



**UNIVERSITY  
OF LONDON**

# General Regulations 2019–2020

**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**

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## Significant changes made to General Regulations 2019-2020

### Last revised 6 May 2020

1. Some general revisions to terminology to reflect sector practice, or enhanced clarification.
2. Some general revisions to language for purposes of clarification.
3. Regulation 1.7 added to advise of possible withdrawal at short notice of a module/course, if the quality of the learning experience is likely to be compromised for any reason.
4. Regulation 2.9 states that Programme Regulations indicate when Intermediate Qualifications may be awarded and the circumstances under which this may occur.
5. Regulation 2.10 clarifies the conditions under which we may allow you to transfer your registration from a member institution.
6. In Section 3 clarification that Recognition of Prior learning applies in respect of learning from within the University of London or elsewhere.
7. Regulation 3.3 revised to account for operational processes in the consideration of prior learning for specific programme/s.
8. Regulation 3.4 revised to allow us further discretion in the recognition of prior learning.
9. Regulation 3.7 clarifies that we have discretion to allow the mark for a module/course undertaken elsewhere to contribute toward the classification of the qualification, if the Programme Regulations allow this.
10. Regulation 4.1 revised to reflect similar discretion as indicated at 3.7.
11. Section 8 revised for greater clarification.
12. Regulation 14.6 clarifies that you *or a nominee* may make a submission under the Provision for the award of a qualification in exceptional circumstances.
13. Regulation 16.3 clarifies that we have the right to revoke your award if we find that you have been guilty of any academic misdemeanour, or provided misleading information, during or prior to your registration with us.

### May 2020 update

14. A section entitled 'COVID-19 update' has been added (pages 5 to 7).

## About the University of London General Regulations 2019-2020

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.

<b>Academic Year</b>	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.
<b>University of London Procedure for Student Complaints and Academic Appeals</b>	means our academic appeals and complaints policy and procedure.
<b>Continuing Registration Fee</b>	means any fee which a student is required to pay in order to reregister with us for each Academic Year after the first year of their studies.
<b>Intermediate Qualification</b>	means a qualification which may be awarded as a student progresses to a higher level qualification.
<b>Offer</b>	means an offer of a place on a Programme.
<b>Programme</b>	means your prospective or registered programme of study with the University of London.
<b>Programme Fees</b>	These are 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 <a href="#">website</a> .
<b>Study Session</b>	means a defined period of time allocated for the study of one or more modules/courses.

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**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).

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6. Programme specifications and regulations may be revised during the time that you are registered with us. If revisions are made
  - 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
  - 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.



## COVID-19 update

### May 2020

The following update to the General Regulations is published in light of the coronavirus (COVID-19) pandemic, which has severely disrupted the majority of the University's planned written examinations for the 2019-20 academic year, and has required that extraordinary measures are taken to ensure that students can continue to be assessed whilst global restrictions remain in place. These Regulations supplement or supersede existing General and Programme Regulations.

These changes have also been made in line with General Regulation 5.14:

*"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".*

## Rules for taking online timed assessments

Where online timed assessments have replaced written examinations that are unable to take place as scheduled due to the coronavirus (COVID-19) pandemic, these Regulations apply. Online timed assessments take place under timed conditions and require either participation or submission through the VLE or other designated online platform. The revised arrangements for assessment supersede all references to written examinations in the Programme Regulations and Programme Specification for 2019-20.

### X.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.

### X.2

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

### X.3

Once you have accessed the online timed assessment, this will count as an assessment attempt.

### X.4

If you do not access the assessment, this will not count as an attempt, unless Programme Regulations indicate otherwise.

### X.5

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.

### X.6

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

### **X.7**

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.

### **X.8**

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.

## **Collusion**

### **X.9**

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

### **X.10**

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 9.1. You are responsible for protecting your own work and for preventing other students from copying from you.

## **Contract Cheating**

### **X.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 and is prohibited.

## **Assessment Offences**

### **X.12**

Failure to comply with the rules for taking online timed assessment, either intentionally or unintentionally, will be deemed an assessment offence and will be dealt with as set out in Section 9 of the General Regulations.

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## **Access requirements or disabilities**

### **X.13**

If you have new access requirements resulting from the move to online timed assessments, a panel will consider your request for special aids, extra time or additional breaks, in line with the University's Inclusive Practice policy. 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.

## Mitigating circumstances

### **X.14**

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 two weeks of your last online timed assessment. 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.

### **X.15**

Boards of Examiners have the discretion to consider the circumstances of individual candidates or specific cohorts in response to the unforeseen impact of the coronavirus pandemic on performance in the 2019/20 academic year. Action may be taken to avoid detriment and to ensure comparable outcomes with assessments taken in other academic sessions, following the Terms of Reference of the Board of Examiners and subject to the Programme Regulations.

### **X.16**

Where action to ensure students do not experience detriment due to the impact of coronavirus requires alteration of the Programme or General Regulations, a suspension of regulations may be requested by the relevant Board of Examiners or programme team.



# General Regulations 2019-2020

## 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. All such details are available through 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 available 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 the total amount of academic credit available will not affect your ability to progress.

#### 1.8

If it is a condition of the Programme that you attend a 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.

## Confirmation of continuing study

### 1.12

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

### 1.13

If, when asked, you fail to complete the annual 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 (unless Programme Regulations indicate otherwise).

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## 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.

### 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.

### 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.

### **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, unless Programme Regulations indicate otherwise.

### **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.

### **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 your registration, 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 your registration, you will have to pay all 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 this is subject to additional conditions, the decision 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 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.

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## 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.

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## 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, 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 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](#).

### 5.6

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

### 5.7

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



**5.8**

When completing a timed written examination, handwriting must be legible. Examiners will not award marks for writing which they cannot read.

**5.9**

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.

**5.10**

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

**5.11**

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.

**5.12**

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.

**5.13**

We have the right not to mark:

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

**5.14**

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
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**5.15**

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.

**5.16**

When you attend to sit a written examination, as soon as you enter the examination hall this counts as an examination attempt.

**5.17**

If you do not attend for a written examination, this will not count as an attempt, unless Programme Regulations indicate otherwise.

**5.18**

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.

**5.19**

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

**5.20**

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.

**5.21**

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. However, all your confirmed marks will appear on your transcript.

**5.22**

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

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## **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.

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## **7 Rules for taking written examinations**

**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 9.1 below.

**7.2**

Written examinations 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) keep to the instructions in the Admission Notice, Notice to Candidates, Rules for Examinations and, where it applies, the Permitted Materials List;
- b) keep to any reasonable instructions or requirements given by examination centre staff;
- c) keep to any revised arrangements that we may agree with examination centre staff;
- d) 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 or electronic devices and materials that are allowed but which have been 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 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;
- 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.

## Materials and aids allowed in the examination room

### 7.5

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

## 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.

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## **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 and self-plagiarism.

### **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 a full reference 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 9.1 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 9.1 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

If two 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 9.1. You are responsible for protecting your own work and for preventing other students from copying from you.

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## 9 Assessment offences

### 9.1

Assessment offences, as defined within sections 7 and 8 of the General Regulations, will be considered under the [Procedures for the Consideration of Allegations of Assessment Offence](#). If you are subject to an allegation of assessment offence you will have all 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.

### 9.2

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.

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## 10 Access requirements or disabilities

### 10.1

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.

## Examination access arrangements

### 10.2

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. 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.

### **10.3**

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.

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## **11 Mitigating circumstances**

### **11.1**

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](#).

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## **12 Administrative recheck of marks**

### **12.1**

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

### **12.2**

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.

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## **13 Final award certificate and diploma supplement**

### **13.1**

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.

### **13.2**

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.

### **13.3**

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.



#### 13.4

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

#### 13.5

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 the Regulations in all respects;
- paid all Programme Fees that are due.

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## 14 Provision for the award of a qualification in exceptional circumstances

#### 14.1

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 award (in line with Programme Regulations) or
- c) an aegrotat degree (an undergraduate degree without classification).

#### 14.2

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.

#### 14.3

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.

#### 14.4

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.

#### 14.5

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.

#### 14.6

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.

### 14.7

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

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## 15 Complaints and Appeals

### 15.1

You should follow the [University of London Procedure for Student Complaints and Academic Appeals](#) if:

- you wish to submit a complaint against us
- you wish to submit an appeal against the application of the regulations
- you wish to submit an academic appeal (to be considered in accordance with University of London Regulation 1, Annex 3).

### 15.2

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 [University of London Procedure for Student Complaints and Academic Appeals](#).

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## 16 Suspension and termination of your registration by us

### 16.1

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 registration.

### 16.2

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

### 16.3

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 2019-2020 were considered and approved by the University of London Worldwide Academic Committee in April 2019

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