

Welcome!

Student information

2024-25

BA (Hons) Business Studies with Foundation Year
Cert HE Business Studies

Welcome to the London School of Commerce. We are very pleased that you have chosen to study with us for a degree from the University of Suffolk.

This leaflet contains important information that will help you settle into the London School of Commerce and the University of Suffolk.

Introduction

The University of Suffolk provides a range of programmes delivered at the London School of Commerce (LSC) in London, Manchester, and overseas.

In London, Manchester and overseas, all lessons will be delivered by LSC. You will be given a class timetable per term. This will be provided to you by LSC and will tell you when your classes are, when you need to submit your assignments, and when your exams will be. You will be expected to attend lessons, study at home, and submit work on time.

Please do not book any holidays during term time as attendance is very important and you will also have assessments with specific due dates.

Student Handbook

For further information about the University of Suffolk and LSC relationship, for guidance on managing your study, information about the support and guidance available to you as well as policies and procedures, consult the University of Suffolk Partner Student Hub online at: <https://ccucsac.sharepoint.com/sites/caip> (please note, it may be better to access this using an 'in private' or 'incognito' window in your browser).

Emails

Both LSC and the University of Suffolk will send important emails via your student email addresses; therefore, it is vital that you set up your email addresses for both.

To access your University of Suffolk email account you need to go to University of Suffolk Partner Student Hub online at: <https://ccucsac.sharepoint.com/sites/caip> (again, it may be better to access this using an 'in private' or 'incognito' window in your browser), where you can log in by using your student number – for example, 123456@uos.ac.uk. Your password will be set as a default to your date of birth in ddMmmyy (e.g. 01Jan20) format.

It is your responsibility to check both your email addresses on a regular basis. Alternatively, you can set up forwarding for your University of Suffolk and LSC emails to your personal email accounts.

Online Student Accounts

You will have access to both the LSC Student Portal (your VLE) and the University's Partner Student Hub. Both will provide important information.

LSC Student Portal

(<https://www.lsclondon.co.uk/> Click on Student Portal, top right hand)

- View your timetable
- Check your module details and lecture notes
- Find assignment instructions
- Submit assignments
- View provisional results
- Request letters (e.g. Council Tax)

University of Suffolk Partner Student Hub

(<https://ccucsac.sharepoint.com/sites/caip>)

- Access OASIS
- Update your personal details
- View confirmed results
- Monitor your progression
- Apply for Extenuating Circumstances
- Activate GradIntelligence

University of Suffolk Password Management

You are required to set up your password management, which will enable you to reset your password.

- Log into University of Suffolk Partner Student Hub
<https://ccucsac.sharepoint.com/sites/caip>
- Click on 'Password Reset' and follow the instructions on the screen

Attendance

Attendance at classes is mandatory and you can be withdrawn if *either* your attendance *or* engagement is too low. Please review the attendance policy on the LSC Student Portal: https://www.new-portal.lsclondon.co.uk/administrator/assets/downloads/handbooks/uos_attendance%20policy_23_04_21.pdf

If you are unable to attend a lesson you need to email attendance@lsclondon.co.uk and include:

- Your name
- Student number

- Lecture Date and time
- Lecturer name
- An explanation of why you cannot attend

Academic Misconduct

Allegations of academic misconduct are taken very seriously with consequences of being withdrawn from the course. An example of academic misconduct is plagiarism. Plagiarism is defined as taking another person's work or idea and claiming it as your own. In order to avoid plagiarism when writing assignments, make sure you reference other work correctly. For a better understanding of referencing go to: <https://libguides.uos.ac.uk/referencing-plagiarism>

If you still have questions, it is recommended that you sign up via the Registry Office for a personal tutorial with a Teaching Assistant.

A delayed decision (DD) grade will be recorded if an allegation of Academic Misconduct is pending.

Student Welfare

The University of Suffolk and LSC both take your welfare very seriously. Should you have any personal problems or concerns that might impact your studies, please contact the Student Support Officer, Rabindra Shrestha at rabindra.shrestha@lsclondon.co.uk. You can also contact the Registry Office, which is always your first point of contact.

Library and Learning Services

As a student, you have numerous library resources available to you online via the LSC Student Portal. In addition, you can access University of Suffolk library and learning resources online at <https://libguides.uos.ac.uk/>. In addition to being able to research numerous databases and e-journals, there are also support guides to help you develop your academic writing, digital skills, and information searching.

Gradintelligence

The University is using a company called *GradIntelligence* to produce and manage a number of digital documents that you will need to access during your time as a student, including the student status letter, HEAR and records of achievement. [Gradintelligence](#) provides a document access and sharing web portal that enables you to view and share your digital documents securely, at any time and from anywhere. All students enrolled with the University of Suffolk will have an account created with GradIntelligence so that you can access your documents. You can activate your account via University of Suffolk Partner Student Hub online at:

<https://ccucsac.sharepoint.com/sites/caip> – Higher Education Achievement Report (HEAR) To access your HEAR via GradIntelligence and read more about HEAR.

University of Suffolk Students' Union

The Students' Union provides confidential and impartial advice, including on: Extenuating Circumstances; Academic Misconduct; Academic Appeals; Complaints.

The SU also provides support if you would like to organise a student society.

- <https://www.uosunion.org/advice/academic/>
- Telephone: 01473 338155
- Email: su.advice@uos.ac.uk

FAQs:

How do I apply for a bursary?

You can only apply for a bursary in your first year of study and there are strict deadlines. You will receive your bursary in two instalments. You do not need to reapply each year as this will be automatically processed if you still meet the criteria. To apply, look for the link on the University of Suffolk Partner Student Hub at: <https://ccucsac.sharepoint.com/sites/caip/SitePages/Bursaries-and-scholarships.aspx>. For further details, you can also ask at the LSC Registry Office.

What should I do if my student loan has not come through?

If you have any issues with your student loan you will need to contact Student Finance England (SFE) to ask why you have not received your loan. Contact details are available on their website: <https://www.gov.uk/contact-student-finance-england>

Why have I been invoiced for my tuition fees?

If the University of Suffolk does not receive funding confirmation from SFE to cover your tuition fees, you are responsible to cover the fees and will be invoiced accordingly. Failure to pay will see sanctions put on your learning, such as not being able to view results, or progress to the next level or, in some cases, being withdrawn from the programme.

What happens if I withdraw from the course?

You can self-withdraw from the course at any point and you need to Log into University of Suffolk Partner Student Hub <https://ccucsac.sharepoint.com/sites/caip> and do this via OASIS. Click on Manage Course, select 'Withdraw from Study', and follow the instructions.

Please be advised that you may be eligible to repay any tuition fees according to the liability points set out in the Tuition Fee Policy (see:

<https://www.uos.ac.uk/media/uniofsuffolk/website/content-assets/documents/policies-and-procedures/Tuition-Fee-policy-2024-25.pdf>

Once you withdraw, we will notify SFE and this will stop your tuition and maintenance loans.

Can I be withdrawn from the course?

Yes, you can be withdrawn from the course if you have poor attendance or engagement or if you are underachieving. If the University of Suffolk and LSC decide to withdraw you from the course, you will receive notification. SFE will also be notified and your student loan will be stopped. You will also be required pay any outstanding tuition fees.

How much money do I need to pay if I withdraw or if I am withdrawn?

Depending on when you withdraw/have been withdrawn will depend on how much you need to pay back. It is the student's responsibility to repay the tuition fees/loan. Please refer to the University Tuition Fee policy for liability points.

<https://www.uos.ac.uk/media/uniofsuffolk/website/content-assets/documents/policies-and-procedures/Tuition-Fee-policy-2024-25.pdf>

What do I do if I need help finding housing?

LSC do not provide housing and you will need to source this yourself. You can contact local estate agents to arrange renting properties or contact the local council to support your housing needs.

How do I request a Council Tax exemption form?

As a student you will be exempt from Council Tax. For a Council Tax Exemption form or any other letter, you can request one via the LSC Student Portal. Should you have questions, you can ask via the Registry Office.

Alternatively, you can access your *Student Status Certification Letter* via the University of Suffolk Partner Student Hub <https://ccucsac.sharepoint.com/sites/caip>

What shall I do if I cannot attend an exam or submit work?

If unforeseeable events happen that prevent you from being able to submit an assignment and/or attend an exam, you can apply for Extenuating Circumstances.

To apply for Extenuating Circumstances, you need to read the *Additional Time due to Extenuating Circumstances Policy*:

<https://www.uos.ac.uk/media/uniofsuffolk/website/content-assets/documents/policies-and-procedures/Extenuating-Circumstances-Policy.pdf>

If after reading the policy you believe you are eligible to make an application you need to apply before the submission deadline/exam date and provide evidence to support your request. You can apply for an extension, deferral, or intercalation.

- An **extension** allows students an additional seven days, from the original submission date to submit their work.
- A **deferral** is when an assignment or exam can be submitted at a later date. The new date will be agreed at the next relevant Assessment Board. If approved, the agreed new submission date will be available to view via OASIS, it is the student's responsibility to check OASIS for this date.
- An **intercalation** is when a student takes a break from study.

To apply for an extension or deferral you need to follow the below steps:

- Log in to the University of Suffolk Partner Student Hub
<https://ccucsac.sharepoint.com/sites/caip>
- Once logged in, click on OASIS
- Then click My Courses
- Next click Manage Course
- Then press Apply for Extenuating Circumstances
- Next press proceed
- Then you need to select the module and component that you wish to extend/defer
- You will need to use the drop-down box on the left-hand side to select either extension or deferral
- Next you need to complete the online form and provide supporting evidence

Please note if evidence is not supplied your application will automatically be rejected.

To apply to intercalate you will need to follow the below steps:

- Log in to the University of Suffolk Partner Student Hub
<https://ccucsac.sharepoint.com/sites/caip>
- Once logged in, click on OASIS
- Next click Manage Course
- Then press Suspend Study/Intercalate

- Next press proceed
- Then you need to complete the online form and provide supporting evidence

Please note if evidence is not supplied your application will automatically be rejected.

If you are granted an intercalation you will return the following year, in the same cohort. For example, if you started intercalation in November 2024 you would return to study in November 2025.

The Students' Union has helpful guidance available here:

<https://www.uosunion.org/advice/academic/extenuatingcircumstances/>

What happens if I apply for Extenuating Circumstances but am rejected?

If you apply for extenuating circumstances and are not successful, you will be required to submit your work on time and/or attend the exam. If you do not submit your work and/or do not attend your exam you will receive the mark of zero. You will be given an opportunity to resubmit your work and/or retake your exam, but your mark will be capped at the pass mark of 40% (undergraduate).

Do I have to enrol each year?

Yes, you are required to complete online enrolment with the University of Suffolk each year. Failure to complete enrolment will result in your studies being terminated, regardless of your attendance, engagement or marks. Enrolment is important as it confirms your student status and, if you have an approved student loan, enrolment will release your maintenance payment.

To complete enrolment you must follow the below steps:

- Log in to the University of Suffolk Partner Student Hub
<https://ccucsac.sharepoint.com/sites/caip>
- Once logged in, click on OASIS
- Then click My Courses
- Next click Complete Enrolment

Enrolment is processed after the final term Assessment Board; students who do not have any outstanding resubmissions, deferrals or pending academic misconduct allegations or outstanding fees will have their enrolment processed, subject to meeting the minimum progression requirements.

If you have outstanding resubmissions, deferrals or pending academic misconduct allegations your enrolment will be processed after the resubmission Assessment Board, which is usually 1 week before the new academic year starts. If you have any fees outstanding, you will not be able to re-enrol until your fees have been paid.

What is the pass mark?

The pass mark for undergraduate programmes (BA Business Studies with Foundation; Certificate of Higher Education in Business Studies) is 40%.

For more information on progression requirements please refer to the Framework and Regulations for Undergraduate Awards

<https://www.uos.ac.uk/media/uniofsuffolk/website/content-assets/documents/policies-and-procedures/Framework-and-Regulations-for-Undergraduate-Awards.pdf>

What is financial sanction?

Students are placed under financial sanction if the University of Suffolk does not receive your tuition fee payments. Being under financial sanction means you will not be able to view your results on OASIS or progress to the next level of study, including retaking modules. If students do not pay their outstanding tuition fees within 2 week of the course starting you will be intercalated, which is in line with the University of Suffolk *General Regulations*:

<https://www.uos.ac.uk/media/uniofsuffolk/website/content-assets/documents/policies-and-procedures/General-Regulations-2024-25.pdf>

Useful Contacts:

LSC: 020 7357 0077

Registry Office: registry@lsclondon.co.uk

Examinations Office: exams@lsclondon.co.uk

LSC Library: library@lsclondon.co.uk

LSC IT Support: ITsupport@lsclondon.co.uk

Fees & Financial Queries: student.finance@lsclondon.co.uk

Attendance & Absences: attendance@lsclondon.co.uk

Student Feedback (comments & complaints): TellUs@lsclondon.co.uk

University of Suffolk Partnerships Office: Partnerships.lsc@uos.ac.uk