



UNIVERSITY
OF LONDON

General Regulations 2022–2023

Important document – please read
This document contains important
information that governs your
registration, assessment and
programme of study



University of London
SENATE HOUSE
and
LIBRARY

Contents

Significant changes made to General Regulations 2022-2023.....	2
About the University of London General Regulations 2022-2023.....	3
1 Registration.....	5
2 Transfer of registration	7
3 Recognition of prior learning	8
4 Credit transfer	10
5 Assessment for the Programme	10
6 Taking an assessment	12
7 Rules for taking assessments in examination halls.....	13
8 Rules for coursework, projects and dissertations.....	14
9 Rules for taking online timed assessments.....	16
10 Assessment offences	17
11 Access requirements or disabilities	18
12 Mitigating circumstances	18
13 Administrative recheck of marks.....	19
14 Final award certificate and diploma supplement.....	19
15 Provision for the award of a qualification in exceptional circumstances	20
16 Complaints and Appeals	20
17 Suspension and termination of your registration by us	21

Significant changes made to General Regulations 2022-2023

Last revised May 2022

1. At section 7, title updated from “Rules for taking written examination” to “Rules for taking assessments in examination halls”.
2. At 7.4, in the context of materials not permitted in exam hall, updated to take account of wider range of devices and modification to devices.
3. At 7.5, updated to take account of materials and aids that may be permitted in the examination hall.
4. Regulation 8.11 added relating to the assessment offence of falsification.
5. Regulation 9.7 added relating to receiving assistance during the time of an online timed assessment.
6. Throughout, some minor revisions to format and structure for enhanced clarity.

About the University of London General Regulations 2022-2023

1. These General Regulations are subject to the [Statutes, Ordinances and Regulations](#) of the University.
2. Throughout the Regulations, 'we' 'us' and 'our' mean the University of London; 'you' and 'your' mean the student, or where applicable, all students.
3. General Regulations should be read in conjunction with your Programme Regulations, which are published on the [website](#).
4. The General Regulations and Programme Regulations are revised annually. You are bound by the regulations of the current Academic Year and not the Academic Year in which you initially registered.
5. Where any words are capitalised throughout these General Regulations, they shall have the meanings set out below.

Academic Year	for the purposes of this document, this means the period for which your Programme runs. An Academic Year may start in October or January of any given calendar year, and may have entry points throughout this period.
University of London Procedure for Student Complaints and Academic Appeals	means our academic appeals and complaints policy and procedure.
Intermediate Qualification	means a qualification which you may study as you progress to a higher level qualification.
Offer	means an offer of a place on a Programme.
Programme	means your prospective or registered programme of study with the University of London.
Programme Fees	Fees payable to the University which include, where applicable, registration fees, continuing registration fees, module/course fees, dissertation fees and assessment entry fees as indicated on our website. A full list of Programme Fees is available on our website .
Study Session	means a defined period of time allocated for the study of one or more modules/courses.

University of London Recognised Teaching Centre	means a teaching centre that supports students studying for the Programme and is recognised under the Teaching Centres Recognition Framework (TCRF).
Terminating course of study	A course which you may register on as a stand-alone qualification. It may be the highest qualification or an Intermediate Qualification.

6. Programme specifications and regulations may be revised during the time that you are registered with us. If revisions are made
 - a) we will give notice of at least one year if a module/course is permanently withdrawn, a syllabus is substantially revised, a new requisite for a module/course is introduced or the assessment method for a module/course changes; and
 - b) we will give five years' notice if a Programme is to be permanently withdrawn.
7. On all matters where the regulations are to be interpreted, or are silent, our decision will be final.

1 Registration

Effective date of registration

1.1

We will give you an effective date of registration that will determine the date that you may first enter for assessments and the time from which your period of registration will be counted.

1.2

Where a registration deadline is indicated for your Programme, you must complete your initial registration by the date specified. If you fail to do this, you may incur financial penalties or be required to defer your registration to the next point of entry. Registration deadlines for all programmes are published on the [student portal](#).

Period of registration

1.3

The maximum and minimum period of registration for your Programme is outlined in the Programme Specification.

1.4

Where Programme Regulations allow you to interrupt or suspend your studies it is your responsibility to complete your studies within the maximum permitted period of registration.

1.5

We may allow you to extend your period of registration if you have not completed your Programme within the maximum period of registration. If we allow this

- we will review the currency of the modules/courses that you have completed and decide whether the credit can contribute to your qualification;
- you will be responsible for any additional fees that become payable.

1.6

You are responsible for making sure that your choice of modules/courses is in line with current regulations. You can only select from available modules/courses. Not all modules/courses are offered every Academic Year or every Study Session.

1.7

Where there is good reason to believe the quality of the learning experience may be compromised, we may withdraw an elective (or option) module/course at short notice. Where this occurs we will continue, whenever possible, to offer a range of modules/courses from which to choose; in all cases the number of modules/courses offered will not be fewer than the maximum required to progress.

1.8

If it is a condition of the Programme that you attend a recognised teaching centre, we will not assess you or consider you for an award if you have not satisfied that condition.

1.9

You can cancel your registration at any time. If you have entered for an assessment and then cancel your registration, the cancellation will only take effect after the release of the assessment results for your Programme.

1.10

If you subsequently commence a new Programme you must pay all associated Programme Fees and any other costs. We will grant you the maximum period of registration relevant to the new Programme.

1.11

We may refuse your application to register in a particular field of study.

1.12

If you are currently registered on a University of London programme, including standalone individual modules, and apply to concurrently register on another University of London programme, your application will be considered on a discretionary basis.

Confirmation of continuing study

1.13

When asked, you must complete the continuing registration process and pay any appropriate fees, by the deadline for your Programme.

1.14

If, when asked, you fail to complete the continuing registration process by the deadline for your Programme, you will not be able to enter for any written assessments during that Academic Year or Study Session, as applicable. If you decide at a later date to recommence the Programme, any outstanding continuing registration fees, where applicable, will become due and a late registration penalty may be added.

Termination of registration

1.15

Your registration, and therefore your status as a student, will cease if:

- a) You achieve
 - the highest qualification offered through the Programme; or
 - the qualification awarded through a terminating course of study; or
 - you are awarded an exit qualification in line with the Programme Regulations;
- b) The Board of Examiners confirms you are unable to meet the academic requirements of the qualification offered through your terminating course of study;
- c) Your period of registration ends;
- d) You formally withdraw from the Programme;
- e) We formally cancel your registration.

2 Transfer of registration

2.1

If you successfully complete an individual module/course and you are eligible to transfer to the associated Programme, on registration we will give you a new maximum period of registration effective from the Academic Year that you transfer, unless programme regulations indicate otherwise.

2.2

If you transfer your registration between qualifications or pathways in the same Programme, your maximum period of registration will continue to be counted from the effective date of registration we gave you when you initially registered on that Programme.

2.3

We will consider applications to transfer between Programmes. We will decide if you meet the entrance requirements, your maximum period of registration and any Programme Fees that apply.

2.4

If you have entered for an assessment and you then apply to transfer your registration between Programmes or between qualifications or pathways within the same Programme, we will not consider your application until after release of the assessment results for your Programme.

Progression within a Programme

2.5

You may progress to the next level within a Programme provided

- a) that you have met any academic requirements given in the Programme Regulations;
- b) that you have sufficient time to complete the next level;
- c) that you pay any Programme Fees that apply; and
- d) where required, that you rescind any award you may have received.

2.6

If you progress to the next level within a Programme, your registration will be transferred to the qualification that corresponds to that level. Your maximum period of registration will continue to be counted from the effective date of registration we gave you when you initially registered on that Programme.

2.7

If you progress from a lower level qualification to a higher level qualification, assessment attempts made for a module/course at the lower level qualification will normally count towards the maximum number of attempts permitted for that module/course.

2.8

If we allow you to transfer your registration to a higher level award without completing the requirements for the lower level award, then you will not receive the lower award, unless Programme Regulations indicate otherwise.

2.9

Programme Regulations indicate whether Intermediate Qualifications are awarded, and the circumstances under which this may occur.

Transferring your registration

2.10

If you are registered at a member institution you may apply to complete your studies for the same or similar qualification by transferring and registering for a Programme with us.

2.11

If we allow you to transfer and register with us, we will review the currency and coherence of the modules/courses that you have completed and decide whether to grant you credit for them.

2.12

If we allow you to transfer and register with us, you will have to pay all the associated Programme Fees and other costs.

3 Recognition of prior learning

Recognition of prior learning (RPL) is a generic term for the process by which we recognise and, where appropriate, award credit for learning that has taken place at the University of London, or elsewhere, before entry onto a programme of study.

3.1

If recognition of prior learning is permitted for a Programme, it will be stated in the Programme Regulations.

3.2

Recognition of prior learning will be considered on the basis of regulations in effect at the time of your application and will be approved at our discretion.

3.3

Prior learning will only be considered if you satisfy the entrance requirements for the Programme concerned. Where commencement on a programme of study is subject to additional conditions, the decision with regard to the prior learning may be delayed until the additional conditions have been met.

3.4

Where recognition of prior learning is permitted, we will only consider prior certificated learning. This is learning which has been formally assessed by a recognised academic institution or professional body acceptable to us and for which you have been awarded a resulting qualification and/or credits.

3.5

Your prior learning may count towards a University of London qualification provided that:

- a) the academic/professional requirements for the previous study can be verified by us;

- b) the range, quality and currency of the previous study and/or of a previous qualification, and its coherence with the studies to be undertaken, is confirmed as appropriate;
- c) your prior learning was completed within the past five years, unless Programme Regulations indicate otherwise;
- d) you apply in line with our written procedures and provide the necessary evidence;
- e) you have not already entered for the assessment in the module/course concerned;
- f) the period of registration and study with us shall be at least one third of the minimum period of study prescribed for the qualification concerned;
- g) at least one third of the total volume of credit is successfully completed with us;
- h) in all cases you undertake assessment at the final stage of the qualification, or final assessment element.

3.6

Where prior learning is recognised, the decision to award credit (known as *Accreditation of prior learning* (APL)) shall be made by an academic appointed by the Programme Director. Fees may be payable.

3.7

Where learning has taken place at a member institution of the University of London, or at one of its central academic bodies, the mark you received previously for the module/course may be carried forward to your record and may contribute towards the classification of your qualification, in accordance with the scheme of award.

3.8

Prior learning will only be recognised against a whole, named module/course and not part of a module/course.

3.9

If you withdraw from your Programme before completing it, prior learning that we have recognised may count towards an exit qualification provided that:

- a) you have completed with us a minimum of one third of the credits required for the qualification;
- b) your Programme Regulations permit this.

Provision for recognition of prior learning

3.10

An offer by us to recognise prior learning will be made in a confirmation letter and will be valid:

- a) for a limited period of time. If you do not take an assessment within the period in the confirmation letter, the offer will end and you will need to make a new application if you want prior learning to be recognised;
- b) for a module/course on a named Programme. If you transfer your registration to another Programme you will be required to apply for recognition of prior learning for the new Programme.

3.11

Your transcript will indicate the credit value for any module/course where prior learning has been recognised. The mark awarded for the prior learning will not be recorded on your transcript and will not contribute towards classification of your qualification.

3.12

You may not register for a module/course which we have recognised and accredited as prior learning unless you withdraw your request for recognition of prior learning.

3.13

If you fail the assessment for a module/course, you may not apply for recognition of prior learning for that failed module/course at a later date.

3.14

We will not grant any credit for the successful completion of a non-credit bearing individual module/course unless expressly permitted for a specific non-credit bearing course/module by a programme.

4 Credit transfer

4.1

If you have successfully completed study at a member institution or through a central academic body of the University of London then we will consider transferring your credit to one of our programmes. If we allow you to transfer credit, the mark you received previously for the module/course may be carried forward to your record and may contribute towards the classification of your award, in accordance with the scheme of award.

4.2

Credit transfer will be considered on the basis of regulations in effect at the time of the application and will be granted at our discretion.

4.3

The final transcript that we produce for you will detail the modules/courses for which you received credit, the year in which this credit was awarded and, where appropriate, the mark obtained.

5 Assessment for the Programme

5.1

Assessment refers to any means we use to assess your ability against the learning outcomes. Assessment tasks may include, but are not limited to, timed written examination, online timed assessment, coursework, project, dissertation and required online participation and activities.

5.2

Unless otherwise stated by the Programme Regulations, you must be the sole author of any work you submit for assessment.

5.3

We reserve the right to require you to complete an oral examination in order to confirm that work submitted by you for assessment is your own.

5.4

An assessment task is governed by the regulations in force at the time that you take the assessment.

5.5

Where you are required to make an assessment entry in order to

- a) sit for a written examination, you must do so in accordance with the assessment entry deadlines. Dates will vary for each Programme and will be published **on the [student portal](#)**.
- b) submit coursework, you must do so in accordance with the assessment entry deadlines. Dates will vary for each Programme and will be published **on the VLE**.

5.6

Answers to all assessment tasks, whether written or oral, must be given in English unless our instructions for a specific module/course allow a different language to be used.

5.7

When completing a timed written examination, or submitting handwritten answers as part of an online timed assessment, handwriting must be legible. Examiners will not award marks for writing which they cannot read.

5.8

All assessment tasks remain the property of the University. These may include, but are not limited to, written examination answers, coursework and projects. We will not return scripts or any other work to you.

5.9

You must take written examinations at one of the examination centres listed by us as authorised to conduct our examinations.

5.10

You must apply to your chosen examination centre for permission to sit a written examination with them. We are unable to make local examination arrangements for you.

5.11

Students in the same region will normally take the same written examination on the same date at the same local time. However, we have the right to set different written examinations for the same module/course for students sitting in the same region or in different regions.

5.12

We have the right not to mark:

- a) a written examination paper taken at a different time from the time we set; or
- b) assessment tasks received later than instructed.

5.13

You will normally be notified of any change to the format or the rubric of any assessment, but, exceptionally, it may be necessary to change the format or the rubric of an assessment task without giving notice.

Number of attempts permitted

See your Programme Regulations for more detailed information about assessment

5.14

If you have not yet met the conditions for the award of a qualification, you can resit a failed assessment up to the permitted maximum number of attempts, as long as your registration has not expired.

5.15

As soon as you enter the examination hall for a written examination, or access a timed online assessment, this counts as an assessment attempt.

5.16

If you do not attend a written examination, or do not access an online timed assessment, this will not count as an attempt, unless Programme Regulations indicate otherwise.

5.17

If you fail to keep to the instructions for the assessment task, including but not limited to meeting submission dates and complying with word counts, a penalty may apply or the assessment task may not be accepted. This would count as an attempt, unless Programme Regulations indicate otherwise.

5.18

No refunds are provided for examinations or assessment tasks that are not attempted.

5.19

You will not be allowed to resubmit assessment tasks or resit written examinations for modules/courses that you have already passed or for which credit has been awarded, unless Programme Regulations indicate otherwise.

5.20

The result you get for your most recent attempt at an assessment task will replace any mark or grade you were previously awarded for that task, unless Programme Regulations indicate otherwise. All your confirmed marks will appear on your transcript.

5.21

If you fail the overall assessment of any compulsory or required core module/course at the final attempt, your registration for that Programme will end unless the Board of Examiners, or Programme Regulations, allow otherwise.

6 Taking an assessment

6.1

To enter for an assessment in any given Academic Year or Study Session, you must have:

- a) registered for the relevant Programme and module/course;
- b) kept to our regulations and assessment entry instructions and deadlines;
- c) kept to the instructions provided for the assessment tasks;

- d) paid all relevant Programme Fees, as required, both to us and to your examination centre.

7 Rules for taking assessments in examination halls

7.1

Failure to comply with the following, either intentionally or unintentionally, will be deemed an assessment offence and will be dealt with as set out in 10.1 below.

7.2

Assessments must be taken under the conditions prescribed by us. This includes, but is not limited to, being taken under the conditions described below, on the date specified by us and within the given time limits.

7.3

You must:

- a) submit work which is entirely your own, expressed in your own words and include your own ideas and judgements.
- b) keep to the instructions in the Admission Notice, Notice to Candidates, Rules for Examinations and, where it applies, the Permitted Materials List;
- c) keep to any reasonable instructions or requirements given by examination centre staff;
- d) keep to any revised arrangements that we may agree with examination centre staff;
- e) ensure that your Admission Notice and identification documents are kept safe and presented to examination centre staff or officials for the purposes of identification only.

7.4

You must not:

- a) have in your possession, or have access to, any materials or aids which are not permitted during the examination. This includes but is not limited to, notes, mobile phones, tablets, smartwatches, headphones or electronic devices and materials that are allowed but which have been modified, amended or annotated;
- b) engage in conduct that causes a disturbance. Violent, indecent, disorderly, threatening or offensive behaviour or language used during an examination may be treated as a disciplinary matter under [Ordinance 17: Code of Student Discipline](#);
- c) exchange any information with another student during an examination. **This is collusion.** This includes, but is not limited to, speaking, gesturing, passing notes, copying or allowing your work to be copied;
- d) engage in any discussion about an examination paper in such a way that yourself or another student who has yet to sit the paper may be advantaged. This includes, but is not limited to, online discussions after you have left the examination hall;

- e) take stationery or other materials from the venue in which the examination is held. This includes, but is not limited to, question papers and supplementary answer books.
- f) submit work which has been written by someone else at your request, either in full or part. **This is contract cheating.** This remains the case whether you have made payment for this service or not.

Materials and aids allowed in the examination hall

7.5

Unless you are told otherwise, the only materials you must enter the examination hall with are your Admission Notice, Photo ID and pens. You will be informed in advance by us if any further materials (for example, laptop or notebook computers, statute books or calculators) are permitted or required.

Calculators

7.6

The use of calculators during the examination is strictly controlled. Where use of a calculator is allowed, the detailed specification is given on the Permitted Materials List.

7.7

We will not provide calculators. You are responsible for providing a working calculator and for making sure that it meets the conditions set out in the Permitted Materials List.

7.8

You are not allowed to borrow another student's calculator during the examination.

7.9

If you use a calculator in an examination, you must write on your examination script the name and type of calculator you used.

8 Rules for coursework, projects and dissertations

8.1

All work which you submit for assessment must be your own, expressed in your own words and include your own ideas and judgements. By submitting work for assessment you confirm that the work is entirely your own, that you have acknowledged the work of other people within your submission, in line with our requirements, and that you understand what is meant by plagiarism, self-plagiarism, collusion and contract cheating.

Referencing

8.2

Direct use of another person's work must always be clearly identified, for example, through the use of quotation marks or indentation of quoted text. You must also provide an in-text citation to the source, wherever direct use of another person's work appears.

Another person's work includes any source that is published or unpublished, including words, images, diagrams, formulae, audio recordings, computer code, ideas and judgements, discoveries and results

8.3

If you summarise any person's ideas or judgements, you must credit that person in the text and give full details of the work you have summarised in a proper form.

Plagiarism

8.4

Plagiarism is the intentional or unintentional use of somebody else's work, when it is not properly referenced, as described above, and is therefore presented as your own.

8.5

Submitting work which has been written by someone else at your request, either in full or part, is contract cheating. This remains the case whether you have made payment for this service or not. Contract cheating is a form of plagiarism.

8.6

Plagiarism is an assessment offence and will be dealt with as set out in 10.1 below.

Self-plagiarism

8.7

You must not submit a significant part of the same piece of work more than once, unless your Programme Regulations permit you to do so. This includes, but is not limited to: assignments, essays, projects, reports, papers, dissertations and other work which you have submitted previously for the same module/course, for another module/course, programme or institution, or for publication.

8.8

Submitting the same piece of work twice is 'self-plagiarism', which is an assessment offence and will be dealt with as set out in 10.1 below.

Collusion

8.9

Unless permitted by the Programme Regulations, you must not submit work which has been written jointly by two or more people.

8.10

Where two, or more, people submit identical or substantially similar pieces of work, this will be treated as an assessment offence and will be dealt with as set out in 10.1. You are responsible for protecting your own work and for preventing other students from copying from you.

Falsification

8.11

Presenting research data as being the result of your own work, but which is not your own or has been invented, altered or falsified, is an assessment offence and will be dealt with as set out in 10.1 below.

9 Rules for taking online timed assessments.

9.1

Online timed assessments must be taken on the date(s) specified by us, within the time limits and under the conditions given in your Admission Notice, Notice to Candidates, Rules for Online Timed Assessment and, where applicable, Permitted Materials List. These documents will be provided to you in advance of the assessment.

9.2

You must also follow the detailed instructions provided at the time of each assessment.

9.3

All work which you submit for assessment must be your own, expressed in your own words and include your own ideas and judgements. By submitting work for assessment you confirm that the work is entirely your own, that you have acknowledged the work of other people within your submission, in line with our requirements, and that you understand what is meant by plagiarism, self-plagiarism, collusion and contract cheating.

9.4

You should only access or make use of materials which are permitted for your assessment.

9.5

An assessment will be considered live from the time it is released until all students taking that assessment, in that session, across all times zones, have completed the assessment.

9.6

During the time an assessment is live you must not exchange information, or engage in any discussion, about the assessment in such a way that yourself or another student taking, or yet to take, the paper may be advantaged. This includes, but is not limited to, online discussions, verbal exchanges, video conferencing, screen-sharing, copying or allowing your work to be copied.

9.7

You must not seek out or receive assistance from others during the time an online timed assessment is live. This includes, but is not limited to, using websites that offer assistance services, tutors, friends, or family.

Referencing

9.8

Unless otherwise instructed, direct use of another person's work must always be clearly identified, through the use of quotation marks. You must also provide an in-text citation to the source, wherever direct use of another person's work appears.

Another person's work includes any source that is published or unpublished, including words, images, diagrams, formulae, audio recordings, computer code, ideas and judgements, discoveries and results

9.9

If you summarise any person's ideas or judgements, you must credit that person in the text and give full details of the work you have summarised in a proper form, unless otherwise directed.

Plagiarism

9.10

Plagiarism is the intentional or unintentional use of somebody else's work, when it is not properly referenced, as described above, and is therefore presented as your own.

9.11

Submitting work which has been written by someone else at your request, either in full or part, is contract cheating. This remains the case whether you have made payment for this service or not. Contract cheating is a form of plagiarism.

9.12

Plagiarism is an assessment offence and will be dealt with as set out in 10.1 below.

Self-plagiarism

9.13

You must not submit a significant part of the same piece of work more than once, unless your Programme Regulations permit you to do so. This includes, but is not limited to: assignments, essays, projects, reports, papers, dissertations and other work which you have submitted previously for the same module/course, for another module/course, programme or institution, or for publication.

9.14

Submitting the same piece of work twice is 'self-plagiarism', which is an assessment offence and will be dealt with as set out in 10.1 below.

Collusion

9.15

Unless permitted by the Programme Regulations, you must not submit work which has been written jointly by two or more people.

9.16

If two or more people submit identical or substantially similar pieces of work, this will be treated as an assessment offence and will be dealt with as set out in 10.1. You are responsible for protecting your own work and for preventing other students from copying from you.

Contract Cheating

9.17

Submitting work which has been written by someone else at your request, either in full or part, is contract cheating. This remains the case whether you have made payment for this service or not. Contract cheating is a form of plagiarism and is prohibited.

10 Assessment offences

10.1

Assessment offences, as defined within sections 7, 8 and 9 of the General Regulations, will be considered under the Procedure for Considering Allegations of Assessment Offence. If you are subject to an allegation of assessment offence you will have pending results

withheld until the University completes its investigation and provides you with an outcome. If there is evidence that you have not kept to the regulations we may apply a penalty.

10.2

Where conduct during assessment conforms to broader definitions of misconduct under [University of London Ordinance 17: Code of Student Discipline](#), it may be considered more appropriate to refer cases for consideration under that procedure.

10.3

Details of proven assessment offences may be provided to your relevant professional or regulatory body.

11 Access requirements or disabilities

11.1

If you are disabled and/or have access requirements, we will make every reasonable effort to meet your needs. This may include providing study materials in a different format where possible or by making special arrangements for your assessment. The University's [Inclusive Practice policy](#) provides more details about the support available.

Access arrangements

11.2

If you have a disability or access requirements, a panel will consider your request for special aids or for extra time in timed written examinations or online timed assessments. The panel will ensure that you are neither disadvantaged nor advantaged by any arrangements made when compared with other students. We cannot guarantee that assessment access arrangements will be possible in every case.

11.3

In exceptional circumstances we may make arrangements for you to take timed written examinations at an alternative examination centre, where this is an option. (This may require an additional fee payment). We cannot arrange for you to take oral or practical assessments in an alternative examination centre although we may allow you to use special aids during these exams wherever possible.

12 Mitigating circumstances

12.1

Mitigating circumstances are any serious circumstances beyond your control which may have adversely affected your academic performance. You must contact us with details of any mitigating circumstances you wish to be considered in the session concerned within three weeks of the last written examination, or before the final submission date in the case of dissertations or credit-bearing coursework. You will be asked to provide supporting evidence in relation to your circumstances. Details of how to submit evidence in support of your mitigating circumstances are available on the [website](#).

Programme regulations may require that you adhere to the policy and practice for the submission of mitigating circumstances of the member institution with academic direction for your programme. Where this is the case, it is noted in the programme regulations.

13 Administrative recheck of marks

13.1

The University offers an administrative recheck service for examination and online timed assessment results. You can apply to have a mark rechecked and verified in line with the procedures and dates outlined in the [student portal](#).

13.2

There is a fee payable for an administrative recheck of your marks. If we find that there was a mistake in your published mark, we will update your student record and refund the relevant fee.

14 Final award certificate and diploma supplement

14.1

To be eligible for the award of a qualification, you must have:

- a) registered with us for a Programme;
- b) met the requirements for the relevant qualification and kept to the regulations of the Programme concerned; and
- c) paid all Programme Fees that are due.

We have the right to withhold the award certificate if you fail to meet any of these conditions.

14.2

If you have met the conditions to be considered for the award of a qualification, the award will be conferred. You will not be allowed to retake or swap any failed modules/courses with other modules/courses.

14.3

Where an exit or Intermediate Qualification is conferred retrospectively the date of the award will correspond to the year that the requirements for the qualification were satisfied.

14.4

If you have met the requirements for the award of a qualification, you will receive under our seal a final award certificate. For degree qualifications, you will also receive a diploma supplement, which includes a transcript detailing your complete academic profile.

Individual module/courses

14.5

If you are registered with us for an individual module/course, you will receive a *certificate of achievement* if you have:

- successfully completed the assessment and any other study requirements for the module/course that you are registered for;
- kept to our regulations in all respects;
- paid all Programme Fees that are due.

14.6

Upon request, and payment of the relevant fee, we will provide a transcript of your results. Details of how to request this are on the [website](#).

15 Provision for the award of a qualification in exceptional circumstances

15.1

In exceptional cases you may be unable to return to enter for assessment. If the Board of Examiners determine there is sufficient evidence that you have completed the requirements for a qualification, it may consider the award of:

- a) a classified degree,
- b) an exit qualification (in line with Programme Regulations) or
- c) an aegrotat degree (an undergraduate degree without classification).

15.2

The Board of Examiners will consider whether your circumstances should be dealt with under the rules for mitigating circumstances (see Regulation 10) before offering a qualification under these provisions.

15.3

If the Board of Examiners offers you a classified qualification and you accept it, you will not be allowed to enter for any future assessments for that programme.

15.4

If the Board of Examiners offers you an aegrotat degree and you accept it, you will not be allowed to enter for any future assessments for that programme.

15.5

If the Board of Examiners offers you an aegrotat degree and you do not accept it, you will not be eligible for consideration under these provisions again.

15.6

To be considered for the award of a qualification under these provisions, you, or a nominee, should make a submission under the [University of London Procedure for Student Complaints and Academic Appeals](#) outlining your case and providing all relevant evidence.

15.7

The Board of Examiners may apply these provisions and offer an exceptional award using its own discretion at its own instigation.

16 Complaints and Appeals

16.1

You should follow the relevant [University of London procedures](#) if:

- a) you wish to submit a complaint against us;
- b) you wish to submit an academic appeal.

16.2

You cannot submit an appeal against the result of an assessment on academic grounds. The grounds under which an academic appeal may be submitted are detailed in the [Academic Appeals Procedure](#).

17 Suspension and termination of your registration by us

17.1

If you breach any relevant disciplinary or conduct code, we reserve the right to apply the Code of Student Discipline process as described in the [University of London Ordinances \(Ordinance 17\)](#). Penalties may include suspension or termination of your registration with us.

17.2

Your registration may be terminated if you are found to have obtained an Offer on the basis of a fraudulent, dishonest or misleading statement.

17.3

We have the right to revoke your award if, after you graduate, we find you have committed fraudulent or dishonest actions at any point during your registration with us or provided misleading statements at the point of application. In such cases and where applicable we will inform any relevant professional body.

These General Regulations 2022-2023 were considered and approved by the University of London Academic Quality Assurance Committee in May 2022.

Author: Academic Services Management, University of London Worldwide