

Introduction

The University of Suffolk validates a range of programmes delivered by 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, 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 assessments with specific due dates.

Student Handbook

For further information about the University of Suffolk and LSC Partnership, for guidance on managing your study, information about the support and guidance available to you as well as policies and procedures, consult the Handbook online at: <http://uos.learningservices.online/lscstudenthandbook/>

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.

To access your University of Suffolk email account you need to go to **www.outlook.com/uos.ac.uk**, where you can log in by using your student number – for example, s123456@uos.ac.uk. Your password will be the same as your MySuffolk password, which will be your date of birth in ddMmmyy (e.g. 01Jan20) format.

You can also access your University of Suffolk email account by logging into MySuffolk and clicking on the Email tab.

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 MySuffolk. 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)

MySuffolk

- Log into [MySuffolk](#)
- Click on 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 [MySuffolk](#)
- Click on IT Services
- Click Students
- Click Password reset
- Click How to set up my security profile
- Follow instructions

Attendance

Attendance at classes is mandatory and you can be withdrawn if your attendance and/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/academic/referencing/academic_practice

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

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 [MySuffolk](#) – OASIS – Activate GradIntelligence, and read more about [HEAR](#) online.

University of Suffolk Students' Union

The Students' Union provides confidential and impartial advice, including on Extenuating Circumstances, Academic Misconduct, Academic Appeals, and Finance. The SU also provides support if you would like to organise a student society. THE SU contact details are:

- <https://www.uosunion.org/advice/academic/>
- Telephone: 01473 338155
- Email: su.admin@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 via your MySuffolk Account (in OASIS). For further details, you can ask at the Registry Office or look online at: <https://www.uos.ac.uk/content/bursary-2020-entry>.

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 the University of Suffolk 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 see sanctions put on your learning, such as not being able to view results, or progress to the next level and in some cases 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 do this via OASIS. If you withdraw you will still need to pay your tuition fees according to the liability points set out in the Tuition Fee Policy, and you will be sent an invoice.

To self-withdraw: log into MySuffolk, click on OASIS, then click on Manage Course, select 'Withdraw from Study', and follow the instructions.

Once you withdraw, we will notify Student Finance England 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, engagement and/or you are underachieving. If the University of Suffolk and LSC decide to withdraw you from the course, you will receive notification. Student Finance England 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.

Liability Points

Course Start Month	25% Course Cost	50% Course Cost	100% Course Cost
Sep 20 – Nov 20	After 2 weeks of the course start date	After 3 Jan 21	After 5 Apr 21
Dec 20	After 2 weeks of the course start date	After 1 Feb 21	After 1 May 21
Jan 21 – Mar 21	After 2 weeks of the course start date	After 5 Apr 21	After 1 Jul 21
Apr 21 – May 21	After 2 weeks of the course start date	After 1 Jul 21	After 3 Jan 22
Jun 21	After 2 weeks of the course start date	After 1 Aug 21	After 1 Feb 22
Jul 21 – Aug 21	After 2 weeks of the course start date	After 3 Jan 22	After 4 Apr 22

The University Tuition Fee Policy can be viewed at:

[https://www.uos.ac.uk/content/tuition-fee-policy \(2020/21\)](https://www.uos.ac.uk/content/tuition-fee-policy (2020/21))

What do I do if I need help finding housing?

University of Suffolk 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 questions, you can ask via the Registry Office.

Alternatively, you can access your student status letter via your GradIntelligence Account.

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 [Extenuating Circumstances Policy](#), 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 ten working 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.
- 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 into [MySuffolk](#)
- Once logged in click on the OASIS tab
- 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 into [MySuffolk](#)
- Once logged in click on the OASIS tab
- 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 start in July 2021 and intercalate you would return to study in July 2022.

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) or 50% (postgraduate)

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. 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 into [MySuffolk](#)
- Once logged in click on the OASIS tab
- 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 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.

What is the pass mark?

The pass mark for undergraduate programmes (BA Business Studies) is 40%.

The pass mark for postgraduate programmes (MBA) is 50%.

For more information on progression requirements please refer to the [Assessment Regulations \(undergraduate\)](#) or [Assessment Regulations \(postgraduate\)](#). Please note that the Regulations are currently being updated and new Regulations will be implemented from 1st September 2021.

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 weeks of the course starting you will be intercalated, which is in line with our [General Regulations](#).

Useful Contacts:

LSC: allenquiries@lsclondon.co.uk / 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