



UNIVERSITY
OF LONDON

INTERNATIONAL
PROGRAMMES

Information for registered students

Student guide 2016–17

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Introduction

This guide provides you with essential information about studying with the University of London as an International Programmes student.

It guides you through every step of your student career, from registration through to graduation and beyond. It explains our relationship with you and with the Lead Colleges, and summarises where to go for advice and information at every stage. It is a key document that you will refer to again and again. Here you will find important information on what you need to do to maintain your registration with us and enter for examinations, as well as other useful guidance such as how to apply for consideration of mitigating circumstances or accreditation of prior learning.

We make every effort to ensure that the information here is correct; however, each programme is different and changes are made from time to time. For information that is specific to your programme of study, please refer to your [Programme handbook](#), your [Programme Specification](#) and your [Programme Regulations](#).

Your Programme handbook will provide academic guidance to help you progress through your studies, including how your programme is structured, the support you will receive from your Lead College and advice on assessment. Your Programme Specification provides a detailed description of the aims and outcomes of your programme and the methods that we use to assess your learning. Your Programme Regulations are the rules that govern your programme and your registration with us. We encourage you to refer to these documents regularly.

If you are taking programmes offered with SOAS, University of London, you should check the advice in this guide against your Programme Specification and Regulations, as procedures for those programmes sometimes differ significantly from the information given here.

If you are studying the Global MBA or Professional Accountancy, you should refer to the online induction module which replaces the Programme handbook.

If you are studying Undergraduate Law, you should refer to the *How to* guides hosted on the VLE, which replace the Programme handbook.



Pro Vice-Chancellor's welcome



I am delighted to welcome you into our international community of University of London students, where you join thousands of others in working towards one of our renowned awards. As a family of world-class institutions, the University of London has a

reputation for academic distinction in teaching and research, recognised globally as a leader in Higher Education.

Through the International Programmes, the University of London has offered study opportunities to students worldwide for over 150 years. As the world's oldest provider of degrees through distance and flexible learning, our students and alumni come from every corner of the globe and include many people who have shaped the world we live in. They include judges,

authors, leaders of business and industry, scientists, politicians and Nobel Prize winners.

I am sure you will find the information in this guide useful throughout your studies. If there is anything else we can do to help you, please do not hesitate to get in touch with our teams here at the University.

I wish you every success in your studies.

A handwritten signature in black ink that reads "Mary Stiasny".

Dr Mary Stiasny

Pro Vice-Chancellor (International) and Chief Executive
University of London International Programmes



The University of London, the International Programmes and the Lead Colleges

The University of London

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. Teaching for our programmes is carried out by 17 self-governing Colleges and 10 smaller specialist research Institutes that comprise the University. Some of the Colleges are specialised (such as the London School of Hygiene & Tropical Medicine or Heythrop College), while others are multi-faculty (such as University College London or Queen Mary).

The International Programmes

The University of London collaborates with Lead Colleges and Institutes to bring distance and flexible learning to students worldwide through the University of London International Programmes.

Students 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 examinations.

Academically, the programmes are designed and developed by the following Lead Colleges:

- ▶ Birkbeck, University of London
- ▶ Goldsmiths, University of London
- ▶ Heythrop College
- ▶ The London School of Economics and Political Science (LSE)
- ▶ London School of Hygiene & Tropical Medicine (LSHTM)
- ▶ Royal Holloway, University of London
- ▶ Royal Veterinary College (RVC)
- ▶ SOAS, University of London
- ▶ University College London (UCL)
- ▶ LLM Consortium (Queen Mary, UCL)
- ▶ Undergraduate Laws Consortium (Birkbeck, King's College London, LSE, Queen Mary, SOAS, UCL).



Lead Colleges are responsible for the academic direction of the programmes, including developing and maintaining the syllabus, preparing learning resources and marking the assessments. If you have any questions of an academic nature, please get in touch with your Lead College using the contact details in your [Programme handbook](#) or by contacting us: www.londoninternational.ac.uk/contact-us

All of the Lead Colleges have a long and fascinating history, 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.

17th century

Heythrop originally founded in Belgium to train English Jesuits.

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.

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. They are ultimately accountable to the Board of the University of London International Academy. For more information about our governance arrangements please see our [website](#).



New developments

We aim to continually enhance the services we provide to you. In recent years we have introduced a range of online services, including payments, registration and examination entries. More new services are being developed and some of these are listed below. Information and regular updates are also posted on the [Student Portal](#) so please look out for them.

VLE improvements

This summer we will be upgrading the VLEs to the latest supported version. This version will bring a number of new features and improvements including new quiz types, improvements to text editing and layout and more functionality in the mobile app, including 'chat' on the move.

Enhance your career and employability skills

In collaboration with [The Careers Group](#), we are offering students a free, self-contained course entitled 'Enhance your career and employability skills'. The course enables you to recognise your strengths and skills and understand how to best articulate them to employers or academic institutions. The course was introduced to University of London students in 2015/16 and has been made available in some programme VLE's. Students can also access the course for free via the [Coursera](#) platform.



Your Programme Specification and Regulations



Each programme that we offer has a set of Programme Regulations and an individual Programme Specification.

Your Programme Specification is available on the individual Course information page:

www.londoninternational.ac.uk/courses

The Programme Specification contains key information about your programme of study, such as:

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

If you are completing a programme that is no longer recruiting, the Programme Specification is made available on your VLE.

Your Programme Regulations are available at:

www.londoninternational.ac.uk/regs

The Programme Regulations contain the rules that govern your programme and your registration with us such as:

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

The Programme Regulations should be consulted alongside the General Regulations. The General Regulations are also available at the link above and apply to all students. They advise how, among other matters, we manage:

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

All programme information is reviewed annually and updates are sometimes made. A new version of the Programme Specification and Regulations is published each year. Any significant changes that have been made are clearly indicated at the beginning of the document, and explain whether the changes will be introduced for all students on the programme or whether they will only be introduced for new students (a new cohort). If there are lots of changes for new students only, we will usually introduce a 'Revised' version of the programme regulations.

These documents are dated to show the last time that they were revised. You should check that there have been no updates during the academic year. Such updates are rare but where they do occur, the date of the document is revised and any changes will be

described under the Important information section at the beginning of the document.

If you have any questions about these documents, please [contact us](#). It is your responsibility to comply with the Regulations for your programme. We are not responsible for any consequences that arise if you fail to do so.

In brief

- ▶ You should be familiar with your Programme Regulations and the General Regulations.
- ▶ Any significant changes to your Programme Specification or Regulations are listed as 'key revisions' at the beginning of the document so you can see what has changed.
- ▶ 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.



Our commitment to you

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 the University to do and also what will be expected of you as a student. It is updated annually and formally approved by the University of London International Academy Academic Committee. You can find it on our [website](#).

Qualifications Framework

Each qualification or award granted by the University is at a specific academic level. These levels follow the Quality Assurance Agency's Framework for Higher Education Qualifications (FHEQ). The purpose of the FHEQ is to describe the different levels of university study and to summarise the types of skills and competences a person who has attained a qualification is expected to demonstrate. You can find the level of your qualification or award in your Programme Specification.

If you would like to read more about the FHEQ, please visit the [QAA website](#).

Examination standards

External Examiners

For every programme, we appoint at least one External Examiner. They are drawn from other higher education providers or (where appropriate) from industry, and are therefore independent of the University and are appropriately qualified in the subject they examine.

The External Examiners provide an annual report which gives considered advice on the academic standards of the awards, programmes or courses to which they have been assigned and which highlights examples of good practice or opportunities to enhance quality.

Importantly, they also confirm that the academic standards of our awards are comparable with those at other United Kingdom universities.

Together, we and the Lead Colleges consider the External Examiners' reports and provide a written response to the points they have raised. An Annual Programme Review then takes place to recommend appropriate action to maintain the high standards of our awards.

Assessment offences

All forms of assessment are subject to a strict set of rules and regulations. For timed written examinations, these ensure that all candidates have an equality of experience under examination conditions and that no student can gain an unfair advantage over another. For coursework submissions, these 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 on our [website](#) as well as:

- ▶ the detailed 'Rules for taking written examinations', 'Plagiarism rules for coursework' 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 (also available on our website) and all results for the year will be withheld until the investigation is complete.

Student engagement

We welcome your involvement with the University of London student community, where your views and perspective help inform the decisions we make. This will help to improve both your experience of studying with us and that of 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 academic committees and quality panels as a student member and joining the Student Voice Group
- ▶ signing up for online student focus groups
- ▶ completing student experience surveys
- ▶ writing for the student blog
- ▶ engaging in discussions on social media
- ▶ joining the University of London International Programmes Alumni Association
- ▶ sending an idea to the University.

Specific access requirements

We have an [Inclusive Practice Policy](#) for International Programmes students with specific access requirements. This includes students with a disability or learning difficulty, students who are currently in prison and students who have legally-imposed travel restrictions.

As part of this, we will make every reasonable effort to accommodate you if you have specific access requirements, for example, by making special examination arrangements such as a separate room or special aids. Please note that, although we will make every effort to accommodate your circumstances, we cannot guarantee that we will be able to do so.

Special examination arrangements

If you have specific access requirements or you think you need special examination arrangements (for example if you are disabled or you need particular aids or rest breaks), you should let us know as soon as possible. The University has a 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.

You are advised to contact the [Inclusive Practice Manager](#) to discuss your needs as early as possible (even before you register), as it may take additional time to agree examination arrangements for you.

In addition, we strongly advise you to alert us to your needs when you apply, by completing the relevant sections of your application form. However, if you have not done so, you will be able to request special arrangements when you complete the online enrolment process. You will have the opportunity to explain your circumstances, but medical or other evidence in support of your request will also be required. Any information that you provide about your circumstances will be treated as confidential; it will only

be made available to staff working to support your needs.

Also see the 'Entering for examinations' chapter.

Procedure for University of London Student complaints and academic appeals

We are committed to providing the highest quality service to all students. However, we recognise that students may sometimes be dissatisfied and, to improve the student experience, we welcome feedback.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or the standard of service provided by us or on our behalf.

We will only consider academic appeals relating to:

- ▶ serious circumstances which the Board of Examiners was not aware of when confirming the final mark
- ▶ procedural irregularities in the conduct of assessment
- ▶ evidence of prejudice or bias on the part of one or more of the Examiners.

You may not challenge the academic judgements of the Examiners, therefore work submitted for assessment purposes will not be re-marked.

There are three separate stages for student appeals and complaints:

- ▶ **Stage 1** aims to solve issues as early as possible and therefore an issue would be dealt with by the member of staff or team you have been dealing with.

- ▶ **Stage 2** escalates the case to formal status and is addressed by Dr Stephanie Wilson, Director of Quality, Standards and Governance acting on behalf of the Pro-Vice Chancellor (International), University of London International Programmes.
- ▶ **Stage 3** is the second part of the formal stage where cases are escalated to the Complaints Resolution Panel.

Details of how to take a case forward are included within [the procedure](#). We strongly advise you to contact the Student Advice Centre before submitting a formal case.

If you have concerns or complaints about an institution, you should discuss the issue with the staff at your institution in the first instance, if possible.



Contacting us

Contact an advisor

To contact us please use the 'Ask a question' link in the Student Portal:

<http://my.londoninternational.ac.uk>

If you are unable to access the Portal, please use the web form:

<http://enquiries.londoninternational.ac.uk>

If you would prefer to telephone, you can call our Student Advice Centre on:

+44 (0)20 7862 8360.

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 International Programmes
Stewart House
32 Russell Square
London WC1B 5DN
United Kingdom

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 2016 until 3 January 2017 and from 13 to 18 April 2017. Please 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 extensive, programme-specific FAQ database to see if we have already answered your question. It can be found on the 'Ask a question' link

in the Student Portal. 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.

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](#). If you are studying at a local institution, or if we provide a tutor for your programme, you should speak to the institution or tutor first.

Social media

Remember, you can also keep in touch with us on various social media sites.



Facebook: Find out about events, get news updates, hear about the latest student blog posts, and interact with your fellow students.



YouTube channel: Watch videos including course overviews, lectures, interviews with students and alumni, and an 'Academic Inspiration' series, where academics from the Lead Colleges talk about exciting ideas relating to their fields of study.



Twitter: Keep up to date with the latest developments at the International Programmes.



LinkedIn group: Network with fellow students and graduates.



Student blog: Students from a range of courses and countries blog about their experiences of studying with us.



Google+: Keep up to date with news from the International Programmes.



Flickr: View photos including our open days and alumni meetings.



Instagram: View photos from our events including graduation ceremonies.

iTunes®: Find podcasts and videos relating to programmes such as Law, Business and English on iTunes U.

London Connection: The online magazine of the University of London International Programmes has in-depth features; top tips to make study easier; interviews with University of London alumni, academics, and others associated with the International Programmes community; as well as alumni profiles from around the world.

[www.londoninternational.ac.uk/
community/londonconnection](http://www.londoninternational.ac.uk/community/londonconnection)



Online learning

Accessing our resources

Apart from a few key functions, such as examinations and graduation, the majority of your student experience with us will be online. 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.

Please note: certain essential functionality may not be supported on all mobile devices.

Some courses may have other requirements, such as Flash player or audio. Please consult your study materials for details of what you need.

Student Portal

The [Portal](#) is your most important resource, enabling you to contact us and access your online study resources.

When you register with us you will be given a University of London username and password, which allow you to log in to the Student Portal and access:

- ▶ your virtual learning environment (VLE)

- ▶ the Online Library
- ▶ your student email account
- ▶ your user details
- ▶ other useful information.

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 issues with the Portal, including difficulty accessing the study materials or logging in, please go to the [login FAQs](#) at the bottom of the Portal homepage, 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. We will try to respond to your query within two working days; however, this may take longer during busy periods and holidays.

Please note that the user support service is for Portal queries only and should not be used for questions on how to set up your computer, how to use software or to troubleshoot faults with your computer or Internet Service Provider.

VLE

The VLE is a password-protected area which is accessed from the Portal and is specific to your programme. This is where you will find your study materials, important announcements from your Lead College 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. For detailed information

about your VLE and the resources available on it, please refer to your [Programme handbook](#).

Student email account

When you register you will be given a University of London email account, which you can access through the Portal. There are many benefits to this, but primarily it:

- ▶ speeds up communication between you and the University
- ▶ provides a safe communications channel
- ▶ gives a sense of shared identity to all our students.

It is important that you check this email account regularly because we will use it to tell you about new developments and other important matters.

Good online communication practice

People who use email and online discussion boards have developed certain conventions and rules over the years. This has become known as network etiquette or 'netiquette'. Many of these conventions may already be familiar to you, and many others are common sense.

Following the guidelines below will make people more likely to respect you online, and help to facilitate your online communications and study.

Breaches of these guidelines may also result in action that could ultimately affect your progress on the degree. For more information please see the University of London [Ordinance 17](#) Code of Student Discipline.

Respect for others

The most important point when communicating online is that you show respect for your fellow students and tutors. Do not use offensive language or

insults at any time. Please show respect for cultural and religious differences when expressing your opinions.

Remember that when you send an online communication to a discussion area, you do not know exactly who will read it, or if it will be printed or copied, or sent to other people. So be polite. Bear in mind that if you write about another person, then you can expect that at some time in the future that person may read what you wrote.

Tone

Capital letters are considered to be the equivalent of SHOUTING, but may be used with care. You can emphasise words by doing *this*. Some responses may sound rude if they are too terse or short, or you may send out a message in haste that could be misinterpreted. Try to take a little time to think about how your online posts could sound to others before you send them. Never post messages or emails when you are angry or upset – a good idea is to sleep on it.

Online communications often include jargon or slang terms and abbreviations, which allow people to communicate more quickly with others (see 'Language shortcuts' below). This is fine when you are communicating informally (such as in an email), but in online seminars and course discussion areas you should be more careful about the grammar, spelling and presentation of your message.

Humour

Research has shown that the use of jokes and humour helps people to learn effectively. However, it is important to remember that you are part of an international learning community, and that something that is humorous in your culture may not be funny to somebody from another culture. If you're unsure, perhaps it's best to avoid making a joke altogether.

If you do make a joke, take steps to make sure that people realise you are trying to be funny. See the section entitled 'Language shortcuts' for more information on techniques that can help to clarify your tone when communicating online.

Language shortcuts

Shortcuts can be useful when you need to write quickly or convey a tone (such as humour) that is difficult to communicate with words alone. However, not everyone uses them, and they can sometimes mean different things to different people. It is a good idea to restrict your use of language shortcuts in course discussion areas and online seminars to just a few well-understood ones. Some examples of common acronyms are:

AFAIK	as far as I know
BTW	by the way
IIRC	if I remember correctly
IMHO	in my humble opinion
LOL	laughing out loud (beware: also 'lots of love')

Emoticons ('emotional icons') can be used in order to prevent misunderstandings and to express feelings. Examples of popular emoticons include:

:)	smiling
:(frowning or looking sad
;-)	winking
:-o	shock or surprise.



Dates and times

In the United Kingdom, dates are often written as day/month/year in numbers (e.g. 11 April 2014 = 11/04/14), but other parts of the world write month/day/year and would read the date 11/04/14 as 4 November 2014.

Please try to remember to write dates in a clear format that spells out the month, such as 11-Apr-2014, in order to avoid such confusion.

It is also a good idea to avoid using words like 'today', 'tomorrow' and 'yesterday' and to use the date instead – remember that people may be in different time zones and that it may already be 'tomorrow' where they are. You should also remember that people may not read your message until several days or even weeks after you have posted it.

Please also bear in mind the difference in time zones when making any arrangements to coordinate with students from different parts of the world.

Formatting

Not all computer systems are the same, so formatting like bold, underline and italic may not be understood by all systems (in other words, people reading your message may not see these features, and in extreme cases may not see the message at all). Even different fonts may cause problems.

The solution is to use plain text. Try to use a fixed spaced font like Courier for online communications, and avoid using special or extended characters. For example, the £ sign may be turned into # when viewed using a different computer.

Using discussion areas on the VLE

The following netiquette issues apply particularly to discussion areas and online seminars.

Posting

The key point when writing a message is clarity – ask yourself whether everyone who may read your message will understand you. We advise you to always:

- ▶ write in English
- ▶ write in proper sentences (although your grammar and spelling do not need to be perfect)
- ▶ spell out any abbreviations the first time you use them, for example: London School of Hygiene and Tropical Medicine (LSHTM)
- ▶ put the message into context (i.e. quote part of the original message you are replying to if it helps place your question or response in context).

You should also check to see if a topic is already being discussed before starting a new discussion about it. If you need to start a discussion on a different topic, make sure that you are in the correct part of the discussion area and name it according to the course and topic concerned.

Finally, never use discussion areas to promote your own website or business.

Check regularly

Remember that the online discussions and online seminars are usually asynchronous: they do not take place live. People may be adding to the discussions over a number of weeks, so do not expect an instant reply to the messages that you post. You should also remember that people will be studying at different rates, so you may need to wait a while for a discussion on a particular topic to get going.

It is important that you get into the habit of checking the discussion area regularly, so that you participate effectively in the discussions.

Email

Please remember that we will use email to send you important information, so it is your responsibility to leave sufficient space in your mailbox to receive emails and attachments from us and from your Lead College.

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

- ▶ distribute unsolicited email that contains advertising material
- ▶ post any messages relating to pyramid schemes or money-making scams
- ▶ proliferate chain letters, such as those claiming to bring good luck
- ▶ use email addresses of students on the programme to distribute online petitions.

If you receive unsolicited email of any of these types, the best thing to do is delete it straightaway.

New to computer technology?

If computer technology is new to you, you may find it helpful to complete the European or 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 www.ecdl.org



Using libraries and bookshops

Reading is an essential part of any degree study programme. 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 97 million academic journal articles, newspapers and a growing collection of eBooks from Dawson Books. 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' tab. You can also access it directly by visiting <http://onlinelibrary.london.ac.uk/>.

Why do I need to use the Online Library?

- ▶ To access good quality information resources that are relevant to your course, 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 qualification offered by the International Programmes. You can access the study programme gateway for your programme from the [Online Library Study Programme](#) page.

The Online Library's databases are password-protected. To find out more about library passwords please see your individual programme gateway.

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

This should only take you ten 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 (UK time) Monday to Friday. Contact them with your enquiries by email or telephone:

OnlineLibrary@shl.lon.ac.uk

+44 (0)20 7862 8478

You can also make enquiries by filling in a [web form](#).

A specialist librarian will aim to respond to your enquiry within two working days.

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

Senate House Library

As an International Programmes student you are entitled to use the University Library, which is based at Senate House in central London. There is a fee for this service. For more information about using the Library, please read the [libraries list](#) on our website.

Other libraries

Many of our students use local or university libraries close to where they live. We provide details of libraries that offer facilities to our students on our 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 Lead College's library. Please check your [Programme handbook](#) to see if this is the case.

Bookshops

If you need to buy textbooks, the [bookshops](#) page on our website gives details of our dedicated online bookshop in partnership with Earthprint.

Through Earthprint, books are delivered by courier anywhere in the world. They stock our recommended titles for a wide range of courses, and you can also request other books if you can't find what you're looking for. You may find this service particularly useful and cost-effective if you are based in a country or region where postal delivery of books is slow or unreliable.

On the same web page, you will also find a list of other booksellers that our students have found useful in the past. If you know of a bookshop that is not included in our list, but which has provided you with good service, we would be grateful if you could let us know. We can then contact the bookshop to ask if we can include them on our list next year.



Registering with us

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 prefer to register offline please [contact us](#). If you register offline and you require proof of registration, the Registry Office will be happy to send you an official letter. (SOAS students should refer to their Programme Regulations because procedures are different.)

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 University of London International Programmes Student 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 name or email address) please tell the Registry Office as far in advance as possible so that we can ensure that your student record is correct. You can do this by logging in to the [Student Portal](#) and using the 'My Records'

link. Alternatively, you can write a letter or contact us through the [online enquiry system](#). This will ensure that you continue to receive important information and study materials from us, without delay.

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 accreditation of prior learning (APL), 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 course or module as part of your programme.

You must make a formal application for APL by contacting the Admissions Office via the [Student Portal](#). To be eligible for APL you must prove that you have already gained an award that was of a similar level, content and standard to a particular course or module that forms part of your programme. To check the deadline for submitting an APL application please visit our [website](#). Applications will be considered individually and are awarded at our discretion. A fee may be charged for this service.

If you fail an examination you may not retrospectively apply for APL for that course. There is usually a limit to the number of courses or modules for which APL is permitted. All regulations relating to APL for your programme can be found in your [Programme Regulations](#). Please always refer to these before you apply for APL, as some programmes will not grant APL applications or will only accept applications for particular courses or modules.

Maintaining your registration

When you register as an International Programmes student we send you a package of introductory study materials (where they are available in hard copy – some programme materials are delivered entirely online) and login details for your virtual learning environment (VLE), where you can access materials online. In each subsequent year of your studies, you 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'. (Professional accountancy students should refer to their VLE because the process is different.)

When the registration period opens (normally in September/October or December/January, depending on your programme) we will send you an alert by email, reminding you to complete the continuing registration process online. This is the quickest and most efficient way to register and will mean that you receive your new study materials without delay. The online continuing registration process allows you to:

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

We do not open the continuing registration period until the examination results for your programme are available and the progression processes have been completed. This is so that we can make the right courses available for selection.

It is very important that you register and pay any required fees while the registration period is open. If you don't, you will be deemed to be 'inactive', which

means that you will not be sent any new materials or be permitted to enter for examinations (but the time that you remain inactive will count towards your overall period of registration). So please make sure that you indicate all of the courses/modules that you intend to study, even if you are continuing to study the same ones as before. If you do not register at all in a particular year, you will be deemed to have withdrawn and you will not be able to access any of our services.

We strongly encourage you to register online. However, if you have specific reasons for wishing to register offline, please [contact](#) the Registry Office to discuss how to do that.

Extension and renewal of registration

All of the programmes we offer have a maximum registration period, which varies from programme to programme. If you do not complete all the requirements of your award within this time, you may apply to renew your registration for another full registration period. Alternatively, you may apply to 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.

Receiving your study materials

For new courses, or where there has been a major revision to a subject guide, we aim to have the new guide available by the start of the academic year. Any guides that are not ready when we send your study materials will be listed as 'to follow' on your letter and will be sent to you as soon as possible.

When your consignment leaves our warehouse, you will receive an email alert to let you know that it is on its way. The majority of our study material packages can be tracked on the [courier's website](#) or by using the delivery tracker in the Student Portal. Select 'SRN' from the drop-down menu in the 'Track Shipment' box and then enter your student number to see the status of your delivery, as well as your past history of shipments.

Please allow at least **one month** for your study materials to arrive after you register. This gives us time to process your fee and study selections, pick and pack your materials and for the study materials to be delivered to you. It is also worth remembering that processing time can increase during very busy periods such as September and October, so you may need to make an allowance for this. However, if you are waiting considerably longer than one month, please [contact us](#) for assistance.

Queries about your study materials

When you receive your study materials it is important to check the consignment note carefully. If you find that we have sent the wrong materials, or that any of the materials are missing, damaged or defective please [contact](#) the Learning Resources Office via the Student Portal as soon as possible and we will arrange for the correct materials to be sent to you.

Your VLE can normally provide some information and resources that may be of use prior to the receipt of posted study materials.

In brief

- ▶ We will send you an email alert when the online registration process opens for your programme.
- ▶ You must complete the registration process and pay the fees before the deadline.
- ▶ You must indicate all the courses/modules 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 examinations in those courses/modules that you have selected as part of the registration process.
- ▶ Please allow one month for your study materials to arrive.

Studying at a teaching institution

Many of our students choose to attend classes at a local institution, and benefit from the support they can offer.

The type of support they provide varies. Most teaching institutions provide regular classes or occasional 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 local institution is in addition to registering as an International Programmes 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 an institution and paying their tuition fees.

For a small number of our programmes, enrolment at one of our recognised centres is compulsory. Please check your [Programme Regulations](#) to see if this applies to your programme.

Choosing an institution

We have a long track record of working with independent teaching institutions across the world. If you decide to support your studies by attending an institution, we suggest that you first check our online [directory of institutions](#).

The directory is provided as a guide only. It does not list all institutions offering support for the International Programmes, but only those which have proven to us that they meet a set of specific criteria on teaching, student support and facilities. These institutions are referred to as 'recognised centres'.

Recognised centres are categorised as either **Affiliate Centres** or **Registered Centres**. Affiliate Centre status is the highest level of recognition awarded

by the University of London. Affiliate Centres have demonstrated a sustained commitment to developing excellence in teaching, student support and administrative processes. Registered Centres have also demonstrated high standards in these areas. In order to assure students of these standards, we regularly monitor these institutions through site visits and annual checks as part of our Teaching Institutions Recognition Framework.

Affiliate or Registered Centre status applies to specific programmes on named campuses. Although this can help to guide you in deciding which institution to attend, it is also important that you check carefully that the institution suits your particular needs.

Institution that has commenced the recognition process

Students also have the option to register with an institution that has commenced the recognition process. The approval of an institution's application to commence the recognition process is an acknowledgement that the institution had started the journey towards recognition within the Teaching Institutions Recognition Framework (TIRF).

Institutions that have commenced the recognition process provide support to students of the University of London International Programmes and must satisfy a number of criteria to be considered such. These standards include:

- ▶ It is recognised as an educational/professional training provider by local and national governments and is legally eligible to offer tuition and support to University of London International Programmes students.
- ▶ It has, or is in the process of hiring, appropriate lecturers or instructors to teach and support

University of London International Programmes students.

See the [TIRF](#) for more details.

Once an Institution has commenced the recognition process, they receive support from the University of London International Programmes. Some of this support includes:

- ▶ ongoing guidance from International Programmes staff on academic, marketing, and operational matters
- ▶ a listing on the University's online Directory of Institutions and in certain promotional material, and
- ▶ access to the appropriate Virtual Learning Environment and the University's Online Library.

A list of Institutions that have commenced the recognition process are available on the University of London, International Programmes' website: [Search for an institution that has commenced the recognition process](#)

Things to consider when choosing an institution

The following notes and questions may help you to decide on the institution that is right for you.

The institution's recognition status

- ▶ Is the institution a recognised centre of the University of London International Programmes?
- ▶ Does it have Affiliate or Registered Centre status?

If the institution is not listed in our directory, it is possible that they are in discussions with us with a view to starting our recognition process. However, we are not able to comment on such institutions. Therefore, we advise you to undertake your own research.

Local accreditation/recognition

- ▶ Is the institution registered with the relevant authorities, such as the ministry of education in your country?

History

- ▶ How long has it been established? Consider how much experience an institution may have of teaching at undergraduate or postgraduate level.
- ▶ How long has it been teaching International Programmes students?
- ▶ Has it got a track record of successful results in University of London examinations or examinations at a similar level of university study?

Fees, facilities and services

- ▶ Does its prospectus or website give details of the specific services and facilities it can offer you?
- ▶ How do its services and fees compare with other institutions in your area?
- ▶ Check how you pay fees – in one payment or in instalments?
- ▶ Does the timing and frequency of classes suit you?
- ▶ Are there tutorials as well as lectures, and what size are the tutorial groups?
- ▶ Does the institution offer teaching and learning support for all levels of the degree? Is this support limited to a range of courses?
- ▶ Ask to see the facilities, especially the library. Can you borrow books from the library or is it for reference only? If you already have your subject guides, check that the library holds copies of the essential and recommended texts. Is there room to study in the library and is it quiet?

Registration and enrolment

- ▶ Will there be a written contract between you and the institution when you enrol? If not, make sure that you understand the terms and conditions that apply, and your liability.
- ▶ Is there a refund policy in case you cease studying for any reason?
- ▶ Talk to students who are already enrolled and get their opinions.

We strongly advise you not to enrol at an institution until you have an offer of registration from us, in case their fees are not refundable. If you are eager to start your studies, ask whether the institution is able to charge you only for the tuition you have actually received if you are not successful in your application to study with us.

Additional checks for online or correspondence institutions

- ▶ If the institution offers study materials as part of its tuition, do they go beyond the International Programmes subject guides in terms of their content and coverage?
- ▶ If a tutor service is offered, what response time does the institution guarantee?
- ▶ Can you send in your assignments by email and can you ask to receive feedback the same way?
- ▶ For UK based institutions, has it been reviewed by the Quality Assurance Agency for Higher Education?

If you have further questions about teaching institutions, please check our [FAQs](#) in the first instance to see if the answers are there.



Fees, cancellation and financial assistance

Fees

During your time as an International Programmes student you will be required to pay your programme fees, which include registration fees, examination entry fees and other tuition-related charges. They are reviewed each year and are therefore subject to annual change. A list of the fees for your programme can be found on the International Programmes [website](#). These fees have to be paid in full at the time that they fall due.

How to pay

Please use the online payment facility on the Student Portal to pay your fees by credit or debit card. (SOAS students should contact SOAS because the procedures are different.) On the Portal you can also view your fee statements and see the status of any payments you have made.

If you are unable to pay in this way, we will accept one of the payment methods listed below:

- ▶ Western Union – Quick Pay (if you do not select Quick Pay the payment will not reach us).
- ▶ Sterling banker's draft made payable to 'University of London', drawn on a bank based in the United Kingdom. Drafts must state the paying bank's name and branch location.
- ▶ Sterling cheques made payable to 'University of London', crossed 'A/c payee', drawn on and payable at a bank based in the United Kingdom.
- ▶ Sterling international money orders/postal orders, made payable to 'University of London'.

All payments must be made in Great British Pounds sterling (GBP). Please quote your full name and student

number with any payment that you submit. More detailed information is available on our [website](#).

Your right to cancel

If you change your mind, you can request a cancellation of any service. And provided you make the request within 14 days of the time that we provided the service, you will receive a full refund. Fees paid to the University are not refundable after this time. Please refer to the [Terms and Conditions](#) for full details.

Student loans

If you are registered on an undergraduate degree, Diploma of Higher Education or Certificate of Higher Education and live in England, Wales, Scotland or Northern Ireland you may qualify for a part-time tuition fee loan from the Student Loans Company to cover the cost of your registration and examination entry fees.

If you are registered on an undergraduate degree, Diploma of Higher Education or Certificate of Higher Education and live in England, Wales, Scotland or Northern Ireland you may qualify for a part-time tuition fee loan from the Student Loans Company to cover the cost of your registration and examination entry fees.

Further information can be found on our website.

From June 2016, Master's students based in England may be eligible for the UK government postgraduate loans.

Further information can be found on our website: www.londoninternational.ac.uk/postgraduate-loans or www.gov.uk/postgraduate-loan.

Financial assistance

We do not offer financial assistance to students. However, some employers may be willing to consider offering financial assistance to their employees, so if you are employed it may be worth discussing this with your employer. Some governments and charitable organisations also offer loan schemes and other forms of financial assistance to students. If you study outside the United Kingdom, check the availability of loans and financial assistance schemes in your country. Further information can be found on our [website](#).

Students who are in prison in the United Kingdom may be able to get help with the cost of their studies from the Prisoners' Education Trust. For further information, contact:

Prisoners' Education Trust
Wardle House
Riverside Drive
Mitcham
Surrey CR4 4BU
Tel: 020 8648 7760

www.prisonerseducation.org.uk

Students who are members of the United Kingdom Armed Forces should note that the University of London has been approved by the Ministry of Defence in support of the Enhanced Learning Credits (ELC) Scheme (ELC Providers Number 1284). This scheme provides financial support to eligible service personnel who wish to enhance their educational or vocational achievements. The ELC Administration Service website can be found at:

www.enhancedlearningcredits.co.uk



Failure to pay

If you fail to pay the appropriate fees or breach any relevant disciplinary or conduct code, the University reserves the right to apply the Code of Student Discipline and Suspension and Termination of Registration of Students in Debt. This may result in the suspension or termination of your registration with us, as described in the University of London [Ordinances](#) (Ordinances 17 and 18 respectively).

Changing your programme of study

Changing your course or module choices

If you would like to change a course/module on your programme after you have completed registration, you should contact the Registry Office via the [Student Portal](#). (SOAS students should refer to their Programme regulations because the procedures are different.)

Transferring to another programme

If you would like to transfer to another of our International 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, correspondence address, 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.

If you have made an examination entry on your current programme, we will not consider a request to transfer until the examination 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, you may be able to get a [transcript](#).

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.

Entering for examinations

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

You may contact us at any time with any queries related to the examination process by raising a query using the 'Ask a question' tab on your [Portal](#) homepage. You may also contact us by using the Student Advice Centre form on our [website](#).

Global MBA and Professional Accountancy students should refer to their induction module for advice relating to examination entry because the rules and process sometimes differ from the guidance given here.

How to enter for examinations

In order to sit an examination you must make an official examination entry so we know you intend to sit and can make the necessary arrangements.

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

Examination entry deadlines are published on our [website](#).

Changing your contact details

You must inform us if your contact details change. If you change your address or contact information after you have submitted your examination entry form, please 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 examinations

You may withdraw from any examination you are entered for. You should let us know if you intend to withdraw for any reason and you should tell us if you were absent from any examination that you did not withdraw from.

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

The examination timetable

The examination session is generally held at the same time each year (see your [Programme handbook](#) for details) and you should keep this in mind when making plans such as booking holidays. Examination timetables are usually posted online three to six months before the examination session.

Admission Notice

If you have made an examination entry, we will send you an Admission Notice by email approximately three to four weeks before the examination session begins. This notice allows you to be admitted into the examination room and provides important information including confirmation of the examinations for which you have entered, the dates and times on which you will sit your examinations, 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 examination.

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 examinations on the dates given.

Your Admission Notice must be printed out and taken into every examination 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. Do not write anything on your notice before you take it into your examination. It is an examination offence to bring unauthorised notes of any kind into the examination room.

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

International Programmes students are able to sit examinations across the world by using the examination centres, which are listed on our [website](#). The examination centres are independent organisations and maintaining a good relationship with your centre will ensure that the examination process runs smoothly for you.

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 examination venues. It is important for you to check on the centre's local deadline for entry as it may be before ours.



The centre will charge you a fee to cover the costs of administering your examinations. This fee is determined by the examination centre and should be paid directly to them. The local fee is charged in addition to the examination entry fee that you pay to us and we have no influence over the amount charged. 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 examination. You can find out more about the London centre fee on our 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 examination arrangements.

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

Special examination arrangements

If you have specific access requirements you can apply for special arrangements to be made in order for you to sit your examinations. The deadline for requesting special examination arrangements is 1 February for examinations in May/June, 1 August for examinations in October/September and the first day of the orientation week for orientation week for Professional Accountancy.

We strongly advise you to alert us to your needs when you apply, by completing the relevant sections of your application form. However, if you have not done so you should write to the [Inclusive Practice Manager](#)

as soon as possible to request this and to submit any required documentation in support of your request. This will allow us to make a decision and to make the arrangements in good time for your examinations.

For further information and to read our inclusive practice policy please visit our [website](#).

Also see the 'Our commitment to you' chapter.

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 [Portal](#) homepage.

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 examination in the session concerned. You must submit a full medical certificate or other supporting documentation to us.

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 our [website](#).

Receiving your examination results

Your results will be released online and you will be sent an email informing you when they are available.

Release of results dates are published on our [website](#). We ask you to be patient and not to contact us before your release date. We will do all we can to get your examination results to you as quickly as possible when they are released.

Administrative Recheck of Examination Results

Examination results are checked very carefully before they are released. However, if you are concerned that an administrative error may have been made in the calculation of your result, you may request an administrative recheck.

An administrative recheck is not a re-mark, therefore the content of your script will not be looked at again by the Examiners. There also cannot be an appeal on academic grounds.

Feedback on your individual examination scripts is not available. However, for the majority of programmes, Examiners' commentaries are published on the VLE to provide you with an overview of candidates' performance in each examination.

In brief

- ▶ You will not be able to make an examination entry until you have completed the registration and entry processes and paid all the related fees.
- ▶ Examination timetables will be made available approximately five 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 from the International Programmes

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 Lead College 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 Examination Centre

Alongside the certificate you will receive a diploma supplement that describes the nature, level and content of the programme that has been successfully completed. It also provides further information about the role of the Lead College and method of study.

The diploma supplement includes a transcript of modules 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. Please note that your transcript shows your attempts at examinations.

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. Please 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 and supplement 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 examination papers and attempts you have taken and the mark or grade you achieved.

While a single copy of the final transcript is provided free as part of your diploma supplement, 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 please note that there is a fee for each additional transcript you request and they will be printed on plain paper only. 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 his official seal.

You should be aware that, at certain times of the year, processing may take many 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 Lead Colleges in a more informal atmosphere.

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 [contact](#) the Graduation Team, who are responsible for organising the ceremony.



After graduation

Alumni Association

Welcome to the world class

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

On graduation you will automatically become an alumni of the University of London International Programmes and a member of its Alumni Association, 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 Association is here to help our student graduates build a lifelong relationship with the University of London International Programmes 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
- ▶ LinkedIn – linkd.in/alumniassociation
- ▶ Instagram – londoninternational.ac.uk/Instagram

How our alumni can help you

The Alumni Association has a number of Alumni Ambassadors who can help you while you are studying with the International Programmes. 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: londoninternational.ac.uk/alumni

Email: uolia.alumni@london.ac.uk

The Careers Group and TCG Consultancy

Careers Support

The Careers Group is part of the University of London and is the largest higher education careers service in the United Kingdom.

The [Careers Group website](#) is an excellent starting point if you want more information about careers and jobs. It includes information about vacancies, internships, events and Job Alert – a free service that delivers job notifications to students and graduates based on their preferences.

You can also find The Careers Group on Facebook and Twitter.

Career Fairs

Each year the University of London runs a number of national recruitment exhibitions providing students and graduates with opportunities to meet top recruiters and institutions. You can attend useful presentations and workshops and receive CV advice and information from expert advisers.

[TCG Consultancy](#) is a specialised division of The Careers Group that offers careers guidance for graduates and professionals at any stage of their career.

The team is comprised of highly experienced careers consultants who provide a 'whole life' view on careers. They advise on career change, personal development training and general career options.

For International Programmes students, an online CV and applications review service is available that allows users to gain valuable advice on their CV. United Kingdom-based International Programmes students receive a 15 per cent discount on any careers services from The Careers Group Consultancy.

TCG Consultancy also produces Massive Open Online Courses (MOOCs) on careers advice including the free, short course **Enhance your career and employability skills.**

Conclusion

We hope that you have found this guide useful. However, if you have any questions about the International Programmes that are not answered here please do not hesitate to [contact us](#).

Remember, further information that is specific to your programme of study, such as advice on study techniques or how to contact your tutors, can be found in your [Programme handbook](#).

For students taking programmes offered with LSHTM and SOAS, handbooks are available from the College websites at:

www.lshtm.ac.uk

www.soas.ac.uk

Undergraduate Laws students can find the *How to* guides on their VLE.

We hope you enjoy your time as a University of London International Programmes student and wish you the best of luck with your studies.



For further information on the range of programmes we offer, please visit our website or contact us at:

The Student Advice Centre
University of London
Senate House
Malet Street
London WC1E 7HU
United Kingdom

Telephone +44 (0)20 7862 8360
enquiries.londoninternational.ac.uk

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