

US Federal Aid – Consumer Disclosures

Institutions offering US Federal Aid loans are required by the US government to disclose consumer information. Any questions should be directed to financialaid@london.edu

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General information

1. Student Financial Aid information

Financial Aid information for all students at London Business School is available on the [website](#), and internally on students' Canvas pages, accessible by all students. This includes information on scholarships, loans and other financial aid options available to students during their studies.

Detailed information relating to US Federal Aid is available on the London Business School portal pages, accessible by students admitted to the School. The information is also available on students' Canvas pages, accessible by all students. This includes information on:

- How to apply
- Cost of Attendance
- FAFSA and Student Aid Reports
- Entrance and Exit Counselling
- Disbursements
- Satisfactory Academic Progress
- Interruptions and Withdrawals from studies
- Return of Title IV funds

The Financial Aid team (financialaid@london.edu) can provide further support for all financial aid matters.

2. Fee and Cost of Attendance information

	ACADEMIC DEGREE PROGRAMMES – figures in GBP / USD						
	Masters in Business Administration	Masters in Finance	Masters in Management	Masters in Financial Analysis	Executive Masters in Business Administration LONDON ONLY	Sloan Masters in Leadership and Strategy	PhD
Fees in GBP / USD (a) for AY 2018-19	£39,250 / \$51,025	£45,250 / \$58,825	£31,400 / \$40,820	£34,200 / \$44,460	£42,250/ \$54,925	£65,900/ \$85,670	All students fully funded
Maximum COA (b) – data from 2018-19	£65,800/ \$85,540	£70,925 / \$92,203	£53,330 / \$69,329	£53,980 / \$70,174	£84,490 / \$109,837	£115,619 / \$150,305	All students fully funded

- (a) Updated on 14/11/2019 to reflect cost of fees and max living expenses for AY 2018-19 and current exchange rate.
- (b) Maximum COA provided in accordance with US DOE requirements. This is calculated using 2018-19 fees and Cost of Living data gathered in academic year 2018-19. The majority of London Business School students (MBA/MIF/MIM) do not reach this ceiling and subsequently borrow lower amounts of funding during the academic year.

Loan information

3. Entrance Counselling

Prior to the first disbursement, student loan borrowers (first-time borrowers and returning borrowers) must complete entrance counselling via www.studentloan.gov before the loan is approved.

4. Exit counselling

All student loan borrowers are required to complete exit counselling shortly before formally completing their studies. Exit counselling must be completed via the NSLDS website. Students are sent several reminders and those who fail to complete exit counselling via NSLDS will have their Award of Degree withheld until the exit counselling is completed.

5. Withdrawal and Return of Title IV (R2T4) Funds Policy

If a student who receives Title IV funding withdraws, interrupts for more than 180 days or drops below half time attendance, London Business School will follow the requirements of returning funds to the US Department of Education as stipulated by the mandated Return of Title IV Funds (R2T4). This will be applied alongside the School's withdrawal and refund policy. Using the R2T4 calculation provided by the US Department of Education, London Business School will determine how much of the loan may be retained and how much must be returned. More information on the calculation can be found here - <http://ifap.ed.gov/fsahandbook/1516FSAHbkVol5.html>

5.1 Return of funds by The School

A student earns aid on a daily basis. If a student withdraws, any unearned aid for that payment period must be returned to Central Origination and Disbursement or the loan servicer. Once the amount the School and the student needs to return has been calculated, a cheque is sent to Central Origination and Disbursement or the loan servicer and the student is notified if they need to return any funds.

Loans are returned in the following order:

1. Direct Loan Product
2. Direct Plus Loan Product

There are some Title IV funds that students may have been scheduled to receive that cannot be earned, once a student withdraws because of other eligibility requirements. For example, a first year postgraduate, receiving aid for the first time who withdraws within the first 30 days of a programme will be deemed not to have earned any aid.

As this policy uses a different calculation to the London Business School withdrawal policy, it may mean that the student owes London Business School once the money has been returned to the lender. Students will be notified if this is the case.

5.2 Return of funds by student

If the student is notified that there are loan funds that must be returned (by the student), the student should repay in accordance with the terms of the promissory note. That is, scheduled payments are made to the holder of the loan over a period of time. Students who have received a refund of their loan proceeds before withdrawing may be required to return part or all of those funds to the lender.

5.3 Approved leave of absence

If a student interrupts their studies, it is important that they contact financialaid@london.edu to ensure the correct loan status is determined.

An approved interruption can last for 180 days before a student goes into repayment or has to return funds. If the student does not return after 180 days the last date of actual attendance will be used to calculate the earned loan amount and the date a student enters repayment.

6. Loan Terms and Sample Repayment Schedule

The following links are provided to educate borrowers on their legal obligation to repay their US federal student loans. Each link contains examples of such repayment options. <https://studentaid.ed.gov/sa/repay-loans> and <http://www.direct.ed.gov/RepayCalc/dlindex2.html>

7. National Student Loan Database Service (NSLDS) Reporting

London Business School is obligated to report students' enrolment status and any associated changes via the National Student Loan Database Service (NSLDS). If borrowers drop below half-time status, they will enter repayment and are required to begin paying their loan servicer. They are also required to complete exit loan counselling.

8. Satisfactory Academic Progress Policy

All students at London Business School are required to make satisfactory progress through their academic programme. In registering, students agree to be bound by the academic regulations and associated policies and procedures. These regulations incorporate the key progression criteria and are summarised below. Further information can be found in the terms and conditions which students sign in advance of starting their programme.

8.1 Quantitative Requirements

Students are expected to be in attendance at London Business School for the full duration of each term of their programme. All lectures and seminars are compulsory. Students absent through illness must inform their programme manager and each member of academic staff leading the compulsory sessions from which they are absent.

Students who are regularly absent from their course will be contacted by their programme manager to ensure they are aware of the consequences for non-attendance. If attendance continues to be unsatisfactory, the programme manager may apply appropriate sanctions.

8.2 Qualitative Requirements

All students are expected to maintain satisfactory academic progression throughout their programme, including prompt submission of all formative and summative coursework. Students must achieve a minimum pass mark of 50% for each course unit taken in each year of their programme. Some postgraduate programmes which run for longer than twelve months have progression criteria which each student must meet before being permitted to continue their studies. These criteria are specified in their programme regulations.

8.3 Recording Satisfactory Academic

Students who fail to make satisfactory academic progress will have their Central Origination and Disbursement and National Student Loan Database (NSLDS) electronic record amended accordingly throughout the academic year. These records are referred to before each Federal Aid disbursement.

8.4 Financial Aid Warning

Students who fail to make Satisfactory Academic Progress will firstly be issued with a 'Financial Aid Warning' from the Financial Aid team. This warning will last for 1 payment period (i.e. until the next disbursement), during which time a student can still receive Financial Aid. Students that fail to regain Satisfactory Academic Progress by the next disbursement will no longer be eligible for Aid, unless they are successful in an appeal.

8.5 Appeal Procedure

Students may only appeal a financial aid suspension as part of a programme withdrawal appeal. Full details are available in the School's withdrawal process. Students should send their appeal to financialaid@london.edu.

9. Preferred Lender Clause

For students applying for a private US student loan, the School will work with whichever private lender they decide to use. Please note that we are only aware of one lender currently offering such loans, which is Sallie Mae. Sallie Mae is not a preferred lender and this does not represent a preferred lender arrangement.

School information

10. Student Disability and wellbeing services

London Business School actively champions inclusion and inclusive practice. This means that the School aims to be a welcoming teaching and learning environment which is accessible to all students. Wellbeing Services are available for all students needing support with disability, health, neurodiversity (dyslexia, ADHD, autism etc.) or wellbeing issues. The School will arrange reasonable adjustments; individual exam arrangements and access to assistive technology / specialist support.

Wellbeing Services can signpost students to support relating to alcohol and drug dependency. US legislation relating to alcohol and drug dependency in relation to Higher Education is as follows:

Information from the US Department of Education website.

1998 Amendments to the Higher Education Act of 1965

(r) SUSPENSION OF ELIGIBILITY FOR DRUG-RELATED OFFENSES

(1) IN GENERAL – A student who has been convicted of any offense under any Federal or State law involving the possession or sale of a controlled substance shall not be eligible to receive any grant, loan, or work assistance under this title during the period beginning on the date of such conviction and ending after the internal specified in the following table:

If convicted of an offense involving:

The possession of a controlled substance:

Ineligibility period is:

First offense 1 year

Second offense 2 years

Third offense Indefinite

The sale of a controlled substance:

Ineligibility period is:

First offense 2 years

Second offense Indefinite

(2) REHABILITATION – A student whose eligibility has been suspended under paragraph (1) may resume eligibility before the end of the ineligibility period determined under such paragraph if:

The student satisfactorily completes a drug rehabilitation program that:

- *Complies with such criteria as the Secretary shall prescribe in regulations for purposes of this paragraph; and*
- *includes two unannounced drug tests; or the conviction is reversed, set aside, or otherwise rendered nugatory.*

Full wellbeing information is available on students' Canvas pages, accessible by all students. Students can also contact wellbeing@london.edu

11. Textbook information

Information about any required and recommended textbooks for your course will be provided to you by your programme manager or course administrator.

12. Academic Regulations

The School's academic regulations are available in Appendix A.

13. Degree Accreditation

London Business School is an exempt charity incorporated by Royal Charter (<https://www.london.edu/about/people/governance#.VsWDUvmLTcs> . The School is registered with the Office for Students) as a provider of postgraduate degree programmes and has its own degree-awarding powers.

London Business School is accredited by The Association to Advance Collegiate Schools of Business (AACSB), the Association of MBAs (AMBA) and The European Quality Improvement System (EQUIS). For compliance purposes, accreditation is kept current by our School Secretary.

Additional information regarding rankings and accreditation is available here - <https://www.london.edu/about/accreditation-and-rankings#.VscxyE3cu70>.

14. Data Protection Scheme

The School is committed to handling personal data responsibly in accordance with its role as a registered data controller and the General Data Protection Regulations (GDPR). Queries should be addressed to our Data Manager – dpo@london.edu

15. Privacy Statement

Please find more information on the School's privacy policies here - <https://www.london.edu/about/london-business-school/policies-and-legislation/student-privacy-policy>

16. Diversity and Equality Policy

Inclusion and diversity are cornerstone values at London Business School. We are proud to welcome people from all backgrounds, countries, cultures, identities and orientations. More details of our approach to inclusion and diversity is available here - <https://www.london.edu/about/inclusion-and-diversity>

London Business School is required to comply with The Public Sector Equality Duty of the Equality Act (2010) (which requires public bodies to publish relevant equality information by 31st January each year).

17. Sustainability

London Business School complies with the UK Climate Change Act 2008. We are proud of our sustainability Policy and Carbon Management Plan, which commits the School to promoting awareness of – and engagement in – sustainable development among our student body, staff members and faculty.

More details of our sustainability policy can be found here - <https://www.london.edu/-/media/files/miscellaneous/sustainability-policy.pdf?la=en>

18. Employment Reports

London Business School publishes annual employment reports detailing the post-study destinations of students across our Degree Programmes. Current employment reports can be found here - <https://www.london.edu/recruiters-and-organisations/recruiters>

19. Crime Rate

For information regarding the safety of the London Business School neighbourhood and surrounding areas, do contact the Metropolitan Police at Marylebone Station - <http://content.met.police.uk/Team/Westminster/MaryleboneHighStreet>

20. Copyright Infringement

London Business School complies with UK copyright law, and is committed to the policy for copyright removal of content from any of our websites due to infringement of third-party intellectual property rights.

More information about the Take Down policy can be found here - https://www.london.edu/-/media/files/miscellaneous/take-down-policy_2019.pdf?la=en

21. Freedom of Information Act

In compliance with the Freedom of Information Act 2000, London Business School has a publication scheme. This provides the legal guidelines on our right to personal information held by public authorities and how this information is used - <http://www.legislation.gov.uk/ukpga/2000/36/contents>.

Full details of the publication scheme are available here - https://www.london.edu/-/media/files/miscellaneous/publication-scheme_may-2019.pdf?la=en

22. Statistical Analysis for Rates on Completion/Graduation Rate, Admission Rate and Retention

Placement (Admission) Rate

	ACADEMIC DEGREE PROGRAMMES						
	Masters in Business Administration	Masters in Finance	Masters in Management	Masters in Financial Analysis	Executive Masters in Business Administration LONDON ONLY	Sloan Masters in Leadership and Strategy	PhD
2015-6	18%	27%	23%	Not Applicable	71%	58%	4%
2016-7	18%	35%	25%	15%	61%	38%	6%
2017-8	16%	39%	25%	16%	50%	39%	6%
2018-9	20%	43%	26%	21%	56%	48%	5%

Retention Rate

	ACADEMIC DEGREE PROGRAMMES						
	Masters in Business Administration	Masters in Finance	Masters in Management	Masters in Financial Analysis	Executive Masters in Business Administration LONDON ONLY	Sloan Masters in Leadership and Strategy	PhD
2015-6	99%	N/A	N/A	N/A	97%	N/A	100%
2016-7	99%	N/A	N/A	N/A	96%	N/A	100%
2017-8	99%	N/A	N/A	N/A	95%	N/A	95%
2018-9	99%	N/A	N/A	N/A	94%	N/A	94%

Completion/Graduation Rate

	ACADEMIC DEGREE PROGRAMMES						
	Masters in Business Administration	Masters in Finance	Masters in Management	Masters in Financial Analysis	Executive Masters in Business Administration LONDON ONLY	Sloan Masters in Leadership and Strategy	PhD
2015-6	99%	66%*	98%	N/A	96%	93%	100%
2016-7	99%	71%*	100%	95%	95%	100%	100%
2017-8	97%	68%*	94%*	94%*	94%	100%	100%
2018-9	98%	60%*	91%*	88%*	93%	98%	100%

* The remaining % graduates in February/March the following academic year – they have extended their programme on the optional fourth term.

23. London Business School Refund Policy

London Business School Refund Policy is provided in the programme terms and conditions, which is signed prior to becoming a student. For more information, please contact financialaid@london.edu

24. Academic Programmes Available at London Business School

Full details of all Masters and PhD programmes available at London Business School are available on our website - <https://www.london.edu/masters-degrees>

25. Transfer of credit policies and articulation agreements

Other than as part of formal exchange programmes as part of a London Business School degree programme, London Business School does not permit the transfer of credit from other institutions.

26. Exchange programmes (written arrangements)

London Business School has exchange arrangements with a number of schools around the world.

As London Business School is a foreign school under Title IV, borrowers are not permitted to attend an exchange programme with any US school at any point during the LBS programme.

There are also limits to attending another foreign school on exchange, as they must also be registered as a Title IV school. Students are advised to review the up to date Federal School Code List -2019/20 [here](#)

27. The London Business School Experience

Campus Services - <https://www.london.edu/experience/campus-services#.Vpy6TvmLS70>

Activities, Clubs and Groups - <https://www.london.edu/experience/activities-clubs-and-groups#.Vpy62fmLS70>

The Student Association - <https://www.london.edu/experience/activities-clubs-and-groups/student-association#.Vpy67PmLS70>

28. Code of Conduct

The policy on student code of contact is contained within the student's terms and conditions. This is signed prior to entering the programme.

29. Missing Persons Policy

The Missing Persons Policy from the University of London Accommodation Office can be found in [Appendix B](#).

30. Scholarships

Details of scholarships available across London Business School Degree programmes are available on the [website](#).

31. Visa Requirements

Interested applicants from outside the EU / EEA will require a student visa - <https://www.london.edu/masters-degrees/visa-requirements>

Appendix A

Academic Regulations

August 2019

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Section I: Introduction

1.1 Overview

This document, along with the following policies and processes, form the School's Academic Regulations:

- Extenuating and Exceptional Circumstances Policy
- Academic Appeals Policy
- Student Disciplinary Policy
- Student Complaints Policy
- Programme Regulations and Specifications
- London Business School-Our Terms and Conditions for Degree Programmes

In addition, students are expected to be familiar with the School's Diversity Code of Practice and Valuing Dignity Code of Practice.

Copies of the regulations and policies are readily available to all students on Canvas. It is the responsibility of the student to familiarise themselves with the regulations and policies, and ensure they comply with what is required and expected at all times. Students should seek guidance from their Programme Office at the beginning of the programme, or immediately when any changes are made, if they have any questions or require any clarification.

1.2 Amendments to Regulations and Policies

The School's Academic Policy Committee, on behalf of Management Board, is responsible to the Governing Body for the management of the academic standards, assessment and quality of programmes leading to the award of degree from London Business School.

The School is entitled, at its absolute discretion and at any time, to make amendments to the regulations and/or internal processes as it considers appropriate. When changes are made, they automatically supersede all previous regulations, policies and processes.

The School will notify students of any substantive changes to regulations and policies. However the student remains responsible for familiarising themselves with the details of any changes and ensuring that they understand and comply with them at all times.

Section 2: Academic Provision

2.1 The School

London Business School ("the School") is a constituent college of the University of London with its own degree awarding powers. Academic standards and assessments are determined and administered by the School, and all programmes lead to an award of degree from London Business School.

The School's degree programmes are designed in accordance with the *Framework for Higher Education Qualifications* and *Subject Benchmark Statement for Master's Degrees in Business and Management*. With the exception of the Master and Doctor of Philosophy which are Levels, all other degree programmes are Level 7 of the framework.

2.2 Degree Programmes

Degree	Programme
Master of Business Administration	MBA Executive MBA- London / Dubai Executive MBA- Global Americas and Europe Executive MBA – Global Asia
Master of Science	Masters in Finance (MiF) (full and part time) Masters in Management (MiM) Global MiM Masters in Financial Analysis (MFA) Masters in Analytics and Management (MAM) LBS Sloan Masters in Leadership and Strategy
Doctoral Programmes	Master of Research (MRes) Master of Philosophy (MPhil) Doctor of Philosophy (PhD)

2.3 Collaborative Programmes

Some programmes are delivered in collaboration with other institutions:

- Where programmes are delivered and degrees awarded jointly with another institution, the School retains the ultimate responsibility for academic standards and the quality of learning opportunities irrespective of where they are delivered and who provides them.
- Where programmes are delivered consecutively and degrees awarded separately, the School retains the ultimate responsibility for academic standards and the quality of learning opportunities for the degree programme awarded by the School, but cannot be held responsible for the programme delivered by the other institution.

Section 3: Programme Delivery

3.1 Programme Documentation

To facilitate delivery each programme will have:

- A definitive programme specification that provides a comprehensive overview of the programme and academic components.
- A set of clearly defined learning outcomes for the programme.
- Programme regulations that specify the rules of the programme and eligibility for the award of degree.

The documentation will be issued to students via Canvas at the beginning of the programme and updated if any substantial changes are made during the programme.

The School aims to ensure that programme documentation does not diverge from the Academic Regulations. In instances where the documentation does diverge or is silent on a specific matter the Academic Regulations will take precedence and be applied.

3.2 Amendments

In accordance with the Terms and Conditions (refer to *London Business School- Our Terms and Conditions for Degree Programmes*), the School is entitled, at its absolute discretion and at any time, to make amendments to the admission requirements, the programme and individual courses.

Changes may include:

- Alterations to the timetable, location, number of classes, method of delivery of the programme (including the faculty delivering the programme) and assessment.
- Reasonable variations/changes to the content and syllabus of the programme, including discontinuing, merging or combining courses, and introducing new courses.

3.3 Admission

The admission requirements for individual programmes are documented in the programme specification or other relevant programme documentation. The requirements may be adjusted as necessary and appropriate by the School.

Upon receipt of an offer of a place at the School, admits are required to complete the *Student Disclosure Statement*. Failure to answer the questions fully and accurately, or any material fact that comes to light after starting the course, may result in the School's offer of a place being withdrawn and any contract with the School terminated with immediate effect. The School must be notified as soon as reasonably possible if the circumstances change such that any information that was provided during admission is no longer accurate.

Admits are required to sign and return the *Terms and Conditions* to accept the offer of a place on the programme. The agreement comes into force on the date of the offer letter.

As stated in the *Terms and Conditions*, the School may terminate the registration and participation in the programme (and thereby the terms and conditions agreement) of any student who secures admission to the School on the basis of qualifications, documents or statements which are subsequently found to be false, not completely truthful or misleading.

Admits become "students" on the day they formally register for the programme. In some cases this can be up to two weeks before the programme start date.

In exceptional circumstances permission may be given for a student to commence the programme subject to satisfactorily completing certain admission related conditions. If the conditions are not met within the specified time-limits and to the required standards the student may be withdrawn from the programme and have their contract with the School terminated with immediate *effect*.

3.4 Normal Duration

Each programme has an approved normal duration that is specified in the programme regulations.

In limited circumstances extensions to continue to study outside of the normal duration may be requested by the student or required by the Programme Director.

Extensions of up to a cumulative total of 12 months may be granted by the Programme Director, in consultation with the Academic Director where appropriate, and will be presented to the Board of Examiners for information. Any extensions beyond a cumulative total of 12 months are only granted in exceptional circumstances and the decision is made by the Chief Examiner and/or Board of Examiners at their absolute discretion.

3.5 Acceptable Programme Performance

Students are fully responsible for ensuring they remain in good academic standing at all times during the programme. In addition to attendance, this also includes contribution during class, completion of assessments and overall performance.

Where the normal duration of a programme is more than one year, a student will normally successfully complete all of the requirements for year one and any other requirements detailed in the programme documentation before they can progress into year two. Exceptions may be granted by the Programme Director and Academic Director.

With pre-requisites students must have successfully completed the required course(s) before they will be allowed to begin the next course. In instances where the student has completed all assessments and the final grade is outstanding and there is sufficient evidence to indicate the student is likely to pass the course, an exception may be granted by the Programme Director with the approval of the faculty member to allow the student to commence the next course. If the student subsequently fails the pre-requisite course they will be withdrawn from the next course immediately.

3.6 Wellbeing and Student Support

The School actively champions inclusion and inclusive practice and aims to provide a welcoming teaching and learning environment that is accessible to all students. Disabled students or students experiencing health or wellbeing issues are encouraged to make direct contact with Wellbeing Services to discuss potential support and services relating to accessibility and reasonable adjustments.

If reasonable adjustments are required, the Wellbeing Services Manager in partnership with the student will produce a Summary of Reasonable Adjustments, and, where appropriate, Reasonable Assessment Arrangements (individual exam adjustments). These will be shared with Programme Office staff and other relevant personnel as appropriate.

The School is unable to retrospectively process any considerations relating to disability disclosures, reasonable adjustments or reasonable arrangements for assessments after they have taken place. By taking an assessment the student is automatically confirming that they are fit and capable to do so.

In instances where academic performance is likely to be compromised due to short-term health issues, students should apply for extenuating circumstances and must do this in advance of the assessment.

3.7 Fitness to Study

The School considers that a student is fit to study when, amongst other things:

- They are able to engage and participate in academic life and manage their academic responsibilities;
- Their behaviour and actions do not disrupt or negatively impact the School community or School activity;
- They have awareness and regard for the health and safety of themselves and others.

Concerns around a student's fitness to study are therefore likely to be raised in instances that may involve, but are not limited to:

- Significant attendance or non-engagement concerns;
- Disruption to teaching and learning activities;
- Unreasonable expectations, demands or behaviours which impact or harm the School community.

The School has a separate Fitness to Study Policy and Procedure, which will be invoked when there are significant concerns about a student's wellbeing and fitness to study. The policy will be invoked after informal avenues or plans of support have been exhausted, or when the School believes it is necessary or would be beneficial for the student.

In rare occasions, the outcome of the Fitness to Study process will be that an interruption of studies is required to allow a student to take a significant break to receive specialist treatment or to allow for a period of recovery. In most cases it is hoped that the decision will be made in agreement with the student but in some cases it may be deemed necessary for the School to impose an interruption of studies.

Students are entitled to request a review of the outcome of the Fitness to Study process only if there is new and significant information which has not been disclosed or made available previously, and which would have had a significant effect on the outcome. Requests must be submitted in writing to the Programme Director within 14 calendar days of the student being notified of the outcome.

The School reserves the right to require any student to undertake a medical and/or disability assessment at any time during the programme to confirm fitness to study. The School reserves the right to nominate a medical professional to perform the assessment. The School will also require full and unedited disclosure of any medical report.

3.8 Interruptions of Studies

The School acknowledges there may be times when a student needs to interrupt their studies for a short period. Interruptions will often be at the student's initiation and typically be on the grounds of illness or other good cause, and supported by compelling evidence. Requests will normally only be considered if the student is in good academic standing and up to date with their fee payments.

In exceptional circumstances, the School may impose an interruption of studies. This may be due to significant concerns about the student's wellbeing or conduct, non-payment of fees or a breach of the Terms and Conditions. Where an interruption arises due to concerns about a student's health & wellbeing this will be covered by the Fitness to Study Policy and Procedure.

Interruptions of up to a cumulative total of 12 months may be granted by the Programme Director in consultation with the Academic Director where appropriate, and will be presented to the Board of Examiners for their information. Any interruptions beyond a cumulative total of 12 months and up to 24 months are only granted in exceptional circumstances and the decision is made by the Chief Examiner and/or Board of Examiners at their absolute discretion.

If the interruption is approved the student will be given information about the conditions of the interruption, the student's obligations during the interruption and the expected arrangements for the student's return to the programme. It is the responsibility of the student to ensure that they comply with any requirements during the interruption, including maintaining contact with the Programme Office.

During the period of an interruption the student will be considered to be temporarily withdrawn from the programme and will not be able to:

- Access or use School facilities, including IT.
- Make use of student benefits or partake in student life.
- Present themselves as a student of the School and must therefore update social media and other networks, including employers and recruiters, without delay.

For students on Tier 4 visas the School is required to inform UK Visas and Immigration that the student has interrupted their studies and their visa will be cancelled.

3.9 Return to Studies

Before being granted permission to return from an interruption, the School reserves the right to require the student to undertake an independent medical and/or disability assessment to confirm fitness to study, and to meet with the Programme Office and others as necessary. The student may also be required to meet with the Programme Office periodically once they have returned.

The student and Programme Director will develop a formal plan to support the student's return. The student will be subject to the current regulations for the programme, which may mean that they need to complete some new or additional requirements in order to complete the programme.

In instances where the student has an outstanding assessment to complete, the student will normally be required to take it at the next available opportunity. Where a course and/or assessment regime has changed, the student may be required, if the School deems it appropriate, to re-take the course in its entirety at the next available opportunity.

Section 4: Academic Credit and Course Administration

4.1 Types of Credit

Most courses are offered for credit. Details of the credit weighting for each course are provided in the programme regulations and in the course syllabus on Canvas.

Credit is classified in two ways:

- *Degree credit* forms part of the overall programme requirements and the formal calculation for the classification of the degree. It is subject to the School's assessment design rules and overseen by Academic Policy Committee; and
- *Programme credit* forms part of the overall programme requirements and must be successfully completed in order for the programme to be considered complete. It is not subject to the School's assessment design rules. Refer to the programme regulations for non-credited programme requirements.

Students are required to attend and successfully complete all requirements, as stated in the programme regulations, regardless of the credit classification, in order for the programme to be considered complete. Students who do not complete these requirements will not be eligible for presentation to the Board of Examiners for the award of degree.

4.2 Course Enrolment

Students are registered for a programme and must complete all compulsory requirements as set out in the programme regulations.

Enrolment for courses will be as follows:

- For Core Courses, the School will enrol students with their allocated stream or cohort, as appropriate.
- For Elective Courses and Tailored Core Courses, students are fully responsible for managing their own choices and schedules using the School's Elective Bidding System. Once the final add/drop deadline for a course has passed students are committed to the course.

Students who fail to attend any sessions and fail to submit any assessments for an Elective Course they are enrolled on will not be permitted to drop the course and will receive a "Did Not Study" (DNS) grade. This grade will be recorded on students' transcripts and may have an impact on their eligibility to meet the requirements of their programme and/or their graduation date. For information on this refer to the relevant programme regulations.

- For Global Experiences, it is the student's responsibility to register their preferences, and where necessary de-register from a location, in accordance with the established process and specified deadlines. The School will automatically assign students who do not register by the deadline to a location. Once the final deadline for withdrawing from a location has passed, students are committed to it. Students who withdraw after the deadline, for any reason, may still be liable for any costs incurred.

4.3 Course Information

The course syllabus on Canvas acts as the definitive guide for the course and provides details of the administrative arrangements, expected learning outcomes, attendance requirements and assessment regime. Details about the types of assessment, deadlines and submission information, weighting of individual components and minimum requirements to pass the course will be included.

Students are responsible for familiarising themselves with the course requirements and clarifying any issues with the faculty member at the beginning of the course.

The School will aim to make the provisional course syllabus available to students ahead of the start of the course. The provisional course syllabus is subject to change, at the School's absolute discretion, up until the first day of the course.

4.4 Waivers for Core Courses

The School may, at its discretion, offer waivers for some core courses. Waivers are not available on all programmes or all courses.

Details of courses with waivers and the process for applying for them is provided in the programme documentation. Students must adhere to the requirements and deadlines specified, and complete/take any assessments by the date specified. Late applications and extenuating circumstance requests will not be considered. The School reserves the right to refuse to grant waivers to students who do not meet the waiver requirements.

4.5 Credit Transfer

Where applicable, students are permitted to take courses with the School's recognised collaborative partners and transfer the credit. Courses are subject to an internal approval process by the School and ratification by the Board of Examiners.

The School recognises the processes and academic judgment of the institution delivering the course and students will be bound by the academic and assessment rules of the host institution. The academic credit is transferred on a strictly pass/fail basis.

Section 5: Academic Requirements and Assessment

5.1 Attendance

A core component of all London Business School programmes is the interaction and activity that takes place in the classroom and through group work. It is expected that all students will attend, be punctual and engage fully in all sessions.

Attendance and punctuality is closely monitored via the SEAtS electronic attendance monitoring system, and may also be monitored manually. Students are expected to arrive ahead of the scheduled start time for all sessions and must register their attendance by using their LBS student ID card to touch-in at a SEAtS card reader. Students may register their attendance from 15 minutes prior to the scheduled start time of each session. Students are also expected to be punctual when returning from all breaks and breakout sessions to enable the class to re-start on time.

Any misuse of the School's attendance monitoring systems is unacceptable and will be treated extremely seriously. Misuse includes, but is not limited to, registering attendance at a session and then not attending that session, or registering attendance at a session on behalf of another student. Any student who is found to have misused the attendance monitoring systems will be considered to have committed a disciplinary offence in accordance with the School's Student Disciplinary Policy and will receive an appropriate sanction. Among other available sanctions that may be applied as a result of a finding of General Misconduct under the Policy, sanctions include failing the course in which the misuse occurred.

Faculty have the right to refuse entry to the classroom after the scheduled start time of a session or at the conclusion of any breaks or breakout sessions. Students who are refused permission to enter will be recorded as absent for the entire session, and should not attempt to enter the classroom or engage the faculty member in a discussion.

Students who are persistently absent or late will be contacted by the School, may be required to meet with their Programme Office, and may be subject to disciplinary action. This response will normally be triggered if a student's attendance is 80% or less, but may occur sooner if deemed appropriate. For students on Tier 4 visas poor attendance may lead to the student being withdrawn and their visa cancelled.

At their discretion, faculty have the right to put in place additional requirements for attendance on any particular course, and students who do not satisfy these requirements may not be eligible to pass the course. Details of any additional attendance requirements will be provided prominently in the course syllabus on Canvas.

Where a course includes a 'class participation' assessment component, no allowances will be made for absences irrespective of whether there are extenuating circumstances. Marks will only be awarded if the student is present and actively participating.

5.2 Academic Integrity and Referencing

Students must respect the intellectual property in the work of others. In instances where the work of others is used or relied upon, it must be properly acknowledged and authorship correctly attributed in accordance with academic practice.

All work must be referenced using an appropriate referencing convention. The most common referencing convention used is Harvard referencing. In cases where an alternative convention is required this will be stated in the course syllabus. Guidance about referencing conventions is readily available on Canvas and from the Library.

Students are fully responsible for ensuring they are aware of the requirements for referencing and use the appropriate convention for the course. Plagiarism, collusion and other forms of academic misconduct are not acceptable in any form and students may be subject to disciplinary action, which can result in the failure of the course and programme. The School reserves the right to use technology to detect and/or follow up on cases of suspected academic misconduct, irrespective of the severity. Academic misconduct is not limited to plagiarism; refer to the Student Disciplinary Policy for further information.

5.3 Online Submissions

Students will be required to submit work for assessment through Canvas and will be entirely responsible for the online submission. Details of the arrangements for submitting work will be specified in the course syllabus on Canvas. Failure to follow the instructions provided will result in the work not being marked and/or awarded a mark of zero.

Unless otherwise specified in the course syllabus on Canvas, submission deadlines will normally be either in UK time (GMT or BST) or Dubai time (GST) depending on where the course is taught. For courses that take place outside of London and Dubai (e.g. Hong Kong or New York), students should refer to the course syllabus for confirmation of the submission time and relevant time zone.

The submission must be completed before the deadline (e.g. if the deadline is 17:00, the submission must be completed by 16:59:59 at the latest). Work that is submitted on or after the deadline will be marked as late and penalised if late submissions are permitted by the faculty member, or receive a mark of zero if late submissions are not permitted (refer to 5.4). Students are strongly advised to start uploading their submission no later than one hour before the deadline to avoid any difficulties or last-minute issues.

Technical failure, including of a computer, browser or internet connection is not a valid reason to extend the deadline or for the late submission of work. The School will only consider making exceptions if it is reasonably satisfied that the failure was a result of the School's IT systems and the student contacted the Course Administrator as soon as reasonably practical after becoming aware of that failure.

Students are responsible for ensuring that the correct file is submitted and that it is not corrupted or unreadable. Students are strongly advised to download a separate copy of the files uploaded before the deadline to conduct a final check before completing the submission. No amendments or additions to the submission will be permitted after the deadline. Files submitted in error or that are corrupted/unreadable will receive a mark of zero.

5.4 Late Submissions

Students are expected to submit all assessments for marking by the deadline stated in the course syllabus, and late submissions will therefore not be permitted.

At their discretion however, faculty may allow late submissions beyond the stated deadline. When late submissions are allowed, the following penalties will be applied:

Type	Time period	Reduction (for the
Penalty 1	Up to 48 hours late	20% of total marks available
Penalty 2	Up to 96 hours late	40% of total marks available
Penalty 3	Over 96 hours late	Fail

The penalty periods are fixed and will not be adjusted for assessments that are submitted before the 48 or 96 hour deadline. The applied penalty will be calculated based on the total marks available for the assessment and not based on the score achieved by the student. For example, if the assessment is worth 100 marks in total, a flat 20 or 40 marks will be automatically deducted from the score achieved by the student; if the assessment is worth 80 marks in total, a flat 16 or 32 marks will be automatically deducted. If, when applied, the penalty results in the student failing the assessment and/or the course and/or the programme, the grade will stand.

Assessments that are submitted more than 96 hours after the stated deadline will not be marked and students are not entitled to individual feedback.

Note, this late submission policy does not apply to retrieval assessments, which are graded on a pass/fail basis, and must be submitted by the deadline.

5.5 Invigilated Examinations

Students are responsible for knowing the exam arrangements, including the time and location, and being in attendance ten minutes before the scheduled start time of the exam. Students who arrive late but within 30 minutes of the scheduled start time may be permitted entrance to the exam room but will not be given any additional time to complete the exam. Students who arrive more than 30 minutes late will not be permitted to enter the exam room.

Only authorised materials may be brought into the exam room:

- For closed book exams the only materials that are permitted are pens, pencils, specified models of calculators that have had their memory cleared and cannot connect to the internet. Students may not take any exam materials away from the exam room.
- For open book exams the authorised materials will be identified by the faculty and specified in advance. Examples include study-aids, formula sheets, textbooks and/or annotated course notes. Students may take away any materials that they brought with them but must leave any exam materials that they were given in the exam room.

Electronic devices (e.g. mobile phones, tablets, laptops, smartwatches) are not permitted, unless specified as required by faculty. If a student is suspected of having and/or using unauthorised materials in the exam room, they will be confiscated and may result in disciplinary action.

Exam answers must be written in the examination paper or on additional pages provided by the invigilator on request. Students are responsible for ensuring that their writing is legible and any additional pages that have been used are clearly labelled with their ID number and securely attached to the examination paper before it is handed in. Any additional sheets that are not attached will be discarded at the end of the examinations and will not be marked.

All students will be required to remain in the exam room for the first 30 minutes and last 15 minutes of the exam. Students who want to leave the exam room outside of these times must wait until the invigilator has collected their examination paper.

Students must comply with the invigilators instructions at all times during the exam. Any irregularities or issues of behaviour/conduct within the exam room or surrounding areas may result in the student(s) being asked to leave the exam and result in disciplinary action.

Students should only attempt an exam if they feel well enough to do so. In instances where academic performance is likely to be compromised due to short-term health issues, the student must apply for extenuating circumstances in advance of the assessment and should not attempt the assessment. If there are more significant health issues, the student should contact Wellbeing Services so reasonable adjustments can be put in place in advance of the exam, if appropriate. The School is unable to retrospectively process requests after an assessment has taken place. By taking the assessment the student is automatically confirming that they are fit and capable to do so.

5.6 Requirements to Pass

In order to successfully complete a Core or Elective Course, students will be required to achieve the following minimum requirements:

- A minimum of 50% overall; and
- A minimum of 50% across the weighted average of individual component/s excluding class participation; and
- Satisfy any attendance requirements where applicable (refer to section 5.1).

In cases where the minimum requirements have been satisfied, the course will be recorded as passed and there will be no opportunity to achieve a higher mark or overall grade. In cases where the minimum requirements have not been met, a fail grade for the course will be awarded.

The academic judgement of faculty is final and may not be challenged. In instances where there is evidence of an administrative or calculation error with the final grade, the matter should be raised through the Academic Appeal process.

The requirements for passing Experiential Courses and Professional/Skills Courses will be specified in the course syllabus.

5.7 Final Grades for Core and Elective Courses

The School uses a letter grade system and grade curve to determine final grades for Core and Elective Courses as specified in the tables below. Faculty are not required to fail any students.

CORE COURSES

Letter Grade	Proportion in Class
A+	10%
A	40%
B	40%
C	10%
F	

ELECTIVE COURSES

Letter Grade	Proportion in Class
A+	10%
A	50%
B	
C	Remainder 50%
F	

Application of the grade curve will be as follows:

- For Core Courses taught concurrently, all streams in the cohort will be graded using one grade curve.
- For MBA Tailored Core Courses, streams taught in the same term will be graded together using one grade curve.
- For Elective Courses, streams of the same elective course taught concurrently by the same faculty member and using the same assessment methods may have the grade curve applied across all streams.
- If more than two students have the same numerical score to two decimal places, departures from strict proportionality within the grade curve are permitted. It is expected that this will not lead to more than +/- 2% difference.
- If more than 10% of the class has not completed the course the grade curve will not be applied until the students have taken any outstanding assessments. Provisional results may be released to those students who have attempted the assessment on a pass/fail basis only.

A minimum of 0% of scripts, including all fails, across the range will be internally moderated.

All Core Courses and one third of Elective Courses (including new courses) will be externally examined. External Examiners will normally review the largest piece of individual assessment and a minimum of 10% of scripts, including all fails, across the range.

5.8 Retrieval Assessments

The School offers the opportunity to retrieve a pass following the failure of a Core or Tailored Core Course, but not an Elective Course. This retrieval assessment replaces all previous assessment scores and is graded on a pass/fail basis, with the pass recorded as a C* on the student transcript.

The retrieval assessment will normally be completed within eight weeks of the grade release, on/by a date determined by the School. It is the student's responsibility to ensure they are available to complete the retrieval assessment.

The School will:

- Not adjust the date to accommodate individual students who have prior or other arrangements that clash with the scheduled date of the assessment.
- Not make exceptions for students who were unaware of the potential consequences of failing the first sitting of an assessment
- Consider requests from students to sit an assessment remotely in line with the School's Extenuating and Exceptional Circumstances Policy. However, the School cannot guarantee that a remote sitting will always be appropriate or possible. If this is the case the student will be required to complete the assessment at the School as normal.
- Consider requests from students who are unable to attend an assessment in line with the School's Extenuating and Exceptional Circumstances Policy.

Students who do not complete retrieval assessments on/by the scheduled date will be automatically awarded a fail grade for the course.

5.9 Retaking a Core Course

The School offers the opportunity for students to retake a maximum of two failed Core Courses (after retrieval and subject to additional fees) but not Elective Courses or Global Experiences. If a student fails more than two Core Courses, the opportunity to retake will not be offered and the student will fail the programme.

Students will be offered one opportunity to retake a failed Core Course in its entirety within one year. If the course is not retaken within the year the offer will be withdrawn and the student will fail the programme.

Students must decide whether to:

- Continue the programme at their own risk in the interim: Students who choose to continue the programme do so at their own risk, conscious of the risk of failing more courses and being withdrawn from the programme if they fail the course again at a later date, or other courses in the interim. Students also continue knowing that their course options may be restricted and that they will not be able to take course(s) that the failed Core Course was a pre-requisite for. Students enrolled on courses with pre-requisites will be withdrawn from them.
- Interrupt the programme temporarily: Students who choose to interrupt the programme will be required to return to retake the failed Core Course within one year, and complete any other remaining courses for the programme. At their own risk, students may choose to take other courses at the same time as retaking the failed course, excluding any courses that the failed course is a pre-requisite for.

The grade for the retake course will be capped at C*. Students who fail the retake course will have the opportunity to retrieve a pass (refer to 5.8). Students who do not successfully complete the retrieval assessment on/by the scheduled date will be automatically awarded a fail grade for the course.

5.10 Global Experiential Courses

The School offers various global experiences as part of its programmes: Global Immersion Field Trips for the Early Career programmes, Global Business Experiences for the MBA programme, Global Business Assignments for the Leadership programmes.

Attendance and successful completion of these courses is mandatory. Students who do not attend and/or do not successfully complete the mandatory course without having approved extenuating circumstances will receive a fail grade. There is one opportunity to retrieve a pass and students should be aware that a second fail grade will result in the failure of the programme.

Students with approved extenuating circumstances will be permitted to defer the course until a later date, as determined by the School. In the event the School is not able to make alternative arrangements the student will be permitted to complete an alternative retrieval assignment.

The School uses a letter grade system to determine final grades for Global Experiences but the grade curve is not employed. The following numerical conversion is applied to determine the final grade:

Letter Grade	Numerical Mark
A+	80 – 100% A
	70 – 79.9%
B	60 – 69.9%
C	50 – 59.9%
F	0 – 49.9%

Section 6: Award of Degree

6.1 Boards of Examiners

Boards of Examiners are chaired by the Chief Examiner, who is appointed by the Dean of the School, and comprised of internal and external examiners nominated by the School's subject areas. The Chief Examiner has the authority to act on behalf of a Board of Examiners when necessary.

The School has two Boards of Examiners: MBA and MSc / MRes degrees. The award of the degrees of Master of Philosophy and Doctor of Philosophy are not considered by the Boards.

The remit of a Board of Examiners is to:

- Consider the award of degree report and approve awards to students.
- Note and, where appropriate, consider requests to continue beyond the normal duration and interruptions of studies.
- Approve the withdrawal of students from the programme.
- Have regard to matters of consistency across programmes leading to the award of degree.
- Ensure the consistent application of the programme regulations.

6.2 Presentation for Award of Degree

Board of Examiner meetings are scheduled to take place on the following dates:

Degree	Date
	26 February 2020
Master of Business Administration	20 May 2020
	29 July 2020
Master of Science, Master of Research	4 March 2020
	23 September 2020

To be eligible for presentation to the Board of Examiners for the award of degree students must:

- Have fulfilled the minimum requirements of the programme as stipulated in the programme regulations; and
- Have met the requirements for the programme within the normal duration or have received approval to extend the programme; and
- Not be subject to any ongoing disciplinary proceedings or sanctions; and
- Not be in debt to the School in relation to tuition fees.

Once all the criteria have been fully satisfied and the student has been presented to the Board of Examiners, the student will be eligible to receive the award of degree. The award of degree is conferred on the date of the relevant Board of Examiners meeting rather than the date the student successfully completed the programme.

Once the degree has been awarded by the Board of Examiners the student may not be presented again for re-examination of the award.

6.3 Distinction

The Board will also consider awarding, at its absolute discretion, the degree with distinction to the top 10% of students (percentage based on the incoming cohort number). Students who complete the programme outside of the normal duration will not be eligible for distinction. In the event there is no clear line at 10% (i.e. some students have the same score to two decimal places), the percentage may be increased by a maximum of 2%.

The top 10% of the class is determined through a formula that awards a point score to courses classified as a 'degree' requirement and are letter-graded, and weighted according to the credit value of the course. The scores from each of the grades are then added together and divided by the number of credits that have attracted a letter grade.

Letter Grade	Numerical Mark
A+	100 points A
	90 points B
	80 points C/C*
	70 points F
	40 points

6.4 Revocation of Degrees

The School may at any time revoke any degree (and associated privileges) if sufficient evidence can be provided that:

- An administrative or procedural error occurred in the award of a degree;
- Information that the Board of Examiners was not previously aware of becomes available and has a material impact on the award; or
- Following disciplinary action the student is no longer eligible for the award of degree.

Revocations of awards should be initiated by the Programme Director with approval from the Academic Director and presented to the Chief Examiner for approval. The decision to revoke an award will be made by the Chief Examiner and reported to the Dean.

6.5 Withdrawal from Programme

Any student who, at any point during the programme, fails to meet the requirements of the programme will be withdrawn by the Board of Examiners or Chief Examiner on their behalf.

Once withdrawn the student will not be able to:

- Access or use School facilities (including IT);
- Make use of student benefits or partake in student life; and
- Present themselves as a student of the School and must therefore update social media and other networks, including employers and recruiters, without delay.

For students on Tier 4 visas the School is required to inform UK Visas and Immigration that the student has been withdrawn and their visa will be cancelled.

