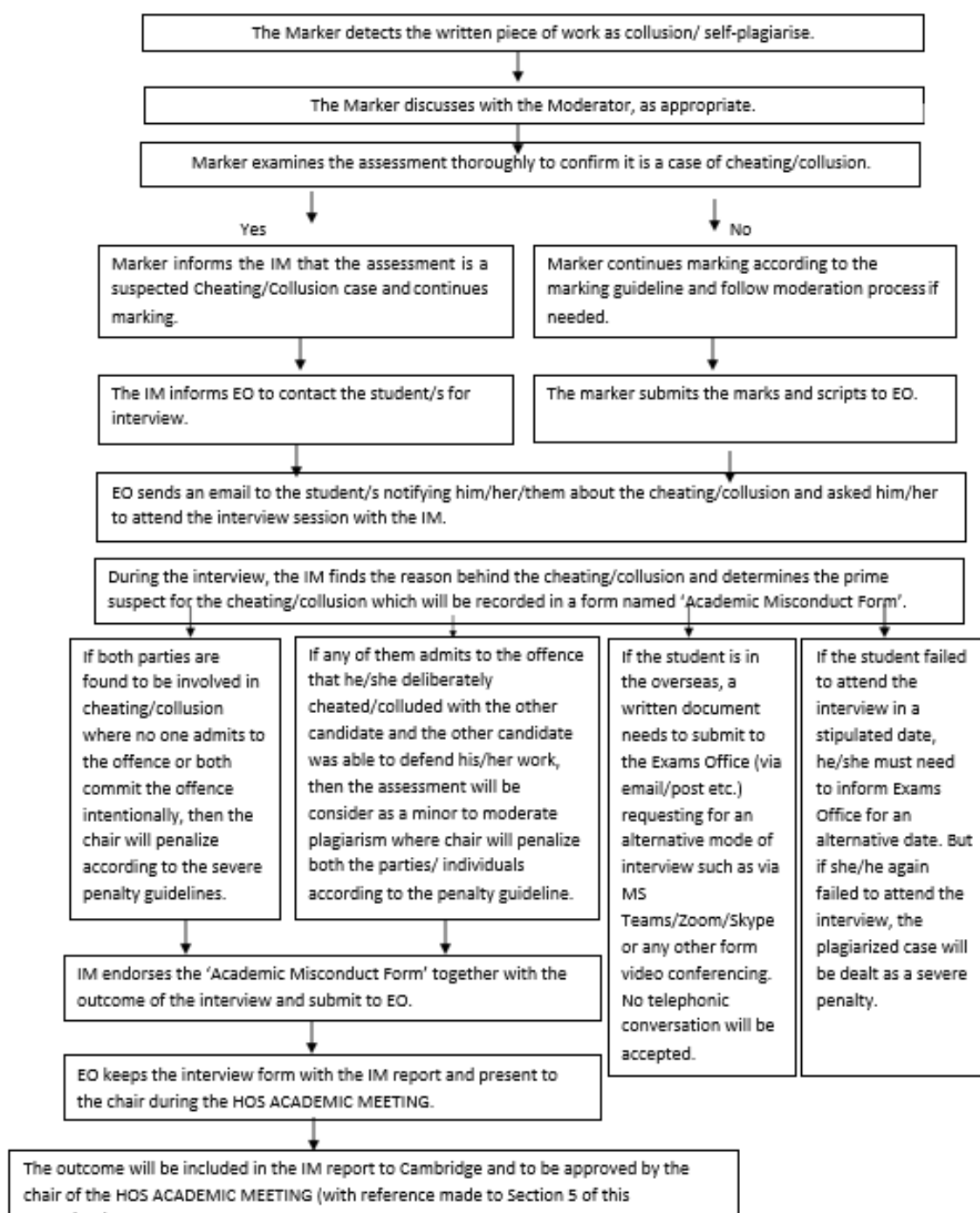
## 1.6 Process

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

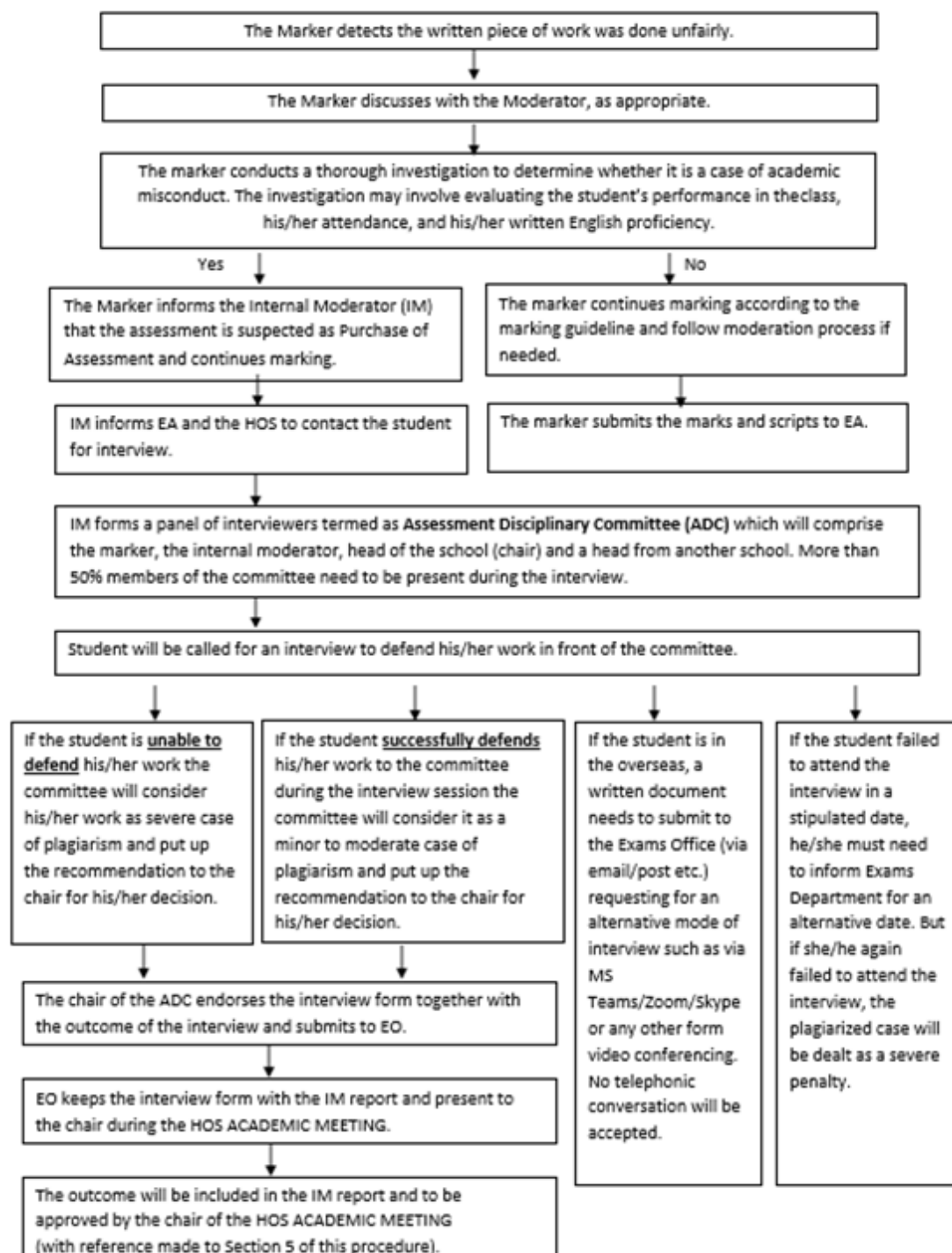




For Identification d, the following procedure will be adopted:



For 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:

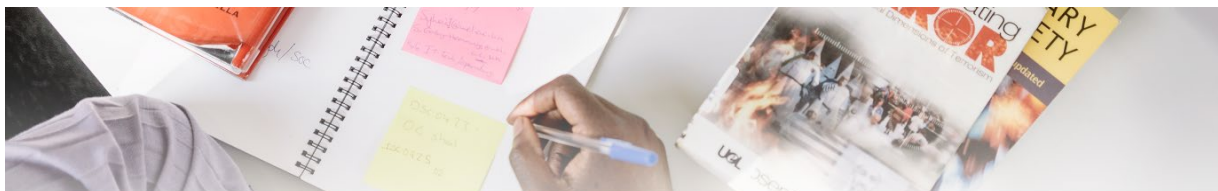
**Warning Only:** The affected student will be warned during the initial interview with the MODERATOR/Chair of the ADC about the suspected breach of assessment regulation so as the mistake is not repeated.

**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 <b>plagiarized and will be awarded '0' for that assessment script.</b>
(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 <b>plagiarized and will be awarded '0' for that assessment script.</b>
(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 <b>plagiarized and will be awarded '0' for that assessment script.</b>

(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).	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 (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 <b>plagiarized/colluded and will be awarded '0' for that assessment script.</b>
(e) An assignment script which has been <u>done by someone else</u> rather than the student's own work.	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.	<b>Maximum 40% marks will be awarded.</b>	If the student never turn-up for the interview or failed to defend his/her work the assessment will be treated as <b>severe dishonesty and breach of assessment regulation and will be awarded '0' for that assessment script.</b>
(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.	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.	<b>Maximum 40% marks will be awarded.</b>	If the student never turn-up for the interview or failed to defend his/her work the assessment will be treated as <b>Plagiarize/severe dishonesty and breach of assessment regulation and will be awarded '0' for that assessment script.</b>
<p><b>N.B.:</b> If the student found to commit multiple offences like more than <b><u>TWO (2)</u></b> 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.</p> <p><b>Essential Supporting Documents</b></p> <p>Procedure on Disciplinary Actions</p> <p>Academic Misconduct Form</p> <p>FRM-065 Student Academic Counselling Report v1.1</p> <p>FRM-098 Student Academic Review V1.1</p> <p><b>Policy and Process Owner: Head, School of Technology</b></p>			



# REFERENCING

## 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 intext citation and end text referencing guidelines in the relevant assessments.

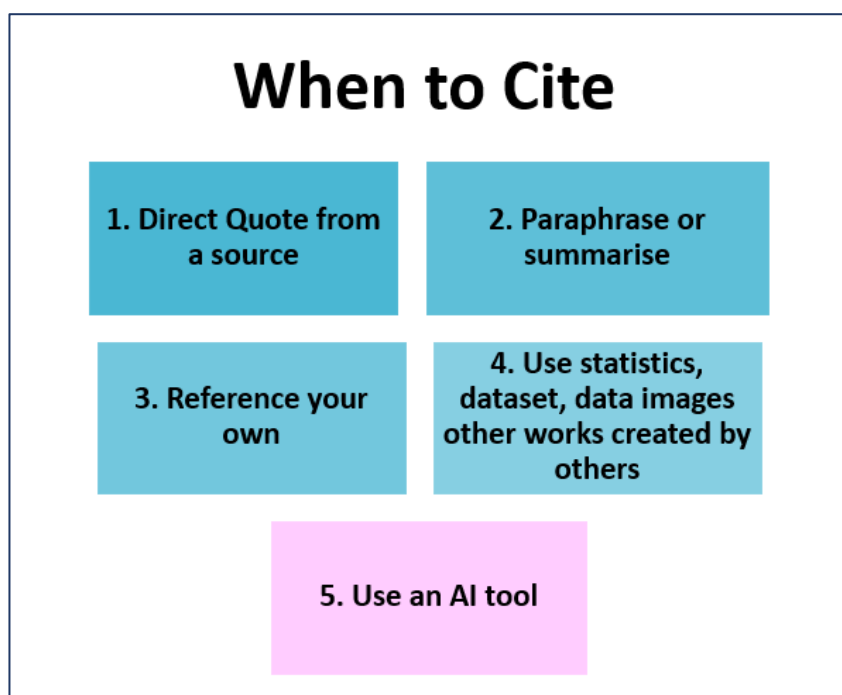
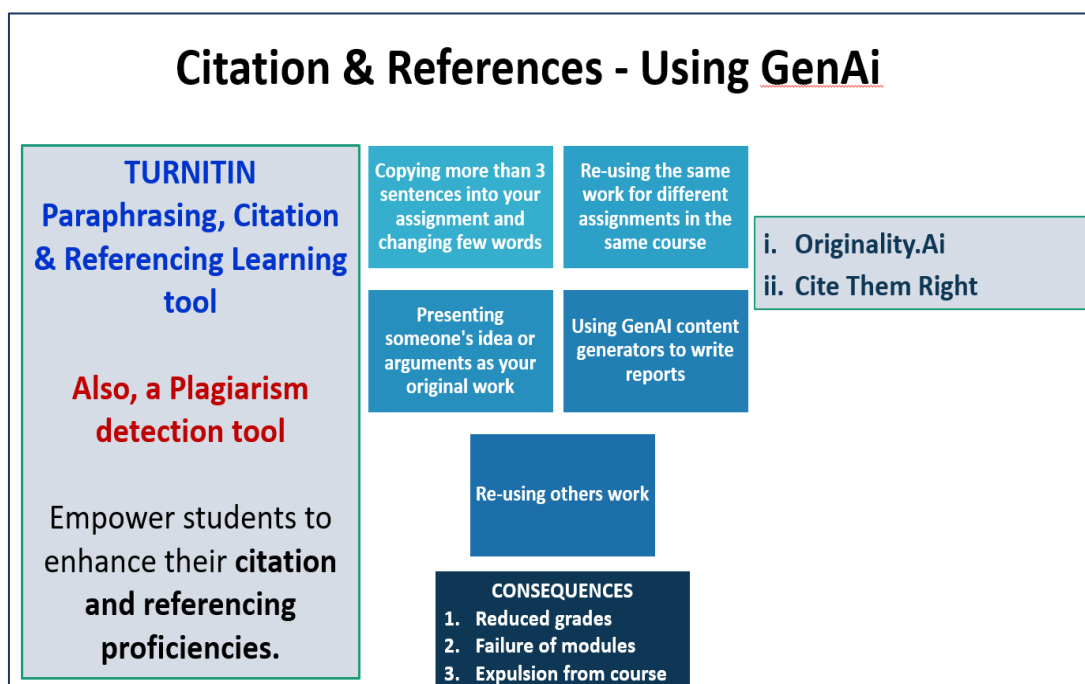
## LEARNING HOW TO USE AI TOOLS, CITE GEN AI AND REFERENCE AI

Please consult with your lecturers on how to improve citation and referencing when using Generative AI tools. You can experiment with Originality.AI to explore the results. Failing to cite or include references when using Generative AI is considered an academic offence.

UEL students are provided with many tools include free versions with a limited number of AI uses

<https://libguides.uel.ac.uk/artificial-intelligence/ai-tools>Links to an external site.

The service has an ethical approach to providing AI-powered writing feedback and study assistance. Feedback is provided for how you can improve your work, but your work is not changed by the tool. You choose what feedback to implement, and you make the changes to your work.



# Citation - GenAi

Author	Date	Title	URL
<b>OpenAI.</b> - use Google for Gemini, or Microsoft for Copilot	<b>(2025, April 26)</b> - when the response was generated	<b>ChatGPT response to "Can I use ChatGPT for my university assignments" [Generative artificial intelligence].</b> - replace the word ChatGPT with Copilot (previously Bing), Canva, Gemini (previously Bard), etc.  - if you have asked a long and involved question or prompt (or used more than one prompt to get the result you wanted), you may need to use a shortened version, for example, if your question was...  <i>ChatGPT response to "What is the impact of a content knowledge professional development workshop using a knowledge packet on a teacher's pedagogical content knowledge and student learning in an upper elementary tennis unit."</i> ...you could shorten it, removing the quotation marks, but still retain the basic meaning...  <i>ChatPGT response to a prompt on the impact of a content knowledge workshop on teacher knowledge and elementary student learning in a tennis unit.</i>  - if there are images, tables, charts, etc. involved...  <i>ChatGPT response to "What is the impact of a content knowledge professional development workshop using a knowledge packet on a teacher's pedagogical content knowledge and student learning in an upper elementary tennis unit. Can you present the information in table format."</i> ...our suggestion would be to indicate this in the following manner...  <i>ChatPGT response to prompts for a table on the impact of a content knowledge workshop on teacher knowledge and elementary student learning in a tennis unit.</i>	<a href="https://chat.openai.com">https://chat.openai.com</a> - or <a href="https://gemini.google.com/app">https://gemini.google.com/app</a> (previously <a href="https://bard.google.com">https://bard.google.com</a> ) or <a href="https://www.bing.com/?ai">https://www.bing.com/?ai</a>  Things change fast in the AI world! ChatGPT has since introduced a sharable link for your chats. If the AI you are using has a sharable link, you can include it here instead of the chatbot URL. Then you need not include a copy of the entire chat in the rest of your assignment.

Remember to include a statement of acknowledgement in your coursework document.  
In relation to the foregoing I hereby declare that, fully and properly in accordance with the Coursework Instructions I have (check where appropriate):

- i. Used GAI as permitted to assist in generating key ideas only. ☐
- ii. Used GAI as permitted to assist in generating a first text only. ☐ And/or
- iii. Used GAI to refine syntax and grammar for correct language submission only. ☐ Or
- iv. As it is not permitted: Not used GAI assistance in any way in the development or generation of this assignment or project.

I also declare that I have:

- a. Fully and honestly submitted the digital paper trail required under the assignment/project instructions; and that
- b. Wherever GAI assistance has been employed in the submission in word or paraphrase or inclusion of a significant idea or fact suggested by the GAI assistant, I have acknowledged this by a footnote; and that,

- c. Apart from the foregoing notices, the submission is wholly my own work.

You are allowed a maximum of three attempts to upload your group assignment document. Additionally, you are required to create an account on Originality.AI (Free to check for any AI-generated content, such as text generated by ChatGPT. You need not create an account with a paid version. Any AI-generated content must be properly cited and referenced, including screenshots of the prompt used.

Video guide to using referencing software Zotero -> <https://youtu.be/WXGdRBN1Ovk>



## 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](http://www.ICA.gov.sg)
- b. Singapore Police Force: Dial 999
- c. Emergency/ Fire Ambulance\_: Dial 995

## KEY STAFF, CONTACT DETAILS AND STAFF ROLES

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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

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GB Building

: Monday to Friday 9:00am – 9:00pm

: Closed on Saturday, Sunday and Public Holiday

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For Feedback please email us at [feedback@LSBF.edu.sg](mailto:feedback@LSBF.edu.sg)

**[www.LSBF.edu.sg](http://www.LSBF.edu.sg)**

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