



UNIVERSITY
OF LONDON

Information for registered students

Student guide 2021–2022

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Introduction

This guide provides you with essential information about studying with the University of London. It will tell you where to find information at every stage of your student journey, from registration through to graduation and beyond.

For information that is specific to your course you should refer to the detailed content on the virtual learning environment (VLE).

We hope it will become a key document that you will refer to again and again.



The University of London and the member institutions

We are the University of London, which is a federal University and one of the oldest, largest and most diverse universities in the United Kingdom. The University of London consists of 17 independent member institutions with outstanding global reputations and several prestigious central academic bodies. Some of the member institutions are specialised (such as the London School of Hygiene & Tropical Medicine or the Royal Veterinary College), while others are multi-faculty (such as UCL or Queen Mary).

The University of London collaborates with member institutions to bring distance and flexible learning to students worldwide.

As a student, you are registered with the University of London, which handles the practical elements of running the programmes, such as processing fees, administering registration, and organising your assessments.

Academically, the programmes are designed and developed by the following member institutions:

- ▶ Birkbeck, University of London
- ▶ City, University of London
- ▶ Goldsmiths, University of London
- ▶ King's College London (King's)
- ▶ The London School of Economics and Political Science (LSE)
- ▶ London School of Hygiene & Tropical Medicine
- ▶ Queen Mary University of London
- ▶ Royal Holloway, University of London
- ▶ Royal Veterinary College (RVC)
- ▶ School of Advanced Study, University of London (SAS)
- ▶ SOAS University of London
- ▶ UCL

We deliver the large majority of our programmes through a collaboration between us and 12 member institutions of the University of London. However, some of the flexible and distance learning programmes draw solely on academic input from the University of London, and are delivered without academic lead by a member institution. The University of London also works with professional bodies, such as the Royal College of Physicians, for provision of academic direction for some of our degrees.

Standards are maintained through proportionate and robust procedures, including external scrutiny and student engagement when required.

All of the member institutions have long and fascinating histories, and many of them have changed their names as they have merged with other institutions over the years. The timeline below gives you an idea of our common heritage, from the foundation of the oldest College to the present day.

18th century RVC founded as the first veterinary college in England.	19th century University of London founded 1836. Birkbeck, UCL, King's, Royal Holloway, Queen Mary, LSE and LSHTM all come into being.	20th century SOAS founded. By the end of the century, all 10 Colleges have formally become part of the University of London.	21st century The University's External System, which offers flexible and distance learning, formally changes its name to the University of London International Programmes, and more recently, simply University of London.
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Governance

Our programmes are governed by a number of committees and sub-committees which monitor, develop and initiate improvements to the programmes and to the working of the University. For more information about our governance arrangements please see the [academic quality](#) page of the website.



Part one: how you study



Online resources



Accessing our resources

We have a range of online services to support you through your studies, deliver learning materials, and help you to get in touch with us and with your fellow students.

To get the best out of your programme, you must have regular access to a computer with an internet connection. We also recommend that you meet the following minimum requirements:

- ▶ sufficient bandwidth to download documents of at least 2 MB
- ▶ screen resolution of 1024 × 768 or greater

- ▶ a web browser (the latest version of Firefox, Chrome or Internet Explorer with JavaScript and Cookies enabled) is recommended
- ▶ a word processor that reads Microsoft Word format (.doc)
- ▶ Adobe Acrobat Reader, or other PDF reader.

Some functionality may not be supported on all mobile devices and some modules/courses may have other requirements. Please consult your study materials for details of what you need.

Student Portal

The [Student Portal](#) is your most important resource, and acts as a gateway to all other resources that will support you with your studies. When you register with us, you will be emailed a username and a temporary password which will enable you to log-in, providing you with access to:

- ▶ your student records
- ▶ the Student Information Desk (SID)
- ▶ your VLE
- ▶ the Online Library
- ▶ your student email account
- ▶ registration, assessment, results and other information
- ▶ micro modules, including induction
- ▶ support and development
- ▶ wellbeing.

As with all websites, the higher the bandwidth of your internet connection, the smoother your experience of the Portal will be.

Support

If you have technical difficulties logging in to the portal, please go to the '[Portal: FAQs](#)' page (the link is located on the portal log-in page) where solutions to the most common problems can be found. If you can't find the answer there, please [contact](#) the Student Advice Centre for user support. The Student Advice Centre will try to respond to your query within two working days, however, this may take longer during busy periods and holidays.

VLE

The VLE is a password-protected area that is accessed from the Portal and is specific to your programme. This is where you will find your study materials, important announcements from your member institution and opportunities to interact with other students or tutors. Your VLE login details are the same ones you use to access the Portal. You should check the VLE regularly for updates and information.

Remember, you can also use the discussion areas on the VLE to connect with other students and feel part of our student community.

Student email account

When you register you will be given a University of London email account, which you can access through the Portal.

Please do not send junk email to your fellow students. In particular, you must not under any circumstances:

- ▶ post anything abusive, defamatory, obscene or otherwise illegal
- ▶ copy or forward email or any other private messages without permission
- ▶ include material which is confidential or the copyright of which is owned by someone else, unless you have first obtained permission
- ▶ post material which contains viruses or other content which may disrupt the University's systems
- ▶ post any advertising or promotional material
- ▶ behave in an impolite or offensive manner.

If you receive unsolicited email of any of these types, the best thing to do is delete it straightaway. You can also read our [Acceptable Use Policy](#) via the website.

New to computer technology?

If computer technology is new to you, you may find it helpful to complete the International Computer Driving Licence or an equivalent course. This will help to ensure that you are a confident PC user. You can find out more at: <https://icdleurope.org>

Using libraries

Reading is an essential part of any study programme or degree. In order to support you during the course of your studies, all registered students have free access to the University of London's excellent Online Library. In addition, depending on your course of study, textbooks and essential reading materials may be sent to you as part of your study pack.

Please consult your study guide to see which essential readings are provided (if any), and which ones you will need to buy yourself.

Libraries

The Online Library

The Online Library provides access to over 100 million academic journal articles, newspapers and a growing collection of eBooks from VLeBooks. All library resources have been carefully selected because of their high academic quality and as such they are more reliable than those that are freely available on the internet.

To access the Online Library from the [Portal](#), select the 'Online Library' button on the Portal homepage. You can also access it directly by visiting: <https://onlinelibrary.london.ac.uk>



Why do I need to use the Online Library?

- ▶ To access good quality information resources that are relevant to your programme, which are not freely available from the internet.
- ▶ Learning to use the library effectively will equip you with the information skills you need to quickly find resources you need, and to succeed in your studies and in your career.
- ▶ Having access to superior academic information resources can help you to obtain better grades.
- ▶ It is also a place to go for support from professional librarians.

How to use the Online Library

There is an individual homepage ('gateway') for each programme. You can access the study programme gateway from the [Online Library Study Programme](#) page.

The Online Library's databases are password-protected. You can find out more about library passwords via the [Student Support](#) section of the Online Library website.

To help you to find your way around the Online Library, take the [Virtual Library Tour](#).

This should only take you 10 minutes and it will save you a lot of time in the future.

Resources in the Online Library

Databases

The Online Library provides access to a wide variety of databases, many of which contain full-text electronic journals and eBooks. There are Quick Start Guides for each of the databases to help you learn to use them effectively; you can find these on each database information page, or on the [Quick Start Guides](#) page.

To view the databases that are specific to your programme, go to your Online Library Study Programme gateway. Your databases are listed on the left side of your gateway. The databases are also accessible from the databases page.

Summon

Summon is the Online Library's Google-like search engine that provides fast, relevancy-ranked results through a single search box. Search across the databases for journal articles and newspapers using the [Summon](#) search box.

Read the [Quick Start Guides](#) for further information.

Support for using the Library

You may be able to find the information you need instantly at the [Online Library Student Support](#) section, which contains useful guides and links to frequently asked questions.

The Online Library Team are available between 09.00 and 17.00 (London time) Monday to Friday. Contact them with your enquiries by email or telephone:

onlinelibrary@london.ac.uk

+44 (0)20 7862 8478

You can also make enquiries by filling in a [web form](#) and through our 'Ask a Librarian' live web chat service. You can find out more by visiting the [Enquiry Service](#) page of the Online Library website.

A specialist librarian will aim to respond to enquiries submitted by email or web form within 72 hours.

Keep up to date with Library developments in the [Hot Topics](#) section of the Online Library website.

Senate House Library

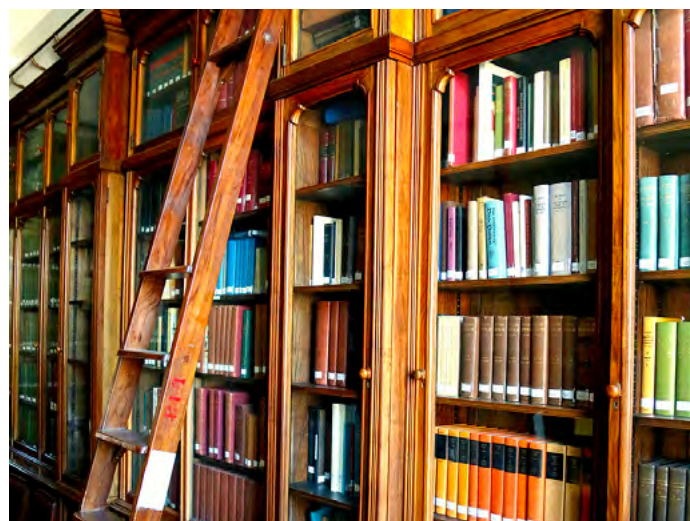
You are entitled to use Senate House Library, which is based in central London. For more information about using Senate House, as well as other libraries that have, in the past, offered their facilities to University of London distance learning students, please read the [Libraries list](#) on the website.

Other libraries

Many of our students use local or university libraries close to where they live. We provide details of [other libraries](#) that offer facilities to our students on the Online Library website.

This information is updated regularly and is correct at the time of publication. If you find a library that is not included or if you discover problems with any of the libraries listed, please let us know.

Depending on your programme of study, you may be able to use your member institution's library. Please check your Programme handbook/VLE to see if this is the case.



Studying at a recognised teaching centre

Many of our students choose to attend classes at a local teaching centre to benefit from the support they can offer. For some of our programmes we require you to attend a local recognised teaching centre for tuition.

The type of support teaching centres provide varies. Most of them provide regular classes and revision sessions. Others may provide online or correspondence support. They may also offer social and recreational facilities, libraries and other services that could benefit you during your studies. Please note that enrolment at a teaching centre is in addition to registering as a student with the University of London.

We advise you to wait for confirmation from us that you are eligible for the programme of your choice

before enrolling at a teaching centre and paying their tuition fees.

Choosing a teaching centre

We have a long track record of working with teaching centres across the world. If you decide to support your studies by attending a teaching centre, we suggest that you first check our guide to [teaching centres](#) on the website. This guide gives plenty of advice on factors to consider when choosing a teaching centre.



Part two: your student journey



Funding your studies

Payment methods

You can pay your fees in a number of ways. Please visit the [how to pay your fees](#) page of the website to find out more.

All payments must be made in pound sterling (GBP) and you will need to provide your full name and student number with any payment that you submit.

Student loans

If you live in England, Wales, Scotland or Northern Ireland and are registered on an undergraduate degree, Diploma of Higher Education or Certificate of Higher Education you may qualify for a tuition fee loan from the Student Loans Company. Terms and conditions apply. Please visit the [funding your study](#) page of the website to find out more.

If you are a UK or EU national and you have lived in England for three years, you could be eligible to apply for a postgraduate loan worth up to £11,570. The majority of our master's programmes are eligible. Terms and conditions apply. Please visit the [funding your study](#) page of the website to find out more.

Financial assistance

We are unable to offer financial assistance to students. However, there are other options which you might like to consider. They are outlined on the [funding your study](#) page of the website.

Non-payment of fees

If you fail to pay the appropriate programme fees, we reserve the right to suspend or withhold education-related services and facilities. This may result in the suspension or termination of your registration with us.

Please refer to the [Terms and Conditions](#) for further information.

Your right to cancel

If you change your mind, and you let us know within 14 days of your original payment, you will be eligible for a full refund of payments made. Details of which fees are refundable are outlined in the [Refund and Compensation Policy](#).

We will make the refund within 14 days of receiving your request. Some fees are non-refundable, for instance, the application fee. Where this is the case, it is clearly indicated on the fees schedules.

You should also read the section on despatch of course materials p.14, as they must be returned to us before we will make any refund. There is more information on the [resources and study materials](#) page of the website.

After 14 days, any fees paid to the University will not be refunded unless there are mitigating circumstances which we will consider on submission of the relevant evidence.

See the [Terms and Conditions](#) for full details.

Registration



How to register with us

You can usually register for your chosen programme online, via the [Student Portal](#). Follow the links to complete your registration. You will receive an instant 'confirmation of registration' message on completion, which you can print off for your records and use to provide proof of your registration with us. You will also receive a follow-up email to confirm that your registration has been completed.

If you require proof of registration, the Registry Office will be happy to send you an official letter. (SOAS students should contact the [SOAS Registry Office](#)).

Student Terms and Conditions

As a student you are a 'consumer' of education and are entitled to protection within the law. In support of that you will be asked to agree to the Terms and Conditions (T&Cs) when you initially register with us for your first year of study, and again for each subsequent year of study. The T&Cs contain references to a number of documents setting out our regulations and policies, which you should read and understand in advance of agreeing to the T&Cs.

Further information about key aspects of the agreement and a downloadable pdf of the [Terms and Conditions](#) is available on the web site.

Changing your personal details

If any of your personal details change (for example if you are moving home or if you change your email address or phone number) you will be able to update them via the [Student Portal](#), by clicking into 'My Account'. This will ensure that you continue to receive important information and study materials

from us, without delay. If you change your name you should contact us through the [online enquiry system](#), including documentary evidence of your new name.

Recognition of prior learning

You may be able to apply for recognition of prior learning. If so this will be stated in the [programme regulations](#). Where prior learning is recognised, the decision to award credit (known as recognition of prior learning (RPL), or 'credit transfer' or 'exemption' at other institutions) will be made by the University of London. If your application for recognition of prior learning is successful you may not have to take a particular module/course as part of your programme.

You must make a formal application for RPL by contacting the Admissions Office via the [Student Portal](#). Visit the [RPL](#) page of the website for further details on how to apply.

Maintaining your registration

When you register as a student, you will receive introductory study materials (materials are provided in hard copy and/or online, or a mixture, depending on your programme) and login details for your VLE where you can access materials and resources. In each subsequent year of your studies, you will need to confirm that you are still studying your programme and pay any required fees in order to continue as a student and receive further study materials from us. We call this 'continuing registration'. Students on programmes with multiple study sessions should consult their VLE because the process is different.

In brief

- ▶ We will send you an email alert when online registration opens for your programme.
- ▶ You must complete your registration and pay the fees before the deadline.
- ▶ You must indicate all the modules/courses that you intend to study, even if you are continuing to study the same ones as in the previous year.
- ▶ You will only be able to enter for assessment in the modules/courses that you select at registration.

When the registration period opens (normally in September/October or December/January, depending on your programme) we will send you an alert via email, reminding you to complete your annual registration online. The annual online registration allows you to:

- ▶ select modules/courses and request your study materials
- ▶ pay fees where required
- ▶ receive confirmation of your registration instantly
- ▶ track your progress through the system.

It is very important that you register and pay any required fees while the registration period is open.

If you do not, we will not know you are a current student, which means that you will not be sent any study materials or be permitted to enter for assessment. So make sure that you indicate all of the modules/courses that you intend to study, even if you are continuing to study the same ones as before.

Extension and renewal of registration

All of the programmes we offer have a maximum registration period, which varies from programme to programme. It may be possible to renew or extend your registration for a specified amount of time, for example, for another year. For more information on the specific arrangements for your programme, please check your [Programme Regulations](#).

If you wish to apply for extension or renewal of registration please [contact](#) the Registry Office.

Changing your module/course choices

If you would like to change a module/course on your programme after you have completed registration, you should contact the Registry Office via the [Student Portal](#). (SOAS students should contact their [SOAS administration team](#).)

Receiving your study materials

Depending on your programme of study, your course materials will be provided online only or delivered to you in hard copy. For new modules/courses, or where there has been a major revision to a subject guide, you will receive the new guide by the start of the academic year.

For course materials sent in hard copy, any texts or study guides that are not ready at the point of despatch will be listed as 'to follow' on your letter and will be sent to you as soon as possible.

When your materials are sent, you will receive an alert to let you know that they are on the way. Study material packages sent by courier are usually trackable on the courier's website or via the Student Portal. If you have any questions about your study materials, please contact us by logging an enquiry.

When you register well in advance of the study session your study materials may not be immediately available. Please also allow some time for us to process your fee, check your selections and despatch materials.

You should contact us for assistance if you have not received your study materials in time for commencement of study.

Queries about your study materials

When you receive your study materials it is important to check the contents carefully. If there are any discrepancies, please report the matter to us as soon as possible and within 14 days via the 'Ask a question' tab on the Student Portal. We may not be able to put things right if issues are reported a long time after the event.

Your VLE will normally provide information and resources that may be of use prior to the start of your study session. Some study materials may be provided online in your VLE as well as in hard copy, and some materials and resources may be online only, depending on your programme.

Transferring to another programme

If you would like to transfer to another of our programmes, you should first check the relevant [course page](#) to see if you satisfy the entrance requirements for that programme. If you do, you can apply to transfer your registration.

Requests to transfer must be made to the Registry Office via the [Student Portal](#). When asking to transfer you must give your full name, student number, the programme on which you are currently registered and the programme to which you wish to transfer.

If your request is approved, in certain circumstances you may be awarded credit based on what you have already studied, or your grades may be transferred. However, the decision to award credit remains at our discretion and fees are non-transferable if a transfer of studies is approved. [Terms and conditions](#) apply.

If you have made an assessment entry on your current programme, we will not consider a request to transfer until the assessment results are confirmed.

Transferring to another university

If you wish to transfer to another university in the United Kingdom or elsewhere you should check with the university concerned whether this is possible, as each one has its own conditions and procedures.

We would advise you to start making enquiries at least a year before you wish to transfer. If you live overseas, the British Council is a good source of information about universities in the United Kingdom

and how to apply to them, or you can contact the Admissions Office at the university concerned. If you need confirmation of your results as part of the transfer process, we will provide you with the relevant [evidence](#).

How to apply to universities in the United Kingdom

Applications to United Kingdom universities must be made via the Universities' and Colleges' Admissions Service (UCAS). The UCAS contact details are:

UCAS
Rosehill
New Barn Lane
Cheltenham
Gloucestershire
GL52 3LZ
United Kingdom
www.ucas.com
Tel: + 44 (0)871 468 0468

For consideration of a place from October in a particular year, the UCAS applications deadline is usually mid-January. You should, however, check their website for confirmation of the deadline and note that certain programmes may have alternative dates.

Assessment



The following information will guide you through the assessment process, from making an assessment entry through to receiving your results.

You may contact us at any time with any queries related to the assessment process by raising a query using the 'Ask a question' link in the [Student Portal](#).

Students registered on the following programmes should refer to their induction module for advice relating to assessment entry because the rules and process may differ from the guidance given here:

- ▶ BSc Computer Science
- ▶ MSc Data Science
- ▶ Global MBA
- ▶ MSc Professional Accountancy
- ▶ MSc Supply Chain Management
- ▶ BSc Psychology
- ▶ PGDip/PGCert Gender Identity Healthcare
- ▶ PGCert International Sports Management

Coursework

If you are studying for a module/course assessed by coursework only, or dissertation, you will still need to make an assessment entry so that your mark can be approved by the Board of Examiners and released to you.

How to enter for assessments

In order to sit an assessment you must make an official assessment entry so we know you intend to sit and can make the necessary arrangements. This is a separate process to registering for a module or

course. Most students will make assessment entries online via the 'My account' section of their Portal homepage. From here you will be able to download your entry form, confirm your entry and pay any entry fee. Assessment entry may vary slightly depending on your programme of study and where you choose to sit the assessment. You should [contact us](#) or your local examination centre if you are not sure. Assessment entry deadlines are published on the [Student Portal](#).

Changing your contact details

You must inform us if your contact details change. If you change your address or contact information after you have made your assessment entry, let us know as soon as possible by changing your details on the [Portal](#). You should also inform your examination centre if your contact details change.

Absence from assessment

You may withdraw from any assessment you are entered for, although please note that any assessment entry fees cannot usually be refunded for absence or withdrawal. You should let us know if you intend to withdraw for any reason and you should tell us if you were absent from any assessment that you did not withdraw from.

You should also let your examination centre know if you withdraw or know that you will be absent.

Alternative assessment arrangements

Under exceptional circumstances, you may be offered alternative assessments where necessary due to COVID-19 restrictions. This includes holding online timed assessments in place of written examinations, which are usually held at examination centres. The

University of London will inform you of any such changes in advance.

The assessment timetable

Assessment sessions are generally held at the same time each year and you should keep this in mind when making plans such as booking holidays. Assessment timetables are usually posted on the website three to six months before the assessment session.

Admission Notice

If you have made an assessment entry, we will send you an Admission Notice by email approximately three to four weeks before the assessment session begins. This confirms that you are permitted to take the assessments. You must bring your Admission Notice with you if you are taking assessments at an examination centre. The notice contains important information including confirmation of the assessment for which you have entered, the dates and times on which you will sit your assessment, and your candidate number.

You should use the 'Ask a question' link on your portal homepage to contact the Student Assessment Office if you have not received your Admission Notice 10 days prior to your first assessment.

If you do not wish to miss the opportunity to sit, it is vital that you make sure that you are able to take your assessment on the dates given.

Your Admission Notice must be printed out and taken to every assessment along with photographic identification (driving licence, passport or national identity card). Your paper may not be marked if you

do not present **both** the Admission Notice and a valid form of identification. It is an assessment offence to bring unauthorised notes of any kind into the assessment room, so you should not write anything on your Admission Notice.

We send details on examination conduct and the rules applying to examinations with your Admission Notice. This information is important and you should read it carefully.

Examination centres

Students are able to sit assessments across the world by using the examination centres, which are listed on the [Student Portal](#).

You should contact your local centre as soon as you can. The centre will give you any extra information you may need in relation to their local procedures and assessment venues. It is important for you to check on the centre's local entry deadline in advance, as it may be different to ours.

The centre will charge you a fee to cover the costs of administering your assessment. This fee is determined by the assessment centre and should be paid directly to them. The local fee is charged in addition to the assessment entry fee that you pay to us. The local fee can vary significantly from place to place so please check with your centre directly. Students sitting in London will be charged a London centre fee for each assessment. You can find out more about the London centre fee on the [website](#) or by [contacting us](#).

As mentioned before, it is important for you to let your centre know if you change your contact details. Your centre may need to let you know about last minute amendments to your assessment arrangements.

We have approved centres in most countries. In larger countries, we have several centres covering most areas. In most cases, students use the exam centre that is closest to them. You should [contact us](#) if you are not able to get in contact with your centre.

Mitigating circumstances

Mitigating circumstances are any serious circumstances beyond your control which may have adversely affected your academic performance. You must let us know of any mitigating circumstances that you would like us to consider within three weeks of the last assessment in the session concerned or before your coursework submission deadline in the session concerned. You must submit to us a full medical certificate or other supporting documentation.

If you are having problems with obtaining your supporting documentation you should still contact us within the three-week period. You should explain why you cannot supply the documentation when you contact us.

More information on mitigating circumstances can be found on the [Student Portal](#).

Receiving your assessment results

Your results will be released online and you will be sent an email informing you when they are available. Dates for release of results are published on the [Student Portal](#).

We ask you to be patient and not to contact us before your release date. We will do all we can to get your assessment results to you as quickly as possible when they are released.

Assessment offences

All forms of assessment are subject to a strict set of rules and regulations. For timed written examinations, these rules ensure that all candidates have an equal experience under examination conditions so that no student can gain an unfair advantage over another. For coursework submissions, these rules ensure that a student cannot receive credit for using somebody else's work without acknowledgement, or by re-using their own work for more than one assessment.

The regulations follow widely-held principles, many of which you will already be familiar with. For example, you cannot refer to revision notes during an examination. However, this does not mean it is safe to assume that you already know the rules. You may not know, for instance, that it is an assessment offence to have revision notes in your possession at any time during the examination, even if you do not make use of them. In fact all aids, including electronic devices such as phones and some watches, are strictly prohibited during the examination. Some items, such as calculators and statute books, may be permitted, but you will be told in advance if this is the case.

Breaking the rules, even accidentally, can result in a penalty ranging from the equivalent of a zero mark for the paper or assignment in question, through to termination of registration in extreme cases.

It is important that you take the time to refer to the overview of [assessment rules](#) as well as:

- ▶ the detailed 'Rules for taking written examinations', 'Rules for coursework, projects and dissertations' and the 'Assessment Offences' sections in the [General Regulations](#)
- ▶ the documents sent to you before you sit an examination, including the Rules for Examinations and any lists of permitted materials
- ▶ any referencing guidance on your VLE, if your programme has a coursework requirement
- ▶ any other relevant information posted on your VLE.

All suspected assessment offence cases will be considered under the Procedures for the Consideration of Allegations of Assessment Offence (updated for 2019–2020) and all results for the academic year will be withheld until the investigation is complete.

In brief

- ▶ You will not be able to make an assessment entry until you have completed your annual registration and paid all the related fees.
- ▶ Timed written examination timetables will be made available approximately three to six months before the examination session.
- ▶ You will receive your Admission Notice by email approximately three to four weeks before your examinations.
- ▶ You should check the Portal, VLE and website regularly for information and updates.

Graduation

Your final certificate

Completing your studies represents a tremendous personal achievement that demonstrates hard work, commitment and dedication. As proof of this, we will send you an official certificate (sometimes called a 'diploma'), printed on parchment, confirming the level of award you have achieved. It will carry the University of London logo and signature of the Vice-Chancellor, and will indicate that you were registered with the University of London as well as the name of the member institution for your programme. For most students the certificate will be posted to you at your registered address, so you must keep your contact details up to date. For students in some countries, the graduation documents are sent to the recognised teaching centre.

Bachelor's and Master's degrees will also receive a diploma supplement describing the nature, level

and content of the programme that has been successfully completed. It also provides further information about the role of the member institution and method of study.

The diploma supplement includes a transcript of modules/courses taken and marks achieved as well as the overall classification. You will find this particularly useful for showing to future employers or other educational establishments. Note that your transcript shows all of your assessment attempts.

Because they are legal documents, you will only be sent one copy of your certificate and diploma supplement. If you lose them and require a replacement, please send an email to us at diploma.enquiries@london.ac.uk and state your name, student number, qualification and year of graduation. Note that a fee is charged for replacements.



Due to the volume of awards that we process each year, you will normally receive your certificate three to six months after the date of award for your programme. The date of award for undergraduate programmes is usually 1 August and for postgraduate programmes it is usually 1 November or 31 December following your final examinations. Prior to this, you will be able to see what award you have gained on your last 'Notification of results' on the Student Portal.

Other records of achievement

Transcripts

A transcript is the full academic record of your studies. It shows the assessments and attempts you have made, and the mark or grade you achieved.

While a single copy of the final transcript is provided free as part of your diploma supplement (for Bachelor's and Master's awards) the Transcripts Office can supply you with transcripts at any time during or after your studies to confirm your progress to date. You can have as many copies as you like, but there is a fee for each additional transcript you request. In order to request a transcript you will need to download and fill out an [application form](#) from the website.

Official letters confirming your award

The Transcripts Office can also provide official letters which confirm your award. These are generally acceptable as proof of your degree for employment and visa purposes, and bear the signature of the Chief Operating Officer and the official seal.

You should be aware that, at certain times of the year, processing may take several weeks. You should

therefore contact us as early as possible if you need a letter of certification or a transcript.

The graduation ceremony

Each year, usually in March, a ceremony is held in London at which graduates from undergraduate and postgraduate programmes are presented to the Chancellor or Vice-Chancellor of the University of London. Many of our graduates from all over the world attend this formal ceremony, together with family and friends.

The ceremony ends with a reception for graduates and their guests, which provides an opportunity for you to meet our staff and representatives from the member institutions in a more informal atmosphere.

As a result of the COVID-19 pandemic and in order to protect our students and colleagues we have taken the decision to postpone our 2020 and 2021 graduation ceremonies. We plan to hold a ceremony in 2022, graduates from 2019, 2020 and 2021 will all be invited. Details will be sent to all eligible graduates and updates will be provided on the [graduation](#) page of the website when available.

We will send you information about the graduation ceremony with the notification of your results. We recommend that you apply to attend as early as possible. Although spaces for graduates are unlimited, tickets for guests are allocated on a first-come, first-served basis, and the demand is always high. If you are unable to attend the ceremony that year, you would be most welcome to attend another year, provided space is available. For further information, please visit the [graduation](#) page of the website.

After graduation

Alumni Network

Welcome to the world class

Whatever your location, you will be studying for a valued qualification from the University of London.

On graduation you will automatically become an alumni of the University of London and a member of its Alumni Network, with members in over 180 countries.

Being part of our alumni network provides a wide range of benefits: taking part in our global events, meeting other graduates in their academic or professional field, sharing their experience with potential students or just staying in contact with the University. The Alumni Network is here to help our graduates build a lifelong relationship with the University of London and each other.

There are different ways to keep in touch and be part of our supportive community.

Join us and engage with our Alumni Ambassadors, International Chapter Network, and find out about the latest alumni events via our online and social media communities.

Follow us on:

- ▶ Facebook – [facebook.com/londonualumni](https://www.facebook.com/londonualumni)
- ▶ LinkedIn – [linked.in/alumniassociation](https://www.linkedin.com/company/alumniassociation)
- ▶ Instagram – [instagram.com/_londonu](https://www.instagram.com/_londonu)

How our alumni can help you

The Alumni Network has a number of Alumni Ambassadors who can help you while you are studying. They can offer advice on how to cope with your studies, based on their own experience.

There are a number of Alumni Ambassadors from a variety of programmes all over the world – you are free to contact any of them.

You can also hear first-hand from alumni and academics on our [YouTube channel](#).

Find out more at: <https://london.ac.uk/alumni>

Email: alumni@london.ac.uk

Take your next steps by studying again

Graduates can apply to register for further University of London degrees, with a bursary of 10 per cent of fees. The bursary will be awarded for a full Bachelor's or Master's degree.

In order to receive this bursary, you must have completed a Bachelor's or Master's degree with us and be classified as one of our graduates.

No additional proof will be required, since we will already have a record of you having successfully completed a degree with us.

Find out more at: <https://london.ac.uk/applications/funding-your-study/scholarships-and-bursaries/alumni-bursary>

Part three: our commitment to you



Improving your student experience

We are committed to delivering an exceptional student experience for all of our students, regardless of which of our programmes you are studying and whether you are studying independently or with a recognised teaching centre.

Student Charter

We believe that clear expectations can help to improve the quality of your study experience with us. The [Student Charter](#) lists what you can expect us to do and also what will be expected of you as a student.

Student Experience

We have a dedicated Student Experience team who are undertaking various initiatives to enhance your experience as a University of London student.

Resources

Support and development

The University of London has a wealth of resources to help our students prepare themselves for their studies.

This includes a student orientation and induction that will help you gain an understanding of the resources available to you and how to fully utilise them, a Core Study skills course that will provide you with an awareness of useful study skills, along with a 'digital skills awareness' course that outlines the key digital skills you will need for your studies.

The induction can be found on the [Support & Development](#) tab of the Portal.

Learning materials

Students are able to download a multifunctional study planner, it includes a student calendar with planning advice and goal setting.

Employability

Live webinars

Careers webinars provide an expert-guided supportive peer-learning space with an emphasis on encouraging students to share their understanding of skills, reflect on and create career objectives, and identify professional development actions

Career micro-modules

We award a Career Futures Certificate of Completion recorded on your degree transcript if you complete our Career Micro-Modules on the topic of Professional Impact, Profile & Success, and Career Planning..

Careers management resources

Our bite-size interactive career enhancement activities will help to improve your confidence as you develop your chosen career in the future.

Careers advisors

Our careers advisers offer online support through targeted webinars and general drop in sessions to help students reflect on and create career objectives and identify professional development. We also provide self directed micro-modules for students to develop and demonstrate their skills as strategic, market aware professionals. Completion of the micro-modules will be recognised on your degree transcript. A host of

informative videos specifically created for University of London students are all available to support and improve your employment opportunities.

Business placements

As a result of COVID-19, we are offering Virtual Internships with leading employers across multiple sectors such as Amazon, Google, PWC, EY and many more to give our students a chance to meet, network and gain valuable careers skills. Participants are able to complete a project modelled on real-life graduate work.

This ongoing initiative offers business placement opportunities for second year to third year students. The placements are with high value organisations which can provide career exploratory and career confirmatory work experience to enhance each student's graduate potential.

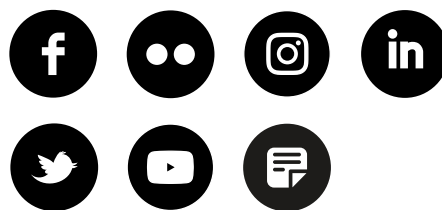
Your wellbeing

We are committed to supporting you in being happy, healthy and motivated throughout your studies. You have free, 24-hour access to the TalkCampus peer support service, and helpful reading, advice and activities that equip you with the knowledge you need to care for your wellbeing. These materials, and much more, can be found on your [Student Portal Wellbeing](#) page.

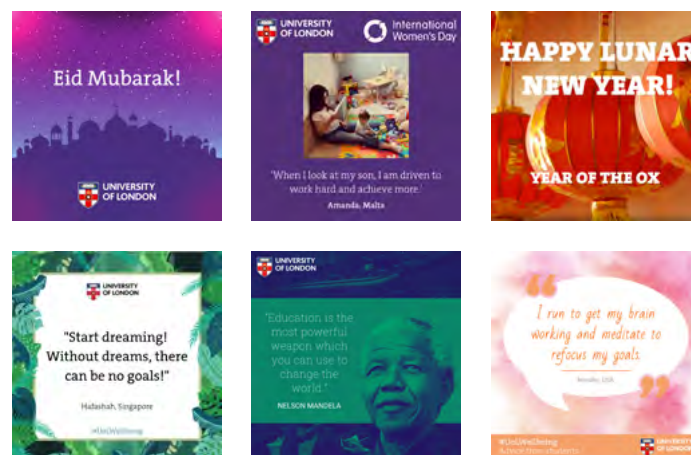
Social media

The University of London has an active social media community where you can form connections with both the University and each other. We share inspirational messages from students, celebrate

international days and other content with our global student community. You can also sign up to our Student Blog to learn about your peers' experience of studying and to contribute with your own.



Sample Social media campaigns



Connecting with peers

Meeting new people and making friends is a valuable part of the university experience. You have the opportunity to enjoy being part of your global community by joining any number of Online Clubs & Societies, such as Book Club, World Recipes and Film & TV Club.

Inclusive practice

We welcome applications from anyone with access requirements. Our mission is to ensure that any student who meets the academic criteria is provided with support to cope with the demands of their course. We recognise that everyone is an individual, and we will work with you to identify barriers to studying and make reasonable adjustments to remove them.

Specific access requirements

We have an [Inclusive Practice Policy](#) to ensure all students have an equal opportunity to succeed in their studies.

We will make every effort to make reasonable adjustments where possible to enable you to complete your studies. You may have access requirements, for example, if you:

- ▶ have a disability or learning difficulty
- ▶ are currently in prison
- ▶ have legally-imposed travel restrictions.

If you have disclosed a disability or informed us of an access requirement, we will make every reasonable effort to enable you to sit your written examinations or complete other forms of assessment for your programme. Examination access arrangements can include:

- ▶ use of a word processor
- ▶ additional breaks during an examination
- ▶ a separate room
- ▶ other adjustments.

Special examination arrangements

If you have access requirements or you think you need examination access arrangements you should contact the [Inclusive Practice Manager](#) to discuss your needs as early as possible, preferably at the point of application. This will allow us to make a decision and to make the arrangements in good time for your examinations.

The University has an Inclusive Practice Arrangements Panel that considers such requests. The aim of the panel is to ensure that you are not disadvantaged (or advantaged) when compared with other students.

Additionally, you should ensure that you complete the relevant sections of your application so that we are aware of your needs. You will also be able to request access arrangements when you complete your registration. Medical evidence or other supporting evidence will be requested and any information you provide about your circumstances will be treated confidentially.

Information for HM Forces overseas and HM Ships

If you are serving and you are unable to leave the base, we may be able to make arrangements to sit your exams at the base. You should contact us by using the 'Ask a question' link on your Student Portal homepage. You can also tell us by completing the access requirements section of your application or registration.

Get involved!

Student voice

We encourage you to be an active member of the University of London student community. Engaging with our formal feedback channels through the YouEngage programme means that your views help inform the decisions we make and improve the experience of studying for yourself and other students. YouEngage gives you the opportunity to have your views about the student experience heard. This could be through:

- ▶ serving on the university's committees and quality panels as a student member
- ▶ joining the Student Voice Group – for more information, log into the [Student Portal](#) and scroll down to 'Get involved'
- ▶ signing up for online student focus groups
- ▶ completing the [Student Experience Survey](#)
- ▶ responding to other invitations for feedback, which may be sent by email, through the Student Portal or posted on the VLE
- ▶ writing for the Student Blog
- ▶ sending an [idea](#) to the University.

Student Experience Survey

This is our main survey for measuring overall student satisfaction. Carried out once every two years, it is sent to students with an experience of assessment.

The 2019–2020 edition of the survey attracted over 11,200 responses and these were considered at all levels of the University. For information about how feedback from this survey is being used, visit the [Student Experience Survey](#) page of the website.

Feedback from students in the past has contributed to the following enhancements:

- ▶ Development of induction material for the Online Library.
- ▶ The introduction of a range of initiatives to support employability (e.g. webinars, meetings with a careers adviser).
- ▶ Increased monitoring and management of response times through the University's online enquiry system.
- ▶ Numerous developments on individual programmes relating to assessment and feedback, student networking, improved communication and academic support.

For more examples of how we have responded to your feedback, [watch these two videos](#) featuring members of the Student Voice Group, our Pro-Vice Chancellor (International) and staff members from across the University.

The next edition of the survey is due to open in November 2021. We'll contact eligible students by email with an invitation to participate.



'It is great that the University is asking for student feedback and taking it seriously. As a lecturer myself on another course, I know that the student perspective can be very different from the academic one – students have a valuable contribution to make to improving the student experience even further!' Natasha Peters

Your Programme Specification and Regulations

Regulatory information about your programme is available on the website. Understanding the regulations will help you to manage your studies, and prepare for assessment.

Programme Regulations are available at:

<https://london.ac.uk/current-students/programme-documents/regulations>

The Programme Regulations contain the rules that govern your programme and your registration with us and will tell you about:

- ▶ assessment for the programme
- ▶ what you must do to progress to the next level
- ▶ prerequisites for modules/courses
- ▶ how your degree classification is calculated (the 'scheme of award')
- ▶ syllabuses and module/course outlines
- ▶ assessment criteria.

You will also find the General Regulations at the above link. These apply to all students. They provide information on:

- ▶ rules for taking assessments
- ▶ plagiarism rules
- ▶ assessment offences
- ▶ prior learning and credit transfer
- ▶ specific access requirements or disabilities
- ▶ complaints and academic appeals.

The Programme Specification contains key information about your programme of study, and includes:

- ▶ the structure and content of your programme
- ▶ learning outcomes
- ▶ learning, teaching and assessment strategies.

It is available on the dedicated webpage for your [course](#) or on your VLE.

The Programme Specification and Regulations are updated annually. Any significant changes that have been made are clearly indicated at the beginning of the documents, and explain whether the changes will be introduced for all students on the programme or whether they will only be introduced for new students. If there are lots of changes for new students only, we will usually introduce a 'revised' version of the Programme Regulations.

In brief

- ▶ **You should be familiar with your Programme Regulations and the General Regulations.**
- ▶ **Any significant amendments to your Programme Specification or Regulations are listed as changes at the beginning of the document.**
- ▶ **Be sure to refer to the most recent edition of the Programme Specification and Regulations. It is the current versions that apply and not those for any previous year.**

Complaints procedure

The University of London is committed to providing a high quality student experience.

However, it is recognised that students will sometimes become dissatisfied with a service we have provided or failed to provide. We know that there may be disagreement regarding progression decisions, the outcome of a refund request or how the regulations have been applied. There may also be occasions where students have grounds to appeal a decision made by the Board of Examiners.

The [Procedure for Student Complaints and Academic Appeals](#) gives more detail on how the University considers complaints and academic appeals, from early consideration through to formal resolution and review, and information on how to make a submission under each of the three stages:

► **Stage One – Informal Resolution**

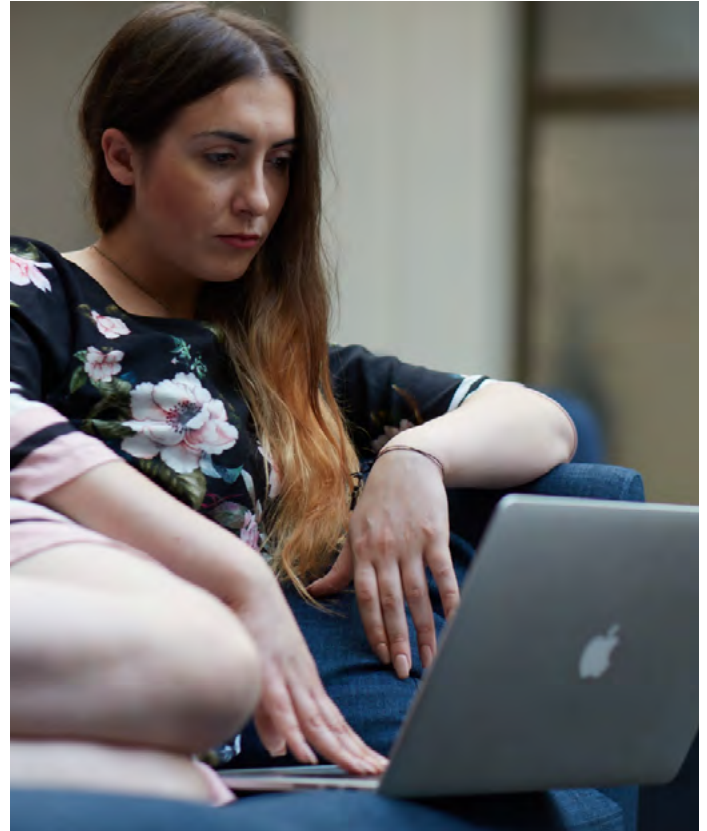
We aim to resolve complaints quickly and locally by encouraging early resolution within the department that provides the service. This could mean an apology, an explanation if something has gone wrong, or immediate action to resolve a problem.

► **Stage Two – Formal Investigation**

Stage Two deals with complaints that have not been resolved at Stage One and those that are complex and require detailed, independent investigation. Academic appeals are also considered at Stage Two.

► **Stage Three – Review**

Stage Three reviews complaints that have not been resolved at Stage Two. Criteria for making a submission at Stage Three include that the outcome was not reasonable, there is additional evidence which could not have reasonably been



made available earlier and/or because our policies and procedures were not followed in the handling of your complaint.

If you have a complaint, in most cases your first contact with us should be through 'Ask a question' on the Student Portal.

If you believe you have a complaint, please take some time to read the frequently asked questions on the website.

Complaints against Recognised Teaching Centres cannot be considered under this Procedure. You must follow your centre's internal complaints procedure.

Contacting us

Contact an advisor

To contact us please use the 'Ask a question' link in the Student Portal: <https://my.london.ac.uk>

If you are unable to access the Portal, please use the website: <https://london.ac.uk/contact-us>

If you need to send us a letter or any other information by post, please use the address below, including the department you wish to contact (e.g. the Assessment Office):

University of London
Stewart House
32 Russell Square
London WC1B 5DN
United Kingdom

Academic queries

If you have queries of an academic nature you can contact your Programme Director, but please note that they cannot provide regular advice or tuition. Details of how to contact your Programme Director can be found in your Programme handbook and/or [VLE](#). If you are studying at a local teaching centre, or if we provide a tutor for your programme, you should speak to the teaching centre or tutor first.

University closure dates

At certain times of year the University closes completely, so we will not be able to respond to urgent enquiries at those times. As we are based in London, these 'closure dates' usually coincide with United Kingdom public holidays. In particular, the University will be closed from 24 December 2021 until 4 January 2022 and from 13 April 2022 until 20 April 2022. Do bear this in mind when you are contacting us, but rest assured that any enquiries you log online will be dealt with as soon as possible when we reopen.

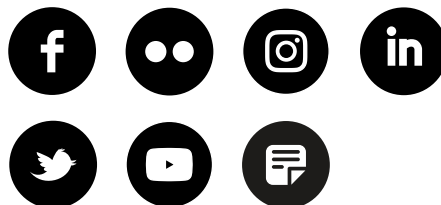
Frequently asked questions (FAQs)

You can use our [FAQ database](#) to see if we have already answered your question.

This database is available all year round, 24 hours a day, and you will be able to find an answer to the most common queries straightaway. All of the information here is monitored to ensure that it is accurate and up-to-date. You can also rate the answers to let us know which have been the most helpful.

Join the social media community

By joining our online community, you will be able to network with fellow students, see study tips and inspirational quotes, as well as stay informed of news and events.



For further information on the range of programmes we offer,
please visit our website (london.ac.uk) or contact us at:

The Student Advice Centre

University of London

Senate House, Malet Street

London WC1E 7HU

United Kingdom

Online enquiries: sid.london.ac.uk

Follow us on:



london.ac.uk/facebook



london.ac.uk/flickr



london.ac.uk/instagram



london.ac.uk/issuu



london.ac.uk/linkedin



london.ac.uk/twitter



london.ac.uk/youtube

london.ac.uk