



Student's Handbook 2022



TABLE OF CONTENTS

INTRODUCTION	5
WHAT IS LUCENT UNIVERSITY	5
THE MINISTRY CAREER.....	5
Our Programs.....	6
Theology and Ministry Degrees Online	6
Master Degrees.....	6
Bachelor Degree.....	6
Associate Degree.....	6
Certificate Courses.....	6
Our Courses.....	8
MINISTRY COURSES.....	9
THEOLOGY COURSES.....	9
GENERAL EDUCATION.....	9
MANAGEMENT.....	9
BIBLICAL LANGUAGES.....	9
PHILOSOPHY AND ETHICS.....	9
HISTORY	9
Questions and Answers	10
How do online studies work?	10
How do online studies work?	10
Can I start at any time?	10
What are Associate and Master Degrees?	10
How does the Bachelor Degree work?.....	10
What is the Certificate Course?.....	11

Do I have to be fluent in English?.....	11
What documents do I need to enroll?.....	11
Can I choose the time-frame to complete my program?.....	11
How much time do I need to dedicate to my studies?	12
Can I choose the number of courses I take?	12
Can I take multiple courses at the same time?	12
Do I have to take courses in a particular order?	12
When will I receive my Diploma or Certificate?	12
Are books and materials included in the program?.....	12
What is the TEC?	12
How many points do I need in the TEC?.....	13
Is Lucent accredited?.....	13
What are Credit Hours?	13
Can I transfer credits from another institution?.....	13
How does student support work?	14
How do the exams work?.....	14
How do I write my papers?	14
How much does my program cost?	14
How will I be charged?	14
How do I pay for my tuition?	15
How can I apply for a Scholarship?	15
How can I withdraw from a program?	15
Can I pause my studies?	15
What if I have a disability?	15
What happens when I finish my program?.....	16
How will my Academic Records be kept?	16
Procedures relating to student admissions and enrollment	17
Procedures Overview.....	17
The admission	17
Enrollment.....	19

Terms of Use.....	21
Payment	26
Additional Documents	28
Enquiries and Applications.....	29
Prospective Students' Enquiries	29
Receiving enquiries	29
Replies to enquiries	30
Other Sources of Enquiries	30
Methods of Communication	30
Record of Enquiries	31
Applications.....	31
Processing Web-based	31
Time to process an application	31
Extended time to process an application.....	31
Contacting Awarding Bodies.....	31
Conditional Offers	32
Record of Applications	32
Our Reach	33
CONCLUSION	34



INTRODUCTION

Lucent University is a non-profit online institution based in the US. We are a mission-minded organization focused on preparing men and women for the ministry and the workplace. Find out more about Lucent University by clicking on the topics below.

WHAT IS LUCENT UNIVERSITY

Lucent University is the result of years of work by the Holy Spirit preparing His people and bringing together the technological resources to create the best possible learning experience for those who feel called to the ministry. If you are looking for a program to prepare you to fully exercise your gifts serving the Kingdom, Lucent is the right place for you to prepare to become an effective minister of the Gospel.

THE MINISTRY CAREER

Lucent University will equip you with the skills you need to have a powerful ministry. We prepare our students to work as Pastors, Youth Ministers, Discipleship Directors, Educators, Organizational Administrators, Evangelists, Missionaries, and Church Staff. Our students are presently serving all over the world working in their churches, communities, schools, colleges, universities, seminaries, and the mission field.

Our Programs

Theology and Ministry Degrees Online

The Theology and Ministry Degrees Online offers significant advantages when compared to traditional brick-and-mortar schools, Bible Colleges or Seminaries. Our affordable Theology and Ministry Degrees Online enables you to study anywhere at any time, study at your own pace, review videos as many times as you need, and it is more affordable and more time efficient than regular programs. These factors make our affordable Theology and Ministry Degrees Online an attractive proposition for those who cannot attend or afford a regular Bible College or Seminary.

Master Degrees

Lucent University offers Master Degree of Ministry (M.A. Min.) and the Master Degree of Theology (M.A. Theo.). The programs were developed for those who have completed a non-biblical higher education degree or bachelor programs. The degrees meet the growing need of secular professionals that seek to increase their knowledge of the Bible and improve their talents in order to better serve God in their churches, communities, or in the mission field.

Bachelor Degree

All our Bachelor programs are double majors. You can choose two concentrations, provided one concentration is related to Ministry or Theology. For instance, you can enroll in the Ministry degree and choose a second concentration in Theology, Technology, Business, Counseling, or Health Care. The courses related to Technology and Business will start being offered the Fall of 2019. Beginning in the Fall of 2020, the courses in Counseling and Health Care will be launched. Upon the completion of 120 credit hours, you can be granted a Bachelor's degree in Theology and Ministry, Technology, Business, Counseling, or Health Care.

Associate Degree

The Associate of Ministry Degree (A.A. Min.), also known as Technical or Technologist degrees outside the United States, was designed for those who feel called to enter the ministry and have completed a high-school diploma.

Certificate Courses

The Certificate Course of Theology or Ministry were developed to teach the Bible and ministerial skills to students that feel called to enter the ministry but do not wish to pursue a formal degree program. The program covers Introduction to the Scriptures, Bible interpretation, theology, evangelism, expository preaching, ethics, apologetics, biblical languages, church administration, counseling, and servant leadership.

Our Courses

Our courses were designed considering the spiritual and material challenges Gospel Ministers face in the real world. Our degrees are practical in nature and will prepare you with all the skills you need to effective ministering in your Church, community, or the mission field.

MINISTRY COURSES

BIBLICAL COUNSELING
DISCIPLESHIP STRATEGIES
EVANGELISTIC STRATEGIES
EXPOSITORY PREACHING 1
EXPOSITORY PREACHING 2
MINISTRY CAREER
MISSIONS STRATEGIES

THEOLOGY COURSES

CULTS AND THE OCCULT
HERMENEUTICS
OLD TESTAMENT THEOLOGY 1
OLD TESTAMENT THEOLOGY 2
NEW TESTAMENT THEOLOGY 1
NEW TESTAMENT THEOLOGY 2
SYSTEMATIC THEOLOGY 1
SYSTEMATIC THEOLOGY 2
THEOLOGY OF FORGIVENESS
THEOLOGY OF MIRACLES
WORLD RELIGIONS

GENERAL EDUCATION

ENGLISH GRAMMAR
ENGLISH COMPOSITION

MANAGEMENT

ONLINE COMMUNICATION
STRATEGIC MANAGEMENT
SERVANT LEADERSHIP

BIBLICAL LANGUAGES

GREEK BIBLE EXEGESIS
HEBREW BIBLE EXEGESIS
GREEK 1
GREEK 2
HEBREW 1
HEBREW 2

PHILOSOPHY AND ETHICS

APOLOGETICS
INTRO TO PHILOSOPHY
BIBLICAL CHRISTIANITY

HISTORY

BIBLICAL GEOGRAPHY AND CHRONOLOGY
HISTORY OF THE WESTERN WORLD
CHURCH HISTORY
BIBLICAL ARCHEOLOGY

Questions and Answers

How do online studies work?

The operation of online courses is simple. Students login to their pages to watch their classes, download and read books and resource materials, and take exams.

How do online studies work?

The operation of online courses is simple. Students login to their pages to watch their classes, download and read books and resource materials, and take exams.

Can I start at any time?

You can start your program immediately after completing the enrollment process. The enrollment process includes filling out the enrollment form at <https://lucent.university/enroll.php>, setting up your password, taking the free English assessment test, if English is not your native language, and paying your monthly tuition fee.

What are Associate and Master Degrees?

The Associate and Master Degrees are higher education programs. Students enrolled in the Associate and in the Master programs must take exams, write projects, and completed all the assignments. Students intending to enroll in an Associate program must present proof of high school completion or another secondary program. Students intending to enroll in a Master program must present proof of completion of a higher education degree.

How does the Bachelor Degree work?

All Bachelor programs are double majors. You can choose two concentrations, provided one concentration is related to Ministry or Theology. For instance, you can enroll in the Ministry degree and choose a second concentration in Theology, Technology, Business, Counseling, or Health Care. The courses related to Technology and Business will start being offered the Fall of 2019. Beginning in the Fall of 2020, the courses in Counseling and Health Care will start. Upon the completion of 120 credit hours, you can be granted a Bachelor's degree in Ministry and Theology, Technology, Business, Counseling, or Health Care. Enrollment for the Bachelor program will be open in January of 2019.

What is the Certificate Course?

The Certificate Course of Ministry and Biblical Studies are Bible-based affordable non-degree programs developed for students who feel called to serve as a layperson, teach Sunday school, lead small groups, or want to understand the Bible in depth. Students in the Certificate Course do not need to have a High School diploma and are exempt from taking the English entrance exam.

Do I have to be fluent in English?

Students applying to enroll in the Certificate Course don't need to be fluent in English. Students who wish to enroll in the Associate degree must have intermediate knowledge of the English language. Students who wish to enroll in the Master degree must have advanced knowledge of the English language. For non-native speakers, Lucent offers a free online Test of English Comprehension (TEC) to verify if the student has the necessary knowledge of English language for he or she to enroll in their desired program.

What documents do I need to enroll?

Students applying for the Certificate Course are not required to submit documents. Students applying for the Associate or Bachelor degree must upload a copy of their High school diploma or secondary school diploma and transcripts. Students applying for the Master degree must upload a copy of their High school diploma or secondary school diploma and transcripts and their Bachelor or postsecondary diploma and transcripts. Students applying for the Associate's, Bachelor's, or Master degree need to scan and upload two government-issued identification documents that contain his or her photo. All documents must be uploaded within 90 days from the enrollment date.

Can I choose the time-frame to complete my program?

We want to give you the flexibility you need to complete your program at your own pace. You can choose to complete your term early and proceed to the next term. That will allow you to graduate early. However, students enrolled in the Associate's, Bachelor's, Master's, programs have up to six months to complete each term. On average, students complete a term in four months. Six months is enough time for you to watch all your classes, read the recommended materials, take your tests, and write your projects.

How much time do I need to dedicate to my studies?

There is no specific time students have to dedicate every week to their studies. We suggest students enrolled in the Associate degree should dedicate 8 hours per week, and students enrolled in the Master degree should dedicate 12 hours per week. Students enrolled in the Certificate Course are free to study at their own pace.

Can I choose the number of courses I take?

Students enrolled in the Certificate Course can choose what courses to take at their discretion. Students in the Master and Associate degrees must take all the courses listed in their respective programs in order to complete their programs. Currently, our programs do not offer elective courses.

Can I take multiple courses at the same time?

Yes. Students can either take one course at a time or choose to take multiple courses at once.

Do I have to take courses in a particular order?

Students are free to take any course available on their website. The only exceptions are courses with two levels. Courses like Old and New Testament Theology and Expository Preaching have two levels. For these courses, level 1 must be completed before students start taking level 2.

When will I receive my Diploma or Certificate?

Yes. Students who have fulfilled all the prerequisites of the program, and have made all the payments, will receive a certificate or diploma upon completion of the program. The certificate or diploma will be available in PDF format immediately upon completing the program. A printed copy will be mailed to the student within 30 days after the conclusion of the program.

Are books and materials included in the program?

All academic materials necessary for students to successfully complete their studies are available in electronic format in the student environment in our Educational Management System (EMS) for students to download at no additional cost.

What is the TEC?

The Test of English Comprehension (TEC) was developed to assess the level of comprehension in the English language for non-native speakers. After the

candidate for an Associate or Master program completes the enrollment form, he or she receives an email with the information on how to access the TEC. The TEC is free of charge. The test has a total of 100 multiple choice questions. The candidate has 90 minutes to complete the test.

How many points do I need in the TEC?

In order to complete the enrollment in the Associate or Master programs, the student must achieve a score of at least 70 points. The maximum score of a candidate can achieve is 100 points. If the student does not achieve the necessary points to enroll in the first trial, he or she can retake the test three more times. If, after three trials, the student doesn't achieve the necessary points to enroll, he or she can contact Lucent to evaluate other options.

Is Lucent accredited?

Lucent University has gained Candidacy Accreditation by Accreditation Service for International Schools, Colleges and Universities (ASIC) in the United Kingdom. Lucent University is in full compliance with the laws of the State of Florida and the US Government. It can legally issue higher education biblical diplomas at all levels, including Associate's, Bachelor's, Master's, and Doctor's degrees. Students in the United States seeking a regionally accredited institution should note that Lucent is not accredited by these agencies.

What are Credit Hours?

A credit hour is a measuring unit adopted by institutions, mainly in the United States. Credit hours are used to count educational credits. It is usually based on the number of hours the student is exposed to a course during a week during an academic semester. The courses you take at Lucent are worth three credit hours each.

Can I transfer credits from another institution?

Yes. Students can transfer credits upon presenting the official transcript from another institution. Lucent's academic department will determine the equivalence to the courses we offer based on comparable learning outcomes. Only those courses for which the final average grade is superior to 70 points will be considered for transfer. The transference of courses will decrease the student's course load, but the price of the monthly tuition will remain the same, regardless of how many credits are transferred.

How does student support work?

There are two kinds of student support. The primary type of support is from within the student's page. All students can send unlimited internal emails from their own pages asking Questions to his or her tutor. The other type of support is the live monthly Q&A sessions when professors answer the Questions asked by the students in real-time.

How do the exams work?

All exams are multiple choice with a 1 to 100 points grading system. The passing grade is 60 points and above for the Associate Degree and 70 points and above for the Master Degree. Students that get a grade below passing can retake the test up to three times. Failure on achieving the minimum passing grade in the tests can be compensated by writing projects for extra credit.

How do I write my papers?

At Lucent University students don't write book reviews, compositions, or research papers. All the written work is based on projects. For most courses, you will write a project on how to apply what you learned. To make things simple, we provide a template, like a questionnaire, with each project.

How much does my program cost?

Lucent University uses the Purchasing Power Parity (PPP) of the World Bank to determine the cost of the programs. The tuition cost varies according to the purchasing power of the Country the student lives.

To check the monthly tuition cost for your country, access <https://lucent.university/tuition.html>.

How will I be charged?

US institutions normally charge tuition based on semesters. At Lucent University students have the flexibility to pay tuition on a monthly basis. The Certificate Program, Associate, and Master degrees last 24 months, hence students pay 24 installments. The Master of Divinity degree lasts 36 months, hence students pay 36 installments. The Bachelor's degree lasts 48 months, hence students pay 48 installments. The first installment is due after the student completes the enrollment process.

How do I pay for my tuition?

All you must do is set up a PayPal account. PayPal accepts all major credit or debit cards and operates with most banks in over 30 currencies.

If you don't have a PayPal account, you can visit the PayPal website for your country at <https://www.paypal.com/us/webapps/mpp/country-worldwide>.

How can I apply for a Scholarship?

Scholarships may be available for students in need of financial aid. To apply for a scholarship, the candidate must click on access <https://lucent.university/scholarship.html>.

It normally takes a week to respond if the student is eligible for financial aid.

How can I withdraw from a program?

If a student decides to withdraw from a program, he or she must send an email to the address contact@lucent.university. It will take up to 30 days before the cancellation takes effect. No fine or fee will apply if the student has no outstanding payment. No partial refund will be issued in case the student has paid the tuition for the month in which the cancellation was requested.

Can I pause my studies?

You can pause your studies and return at your earliest convenience. You don't have to pay your tuition during the time you pause your studies. To pause your program you need to write an email to contact@lucent.university. To continue your studies, all you need to do is log in to your student environment and proceed with your studies. Your tuition will be charged the next month you resume your studies. Students with scholarships will lose the benefit if they paused their studies.

What if I have a disability?

Lucent University will take all reasonable measures to accommodate students with visual, hearing, learning, mental, motor, or other disabilities. You will be able to indicate if you have a situation that requires accommodation in the enrollment form. Though it is not guaranteed that we will provide access in every situation, there are measures in place to accommodate students in need of special attention.

What happens when I finish my program?

After the completion of your program, you will continue to have access to the student dashboard for 180 days. You will receive by mail a printed and signed certificate and a printed copy of your transcripts within 90 days. If you need to request another copy of your certificate or transcripts, the copy of the certificate costs U\$50.00, for the copy of transcripts the cost is U\$20.00.

How will my Academic Records be kept?

During the time you are enrolled, your academic records are available in the student's environment. After you graduate, your academic records will be kept indefinitely. At the end of the program, your records will be printed and stored in a secure location. A copy of your records will also be kept in digital format at a major global storage provider.

Admissions and enrollment

Procedures Overview

Lucent University acts exclusively online and all the procedures begin through the main website. Since sponsored tuitions are available, the sponsor can contact us with the name of students that will receive the tuitions.

Lucent University will keep computerized records for all its students. The information that Lucent University will hold will be collected from data that the student will provide through the application and enrollment processes and through students' course and module registrations. The information Lucent University will hold about the student will be covered by relevant Data Protection legislation and students will have the right to access to this data at any time through Lucent University administration.

The admission

The main page (<https://lucent.university>) shows an overview of the programs that a user can enroll, along with information about the courses available on all the programs. After choosing to get more information about a program and selecting the

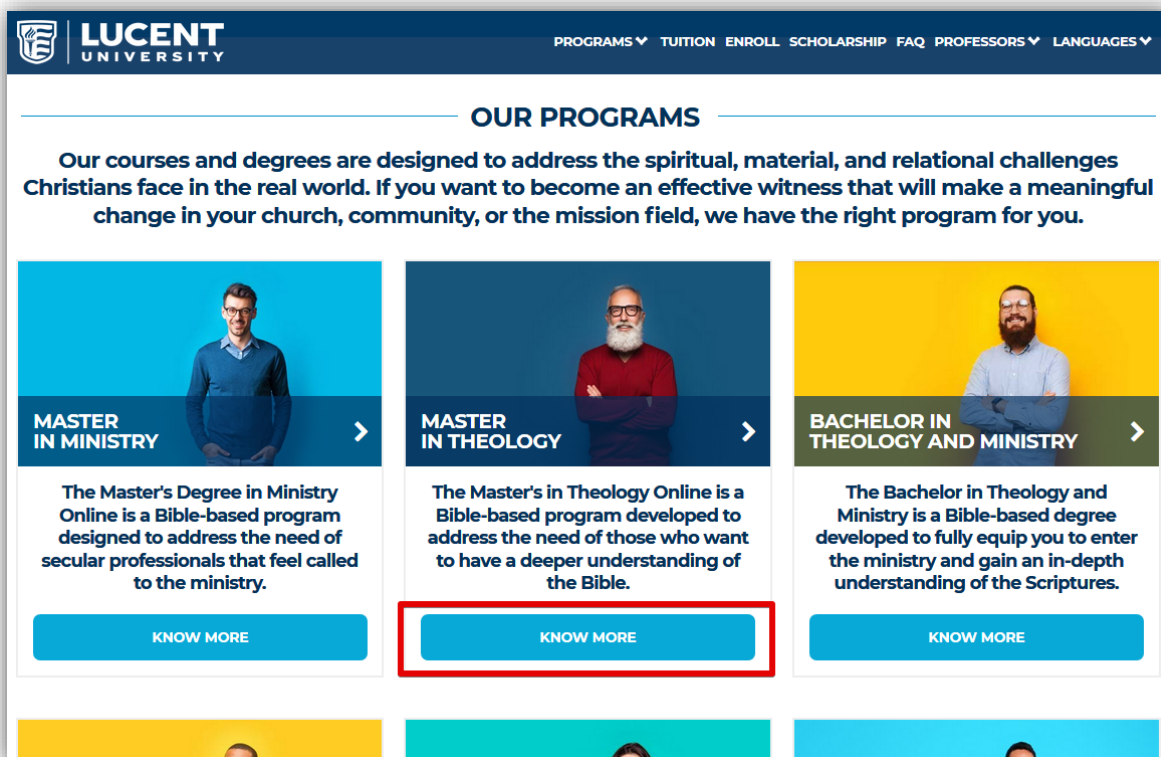


Figure 1 Main page with Programs list

ENROLL NOW option inside that program page, the student is redirected to the enrollment page and the process begins.

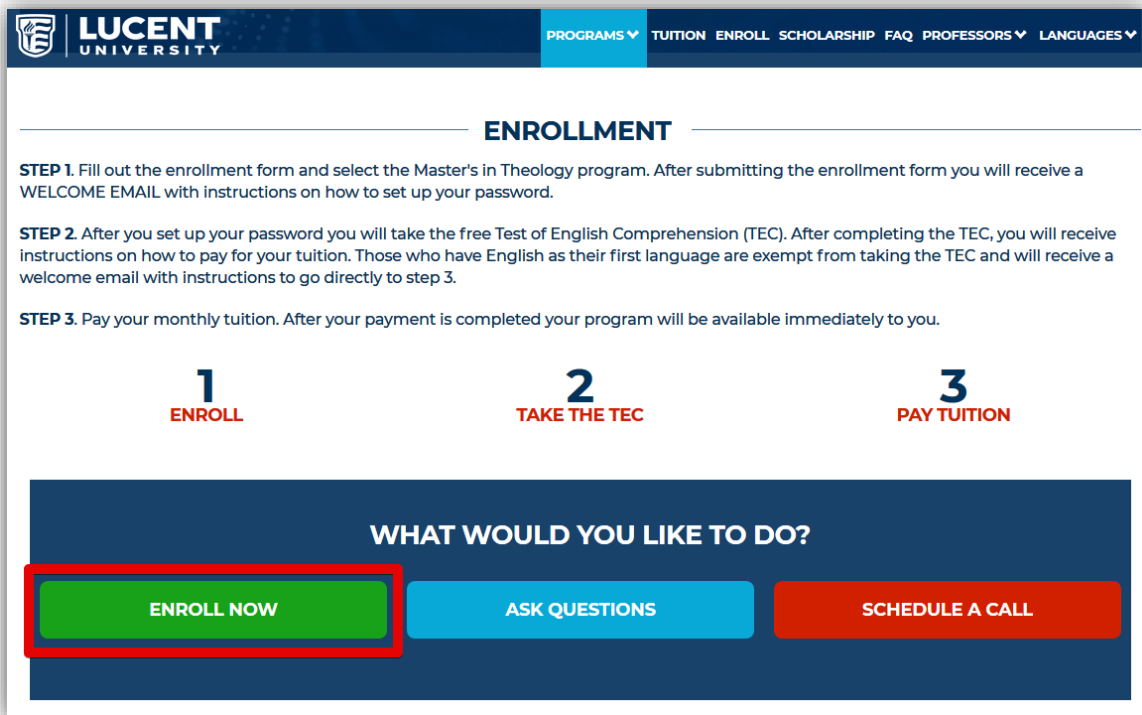



Figure 2 Deciding to enroll in a Program

Enrollment

In the enrollment page, the student enters personal information at the required fields, which will be stored securely by Lucent University and kept indefinitely. The information Lucent University will hold about the student will be covered by relevant Data Protection legislation and students will have the right to access to this data at any time through Lucent University administration.


LUCENT
UNIVERSITY

[PROGRAMS](#)
[TUITION](#)
[ENROLL](#)
[SCHOLARSHIP](#)
[FAQ](#)
[PROFESSORS](#)
[LANGUAGES](#)

YOUR INFORMATION

First Name

Last Name

Email

Gender

Select

Birthday

Day

Month

Year

Address

City/Borough/District

Postal Code

State/Province

Country

Select

CONTACT

Phone

WhatsApp

Skype

Native Language

Select

ABOUT YOU

I am currently a:

Select

My interest is:

Select

I work in:

Select

How did you learn about us?

Select

Figure 3 Enrollment page with required fields

Before submitting the enrollment form, the student must read and agree with the terms available on the Enrollment page at <https://lucent.university/enroll.php>.

The student then is presented with a “Thank you” message and is oriented to check the e-mail used message and an e-mail with a link and instructions to log in on the system.

After clicking on the unique link inside the e-mail received, the user is prompted to create a new password. Then, the system will show the Terms of Use, requiring acceptance before proceeding.

Terms of Use

Before the user first access the SysClass LMS system, after the login is displayed the Terms of Use for the system, as stated below:

Please, read these Terms of Use ("Terms", "Terms of Use") before using the <https://sysclass.com> website (the "Service") operated by SysClass ("us", "we", or "our").

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

Accounts

When you create or maintain an account with us, you must provide us information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of your account on our Service.

You are responsible for safeguarding the password that you use to access the Service and for any activities or actions under your password, whether your password is with our Service or a third-party service.

You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

External Links

Our Service may contain links to third-party web sites or services that are not owned or controlled by SysClass.

SysClass has no control over and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that SysClass shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods or services available on or through any such web sites or services.

We strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

Content

You understand that by using the Services, you may not post any content that might be offensive, harmful, inaccurate, inappropriate, misleading, or deceptive.

You understand that by using the Services, you may not post any content that might be offensive, harmful, inaccurate, inappropriate, misleading, or deceptive.

SysClass reserves the right to remove content alleged to be infringing copyright protection without prior notice, at our sole discretion.

Termination

We may terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach any of the Terms of this Agreement.

All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

We may terminate or suspend your account immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

Upon termination, your right to use the Service will immediately cease. If you wish to terminate your account, you may simply discontinue using the Service.

All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

Governing Law

These Terms shall be governed and construed in accordance with the laws of the State of Texas, without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service, and supersede and replace any prior agreements we might have between us regarding the Service.

Changes

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms. Please, stop using the Service.

Contact Us

If you have any questions about these Terms. Please, contact us at contact@sysclass.com.

SysClass Trademark

SysClass is a registered trademark of WiseFlex Knowledge Systems LLC.

Last updated: September 29, 2017

After accepting the terms, the student proceeds to the next Step, which is the Test of English Comprehension (TEC). The TEC is required only in some cases, such as Program that required College Degree, such as Associate and Master Programs.

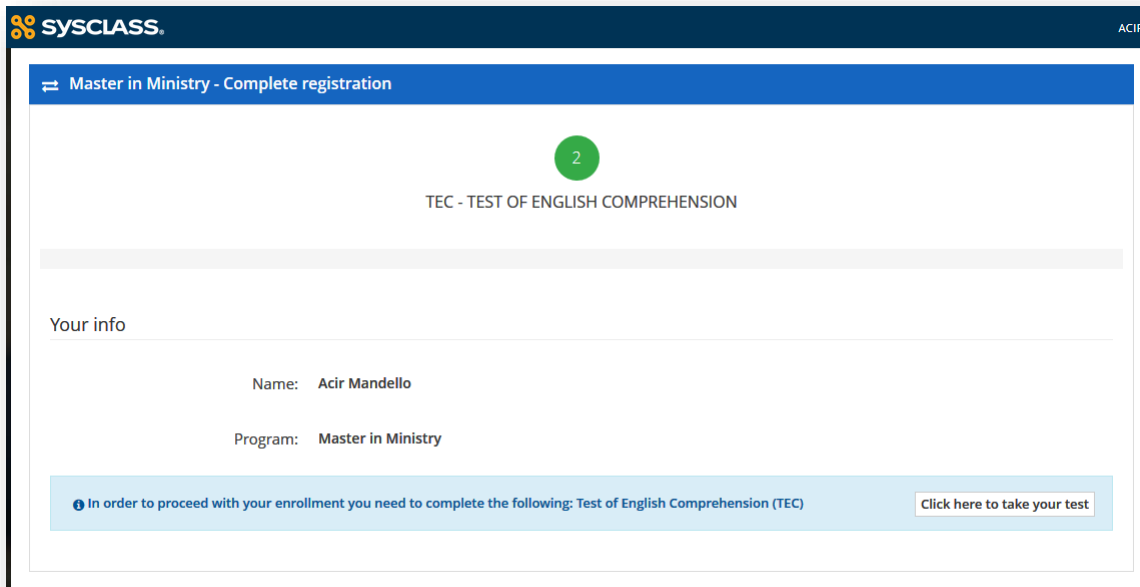


Figure 4 The Test of English Comprehension requirement screen

The instructions for the TEC are inside the Test, as shown below:

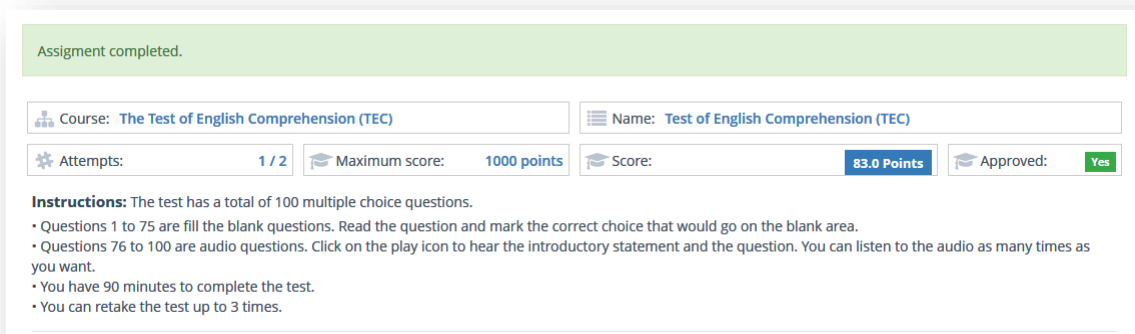
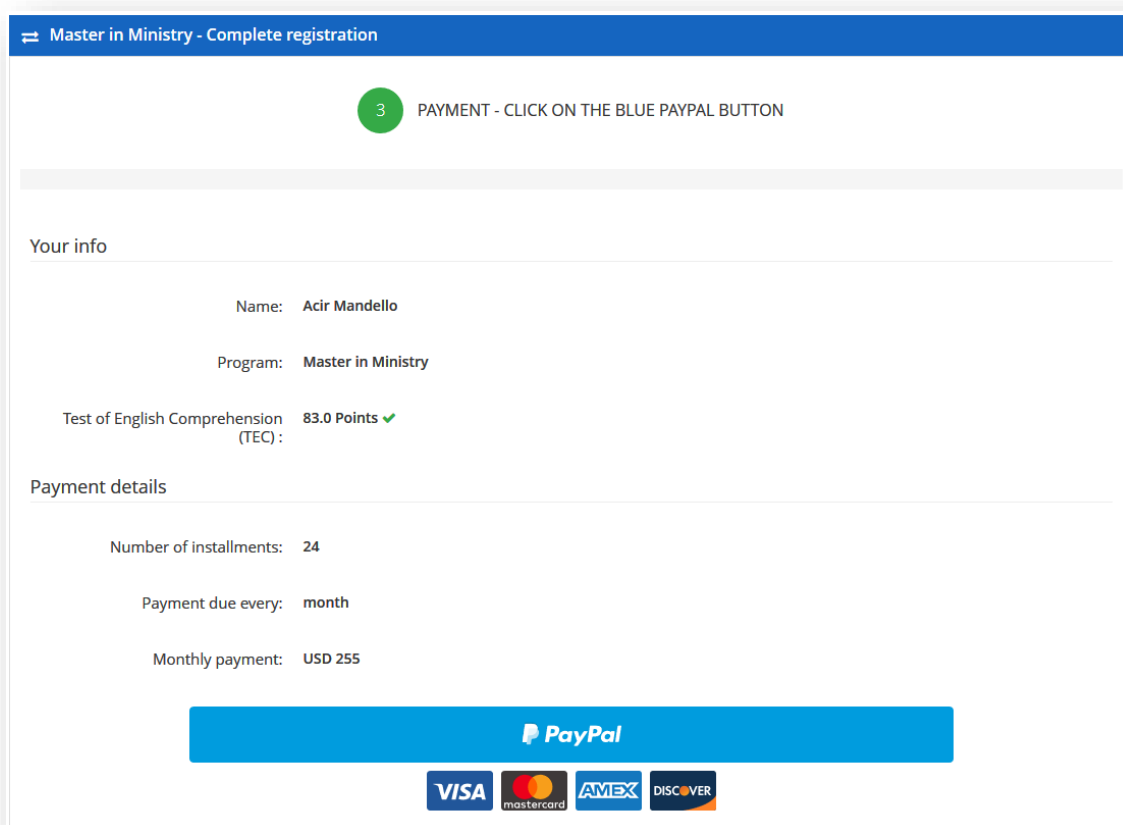


Figure 5 TEC instructions with results

After finishing the TEC, the student has the option to continue by clicking at the bottom of the page on the button **Return to Main Page**.

Payment

In the next step, the user is required to pay for the tuition. The payment details depend on the Program chosen, and the Country informed at the enrollment form. In the example below, the United States was chosen for the Master in Ministry Program.



Master in Ministry - Complete registration

3 PAYMENT - CLICK ON THE BLUE PAYPAL BUTTON

Your info

Name: Acir Mandello

Program: Master in Ministry

Test of English Comprehension (TEC) : 83.0 Points ✓

Payment details

Number of installments: 24

Payment due every: month

Monthly payment: USD 255

PayPal

VISA Mastercard AMEX DISCOVER

Figure 6 Payment page

It is required that the student login with a PayPal account for the Payment.

Lucent University uses the Purchasing Power Parity (PPP) of the World Bank to determine the cost of all programs we offer. To check the values for the Program at each Country available, please go to <https://lucent.university/tuition.html>.

If the student receives a scholarship, the President of Lucent will authorize the technical team to bypass the PayPal page.

Additional Documents

After the first login, the student has 90 days to upload the remaining required documents related to the Program chosen. These documents are then downloaded and printed by Lucent University and stored in a fire proof cabinet.

The screenshot shows a web interface titled "Your Profile" with two tabs: "Your info" and "Documents". The "Documents" tab is active. It contains five document upload sections, each with a camera icon, a title, a dashed box for instructions, and a blue "Upload document" button.

- Identification with photo 1 (identification card, driver's license, or passport)**
Click in button below to upload your document. JPG, PDF or PNG files only.
Upload document
- Identification with photo 2 (identification card, driver's license, or passport)**
Click in button below to upload your document. JPG, PDF or PNG files only.
Upload document
- Proof of Residency (Electric or water bill, phone or cellular bill, or credit card or bank statement)**
Click in button below to upload your document. JPG, PDF or PNG files only.
Upload document
- High-School, Secondary School Diploma or Transcript**
Click in button below to upload your document. JPG, PDF or PNG files only.
Upload document
- College, University, Postsecondary Diploma or Transcript**
Click in button below to upload your document. JPG, PDF or PNG files only.

Figure 7 Documents upload area for students

Enquiries and Applications

Lucent University will keep digital records for all its students. The information that Lucent University will hold will be collected from data that the student will provide through the application and enrolment processes and through students' course and module registrations. The information Lucent University will hold about the student will be covered by relevant Data Protection legislation and students will have the right to access to this data at any time through Lucent University administration.

All applications received will be divided by course, and the Admissions Officer will subsequently decide whether to accept or reject an application. All the decisions taken by Lucent University will be recorded in the Lucent University Management System. Applicant's decisions accepting or declining our offer, and their responses will also be updated on Lucent University Management System.

A warm email along with Lucent University Prospectus will be sent out to all the applicants containing the following information:

- Application Processing Time
- Tuition Fees
- Entry Requirements
- Other relevant information.

Prospective Students' Enquiries

Receiving enquiries

Lucent University's front Desk Unit along with Marketing and Admissions Office is responsible for dealing with all initial course enquiries, whether in writing, by telephone or e-mail and fulfilling requests for information and recruitment materials.

Enquiries will be received by Lucent University's Admissions Office. It will provide a fast, reliable and professional service to enquirers for information about programmes of study at Lucent University. They will ensure to track enquiries, log sources of information and follow-up initial contact. Enquiries

can also be posted to the relevant office including marketing and admissions office to be addressed and processed.

When dealing with enquiries about applications suitable checks should be made to verify that the caller is, or is speaking on behalf of, the applicant concerned.

Replies to enquiries

Admissions Office will reply to applicants answering specific questions wherever possible (normally within two working days) and reassure the applicant by e-mail that the enquiry is being dealt with and provide him/her with a contact name for future reference. The email should usually:

- Refer applicant to Lucent University's website.

However, acknowledging and dealing with an enquiry may take a lesser or longer time depending on the nature and urgency of the enquiry.

The Admissions Office will also send the applicant a prospectus, which will include a “warm” letter and an Application Form, or information directing them to the suitable application form.

Other Sources of Enquiries

Lucent University may also receive enquiries from existing students or someone on behalf of a student. Enquiries may also come from an Awarding Body, and other regulatory bodies or anybody interested in Lucent University. All relevant queries will be recorded in order to ensure proper handling.

Methods of Communication

In dealing with enquiries Lucent University will use the following methods of communication:

- Telephone
- E-mail

Record of Enquiries

Online enquiries will be generated when a potential student completes the initial application form and requests a prospectus from Lucent University website. The resulting records will then be captured and recorded. Likewise, an enquiry received by post, telephone, e-mail etc. will also be recorded. These collated records will then be forwarded to Lucent University's Marketing Office. Lucent University's Marketing Office will regularly review these records for the purpose of evaluation and take appropriate initiatives wherever required.

Applications

Processing Web-based

Most applications for courses will come to Lucent University via an electronic link from our website. The Admissions Officer will download and process the files containing the application details every day. Applications received through this process will automatically create Student records.

Time to process an application

Web-based applications received by the Lucent University will be processed by the Admissions Officer within five working days.

Extended time to process an application

The time to process an application may have to be extended exceptionally in some cases (e.g., missing references), or where the Applicant is applying for an exemption or where the applicant has completed part of the programme in his/her home country, Lucent University needs to consult the respective Awarding Body prior to giving an offer of Admission. If this is the case, the Admissions Office should write to applicants

- Explaining the reasons for delay;
- Inviting their help in obtaining missing information, as appropriate.

Contacting Awarding Bodies

The Admissions Office may contact overseas Awarding Bodies in cases of doubts as to the authenticity of overseas certificates.

Conditional Offers

The Admissions Officer will review the application and after a careful consideration of the information provided by the student in the completed Application Form and copies of the documents enclosed, then he/she will send a Conditional Offer Letter which will state that Lucent University is willing to offer the student a place on the course subject to the payment of the tuition fee in full or in installments, and/or after receiving all the required documents, the conditions of which will be stated in the Letter.

Upon receiving the deposit and/or the required documents, the Admissions Officer will send the prospective student:

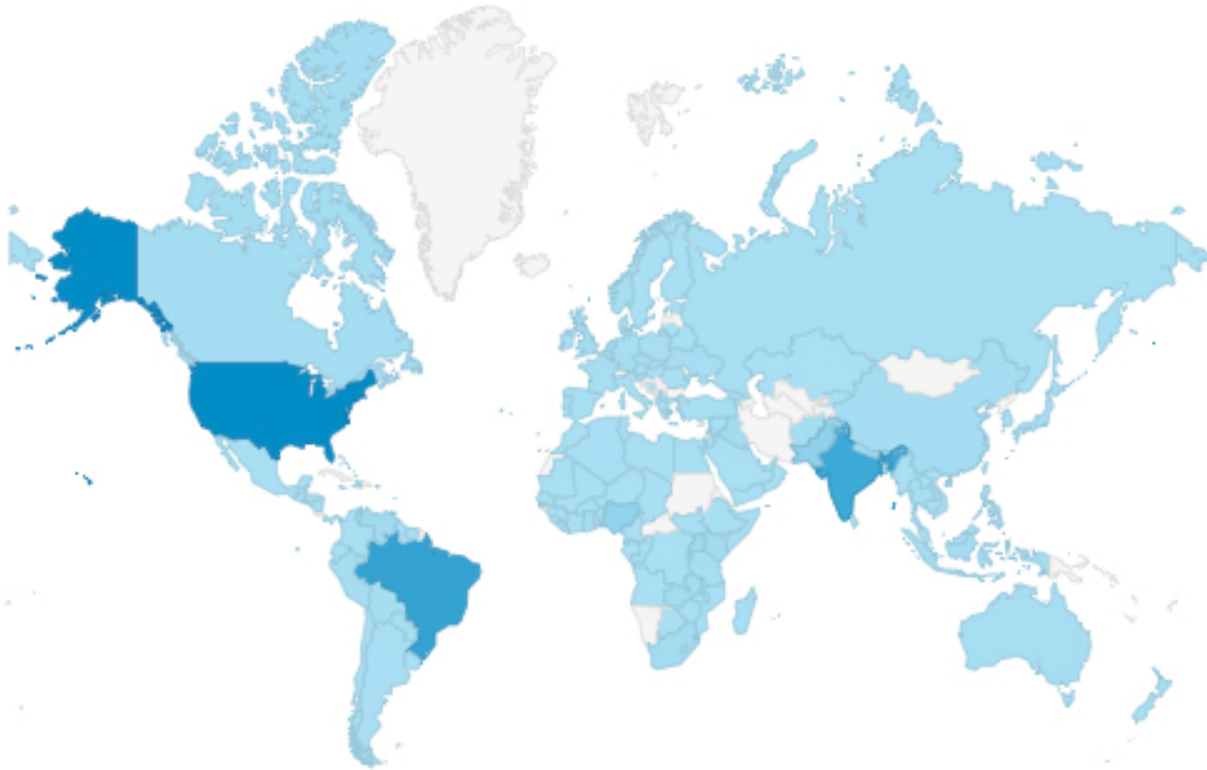
- A Confirmation of Acceptance Letter;
- Other relevant documents which he/she can present to the authorities concerned.

Record of Applications

Like enquiries, the data of all applications received by Lucent University and the decisions taken by Lucent University regarding the applications will be recorded and regularly monitored. Lucent University will ensure that all incoming applications and associated personal data are securely held within the admissions department and are also distributed and processed with appropriate security throughout the institution. There is a particular concern to avoid potential damage and distress in cases of loss of personal data – which may occur particularly when large volumes of applications are received and processed in a short space of time.

Our Reach

It has been a year since we changed our name from Lucent Institute to Lucent University. Under the new name, our website has reached all the countries shown above. The darker shade of blue, the more countries have visited our website.





CONCLUSION

Thank you for your interest in preparing for the ministry with Lucent.

Lucent University is the result of years of work by the Holy Spirit preparing His people and bringing together the technological resources to create the best possible learning experience for those who feel called to the ministry. If you are looking for a program to prepare you to fully exercise your gifts serving the Kingdom, Lucent is the right place for you to prepare to become an effective minister of the Gospel.

We look forward to seeing what the Lord will do in your life and ministry in the years to come.