

Welcome!

Student Information

2022-2023

FdA Business Management

FdSc Supporting Innovation in Health and Social Care

Welcome to the London School of Commerce. We are very pleased that you have chosen to study with us for a foundation degree from New College Durham.

This leaflet contains important information that will help you settle into the London School of Commerce and New College Durham.

Introduction

The London School of Commerce is an Associate College of New College Durham and delivers a range of New College Durham programmes in London.

You are a student of New College Durham, although lessons will be delivered by LSC. You will be given a class timetable per term, which 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 assignments with specific due dates.

Emails

Both LSC and New College Durham will send important emails via the email address you supply at the time of enrolment.

It is your responsibility to check your email address(es) on a regular basis.

Online Student Accounts

You will have access to the LSC Student Portal (your VLE).

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)

If you have difficulty accessing your Student Portal please contact LSC IT Support:
ITsupport@lsclondon.co.uk

Attendance

Attendance at classes is mandatory and you can be withdrawn if your attendance is too low. Please review the attendance policy on the LSC Student Portal.

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
- Lecture name
- An explanation of why you cannot attend, with evidence wherever possible

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Allegations of academic misconduct are taken very seriously with consequences of being withdrawn from the course.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.

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

Student Welfare

New College Durham 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.

Safeguarding and Prevent

Your welfare will be safeguarded and the Prevent Duty applied by LSC colleagues, following New College Durham's policies, which can be found at:

[Safeguarding Resources \(newdur.ac.uk\)](http://newdur.ac.uk)

please contact the Welfare Officer, Rabindra Shrestha with any queries, at Rabindra.shrestha@lsclondon.co.uk.

Library and Learning Services

LSC Library

Print facilities are available at the LSC Library.

Opening Hours: Monday – Friday 9:30am to 7pm (Closed at weekends and Public Holidays).

Students can also access other Libraries in London, such as the City Business Library, the British Library and public libraries.

OpenAthens

All New College Durham students studying at LSC will receive an OpenAthens email to access online resources. Once you have activated your account via the link sent to your registered email address, visit www.openathens.net to login and get started.

If you need help using OpenAthens or if you do not receive an OpenAthens email, please contact the LSC or NCD Library.

NCD Library: library@newdur.ac.uk

New College Durham Students' Union

All students are automatically part of the New College Durham Students' Union and can access support, advice and wider services on offer. The Students' Union exists for students and are committed to constantly improving your educational experiences.

For information on the services and support available please visit the website here: [Students' Union \(newcollegedurham.ac.uk\)](http://Students' Union (newcollegedurham.ac.uk))

Or call on 01913754546

Or email student.union@newdur.ac.uk

TOTUM Cards

TOTUM is the number one student discount card and all students enrolled on a programme of study can purchase a TOTUM card. For further information or to purchase your card visit [TOTUM | The #1 UK Student Discount Card and App](#)

FAQs:

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 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 New College Durham does not receive funding confirmation from Student Finance England to cover your tuition fees, you are responsible to cover the fees and will be invoiced accordingly. Failure to pay will impact on your progression on the programme. Please read the Fee Sanctions Policy here: [file \(newcollegedurham.ac.uk\)](http://newcollegedurham.ac.uk)

If you are having difficulty in completing your student loan application, or require further support, please contact the LSC Finance team: student.finance@lsclondon.co.uk

I have received my Student Notification from the Student Loans Company, do I need to send this to New College Durham or LSC?

The College and LSC will only need to see your Student Notification in certain circumstances. Therefore, there is no need to automatically send this to New College Durham or LSC, but please keep this safe in case we request to see it.

What happens if I withdraw from the course?

You can self-withdraw from the course at any point and you need to do this via LSC Registry. If you withdraw you will still need to pay your tuition fees according to the liability points set out in the College Refund and Compensation Policy for Higher Education, and you will be sent an invoice.

To self-withdraw: please email ncdresponses@lsclondon.co.uk, providing a note of the date from which you wish to withdraw and the reason for the withdrawal.

Once you withdraw, we will notify Student Finance England and this will stop your tuition fee and maintenance loans.

Can I be withdrawn from the course?

Yes, you can be withdrawn from the course if you have poor attendance and/or you are underachieving. If New College Durham decide to withdraw you from the course, you will receive notification and will be given opportunities to re-engage or appeal the decision. Student Finance England will also be notified and your student loan will be stopped. You will also be required to pay any overpayment of maintenance loan back to the Student Loans Company.

For further information, please refer to the Withdrawal Policy, which can be found here; [file \(newcollegedurham.ac.uk\)](http://file.newcollegedurham.ac.uk)

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 back to the Student Loans Company.

Students who completely withdraw from the College are not expected to return to their course and shall receive a refund in line with the mechanism set out in the refund calculation below.

Liability Points

- In the absence of secured funding prior to withdrawal, the fees remain payable as per the mechanism set below.
- All students who withdraw prior to the end of the third week will not be liable for any tuition fees.
- Students who withdraw prior to the end of their first term will be liable for 25% of the tuition fee due in the year of study concerned.
- Students who withdraw after the start of term 2 but prior to the end of term 2 will be liable for 50% of the tuition fee due in the year of study concerned.
- Students who withdraw after the start of term 3 will be liable for 100% of the tuition fee due in the year of study concerned.
- Any refund will be made back to the original source of payment.
- In cases of hardship a recommendation can be made to the Chief Financial Officer who will make the final decision.

The College Higher Education Refund and Compensation Policy can be viewed at: [Higher Education Information \(newcollegedurham.ac.uk\)](http://Higher Education Information (newcollegedurham.ac.uk))

What do I do if I need help finding housing?

New College Durham and 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 any questions, you can ask via the LSC Registry Office.

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 Extensions or Mitigation. LSC tutors may use their discretion to permit an extension of up to **7 days** at the point of assessment. To request an extension you must contact your LSC Tutor. Extensions **may not** be granted for an examination of any type.

If you have previously applied for an extension at the point of assessment but remain unable to submit the assessment by the extended deadline, or where unable to attend and examination, you may, in exceptional circumstances, apply for mitigation. Mitigation is normally defined as:

‘Circumstances outside the control of the student that have significantly affected performance in any summative assessment.’

An application for mitigation should be submitted as soon as a student is aware of extenuating circumstances (not necessarily at the point of assessment) and no later than 14 days following the assessment deadline date and prior to the deadline for the submission of applications to the Mitigation Panel. All applications must be supported by appropriate evidence.

Information on the New College Durham policy for extensions and mitigation, as well as ongoing extenuating circumstances, and the application form, can be found here: [Higher Education Information \(newcollegedurham.ac.uk\)](http://newcollegedurham.ac.uk/higher-education-information)

What if I apply for Mitigation but am rejected?

If you apply for mitigation 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 zero. You will be given an opportunity to resubmit your work and/or retake the exam, but your mark will be capped at the pass mark of 40%.

Useful Contacts:

LSC: 0207 357 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

Students' Union: Student.union@newdur.ac.uk

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Framwellgate Moor Campus
Durham
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0191 375 4000

help@newdur.ac.uk

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