

FREQUENTLY ASKED QUESTIONS

WHEN WILL MY FACE-TO-FACE TEACHING START AGAIN?

As your course do not have an element of practical activities, you should remain at home and continue with your studies and classes online. However, there are some circumstances where you can visit the campus during weekdays, for example:

- If you do not have access to appropriate study space or require material from the library
- If you need a better space for health or safety reasons, or require additional support such as for your mental health and wellbeing

I AM A NEW STUDENT AT LSCI - HOW WILL MY CLASSES BE CONDUCTED?

Once your admission is confirmed with us, we will email you relevant details such as Academic calendar, Class timetable and information on the induction. You will also receive Zoom link for your classes. You can get access to your classes through the links provided and receive all tuition online from our qualified teachers. You will eventually receive student ID. You will also receive the Virtual Learning Environment (VLE) password, where all the necessary learning materials will be stored for you to retrieve as and when you need them.

WILL I GET TO MEET MY TEACHER?

Teachers are always your first point of contact for anything related to your studies. Our teachers will endeavour to make sure that you have an opportunity to speak to your teacher via a one-to-one phone, video call or via Zoom. They will be available throughout the semester and there will be regular opportunities to catch up with them.

WILL I BE ALLOCATED WITH A MENTOR?

All our students are allocated with a mentor. The allocated mentor will contact you and you can talk to your mentor over the phone, send email or come to see your mentor face to face maintaining social distancing and wearing face covering.

WILL I HAVE ACCESS TO STUDENT SUPPORT SERVICES?

All our students will have access to support and help when they need it. We will offer you a mixture of online and face-to-face services to ensure we are responsive to all our students at your time of need.

You will always receive learning support via your teachers in the class and by email outside of class hours. You can contact the College admin if you need admin support for anything. You can contact Mahnoor Shoaib on officeadministrator@lsci.org.uk or call 07908538314.

HOW CAN I ACCESS MY TIMETABLES?

The College admin team will send you all necessary documents including class timetable to you by email. Please make sure that you gave us your correct email address and mobile number, and please ensure that you check your emails regularly and answer any calls from the College.

HOW WILL I RECEIVE VIRTUAL LINK FOR MY CLASSES ?

Yes, students will receive virtual links for all classes. The admin team send Zoom links to all students enrolled for a Pearson Course and a Blackboard Collaborate Ultra link to all Bucks New University students by email.

HOW WILL I RECEIVE MY ID ?

For Pearson programmes - Each DET and HND student will be able to find out their student ID number following registration on the LSCI Student Portal. The ID number is displayed on the top left corner of the homepage on the portal, right below the 'London School of Commerce and IT' heading. This number will start with "10" and is 6 digits long. For University programmes - Students enrolled on the Bucks New University programmes will receive their ID numbers directly from the LSCI admissions team via email.

WILL I RECEIVE COUNCIL TAX EXEMPTION LETTER ?

Yes, students can make a direct request for a council tax exemption letter by emailing our admin team once they have been enrolled and attending for at least one month from the commencement date of their course. The admin team can email a scanned copy of the letter to you or alternatively, you may come and collect the letter in person. Please send your request to Anuththara Gunatilaka on administrator@lsci.org.uk.

WILL I RECEIVE MY TFL FARE DISCOUNT CARD ?

Yes, students are entitled to receive a TFL fare discount card if they live in any of the London boroughs during term-time. The student can make an online application for the 18+ Student Oyster photocard. You can apply online once you've enrolled with the College and will need to provide your student ID number and other relevant information. You will receive the photocard directly from TfL once we approve your application via our organisational user account.

WHERE CAN I FIND ACADEMIC ADVICE ABOUT MY STUDIES?

Your teacher will be able to provide you the academic advice about your studies that you need. In addition, you may contact our Dean and the Academic Lead Dr Anwar Haque on dean@lsci.org.uk or call 07908538314 and ask for the Dean.

WILL I GET THE OPPORTUNITY TO DO TEACHING PRACTICE OBSERVATIONS FOR MY DET COURSE?

Students enrolled for Diploma in Education and Training (DET) programme will be given three or four practice teaching observation opportunities depending on the circumstances. Your teacher in the class will guide you when you are ready for this. Anuththara Gunatilaka, one of the admin staff will contact you when students of a particular batch will be scheduled for a practice teaching session.

HOW WILL I SUBMIT MY ASSIGNMENT?

You should check your assignment brief for submission format and guidance on submission. Generally you should submit them online on Turnitinuk.com when a link will be created against the relevant unit two weeks before the submission deadline. For any confusion or help please contact Anuththara Gunatilaka on administrator@lsci.org.uk or call 07908538314.

WILL I RECEIVE MEMBERSHIP TO HN GLOBAL CAREER CENTRE ?

Yes, all students studying towards HND in Business and Diploma in Education and Training will receive membership for HN Global Career Centre. Students will receive an email with a document detailing how they can create an account with HN Global once enrolled with LSCI. Once you create an account, you will be able to access their sources and use the information in forging your personal career path.

ARE STUDENTS AND STAFF REQUIRED TO WEAR FACE COVERINGS ON CAMPUS?

We expect all staff and students wear a face covering (unless exempt) in all indoor areas on campus, including corridors, library etc. and in any office or teaching space / classroom where 2-metre social distancing is not possible. The aim of this is to protect one another from contacting the Coronavirus.

IF I HAVE COVID 19 SYMPTOMS, WHAT SHOULD I DO?

The common symptoms are a recent onset of a new continuous cough or a high temperature (over 37.8C) or a loss of, or change in, normal sense of taste or smell. It is critical that everyone knows the possible symptoms of COVID-19 and follows the correct procedures in reporting, self-isolating and testing. This is to ensure that you quickly identify, isolate and restrict further infections. If you start to feel unwell, email us immediately explaining your situation briefly. The admin will take the matter to management and to the teachers. You will be granted authorised leave. Your assignment submission deadline may be extended. If you are tested positive you must to self-isolate for 10 days in line with the UK Government's guidance. Public Health England has published guidance on self-isolating at home. Please take responsibility for protecting others and controlling the pandemic

by making members of your household know that they must self-isolate for 10 days as well. Arrange a COVID-19 test using the NHS website or call NHS 119. Once you have received the results of your test, please email the College admin informing the test result. If you are tested positive, please ask the people you live with to arrange a Covid test without further delay.

IF I HAVE COVID SYMPTOMS OR HAVE TESTED POSITIVE, HOW CAN I PROTECT OTHERS IN MY HOUSEHOLD?

You must stay at your home and isolate yourself from others as much as possible. Use a face covering when spending time in shared areas inside your home to minimise the risk of spreading to others. You should try and limit the contact you have with other members of your household. Avoid using shared spaces such as kitchens and other living areas while others are present and take your meals back to your room to eat. Observe strict social distancing and ask the people you live with to bring your meals to you. Use a separate bathroom from the rest of the household where possible. The bathroom should be cleaned regularly. You should use separate towels from other household members and keep your room well-ventilated by opening a window to the outside.

WHAT DO I DO IF I AM FINDING IT DIFFICULT TO STUDY WHILE SELF-ISOLATED AND I'M WORRIED I'M FALLING BEHIND?

In the first instance you should contact your tutor who may be able to resolve your issue easily, or help you get the extra support you need. You may also want to contact the Student Welfare Officer Anuththara Gunatilaka on administrator@lsci.org.uk or call 07908538314 to help you with study skills.

If you are struggling with your mental health or wellbeing we are here for you too and again you can contact Anuththara to obtain pastoral support.

I AM REALLY WORRIED AND STRUGGLING WITH MY MENTAL HEALTH, WHAT CAN I DO?

This can be a stressful time for many different reasons and all elements of your wellbeing is our priority. Please contact our Student Welfare Officer Anuththara Gunatilaka on administrator@lsci.org.uk or call 07908538314 to help you with your Mental Health and arrange an appointment with the Principal if necessary.

WILL I GET FINANCIAL SUPPORT FOR MY STUDIES?

Students enrolled into various programmes at LSCI are eligible to apply to Student Loan Company (SLC) for their tuition fees and in some cases maintenance. Potential students are encouraged to contact the LSCI admin team to explore the possibility of this financial support.

IS THERE ANY FINANCIAL HELP DURING THIS DIFFICULT PERIOD AS I HAVE LOST MY JOB?

Students enrolled into Bucks New University Programmes may be eligible for Bucks Hardship Fund. This is open to students still studying that haven't surpassed their end date for the current academic year. To apply please contact SUadvice@bucks.ac.uk

IS THERE ANY BURSARY OR SCHOLARSHIP?

Students enrolled into Bucks programme may be eligible for the Bucks Hardship Fund. This Fund is available to students experiencing financial difficulty. For more information and to check eligibility criteria, please visit our [bursary pages](#).