WELCOME TO THE
Department of Health Policy

Executive MSc in Health Economics, Policy and Management 2019
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome from the Head of Department</td>
<td>3</td>
</tr>
<tr>
<td>Welcome from the Programme Directors</td>
<td>4</td>
</tr>
<tr>
<td>Staff</td>
<td>5</td>
</tr>
<tr>
<td>Key Dates</td>
<td>6</td>
</tr>
<tr>
<td>Studying for an Executive MSc in the Department of Health Policy: Aims and Objectives</td>
<td>6</td>
</tr>
<tr>
<td>About Your Degree Programme</td>
<td>7</td>
</tr>
<tr>
<td>Programme Information</td>
<td>7</td>
</tr>
<tr>
<td>Further Programme Information</td>
<td>8</td>
</tr>
<tr>
<td>Progression</td>
<td>8</td>
</tr>
<tr>
<td>Classification of Award</td>
<td>8</td>
</tr>
<tr>
<td>Graduation Ceremonies</td>
<td>8</td>
</tr>
<tr>
<td>Programme Communications</td>
<td>8</td>
</tr>
<tr>
<td>Moodle</td>
<td>8</td>
</tr>
<tr>
<td>Attendance on Campus</td>
<td>8</td>
</tr>
<tr>
<td>Academic Mentor</td>
<td>8</td>
</tr>
<tr>
<td>Programme Director</td>
<td>8</td>
</tr>
<tr>
<td>Course Convenor</td>
<td>8</td>
</tr>
<tr>
<td>Student Voice</td>
<td>9</td>
</tr>
<tr>
<td>Assessment and feedback</td>
<td>10</td>
</tr>
<tr>
<td>Your Candidate Number</td>
<td>10</td>
</tr>
<tr>
<td>Formative assessment</td>
<td>10</td>
</tr>
<tr>
<td>Summative assessment</td>
<td>10</td>
</tr>
<tr>
<td>Penalties for the Late Submission of Summative Coursework</td>
<td>10</td>
</tr>
<tr>
<td>Marking procedures</td>
<td>10</td>
</tr>
<tr>
<td>Feedback on assignments</td>
<td>10</td>
</tr>
<tr>
<td>Key Information</td>
<td>11</td>
</tr>
<tr>
<td>Term Dates and LSE Closures – Academic Year 2019/20</td>
<td>11</td>
</tr>
<tr>
<td>Registration</td>
<td>11</td>
</tr>
<tr>
<td>Your LSE Card</td>
<td>11</td>
</tr>
<tr>
<td>Inclusion Plans</td>
<td>11</td>
</tr>
<tr>
<td>Student Status Documentation</td>
<td>11</td>
</tr>
<tr>
<td>Interruption</td>
<td>12</td>
</tr>
<tr>
<td>Programme Transfer</td>
<td>12</td>
</tr>
<tr>
<td>Change of Mode of Study</td>
<td>12</td>
</tr>
<tr>
<td>Withdrawal</td>
<td>12</td>
</tr>
<tr>
<td>Regulations</td>
<td>12</td>
</tr>
<tr>
<td>Student Services Centre</td>
<td>13</td>
</tr>
<tr>
<td>Student Representation</td>
<td>14</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>14</td>
</tr>
<tr>
<td>LSE Services to Support You With Your Studies and in Your Career</td>
<td>15-16</td>
</tr>
<tr>
<td>Equity, Diversity and Inclusion (EDI)</td>
<td>17</td>
</tr>
<tr>
<td>Your Wellbeing and Health</td>
<td>18</td>
</tr>
<tr>
<td>Exams and Assessments</td>
<td>19</td>
</tr>
<tr>
<td>Plagiarism</td>
<td>20</td>
</tr>
<tr>
<td>Results and Classification</td>
<td>20</td>
</tr>
<tr>
<td>Fees and Finance</td>
<td>21</td>
</tr>
<tr>
<td>Codes and Charters</td>
<td>22</td>
</tr>
<tr>
<td>Systems and Online Resources</td>
<td>23</td>
</tr>
<tr>
<td>The LSE Academic Code</td>
<td>24</td>
</tr>
<tr>
<td>Campus Map</td>
<td>inside back cover</td>
</tr>
</tbody>
</table>
Welcome from the Head of Department

Welcome to the LSE Department of Health Policy. I hope you find your time here inspiring and rewarding.

Our mission, as a Department, is to influence and improve how health policy is designed, implemented and evaluated, and help to strengthen health policy governance around the world by applying LSE’s tradition of rigorous social science research to emerging national and global health challenges. As a student in the department, you will be an important part of this work.

We aim to provide our students with high-quality teaching that draws on our cutting-edge research. We are additionally committed to ensuring that, as a student in the department, you receive the best possible support and advice on your career and professional development. You will have the opportunity to build life-long links with our alumni, and network with policymakers from national and international organisations, programmes and agencies.

You will join a community of over 300 postgraduate students that study in the Department. Over 80% of our students are international, with over 35 countries represented. You will benefit from the range of perspectives this diversity brings to our discussions and develop an international network of peers.

While studying at the LSE, you will be trained by our world-class faculty, who draw on a wide range of theoretical and methodological approaches. Their policy-relevant, interdisciplinary research has a real and positive impact on the world.

Now is an important time to be studying health policy and economics, as many developed countries are now spending more than 10% of GDP on healthcare, compared to the 7% spent in the 1990s. Improved health outcomes and access are a key part of the Sustainable Development Goals, and almost all countries have made health a key policy priority.

As a student in the Department, you will be well placed to meet these challenges: the rigorous education we provide, in addition to the analytical and research skills you will gain will prepare you for a wide range of career paths. Many of our alumni have applied their academic training directly, working as policy specialists in governments, international organisations, NGOs and the private sector, while others have gone on to roles in the media, management consultancy, teaching, the development sector and beyond.

You will find LSE to be a vibrant and exciting place. There is much to enjoy - particularly the university’s wide-ranging events calendar with lectures, seminars, and debates, delivered by distinguished experts. In the heart of London, studying at LSE offers immersion in the academic curriculum, but also culture, diversity, and a truly global student experience.

Again, welcome to the department. We very much look forward to having you in our community.

Professor Elias Mossialos
Welcome from the Programme Directors

As Programme Directors for the Executive MSc Health Economics, Policy and Management degree programme, we would like to welcome you to the School and offer our congratulations on your successful application to join the programme. Each year we receive many applications from all over the world and we are lucky to be able to select from an extremely high calibre field of applicants. You are to be congratulated, therefore, on your success in being accepted to join the School and the Department, and we very much look forward to working with you over the coming two years. We are proud of the multi-disciplinary and diverse cohort of students that have joined the programme this year.

We are here to provide you with advice and guidance and we will do all we can to make you feel welcome and settled as soon as possible. In return, we expect you to be fully committed and dedicated to your studies. LSE sets the highest academic standards, but we know that you have the intellectual capacity to meet these. We are aware that postgraduate study in the UK system may be new to many of you but we are confident that the processes will soon become clear to you.

Your Programme Team will be your main points of contact throughout the programme and they carry out a wide range of duties on behalf of the Programme Directors. They will be able to help you with most of your questions and queries, and signpost other resources you may benefit from. Jacqueline and Amanda can be contacted via HEPM@lse.ac.uk

We hope that your time with us will be enjoyable and stimulating.

Professor Alistair McGuire
Dr Irene Papanicolas
Key Academic Staff

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For Department of Health Policy academic staff details, including office hours, please visit the Our People web pages.
Key Dates for Executive MSc Health Economics, Policy and Management Students

Teaching dates for 2019-20:

Michaelmas Term
9 December – 20 December 2019

Summer Term
1 June – 12 June 2020

Registration will take place on the first Monday morning before each teaching session commencing in each teaching block.

Studying for an Executive MSc in the Department of Health Policy

Aims and Objectives

Aims:
Your MSc programme aims to:

• Provide an academically challenging education, in a research-active environment, to intellectually able students from a wide range of countries;

• Enable students to develop the necessary analytical and theoretical capability, as well as breadth and depth of understanding within their field of study to become articulate, clear thinking individuals, able to analyse critically complex bodies of material, whatever their chosen career path;

• Study with a highly international and diverse group of students from all around the world who bring different perspectives, expertise, and experience to the classroom;

• Analyse important health policy issues through the application of health policy and economic principles;

• Study in a multidisciplinary environment with links to several specialist research groups based within and outside of the School;

• Pursue the areas that are most important to your career and acquire new skills to accelerate or refocus your career.

Objectives:
Students completing an MSc programme should possess:

• An advanced critical understanding of the main theoretical and policy debates within their field;

• The ability to work independently, employing an empirical and analytical knowledge of their field in the planning and presentation of succinct, precise arguments, both written and oral;

• A critical understanding of the main methodological and philosophical problems involved in contemporary research;

• Knowledge of the skills appropriate to research in their field, and detailed knowledge of the main findings and theories associated with the particular focus of their degree;

• Provide health care professionals with a set of tailored courses in health economics, health policy, and health care management.
The Executive MSc Health Economics, Policy and Management offers a comprehensive interdisciplinary toolkit to elevate your career in the health sector. This degree integrates rigorous health economics training with insights into the policy process, the design and analysis of health care research, and discusses contemporaneous health management problems.

The degree programme brings together leading UK, US, and European academics and policy experts to train change-makers and leaders in the health care sector. The programme introduces you to theories and concepts of health financing and health economics, the challenges and strategies in health administration, and methods to optimise and analyse resource allocation and cost-effectiveness in the health care sector.

About your Degree Programme

The degree programme is delivered across two years, with four, two-week modules taking place in London. The first year consists of four compulsory modules spread over two weeks of teaching contact. In your second year, you will have the flexibility to customise your curriculum by choosing from a range of optional modules, allowing you to pursue areas best serving your professional background and career goals. You then produce a dissertation on a health-care focussed topic of your choice. The programme is augmented by a range of further, invited speaker lectures on various health sector topics.

Previous class profiles include professionals from diverse professional backgrounds, including clinicians, health services managers, those from a range of insurance funds, governmental and international agencies, and health care, pharmaceutical and consulting firms from across the globe.

Programme Information

The full programme regulations can be found on the LSE website here.

The full scheme of assessment can be found here and should be read in conjunction with the main Scheme for Taught Masters programme and the Regulations for Taught Master’s Degrees.

Students entering the programme in 2019 will complete the following compulsory courses:

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HP4A4E</td>
<td>Health Economics</td>
<td>0.5</td>
</tr>
<tr>
<td></td>
<td>HP4A1E</td>
<td>Financing Health Care</td>
<td>0.5</td>
</tr>
<tr>
<td></td>
<td>HP4A3E</td>
<td>Resource Allocation and Cost-Effectiveness Analysis</td>
<td>0.5</td>
</tr>
<tr>
<td></td>
<td>HP4D1E</td>
<td>Introduction to Management in Health Care</td>
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<table>
<thead>
<tr>
<th>Year 2</th>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HP4B9E</td>
<td>Dissertation in Health Economics, Policy and Management</td>
<td>0.5</td>
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And four optional courses from the following:

<table>
<thead>
<tr>
<th>Year 2 December courses</th>
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<tbody>
<tr>
<td>HP4B1E</td>
</tr>
<tr>
<td>HP4B2E</td>
</tr>
<tr>
<td>HP4B3E</td>
</tr>
<tr>
<td>HP4B4E</td>
</tr>
</tbody>
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<table>
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<tr>
<th>Year 2 June Courses</th>
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</thead>
<tbody>
<tr>
<td>HP4B7E</td>
</tr>
<tr>
<td>PB452E</td>
</tr>
<tr>
<td>HP4B5E</td>
</tr>
<tr>
<td>HP4D2E</td>
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</table>

Choosing Your Option Courses

You will find detailed information about each of the Year Two option courses on the School’s calendar. In Year 2, you will be asked to choose your options by October for the upcoming December and June sessions. Please also note that all course options are subject to availability and course choices are subject to approval.
Further Programme Information

Progression
In Year One, students take four compulsory half-unit courses to the value of 2.0 units. In Year Two, students take four optional half-unit courses to the value of 2.0 units, and complete the dissertation.

Students wishing to defer one or more examinations must seek permission according to the Regulations for Taught Master's Degrees. Students failing one, but not more than one of the four compulsory half units in Year One will be able to proceed to Year Two. Students are permitted to re-sit failed courses in line with the School's Regulations.

Classification of Award
Degrees are awarded according to the classification scheme applicable to the year in which you started your programme. You will find the relevant programme regulations and classification scheme outlined for you here. You can find more information on Executive programme regulations at lse.ac.uk/calendar.

Graduation Ceremonies
Graduation ceremonies for Executive MSc in Health Economics, Policy and Management students are held in the summer and take place on campus in the Peacock Theatre. The Student Services centre will email invitations, which include details of the ticket booking procedure, six months before the ceremonies are scheduled to take place. The ceremony itself usually lasts just over an hour and is followed by an on-campus drinks reception. Please see LSE Ceremonies for more information.

Programme Communications
General Data Protection Regulations require that we correspond with you only via your secure LSE email account. Once you arrive at LSE, we will contact you using only your LSE email, so it is vital that you check this regularly. We will not send information to you via the email address you gave when you applied for the programme. In the interest of keeping informed, you are encouraged to set up an auto-forward from your LSE account to your preferred personal email account.

Moodle
Readings and lecture notes will be posted regularly on LSE's virtual learning environment, Moodle. It is your responsibility to check your course pages for updates and materials, including pre-sessional and assessment guidance.

Attendance on Campus
Attendance at lectures and seminars during the teaching block is compulsory, and attendance is recorded. Should any matters arise that prevent you from attending on-campus teaching sessions, please contact the Programme Team via HEPM@lse.ac.uk immediately so they can notify the Programme Directors and advise you on the appropriate steps best suited for your needs.

Academic Mentor
Your Academic Mentor will guide and assist you in your learning development and is also available to help with any personal difficulties. You should make arrangements to see your Mentor, and use the advice and feedback hours, listed on the faculty web pages, to keep in touch with them. Any issues that cannot be resolved with your Mentor you may wish to take to your Programme Director.

The Academic Mentor’s responsibilities include:
- Providing academic guidance and feedback on students’ progress and performance, and to discuss any academic problems they might experience.
- Providing pastoral support on non-academic issues and referring students to the appropriate support services within the School.
- Advising on course selection prior to the course selection window.
- Informing the Programme Director and School of any student whose progress is not satisfactory.

The Academic Mentor will provide guidance on approach, coverage, outline structure and research design of your dissertation and in most instances will act as your dissertation supervisor. Students should initiate dissertation supervision meetings and arrange these in conjunction with their mentor.

Programme Director
Programme Directors are responsible for each taught programme. If you encounter problems or issues that cannot be resolved by your Course Convenor or Academic Mentor, you could approach the Programme Director. The responsibilities of the Programme Director include:
- Providing students with detailed information about their programme.
- Arranging programme meetings with student representatives and the nomination of any representatives.
- Providing a direct channel of communication between the School and any student who is encountering academic or pastoral difficulties.
- Agreeing, where appropriate, a student’s request for deferral / interruption.

Course Convenor
Each course offered by the Department and the School has a nominated Course Convenor who is responsible for organising the course syllabus, timetable, assessment, teaching materials, and class teachers for that course. You can find out the convenor of any course by looking it up on the relevant course guide. Course guides can be found online on the LSE Calendar.

Course Convenors are also often the principal lecturer for their course and may also deliver the associated seminars or workshops. Alternatively, the teaching may be delivered by lecturers who report to and work closely with the Course Convenor. If you encounter problems or issues with your courses that cannot be resolved by your lecturer, these should be brought to the Course Convenor.
At LSE, we take student views seriously. Student feedback is extremely important to the School, and students are strongly encouraged to voice their views about their time at LSE, make suggestions for improvement, and work with academic departments to enhance experiences for the whole student body.

As a member of the LSE community, there are many opportunities for you to provide feedback on your course, teaching, and your student experience at LSE.

Here are some of the ways you can make your voice heard and share your feedback to make a difference:

- A programme meeting will be held during each teaching block at LSE. Programme Meetings are forums in which students can voice their views about their time at LSE, make suggestions for improvement, and work with the department to enhance experiences for the whole student body. Each cohort will nominate 1-2 programme representatives who will provide feedback to the Department on behalf of the cohort throughout the year.

- At the end of each course you will be asked to complete a survey about your experiences. The surveys provide an opportunity for students to share their opinion of the courses they have taken and to inform the School of what works well and of areas where improvements can be made.

- You will be contacted at the end of each academic year to provide formal feedback on your experience at the LSE and on the MSc programme. Any changes that are made based on your feedback, will be communicated to you at the following programme meeting.

- When you meet with your academic mentor and/or programme directors on campus, you will have the opportunity to discuss your views with them on a 1-2-1 basis.

- Throughout the year all students are invited to attend the LSE Directors students-only forum. The Forums are your opportunity to hear from the Director about the School’s priorities, and to ask questions face-to-face.

- Tell the LSE Director what you think and share your ideas for improvements through our online Comments, Compliments and Concerns feedback tool, or by submitting a postcard in one of the post boxes across campus.

- The programmes team will be available throughout the duration of your programme to provide support, listen to your comments and help you liaise with faculty. You can contact your programmes team via phone, email or face to face whilst on campus.
Assessment and Feedback

Each programme in the Department of Health Policy provides a combination of different assessment methods. This approach ensures that students develop relevant knowledge and skills, and learning can be tested effectively.

Your Candidate Number

Your candidate number is a unique five-digit number that ensures your work remains anonymous at summative assessments. It is assigned to you once you register or re-register for each academic year, and so it changes yearly. You can check your candidate number on LSE for You.

Formative assessment

Formative (non-assessed) coursework is designed to prepare you for the summative (assessed) work that you will complete later in the course. Formative assessment might include essays, problem sets, presentations, or group work. Its purpose is to provide you with an opportunity for feedback on your work. You will be given full information about the required work by the Course Convener, and instructions on how to submit formative work will be published on the corresponding course Moodle page.

Summative assessment

Summative assessment counts towards your final degree award. Summative assessment may take the form of a written examination, an essay, a research project, a presentation, or a combination of two or three of these modes of assessment. The modes of summative assessment are set out in each course guide and you will be given full details of your summative assessment by the Course Convener. Instructions to submit summative assessment will be published on the corresponding course Moodle page.

Formatting: Assessed essays should be word-processed using Arial or Times New Roman font, size 12, Normal margins, and double line-spacing. Only word or PDF documents will be accepted. It is your responsibility to ensure that the correct file is submitted.

Exceeding the word limit: written work must not exceed the word limit. If a piece of coursework exceeds the set word limit, a penalty mark will be applied.

Included in the word count: the main body of text, quotations within the text, all footnotes and endnotes.

Not included in the word count: the cover page, table of contents, acknowledgements, the abstract (although this should be a maximum of 300 words), figures, graphs, tables, appendices and the bibliography.

A note on appendices: while appendices can provide useful additional information, students should not rely on appendices being read by markers, as they are outside the official word count. Your appendix should, at best, provide background material that supports the information you provide in the main text; your argument should not rely on referring to an appendix.

Penalties for the Late Submission of Summative Coursework

If you fail to submit a piece of summative assessment by the set deadline (or approved extended deadline as appropriate), the following penalty will apply:

Five marks (out of 100) will be deducted for coursework submitted within 24 hours of the deadline; and further five marks will be deducted for each subsequent 24-hour period (working days only) until the coursework is submitted; After five working days, coursework will only be accepted with the permission of the Chair of the Sub-Board of Examiners.

Once the deadline has passed, if a file is found to be corrupt or cannot be opened, the submission will be subject to the late penalties as listed above.

Marking procedures

All summative work will be marked anonymously and distinguished only by candidate number. Summative assessments are graded using the moderated single marking process. All dissertations are double-blind marked. External examination of summative assessments will take place prior to the meeting of the examination sub-board. More information on our assessment and marking processes can be found on the Departmental Moodle page.

The Chair of the Sub-Board of Examiners is responsible for all departmental assessments and examinations and ensuring procedures are followed as set out in the Instructions for Examiners.

Feedback on assignments

The Department is committed to providing timely, regular and constructive feedback to students. In line with the School’s Academic Code, the Department will return feedback on formative assessment within three weeks of submission, and for summative assessment within five weeks. Feedback for summative coursework will include a provisional classification but not a numerical mark. Feedback may be provided in writing via the Moodle submission portal or verbally.
Key Information

Term Dates and LSE Closures – Academic Year 2019/20

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
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<tr>
<td>Michaelmas Term (MT)</td>
<td>Monday 30 September – Friday 13 December 2019</td>
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<tr>
<td>Reading Week</td>
<td>Monday 4 – Friday 8 November 2019</td>
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<tr>
<td>Lent Term (LT)</td>
<td>Monday 20 January – Friday 3 April 2020</td>
</tr>
<tr>
<td>January Exams</td>
<td>Monday 13 – Friday 17 January 2020</td>
</tr>
<tr>
<td>Reading Week</td>
<td>Monday 24 – Friday 28 February 2020</td>
</tr>
<tr>
<td>Summer Term (ST)</td>
<td>Monday 4 May – Friday 19 June 2020</td>
</tr>
<tr>
<td>Summer Exams</td>
<td>Monday 11 May – Friday 19 June 2020</td>
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LSE will be closed during the following periods:

- **Christmas Closure**
  - Monday 23 December 2019 – Wednesday 1 January 2020

- **Easter Closure**
  - Thursday 9 April – Wednesday 15 April 2020

- **May Bank Holiday**
  - Friday 8 May 2020

- **Spring Bank Holiday**
  - Monday 25 May 2020

- **Summer Bank Holiday**
  - Monday 31 August 2020

Registration

It is essential that you are fully registered with LSE during your time here. When you register for the first time you will need to attend in person, show us the required documents, and collect your LSE Card. Usually you can re-register for subsequent years of study online but sometimes we may need to see you in person again. For more information visit lse.ac.uk/registration

Your LSE Card

Your LSE card provides access to buildings and acts as your Library card. It is important that you keep it safe and never share it with anybody else. If your LSE card is lost, stolen or damaged visit lse.ac.uk/studentIdCards to find out how to get a replacement.

Inclusion Plans

If you have a disability, long-term medical or mental health condition you are advised to apply for an Inclusion Plan (IP) as soon possible. The sooner that you let the Disability and Wellbeing Service (DWS) know about your condition the sooner they can work with you to put appropriate support in place. Advisers in DWS can potentially set up one-to-one learning support, mentoring and help you access assistive technology designed to remove barriers to studying. To find out how to apply for an Inclusion Plan visit lse.ac.uk/inclusionPlans

Student Status Documentation

A certificate of registration provides proof to organisations such as council tax offices, embassies and banks, that you are registered as a current student at LSE. For more information about what a certificate of registration shows visit lse.ac.uk/studentletters. You can obtain a certificate of registration from the Student Services Centre during our opening hours which are normally 11am to 4pm, Monday to Friday (these may change during the year and you are advised to check lse.ac.uk/SSC for correct times). Your department will not be able to produce a certificate of registration for you. If you are planning to use this document to open a bank account, you will normally need to specify which bank it needs to be addressed to.

The Student Services Centre also offers a range of other documents to prove your student status including certificates of course choice and intermediate transcripts. Some can be produced immediately, and others need to be ordered in advance. For more information about the options available please visit lse.ac.uk/studentStatusDocuments
**Interruption**

You can take a year-long break in your studies (which we call an interruption) with approval from your academic department and the School. You are usually required to return at the start of a teaching block. For more information, speak to your programmes team and visit [lse.ac.uk/interruptions](http://lse.ac.uk/interruptions).

**Programme Transfer**

You can request to transfer from your current programme to another programme at the same level according to the School’s regulations. There are usually restrictions or conditions on transferring programmes, and sometimes transfers are not possible. All transfer requests are considered by, and require approval from, both your current and new academic department and the School before being authorised. For more information visit [lse.ac.uk/programmeTransfers](http://lse.ac.uk/programmeTransfers).

**Change of Mode of Study**

If you are studying a Master’s programme, and your circumstances change, meaning that you need to adjust your study from full-time to part-time, you will need to seek authorisation from your academic department. Changing from full-time to part-time study is generally acceptable, and your course selection will be amended according to programme regulations. Your fees will also be amended. Changing from part-time to full-time may not always be possible and requests will be considered on a case-by-case basis. It is not normally possible to study an undergraduate programme on a part-time basis. For more information visit [lse.ac.uk/changeMode](http://lse.ac.uk/changeMode).

**Withdrawal**

Withdrawing means that you are leaving your programme permanently. Before withdrawing you may want to consider interruption so that you have some time to consider your options. For more information visit [lse.ac.uk/withdrawal](http://lse.ac.uk/withdrawal).

**Regulations**

You should familiarise yourself with the LSE regulations, policies and procedures that cover many aspects of student life.

Some of the regulations explain the organisation and conduct of your academic study. These include information about the structure of your programmes, assessment requirements, the basis on which your final degree is calculated and what to do if you face exceptional circumstances.

You can find links to the General Academic Regulations, Regulations for First Degrees, Regulations for Taught Master’s Degrees, Plagiarism, Appeals Regulations, and in the LSE Calendar at [lse.ac.uk/calendar](http://lse.ac.uk/calendar).

You can find a full A-Z listing of all of LSE’s policies and procedures online at [lse.ac.uk/policies](http://lse.ac.uk/policies).
The Student Services Centre (SSC) is located on the ground floor of the Old Building and can provide advice and information about:

- Certificates of Registration (for bank accounts, travel, council tax etc.)
- Course selection and class changes
- Exams and assessment
- Results
- Graduation
- Support for new arrivals
- Registration (registration for new students normally takes place in Clement House)
- Transcripts and Degree Certificates
- LSE cards
- TfL 18+ Oyster Cards

The SSC is normally open between 11am and 4pm, Monday to Friday. For the most up to date opening hours visit lse.ac.uk/ssc

The SSC also hosts a series of specialist drop-in sessions covering:

- Financial support
- Fees, Income and Credit Control Office
- Graduate admissions
- International student visa advice

These sessions run for an hour at various times during the week so be sure to check when the next session is running. In most cases you will need to sign up to attend a session. For more information visit lse.ac.uk/ssc

To find out more about the Student Services Centre visit lse.ac.uk/ssc, follow our page on the Student Hub and follow @lse_ssc on Twitter.

What If...

The SSC have developed a series of answers to common "What if..." questions. These cover a broad range of topics including what to do if you’re unwell during an exam; become pregnant; change your name; are not happy with your marks or want to change degree programme.

You can find these questions and answers at info.lse.ac.uk/current-students/what-if

Advice Team

The SSC has a dedicated Advice Team that can provide advice on academic matters (particularly around non-progression, interruption, withdrawal, regulations and exams). If you are not sure who to contact about a query or question then the Advice Team will be happy to help. You can contact the advice team at ssc.advice@lse.ac.uk or by phone on 020 7955 6167.

International Student Visa Advice Team (ISVAT)

ISVAT provide detailed immigration advice for international students on their website which is updated whenever the immigration rules change. The best way to contact ISVAT is to use the query form at lse.ac.uk/isvat or to attend one of their drop-in sessions.

ISVAT also manage student exchanges to UC Berkley and through the Erasmus+ scheme. For more information about this visit lse.ac.uk/erasmus
Student feedback is extremely important to the School, and students are strongly encouraged to voice their views about their time at LSE, make suggestions for improvement, and work with academic departments to enhance experiences for the whole student body.

As a member of the LSE community, there are many opportunities for you to provide feedback on your course, teaching, and your student experience at LSE.

Quality Assurance

Quality Assurance Strategy

LSE’s approach to assuring the quality of our teaching is set out in the Strategy for Managing Academic Standards which can be found online in the “internal quality assurance section” of the website at lse.ac.uk/tqaro.

As an awarding body LSE must be in a position to assure the standards of its degrees. At the same time, we believe that the design of quality assurance should respect different departmental cultures and academic histories. The strategy sets out broad principles and processes for assuring academic standards and for enhancing the quality of educational provision. As of the 2018-19 academic year this includes devolved quality assurance arrangements, with responsibility for the oversight and modification of existing provision resting with Departmental Teaching Committees.

Student Teaching Surveys

QARO conducts surveys to assess students’ opinions of teaching...

Teaching scores are made available to teachers, Heads of Departments, the Director of the Teaching and Learning Centre, the Pro-Director (Education) and the Pro-Director (Faculty Development). In addition to producing reports for individual teachers TQARO produce aggregated quantitative data for departments and School-wide bodies. The results can be found online in the “Surveys” section of the website at lse.ac.uk/tqaro.

A programme meeting will be held during each teaching block at LSE. Programme Meetings are forums in which students can voice their views about their time at LSE.

Each cohort will also nominate 1-2 programme representatives who will provide feedback to the Department on behalf of the cohort throughout the year.
LSE Services to Support You with Your Studies and in Your Career

LSE LIFE

LSE LIFE is the place to develop the skills you’ll need to reach your goals at LSE, whether it concerns your academic work or other personal or professional pursuits. LSE LIFE is here to help you find your own ways to study and learn, think about where your studies might lead you, and make the most of your time at LSE.

LSE LIFE offers:

• Hands-on practical workshops where you can get advice on key areas of university work, including effective reading, academic writing, critical thinking, managing your dissertation research, and organising your time.

• Workshops to learn ways to adapt and thrive in new or challenging situations, including the development of skills for leadership, study/work/life balance, and life beyond university.

• One-to-one appointments with our study advisers for personalised advice on any aspect of your studies at LSE, or simply to talk through your ideas for research or other projects.

• Drop-in sessions with specialists from around LSE covering areas like CV writing, English language advice, finding and referencing academic sources, and statistics support.

• A space to meet and work together with students from other courses and departments.

• Special events to take advantage of what LSE and London have to offer.

Find out more at lse.ac.uk/lselife, check out workshop materials and other resources on Moodle or just drop by – LSE LIFE is on the ground floor of the Library.

LSE Library

LSE Library holds one of the most important social science collections in the world and has all the material that you need for your studies and research.

Most items are split into collections to help you find what you are looking for:

• The course collection is located on the first floor, holding multiple copies of essential textbooks for your courses. It will have most of your required readings.

• The main collection is housed across three floors, holding wider items for social sciences research.

You can use Library Search to find books and other materials for your studies via lse.ac.uk/library. Once you have found what you need, write down its location to help you find it in the Library. To borrow books, use your LSE card and the self-service machines on the ground floor. Taught students can borrow up to 20 books at any one time. You can renew your books online by logging into your Library account at lse.ac.uk/library. If you do not return books on time, you will be unable to borrow any more until your overdue item is returned or renewed.

Academic Support Librarians provide subject expertise and personalised support. They also host workshops to help you identify, find, manage and evaluate the information needed for your studies and research. You can find out who your Academic Support Librarian is at lse.ac.uk/academicSupportLibrarian. Subject Guides are useful online introductions to finding resources, read yours at lse.ac.uk/library/subjectGuides.
Language Centre

Whether you are an international student looking for support with your English, interested in taking a Language Centre course as part of your undergraduate degree, or want to learn or improve a language the Language Centre can help.

If English is not your first language, there are plenty of ways you can improve and practise using the English language for your academic work. English for Academic Writing courses are available for any undergraduate or postgraduate student who does not have English as a first language and would like a weekly English language class to help with academic writing for coursework. This support is delivered with lse.ac.uk/lselife

You may be eligible to take a language, literature or linguistics course as part of your degree. As an LSE student you can also sign up for a non-degree language course at a discounted rate. As part of the LSE Language Policy, if you are a UK-EU undergraduate and you do not have foreign language at GCSE Grade C (or equivalent), you are eligible to take an MFL certificate course for free!

For more information visit lse.ac.uk/languages

LSE Careers

LSE Careers is here to help guide and support you throughout your time at LSE. We provide a range of careers services and events both online, face-to-face and through one-to-one appointments. We have a jobs board and offer bespoke services for disabled students and PhD students.

There is lots of information and support at lse.ac.uk/careers including:

- Information about the services offered by LSE Careers and how to access them
- Support with your career options and insight into employment sectors and recruitment processes
- CV, cover letter and application form advice and examples
- Details of what graduates have gone on to do

LSE CareerHub, our online careers portal, allows you to:

- Discover jobs and opportunities
- Book one-to-one discussions to talk about your career options and receive feedback on your applications
- Explore upcoming events including skills seminars, careers fairs and employer presentations

You can access CareerHub at careers.lse.ac.uk

Keep up-to-date with events and advice by following @LSECareers

LSE Volunteer Centre

Volunteering is a great way to help develop new skills and meet new people while making a difference and the LSE Volunteer Centre is here to inspire and empower you to volunteer for causes that you are passionate about during your time at LSE.

We work with organisations to advertise volunteering opportunities across London, the UK and internationally. Whether you are passionate about the environment or human rights or ready to change the world through campaigning or mentoring, we’ll have an opportunity for you. We also know that students are busy and we run a comprehensive one-off volunteering programme to make sure you can fit it in.

Looking to meet charities? The first volunteering fair will take place on Monday 7 October and is a great opportunity to speak to over 50 representatives from some truly inspirational organisations. You can find out more about this, as well as the advice and support we can offer, at lse.ac.uk/volunteercentre or by following @LSEVolunteering

LSE Generate

LSE Generate is the home of entrepreneurship at LSE.

We aim to support and scale socially-driven student and alumni ventures, here in the UK and across the globe. We welcome all students and alumni, from those eager to develop and learn entrepreneurial skills to LSE entrepreneurs who have already launched their ventures and need support and advice from the team. Join us for our events, enter the Generate funding competition, pop by and meet us in our co-working space and access all our start-up resources for free. Discover more on our website lse.ac.uk/generate or keep up to date with Generate news through our social media, @LSEGenerate
As part of the School’s commitment to equality of respect and opportunity, and as set out in our Ethics Code, we are all responsible for treating everyone at LSE with dignity and respect. This entails ensuring that no one is treated unfavourably because of their age, sex, disability, gender identity, race, religion or belief, sexual orientation, marital or civil partnership status, pregnancy and maternity status, social or economic background, or their role at the School.

In practice, this means that we are all expected to:

• Treat all members of the School community fairly and with respect

• Act courageously and openly, with respect for the knowledge and experience of others

• Play our part in creating an environment that enables all members of the School community to achieve their full potential in an environment characterised by equality of respect and opportunity

• Actively oppose all forms of discrimination and harassment, including challenging and/or reporting unacceptable behaviour.

If you experience or witness bullying or harassment, please visit lse.ac.uk/ReportIt to access information on how to report an incident and reach support.

All members of the School are encouraged to complete the ‘Consent Matters’ module to learn about how you might positively intervene as a bystander, and to signpost anyone who has experienced any form of bullying or harassment to the support available on the Making a Choice hub.

For further advice or information, please visit lse.ac.uk/EquityDiversityInclusion and follow the EDI Office on Twitter @EDI_LSE
Your Wellbeing and Health

Student Wellbeing Service (SWS)

SWS brings together two key student facing services; the Disability and Wellbeing Service (DWS) and the Student Counselling Service (SCS). SWS also facilitates the Peer Supporter Scheme. SWS aims to provide you with a single integrated source of help and assistance.

SCS provides a professional, free and confidential service to help you with any problems that you may be experiencing. You can speak to them about academic stresses, as well as personal and emotional difficulties. Visit lse.ac.uk/counselling to book an individual appointment, read about drop-in appointments or find out about groups and workshops.

DWS are the first point of contact for students with disabilities, long term medical and mental health conditions, and Specific Learning Difficulties such as dyslexia. DWS can help you to create an Inclusion Plan which is a way of putting in place agreed “reasonable adjustments” to support your studies. Visit lse.ac.uk/disability to find out more.

Peer Supporters give you the opportunity to talk to fellow students about anything that is worrying you. Peer Supporters are trained to offer confidential emotional support, help and reassurance. You can find out more about the scheme and arrange a chat with a Peer Supporter at lse.ac.uk/peerSupport

Health Care in the UK

You are likely to need to access medical care while you are at LSE, even if this is just for routine appointments. In the UK most health care is provided through the National Health Service (NHS).

You are typically eligible for free treatment on the NHS if you fall into one of the following categories:

- You are a UK resident
- You have a Tier 4 visa and have paid the immigration health surcharge
- You are an EU/EEA student with a European Health Insurance Card (EHIC)

This list is not exhaustive and was correct at the time of print. The UK Council for International Student Affairs maintains an up-to-date listing on their website – ukcisa.org.uk.

If you are unfamiliar with the NHS search for “NHS Services explained” to find out more. You are usually required to register with a local General Practitioner’s (GP) surgery before you can book an appointment. You should register as soon as possible and not wait until you are unwell. The nearest GP surgery is St Philips Medical Centre who are based on the second floor of Pethick-Lawrence House. This surgery will register most LSE students. For more information about the services offered and how to register please visit stphilipsmedicalcentre.co.uk or call 020 7611 5131. Alternatively, you can find your nearest GP by using the GP finder function on the NHS website nhs.uk.

As well as dispensing medicines, pharmacies can also offer advice on common health problems. You do not need to make an appointment, just visit a pharmacy and ask to speak to the duty pharmacists. In an emergency you should dial 999 to call an ambulance. You can also visit your nearest accident and emergency (A&E) department at your local hospital or visit an Urgent Care Centre.

There is a lot more information about Health Care, including details about dentists and opticians, available at lse.ac.uk/studentHealth

LSE Faith Centre

The Faith Centre is open to students of all faiths and none. It is home to LSE’s diverse religious activities, acclaimed interfaith programmes and a reflective space for all staff and students.

The Faith Centre provides a space for student faith societies to meet and worship. The Faith Centre produces a Religion and Belief Guide each year which provides information and contact details for faith groups, you can collect a copy from the Faith Centre reception on the second floor of the Saw Swee Hock Student Centre.

The Faith Centre hosts a range of wellbeing activities including Mindfulness, Yoga, Ashtanga Yoga and Tai Chi. Class details can be found online at lse.ac.uk/faithCentre. The Cave in the Faith Centre is available to all LSE staff and students who need a quiet place for reflection. This space cannot be booked but is open throughout the week.

The Faith Centre runs three acclaimed interfaith leadership programmes which are your chance to explore, question and challenge religious differences and provide a unique opportunity to build relationships and challenge assumptions across faiths. Find out more by visiting the “Programmes” page at lse.ac.uk/faithCentre.

The Faith Centre Director and Chaplain to the LSE, Reverend Dr James Walters, can be contacted on j.walters2@lse.ac.uk for confidential support regardless of religious affiliation. Contact details for our team of Associate Chaplains can be found at lse.ac.uk/faithCentre.
Exams and Assessments

Candidate Numbers
Your candidate number is a unique five digit number that ensures that your work is marked anonymously. It is different to your student number and will change every year. Candidate numbers can be accessed in early Michaelmas Term using LSE for You.

Individual Exam Adjustments
Individual Exam Adjustments (IEAs) can be made if you have a documented medical, physical or mental health condition and/or a specific learning difficulty such as dyslexia or dyspraxia. The purpose of IEAs is to provide an environment that gives all students an equal opportunity in exams. These adjustments are confidential and will not be listed on your degree certificate or transcript. In most cases you should apply for IEAs as part of getting your Inclusion Plan in place. However there is a different process for applying for IEAs for short-term, unexpected, conditions. For more information visit lse.ac.uk/iea

Deferral
If you have difficulties in the lead up to, or during, the assessment or exam then you can seek to defer the assessment or exam, in exceptional circumstances. You will need permission from the Chair of your Sub-Board of Examiners to do this. For more information visit lse.ac.uk/deferral

Extension Policy
If you have difficulties in the lead up to an assessment deadline but think you may be able to successfully submit if you had extra time, you can seek an extension request. You must make this request before the deadline has taken place and you will need permission from the Chair of your Sub-Board of Examiners to do this. For more information visit lse.ac.uk/extensionpolicy

Exceptional Circumstances
If you miss an assessment that you did not defer, or experience difficulties that you feel may have had an impact on your performance on an assessment you did attempt, even where you were provided with an extension, you should submit an Exceptional Circumstances Form and corroborating evidence to the Student Services Centre. This will allow you to alert the Sub-Board of Examiners to the circumstances under which you completed the assessment or exams. For more information visit lse.ac.uk/exceptionalCircumstances

Fit to Sit Policy
By submitting your assessment regardless of whether it is coursework, participation in a class presentation or sitting an exam, LSE considers that you have declared yourself fit enough to do so. If you have experienced disruption to your studies (illness, injury or personal difficulties for example) you must think carefully about whether you should attempt the assessment or whether you should consider requesting an extension or deferring the assessment. Requests for an extension or deferral must be made in advance of the assessment deadline.
Plagiarism

The work you submit for assessment must be your own and all source material must be correctly referenced. Plagiarism is not just submitting work with the intention to cheat. Plagiarism could occur simply as a result of failing to correctly reference the sources you have used. If you are found to have committed an assessment offence (such as plagiarism or exam misconduct) you could be expelled from the School.

Any quotation from the published or unpublished works of other persons, including other candidates, must be clearly identified as such. Quotes must be placed inside quotation marks and a full reference to sources must be provided in proper form. A series of short quotations for several different sources, if not clearly identified as such, constitutes plagiarism just as much as a single unacknowledged long quotation from a single source. All paraphrased material must also be clearly and properly acknowledged.

Any written work you produce (for classes, seminars, exams, dissertations, essays and computer programmes) must solely be your own. You must not employ a “ghost writer” to write parts or all of the work, whether in draft or as a final version, on your behalf. For further information and the School’s statement on Editorial Help visit lse.ac.uk/calendar. Any breach of the Statement will be treated in the same way as plagiarism.

You should also be aware that a piece of work may only be submitted for assessment once (either to LSE or elsewhere). Submitting the same piece of work twice (regardless of which institution you submit it to) will be regarded as the offence of "self-plagiarism" and will also be treated in the same way as plagiarism.

Examiners are vigilant for cases of plagiarism and the School uses plagiarism detection software to identify plagiarised text. Work containing (or that contains) plagiarism may be referred to the Regulations on Assessment Offences: Plagiarism which may result in the application of severe penalties.

If you are unsure about the academic referencing conventions used by the School you should seek guidance from your department, Academic Mentor, LSE LIFE or the Library as soon as possible.

The Regulations on Assessment Offences: Plagiarism can be found at lse.ac.uk/calendar.

Results and Classification

Results

Final results are released using LSE for You once the relevant School Board of Examiners has ratified them. Results are not released to students that have debts owing to the School. Provisional exam results are also made available in LSE for You for students taking January exams and for students on 12 month Master’s programmes. For more information on how and when results are released visit lse.ac.uk/results.

Classification Schemes

Degrees are awarded according to the classification scheme applicable to the year in which you started your programme. These schemes are applied by the Boards of Examiners when they meet to ratify your results. You can find the classification schemes at lse.ac.uk/calendar.

Transcripts

Continuing students can request intermediate transcripts at the Student Services Centre immediately after ratified results have been published. Final transcripts are made available electronically within a system called Digitary which allows them to be easily shared. For more information about final transcripts please visit lse.ac.uk/transcripts.

Degree Certificate

Your degree certificate will be available for collection at Graduation or can be posted to you. For more information please visit lse.ac.uk/degreecertificates.
Fees and Finance

All administration around your fees is handled by the Fees, Income and Credit Control Team.

LSE offers two options for payment of fees. You can either pay them in full prior or by payment plan. Payment plans for executive degrees can be viewed on the website here: https://info.lse.ac.uk/staff/divisions/Finance-Division/Fees-Income-and-Credit-Control/Instalment-options-Executive-Programmes

If you do not know your fees please visit lse.ac.uk/tableoffees

To pay online or to find out about the different payment methods available, visit lse.ac.uk/feepayments

Unfortunately, it is not possible for you to pay in person.

The Fees Office also run drop-in sessions at the Student Services Centre for students who wish to discuss fee related enquiries:

• Check your tuition fees due
• Discuss any concerns regarding payments due
• Check funding or payments made
• Present forms for confirmation and completion
• Request invoices and receipts

Financial Support Office (FSO)

FSO are responsible for the administration and awarding of scholarships, bursaries, studentships and School prizes.

FSO can also provide information about funds such as the Student Support fund and the LSE Access fund. You can find out more about FSO and download application forms at lse.ac.uk/financialsupport

FSO hold drop-in sessions in the Student Services Centre, can be contacted by phone on 020 7955 6609 or by email at financial-support@lse.ac.uk

For full details regarding tuition fees, charging policy, payment and instalment options, visit lse.ac.uk/feespolicy for the Tuition Fees Policy.
Codes and Charters

LSE Academic Code

LSE has an Academic Code that sets out what we are doing to deliver a consistent student experience across our School and clarifies what students can expect from their LSE education.

The Academic Code brings together key principles that underpin students’ education into a School-wide policy. Developed in partnership with LSE Students’ Union, it sets the baseline to build on teaching standards, academic support, student voice and assessment and feedback – areas that students have told us matter the most to them.

A copy of the Academic Code is included at the end of this handbook.

The Student Charter

Our Student Charter, written by students and staff, sets out how LSE’s mission and ethos are reflected in the education you can expect to receive at the School, and in the diverse, equitable and inclusive community that we all contribute to and value.

The charter covers:

- Your education – what an LSE education is and how you can make the most of it
- Our community – what it means to be part of the LSE community and how to contribute
- Your future, our future – how to inspire future generations of LSE students.

You can find out more about the Charter, and read the full version online, just search “LSE Student Charter”.

Codes of Good Practice

The Codes of Good Practice explain the obligations and responsibilities of students and staff.

The codes set out what you can expect from your department in relation to your teaching and learning experience, including the roles and responsibilities of Academic Mentors and Departmental Tutors; the structure of teaching at LSE and examinations and assessments. The codes also lay out your responsibilities and what LSE expects of you. You can find the codes of practice at lse.ac.uk/calendar

The Ethics Code

The Ethics Code details the principles by which the whole LSE community is expected to act.

The School expects the highest possible ethical standards from all staff, students and governors. The Ethics Code sets out the School’s commitment to the ethics principles of Responsibility and Accountability; Integrity; Intellectual Freedom; Equality of Respect and Opportunity; Collegiality and Sustainability. You can find the Code, guidance and link to the online ethics module “Ethics at LSE” at lse.ac.uk/ethics

Research Ethics

If you conduct research you should refer to the Research Ethics Policy and procedures.

Search online for “LSE Research Ethics and Guidance” to find resources on policy, procedure, informed consent, safety, training and support. You will also find the Code of Research Conduct and its associated procedures.

If you have any questions regarding research ethics or research conduct please email research.ethics@lse.ac.uk
Systems and Online Resources

Need IT help?

- Visit the Technology Help Desk on the first floor of the Library
- Email: it.helpdesk@lse.ac.uk
- Call: 020 7107 5000.

The Help Desk is open seven days a week during term time and offers a range of services including a laptop surgery.

LSE for You

LSE for You is a web portal which gives you access to a range of services. You can access LSE for You at lse.ac.uk/lseforyou

LSE for You allows you to:

- View and update your term time (contact) and home (permanent) address
- Reset your IT password
- Access your candidate number
- View your results
- Select your courses

Moodle

Moodle is LSE’s virtual learning environment.

The majority of taught programmes have a course on Moodle, the online learning platform used at LSE. Moodle courses contain activities such as quizzes, communication tools, resources such as audio and video files, lecture slides, links to recordings of lectures and reading lists. Students may be asked to submit their work electronically to Moodle, and teachers may provide feedback and provisional marks via Moodle. Moodle is managed by your course leader so how it is used will vary from course to course.

You can access Moodle by visiting moodle.lse.ac.uk

Email

LSE will use your LSE email address to communicate with you so check it regularly.

Microsoft Outlook is available on all public PCs. You can also access your email off-campus using webmail (mail.lse.ac.uk) or on the move using clients for laptops and mobile phones. For help setting up email on your device search "LSE mobile email setup”.

Training and Development System

The Training and Development System allows you to book a place on many of the personal development opportunities offered around LSE.

You can access the Training and Development System at apps.lse.ac.uk/training-system and login using your LSE username and password.

Information Security Awareness Training

LSE hosts an information security awareness course in Moodle. It will help teach you how to spot phishing emails, keep your devices safe and know how to treat your personal data.

You can access the course at moodle.lse.ac.uk/course, logging in using your LSE username and password.

Student Hub

The Student Hub is LSE’s app, designed to help you navigate your day-to-day life at LSE.

Use the LSE Student Hub app to find your way around campus and keep up to date with news and events from your Department and the wider School. You can also book appointments with academics or support services and create groups with friends and course mates to carry on the conversation outside of class.

Download the Student Hub app on iOS or Android, or you can access the web app at studenthub.lse.ac.uk
The LSE Academic Code

The LSE Academic Code, developed in partnership with LSE Students’ Union, sets out what we do to deliver a consistent student experience across our School and clarifies what you (as a student) can expect from your LSE education.

The Academic Code helps us deliver on our commitments to enhance experiences at LSE in partnership with students. Your input is essential to measure success, and the Students’ Union has worked with us to redesign student representation at our School, so that you have a stronger voice at LSE than ever before.

The Academic Code should be read in conjunction with the LSE-LSESU Student Charter.

1. All full-time undergraduate and taught postgraduate students taking a taught course will receive a minimum of two hours taught contact time per week when the course is running in the Michaelmas and/or Lent terms, or a minimum of four hours taught contact time per week for a full-unit taught course running entirely in Michaelmas or in Lent term.

2. Students will have the opportunity to receive feedback on formative and summative work, as set out below. Feedback on assessment due in Summer Term is not required for non-continuing students except for dissertations or capstone projects. There may be exceptional circumstances where the below time frames are not possible and, if this is the case, the reasons for extending the time period will be clearly explained to students as early as possible.

   2.1 All assessment submission deadlines and feedback time frames will be clearly communicated to students at the start of each course, including on the course Moodle page.

   2.2 Feedback on formative tasks will normally be returned to students within three term weeks of the submission deadline, where students submit their work on time.

   2.3 Feedback on summative assessment (excluding exams, dissertations or capstone projects) will normally be provided within five term weeks of the submission deadline, where students submit their work on time.

   2.4 Feedback on January exams will normally be provided within six term weeks of the end of the exam period.

   2.5 Feedback on Summer exams will normally be provided within four term weeks of the following Michaelmas term.

   2.6 Feedback on dissertations and capstone projects will normally be provided within four term weeks of the final mark being made available to students.

   2.7 For any summative assessment which is failed, students will have the opportunity to receive feedback in time to prepare for the resit or resubmission. For summative assessment failed in Summer Term, feedback may take the form of general guidance on how to have approached that assessment.
All buildings have wheelchair access and lifts, except 95A, KGS, KSW*, 5LF, 50L, POR* and SHF.

* KSW 20 Kingsway (Language Centre only), *POR 1 Portsmouth Street (Shop only).