



INTERNATIONAL STUDENTS

PRE-ARRIVAL GUIDEBOOK

2016 / 2017



Welcome to LSBF in Singapore!

We are so glad you are at the LSBF in Singapore. Welcome!

This guidebook explains the opportunities that the LSBF offers you in Singapore. Each of these opportunities is designed in alignment with the vision and mission of the LSBF community. We want to inspire you to confidently learn, interact, and grow so that you make the most of your school years. These years are all about YOU and what you have to offer the world. The schedule, activities, curriculum, and atmosphere are all designed around the things that make LSBF students unique.



Springleaf Tower



GB Building

It is with great pleasure that we welcome you to LSBF and to our beautiful city, Singapore. We look forward to welcoming you to our campuses and providing you the best experience possible.



Zuleha HR
Head, Student Services

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Meet our LSBF SINGAPORE Team!



You will benefit from high quality teaching across all of our campuses, because we believe in rewarding those who invest in their education with the best standards possible.

Lecturers at LSBF are all qualified professionals, with industry experience in their field and years of teaching expertise, dedicated to helping students to succeed. You will be able to make the most of their invaluable insights into each topic, as well as benefitting from individual work guidance and mentoring.

During your time at LSBF, you will experience the proven excellence of our lecturers.

Photo Caption

From left (sitting): Rathakrishnan Govind, Managing Director and Heads of School; Yvonne Goh, Lecturer and Head of School of Professional Education; Jennifer Zuo, Head, Chinese Business Department; Kasturi Dhanapal, Head, School of Hospitality;
From left (standing): Jason Phua, Programme Manager, Executive Education; Christopher Ludwig, Head, School of English; Michael Cope, Director of Studies; John Teo, Head, School of Business;

Singapore Student Council Team



LSBF in Singapore Student Council was formed in January 2015. The Council is an amalgamation of students from various programmes as well as different nationalities, all working towards the welfare with the school. Five clubs work hand in hand which form the council: the Communication & Publicity Club, Sports Club, Go Green Club, Alumni Club and the Photography Club.



The School

London School of Business Singapore (LSBF) is open from:

Mondays to Fridays: 9am to 9pm

Saturdays: 9am to 1pm

Sundays and Public Holidays: Closed

Contact Details

LSBF @ Springleaf Tower Campus
Springleaf Tower
3 Anson Road, #06-01
Singapore 079909

Tel: +65 6580 7700

Fax: +65 6438 2478

Email: info@LSBF.edu.sg

Directions to Springleaf Tower Campus



The nearest is Bus Stop No. 03223
(International Plaza) and 03218
(Opposite MAS Building)



The nearest MRT Station is EW15 Tanjong Pagar
Station. Take Exit H to the entrance of Springleaf
Tower.



If you are driving, please park your car at the
public car parks in Tanjong Pagar, for instance,
International Plaza 10 Anson Road, S(079903)



LSBF @ GB Building
143 Cecil Street
#23-00, #24-0, #18
Singapore 069542

Tel: +65 6580 7700

Fax: +65 6438 2478

Email: info@LSBF.edu.sg

Directions to GB Building Campus



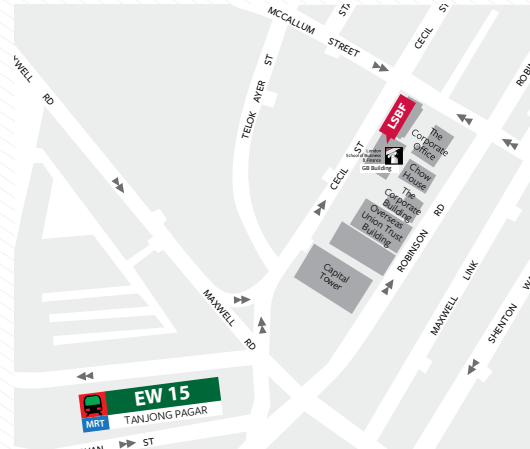
The nearest is Bus Stop No. 03151
(Cecil Street opp GB Building).



The nearest MRT Station is EW15-Tanjong Pagar
Station. Take Exit F and turn left towards Capital
Tower.



If you are driving, please park your car at GB
Building or The Corporate Office (formerly
called Hong Leong Centre) at 138 Robinson Road.



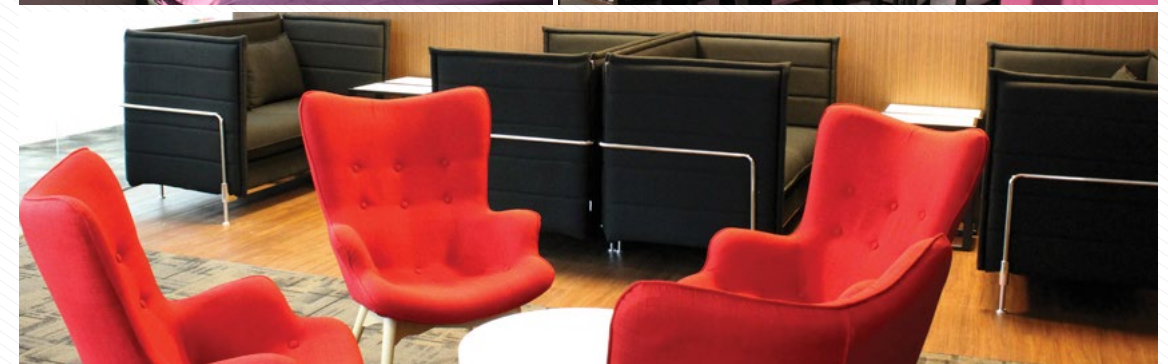
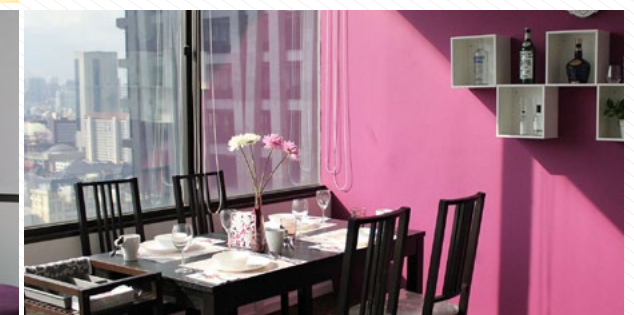
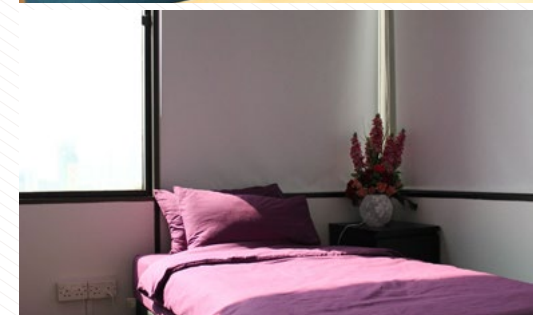
Student Facilities

Located in the heart of one of Asia's leading
business centres and situated among some
of the world's leading corporations, London
School of Business & Finance (LSBF) Singapore
programmes are delivered at our state-of-the-
art campuses, making it extremely convenient
and motivating for our students.

Our classrooms are located at 3 Anson Road
(Springleaf Tower) and 143 Cecil Street (GB
Building), just minutes away from Tanjong
Pagar MRT station. Airconditioned and modern
classrooms with wifi and computers to provide
our students with the conducive and comfort
of the best learning environment we have.



- ▲ Library
- ▲ Student Lounge
- ▲ Meeting Room
- ▲ Boardroom
- ▲ Classrooms
- ▲ Computer Lab
- ▲ Leadership Lab
- ▲ Mock rooms for hospitality students





Arriving in Singapore

Take special care of your passport, travel documents, tickets and your In-Principle Approval (IPA) letter. This letter has to be shown to immigration before you will be allowed to enter the country. It is advisable to make a copy of all your important documents and keep the originals stored away safely. Do not leave your luggage unattended at any time.

Life in Singapore



CULTURE

Singapore is a cosmopolitan, multicultural city and we take pride in our diversity. We have many interesting districts, each with its unique culture, tradition and atmosphere. Many people marvel at the beauty of Singapore and how far we have come from a humble fishing village which was home to just a small indigenous settlement to a modern and metropolitan country in just 50 years.

Located in south-east Asia, Singapore has a land area of about 710 square metres and is one of the smallest countries in the world and in the region, earning it the nickname "The Little Red Dot". Despite its small size however, Singapore commands a great presence in the world today, largely thanks to its free trade economy, its highly qualified workforce as well as its natural strategic location as a key port on the main shipping routes.

Bustling with a harmonious mix of cultures, architecture, art and cuisine, Singapore is a dynamic city with a wealth of ethnic contrasts. So start planning your adventure now and enjoy this harmonious and cohesive tapestry of cultures by visiting <http://www.timeout.com/singapore>



WEATHER

True to its Southeast Asian location, Singapore is characterised by a warm climate. The island does not have clear-cut seasons like summer, spring, autumn and winter. Rainfall is an almost everyday phenomenon, even during the non-monsoon period. These brief showers are usually quite refreshing, as they provide respite from the sun. The best part about it? You can spend Christmas Day on the beach having a barbeque with your friends!



SAFETY

Singapore is the world's second safest city, after Tokyo and ahead of Osaka, according to a report by the Economist Intelligence Unit (January 2015) that looks at global urban security.

However, please do still take precautions and do not leave your possessions out in the open. Whenever possible, always avoid openly displaying expensive items such as iPads, mobile phones and jewellery in busy public places. Generally speaking, Singapore's streets are safe but it definitely pays to be aware of your surroundings, as you should be in any country. If you are returning home late at night, try to walk with a group. Avoid putting yourself at risk by taking shortcuts, carrying large amounts of cash or showing off your valuables.

Vehicles in Singapore drive on the left-hand side of the road. Make sure you look in the correct direction before crossing the streets. Use the official traffic signals and obey the signs.

When you're out, don't accept drinks from strangers or leave your drinks unattended. For more information on crime prevention, please visit: <http://www.ncpc.gov.sg/>



THE POLICE

Police in Singapore are friendly and professional and you will find them easy to approach, should you ever require their assistance. Dial 999 for emergencies.

Please be aware that police officers and immigration officers have the right to search you if they have reasonable belief that you may be in possession of a controlled drug, an offensive or sharp object, or carrying stolen goods.



SINGAPORE LAW

Some laws in Singapore may be different from those in your own country, such as:

- You must be 18 and above to purchase tobacco and alcohol
- You should never buy or look after property that you think might be stolen
- It is illegal to be in possession of any kind of narcotics (except prescribed medication)
- You should not carry weapons of any kind

For further information about Singapore law, please visit: <http://www.goabroad.com/articles/study-abroad/singapore-laws-to-know-before-you-go>



HEALTHCARE

It is compulsory for all students to have medical insurance coverage for their hospitalisation and related medical treatment throughout their course duration. Check out LSBF insurance and claim via website.

However, please note that this is only a Basic Life Insurance Plan and does not cover clinical visits or outpatient costs. You are advised to purchase your own individual policy for additional coverage from one of our local Insurance companies.

For further information regarding insurance policies and healthcare enquires in Singapore, kindly contact:

- Peter Heng (Director), Peter Heng & Associates Pte Ltd Mobile: 9671 6688
- Lawrence Lee (District Director), AIA Company Limited Mobile: 9678 9671
- Kelvin Lim (Senior District Director), AXA Life Singapore Pte Ltd Mobile: 9008 1068



RELIGION

One of the most exciting things about going overseas is acquainting yourself with a new culture. An excellent way to begin is to step into one of the mosques, temples, churches and synagogues located all around the city. Here in Singapore, the religions of different ethnic communities flourish harmoniously alongside each other. For a comprehensive list of all the local places of worship, please visit:

http://www.newasia-singapore.com/places_to_go/places_of_worship.html



DISABILITY

Here at LSBF Singapore, we recognise that disability can include anything from physical or sensory impairments, hidden disabilities or mental health issues. Please indicate to us your disability prior to commencing your studies so that we can make any necessary adjustments within reason to accommodate you.

First Day Orientation is the beginning of your academic journey here at LSBF. It is a new study environment and for most students a new country as well as a different way of life. It all starts on the First Day so it is vital you attend!

1st Day



First Day at LSBF

What do I need to bring?

- ▲ Your original signed copy of the Student Contract
- ▲ Your Letter of Offer
- ▲ Your Passport
- ▲ Original academic certificates
- ▲ In-Principle Approval (IPA) letter authorised by ICA

What will happen during Orientation?

LSBF will host a series of activities and programs to aid efficient transition to tertiary study.

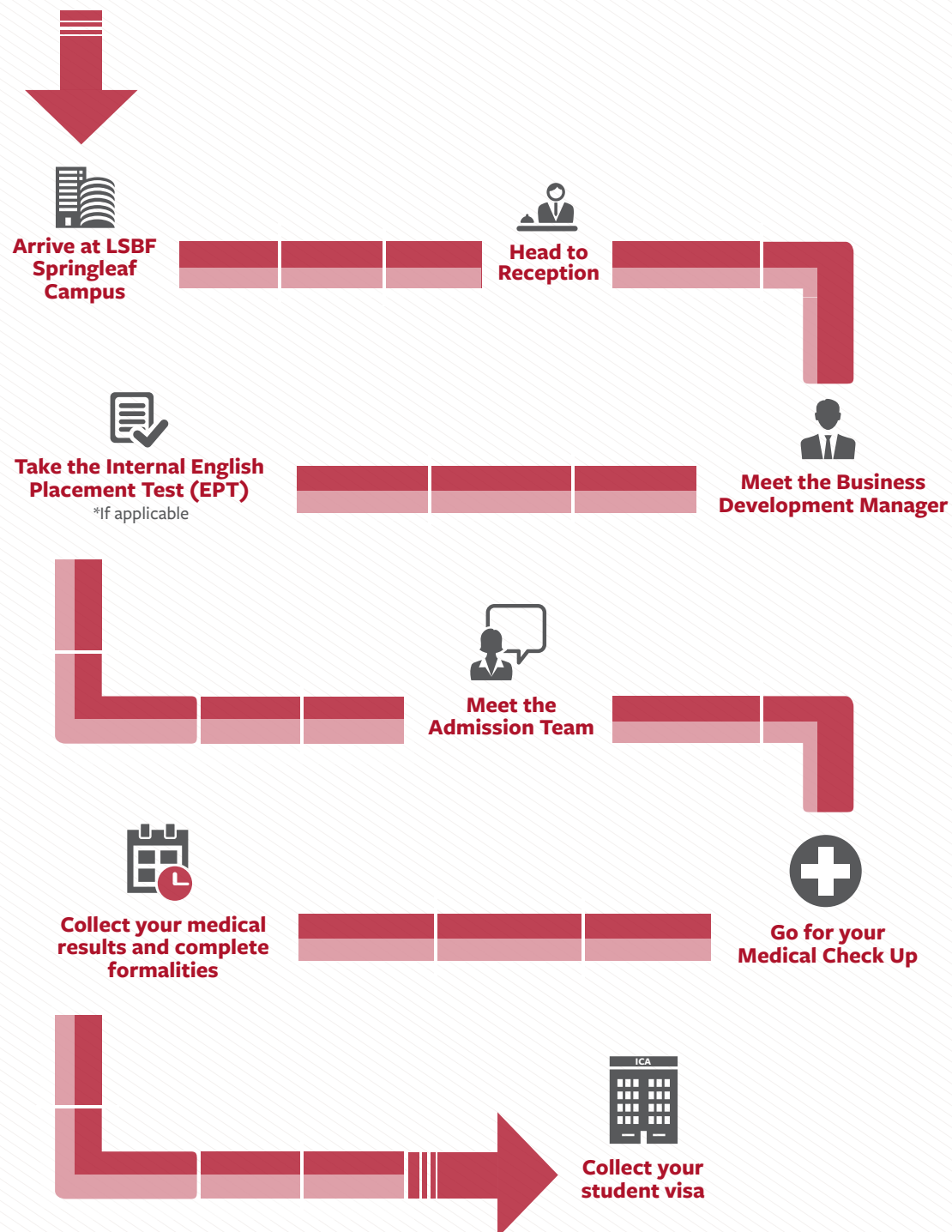
- ▲ You will receive information about your LSBF course as well as an Orientation Kit
- ▲ Be introduced to our facilities and services available to you
- ▲ Meet and get to know the LSBF staff, Student Council Team and of course, make new friends

You will receive the textbooks needed for your course as well as have the opportunity to find out everything you need to know before you commence your studies.

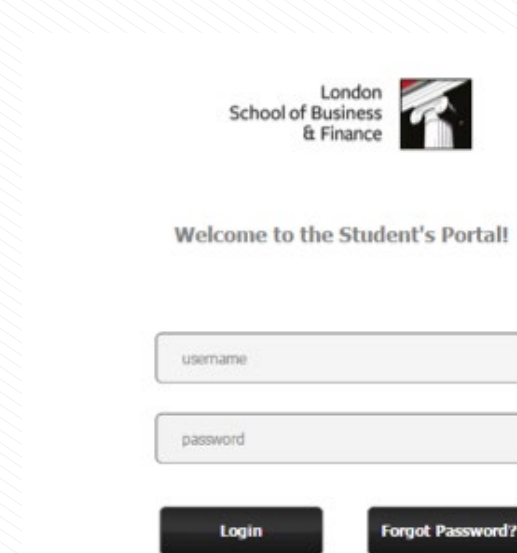
Who do I meet first?

- ▲ Head straight to the Spring leaf Tower Campus and go to the Reception Counter
- ▲ Let them know that you are a new student and tell them what course you are studying
- ▲ You will be guided to meet the relevant people who will be taking care of you

Reporting to LSBF



LSBF Online



The Student Portal includes the following key features:

- Your timetable
- Your attendance information
- General information such as the student handbook and orientation slides
- Any announcement
- Student support materials

Useful Websites

Student Centric Websites

- LSBF Website: <http://www.lsb.edu.sg/>
- LSBF Corporate Video (English): <https://www.youtube.com/watch?v=QeW41-QedAo>
- LSBF Corporate Video (Mandarin): https://www.youtube.com/watch?v=1gucl9k_cqA
- SMS (Student Messaging System): <http://lsbf.aimsapp.com/studportal>
- A Concise Guide for International Students Studying in Singapore: <https://www.cpe.gov.sg/cpe/slot/u100/Publication/publication/International%20student%20guide.pdf>
- Cambridge Business English Dictionary: <http://dictionary.cambridge.org/dictionary/english>
- Grammar rules, exercises and lessons: www.englishgrammar.com

More about Singapore Websites

- Singapore Travel Guide - www.yoursingapore.com/en.html
- Official Tourism Board - <https://www.stb.gov.sg>
- How to get around Singapore by bus - <https://www.sbstransit.com.sg/iris/nextbus.aspx>
- How to get around Singapore by train - <http://journey.smrt.com.sg/>

Rules & Conduct Guidelines

■ English Only

LSBF strongly encourages our students (both local and international) to use the English language as frequently as possible, even when you are speaking amongst your group of friends. This rule is for your benefit.

■ Tardiness

To avoid classroom disruption and also as a sign of respect to your lecturers, LSBF enforces a lateness policy of 15 minutes only. If you are more than 15 minutes late to your class, you will not be allowed in. Students who are late will have to join only after the break. However, you will still be marked absent for that class. Do keep in mind that you need to attain a 90% attendance rate or your student pass will be cancelled.

■ Attendance

Students must sign in and sign out before and after their classes every day. International students are required to attend 90% of lessons. The relevant academic coordinator will contact any missing students immediately. Immigration and Checkpoint Authority (ICA) will be informed of missing students for any absences of more than 3 days.

■ Cleanliness

Eating in the Classroom is strictly forbidden. This is to maintain the cleanliness of your study environment. Tea, Coffee and other drinks are permitted in a secure container. Anti-littering policy is enforced at all LSBF campuses

■ Holidays

Apart from Public Holidays which the school will be closed on, all students must follow their academic timetables and may only take holidays accordingly.

■ Certificates

You may only receive your certificate if your attendance is satisfactory and upon successful completion of exams. Make sure you request it with reception on your last week with LSBF.

■ Student Exclusion

We reserve the right to expel a student without refund for breaching the Student Code of Conduct.

■ Cooling Period

LSBF offers students a cooling-off period of 7 working days after signing their student contract. LSBF would provide student with maximum refund of 70% should the student withdraw within 7 working days after signing the student contract.

Services & Advice

STUDENT WELFARE



If you need to speak to someone regarding your well-being student engagement activities, career services, hostel and accommodation, please get in touch with Ms Zuleha, Head of Student Services at znll@lsbf.edu.sg or contact her at 6580 7707.

Follow Student Services on Facebook ► [LSBF Singapore Student Services](#)

IMMIGRATION AND CHECKPOINTS AUTHORITY (ICA)

The address of the ICA is below and the nearest MRT station is **Lavender Station**.

Immigration & Checkpoints Authority

ICA Building

10 Kallang Road

Singapore 208718

It is important that you do not miss your pre-booked ICA appointment as this will affect your student visa and student pass.

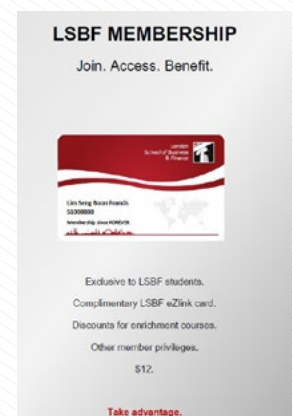
OPENING A BANK ACCOUNT

You can open a bank account if you are studying for 24 weeks or more. We can provide you with a letter which you can then take to the bank confirming your enrolment and proof of ID.

YOUR STUDENT MEMBERSHIP

This can gain you student discounts at some shops and food places around Singapore. Remember to keep it with you at all times!

For membership benefits please check with our student services.



Frequently Asked Questions

1. Where do I purchase an EZ-Link Card?

EZ-Link cards can be used on all public transport services, such as buses, trains and selected taxis. You can purchase them from any TransitLink Ticket Offices, Concession Card Replacement Offices and Passenger Service Centres.

It will cost \$12, out of which \$7 is stored value for use. EZ Link cards sold at 7-Eleven cost \$10, out of which \$5 is stored value for use. The remaining \$5 is the cost of the card and it is non-refundable.

5. Can I have a holiday?

Apart from Public Holidays on which the school is closed, all students must follow their academic timetable and may only take personal holidays upon approved leave application.

9. If I am ill, what should I do?

If you are ill, you need to inform the school as well as see a General Practitioner (GP) as well as provide us with a Medical Certificate (MC) from the doctor. Please note that you will be marked as approved leave.

2. Can I request for an Official Student Letter so that I may open a Bank Account in Singapore?

Yes, please approach the Admission Department and let them know what kind of documents you need.

6. If I am unhappy with my class, can I move to a different class?

Not immediately. It is important that a student stays in a class for at least 1 week in order to acclimatise and get to know the lecturer and fellow students. Also, please speak with your teacher and Academic Advisors regarding any issues so that LSBF may try to resolve them before you request to be moved to another class. In our experience, most problems can be solved within a few days as students get used to the class, teachers and each other. That's where the fun learning begins!

3. Do I need to buy a course book for my classes?

It depends. Some courses require students to purchase text books and learning materials while some courses do not. Please check with your student consultant/coordinator.

7. If I want to withdraw from my course within the first week, am I able to get a refund?

In the event you wish to withdraw from the course completely within the first 7 days of your course commencement, the School will refund you 5% of the course fee. However, any later than 14 days there will be no refund at all.

11. How do I make a complaint?

There are three avenues for feedbacks at LSBF in Singapore. You may write to Feedbacksg@lsbf.edu.sg or drop your feedback in any of our suggestion boxes within the campuses. Alternatively you can look for student services and they can help you further.

4. Will I be marked absent if I am late to class?

If you are more than 5 minutes late to your class, you will not be able to join the class until after the break. You will be marked absent for that class and this will affect your attendance. Please bear in mind international students must achieve a 90% attendance rate in order to avoid getting your student card cancelled. For this reason, do make sure you leave your house earlier in case of heavy traffic or trouble with the MRT.

8. Is the School closed on Public Holidays?

Yes. Singapore is a multi-cultural city with 4 main races. Each race are entitled to 2 public holidays and the rest are government elected days.

10. Will I get a Certificate at the end of my course?

Yes, you will receive your certificate if you meet the 90% attendance rate and upon the successful completion of your exams.



LSBF.edu.sg

LONDON SCHOOL OF BUSINESS & FINANCE

Springleaf Tower, #06-01

3 Anson Road, Singapore 079909

Tel: **+65 6580 7700** Fax: **+65 6438 2478**

info@LSBF.edu.sg

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