

General section

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Introduction

This **General section** is intended to help guide your experience as an International Programmes student, providing useful information and advice that is common to all the courses offered by the University of London International Programmes.

For information that is specific to your programme of study, please refer to the **Programme section** of this *handbook*.

Studying as an International Programmes student, while offering enormous rewards, can be challenging. It is hoped that the information presented in this section will assist you during your studies, but if you require any additional information or support, please do not hesitate to contact a member of our staff. Full contact details are provided in the Programme section of this *handbook*. In addition, if you would like to see any further information included, please complete the Comment form at the end of this *handbook*.



Your Programme Specification and Regulations

All University of London International Programmes have individual Programme Specifications and Regulations. The Programme Specification and Regulations are combined in one document, and they are available on the following link:

www.londoninternational.ac.uk/regs

They contain key information about your programme of study, such as:

- the structure and content of your programme
- the ways in which you can progress in your programme
- ways in which you can transfer to other programmes
- any prerequisites for courses and information on courses that cannot be taken together
- assessment Regulations
- syllabuses and course outlines and information on any courses that are being added or withdrawn from your programme
- marking information and classification guidelines.

Programmes are reviewed annually, and changes are sometimes made to keep them up to date. These changes are reflected in the Programme Specification and Regulations and it is important that you are familiar with these documents so that you are kept informed on any changes to your programme.

All students must comply with the Regulations for their respective programme, and also with the University of London regulations

[www.london.ac.uk/975.html?&no_cache=1&sword_list\[\]=Regulations](http://www.london.ac.uk/975.html?&no_cache=1&sword_list[]=Regulations)

If you have any questions about your Regulations, please contact the University. The University is not responsible for any consequences arising from students' failure to comply with the Regulations.

In brief:

- **The Programme Specification and Regulations are reviewed annually, and any changes will be reflected in the Programme Specification and Regulations relevant for your programme.**
- **You should be familiar with the content of the Programme Specification and Regulations for your programme so that you are kept informed of any changes to your programme.**
- **If you have any questions about what is permitted in the Regulations, please contact the University.**

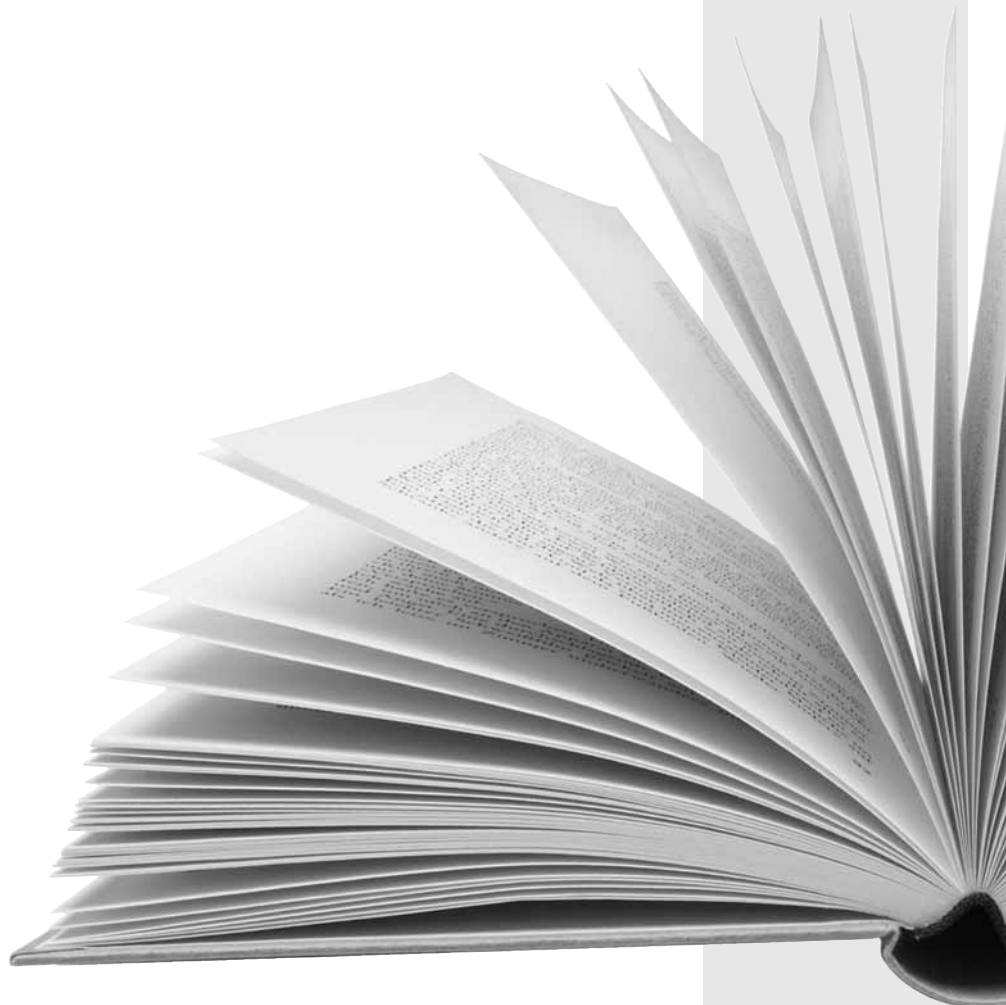
Qualifications Framework

Each qualification or award granted by the University is located at a specific level. You can find the level of your qualification or award in your Programme Specification. The level of the qualification or award of all International Programmes follows the Quality Assurance Agency's (QAA's) *Framework for Higher Education Qualifications* (FHEQ) which has operated in England, Wales and Northern Ireland since 2001. The purpose of the FHEQ is to describe the different 'levels'

and summarise the types of skills and competences a person who has attained a qualification is expected to demonstrate.

If you would like to read more about the FHEQ, please visit the QAA website at:

www.qaa.ac.uk/academicinfrastructure/fheq/EWNI08/FHEQ08.pdf



Fees, refunds and financial assistance

Fees

During your time as an International Programmes student you will be required to pay certain fees. A list of fees for your programme can be found on the International Programmes website and these fees have to be paid in full at the time that they fall due.

Each year all fees are reviewed and, in many cases, increased. In order to find out about the relevant fees for your programme, please go to the International Programmes website:

www.londoninternational.ac.uk/fees

How to pay

You can pay your fees to the University in one of the following ways:

- Online payments may be made at www.londoninternational.ac.uk/onlinepayments. (Please note that the online payment facility is password protected.)
- Sterling cheque made payable to the University of London. The cheque must be drawn on, and payable at, a United Kingdom-based bank branch.
- Any credit card recognised by Mastercard International Inc., the Visa Group or Maestro/Solo.
- Sterling banker's draft made payable to the University of London and crossed 'A/c payee'. The draft must state the paying bank's name and branch location, which must be in the United Kingdom.
- In cash, in person at Stewart House (please see Contacts pages). **Please do not send cash through the post.**

- Students may also use the online payment facility to view their own Student Statement. It will be possible to see when new fees are due and the status of any payments made.

Refunds

As a general rule, fees paid to the University are not refundable, but please refer to the Regulations for your programme for full details.

Financial assistance

Financial assistance is not available from the University. However, some employers in both the public and private sectors may be willing to consider offering financial assistance to their employees. Therefore, if you are employed, it may be worth discussing this with your employer.

Students who are resident in the United Kingdom may be able to apply for a part-time student grant (for undergraduate programmes only) or a Career Development Loan. Information can be obtained as follows:

Part-time student grant:

Information Line – 0845 300 5090
www.direct.gov.uk/en/educationandlearning

Career Development Loan:

Information Line – 0800 100 900
www.direct.gov.uk/pcdl

Students with a disability/special needs who are resident in the United Kingdom may also be able to apply for a **Disabled Student Allowance (DSA)**. For a copy of the information leaflet (which answers most of the questions commonly asked about DSAs), please contact:

Disabled Student Allowance

Information Line – 0845 300 5090

Textphone – 0800 210 280

www.direct.gov.uk/en/DisabledPeople/EducationandTraining

The information leaflet is also available on audio tape or in Braille.

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 Provider Reference Number 1284). The 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

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

Fax: 020 8648 7762

www.prisonerseducation.org.uk

Students who study overseas are advised to check on the availability of loan and financial assistance schemes in the country in which you are studying.

In brief:

- **A list of fees for your programme can be found on the International Programmes website.**
- **As a general rule, fees paid to the University are not refundable.**
- **Financial assistance is not available from the University but often employers will provide assistance.**
- **Certain students in the United Kingdom can apply to a range of loans and financial assistance schemes.**
- **If you study overseas you are advised to check the availability of such loan schemes in the country in which you are studying.**

Studying at an institution

All our programmes are designed to be completed anywhere in the world by independent study (with the exception of the five undergraduate Diplomas and one Access programme listed below). However, on many of our undergraduate courses – and some postgraduate courses – students often choose to attend classes at a local institution and can benefit from the support these organisations can offer.

The type of support provided varies between institutions. Most teaching institutions provide regular full-time and part-time classes or occasional revision sessions. Others may provide online or correspondence support. Institutions may also provide social and recreational facilities, libraries and other services that could benefit you during your time as an International Programmes student.

As mentioned above, attending an institution is not compulsory for most International Programmes; however, if you wish to register on any of the Diploma courses or the Access programme listed below, you must attend a recognised institution that has been listed as offering the programme on the International Programmes directory of institutions:

www.londoninternational.ac.uk/onlinerearch/institutions/index.jsp

If you register for any of the following programmes, you must attend an institution that has been given formal permission to provide teaching support for that programme:

- Diploma in Computing and Information Systems
- Diploma in Creative Computing

- Diploma in Economics
- Diploma in Law
- Diploma in Social Sciences
- Access programme for BSc in Business Administration.

If you are not on one of the above programmes but are seeking additional support we advise that you wait for confirmation from the University of London that you are eligible for the programme of your choice before enrolling at an institution and paying tuition fees.

Please note, enrolment at a local institution is not the same as registering as an International Programmes student with the University of London.

Choosing an institution

Most students on International Programmes attend institutions for additional support in their learning, and are happy with the assistance they receive. If you decide to assist your studies by attending an institution we suggest you first check the International Programmes' online directory of institutions.

The directory of institutions is provided to guide University of London International Programmes students who wish to study with an institution. **The directory does not list all institutions offering support for International Programmes, but only those which have proved to the University of London that they meet a set of specific criteria on teaching, student support and facilities.** These institutions are called recognised centres.

Recognised centres are split into two categories: **Affiliate Centres** and

Registered Centres. Affiliate Centres have proved to the University that they are able to offer a long-term commitment to developing high standards in respect of teaching, support and administration. Affiliate Centre status is the highest level of recognition the University can give an institution.

Registered centres also meet specific quality criteria and demonstrate standards for their teaching, support and administration that are acceptable to the University of London for supporting International Programmes students to prepare for their examinations.

We aim to ensure that all International Programmes students who study at a recognised centre will encounter good standards of teaching, support and administration. In order to assure students of these standards, International Programmes staff undertake regular exercises to monitor these institutions, which include site visits by University of London academics.

Checklist to use when choosing an institution

The University of London International Programmes has a long track record of working with independent teaching institutions across the world. We officially recognise some institutions (Affiliate or Registered Centres) that offer study support to International Programmes students, as a guide to the standards of the teaching, support and administration that you will receive.

The Affiliate or Registered designations apply to specific programmes on named

campuses. Although these designations should guide you in deciding which institution to attend, it is important that you check carefully that the institution suits your particular needs.

The following checklist will help you in deciding on the institution that is right for you.

The teaching institution's recognition status from the University of London

- Is the institution a recognised centre of the University of London International Programmes? Does it have Affiliate or Registered Centre status? See the directory of institutions to find those institutions which are recognised.

www.londoninternational.ac.uk/onlineSearch/institutions/index.jsp

- If the institution is not listed, it is possible that they are in discussions with the University of London International Programmes with a view to commencing our recognition process. However, we are not able to comment on such institutions. As such, we advise you to undertake your own research on them. The checklist on our website provides guidance on some of the issues you should consider.

www.londoninternational.ac.uk/study_ep/local_support/check_list.shtml

The institution's local accreditation/ recognition

- Is this college or institute registered with the relevant authorities, such as the ministry of education in your country?

The institution's history

- How long has it been established? Be careful about institutions with little experience 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?

The institution's fees, facilities and services

- Does its prospectus/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?
- 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 there are 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 you

understand the terms and conditions that apply and your liability. Check how you pay fees – in one payment or in instalments? What is the refund policy if you cease studying for any reason?

- Talk to students who are already enrolled and get their opinions.

We advise you not to enrol at an institution until you have an offer of registration from the University of London International Programmes. If you are eager to start your studies ask if 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 the University.

Additional checks for online or correspondence institutions:

- If based in the United Kingdom, is the institution accredited by the Open and Distance Learning Quality Council or is it a member of the Association of British Correspondence Colleges?
- If the institution offers study materials as part of its tuition, do they go beyond the International Programmes subject guides in their content and coverage?
- If a tutor service is offered, what response time does the institution guarantee?
- Can you send in your assignments by fax or email and can you ask to receive feedback the same way?

If you have further questions please check our FAQs in the first instance to see if the answers are there.

www.londoninternational.ac.uk/study_ep/faqs/institutions

List of institutions formally recognised by the University of London

Please visit our directory of institutions to find an institution near you offering support for your programme.

www.londoninternational.ac.uk/online-search/institutions/index.jsp

Remember, you are not required to attend a teaching institution unless you are registered for one of the following programmes:

- Diploma in Computing and Information Systems
- Diploma in Creative Computing
- Diploma in Economics
- Diploma in Law
- Diploma in Social Sciences
- Access programme for BSc in Business Administration.

Details on the specific requirements of your programme can be found in the Programme section of your *handbook*.

Complaints

If you have concerns or complaints about an institution you are attending, then as a first stage, you should discuss these with the staff at your institution. In many situations you will be able to resolve your problems quickly and easily.

If you still feel, however, that your problem has not been sorted out, then you should follow the further stages in our Complaints Procedure. Additional information can be found later in the General section of this *handbook* and the full procedure can be found on our website at:

www.londoninternational.ac.uk/current-students/general-resources/complaints.shtml



Libraries

During your studies you will need access to a range of textbooks and periodicals that are not always available to buy, so it is strongly advised that you join, or have access to, a good library. We provide details of libraries that offer their facilities to International Programmes students on our website at:

www.londoninternational.ac.uk/current_students/general_resources/

This information is updated annually.

For information on opening hours, subject areas offered and any fees that may be payable, you should contact the library concerned directly. Their websites may also provide this type of information.

Many libraries will ask you to provide proof of your registration with the University of London. For details on how to obtain this proof, please see the 'Confirmation of registration' section of this *handbook*.

If you cannot find a library in your country or region, it is best to contact your British Council to see if it has a library or can recommend any alternatives. It is also worth contacting your local university or college to see if they will allow you to use their library facilities. Some universities or colleges may not, however, be able to offer this service.

If you find a library that is not included on our list, we would be grateful if you would let us know (see address on our Comment form). We can then contact the library to ask if we can include them on our list next year.

Bookshops

The Programme section of this *handbook* will tell you if you need to buy textbooks to supplement the study materials we send you. This is often, but not always, the case.

If you need to buy textbooks, a list of bookshops that International Programmes students have found useful can be found on our website at:

www.londoninternational.ac.uk/current_students/general_resources/

You should contact the bookshop directly in order to check whether they stock the particular book you require.

If you find a bookshop that is not included on our list, but has provided you with good service, we would be grateful if you could let us know (see address on our Comment form). We can then contact the bookshop to ask if we can include them on our list next year.

Change of details

If any of your personal details change (for example, if you are moving home or you change your name or your email address) please tell us as far in advance as possible so that we can ensure that your student record is correct. You can let us know by updating your records online, or by contacting us by email or post. For ease, we have included two copies of a Change of details form at the end of this *handbook* that can be completed and returned to us rather than having to use the online process. Alternatively, you can write a letter or send an email. Please send any notification of a change to your details to the Registration and Learning Resources Office (see Contacts pages).

Confirmation of registration

If you complete the online registration process you will receive an instant confirmation of registration message, which you can print off for your records and use to provide proof of your registration with the University of London. If you complete registration via the paper-based process and you require a Certificate of Registration, please contact the Registration and Learning Resources Office (see Contacts pages) who will be happy to send you one.



Information for students with specific access requirements

The University has 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. A statement explaining this policy is given on the International Programmes website at:

www.londoninternational.ac.uk/contact_us/sen.shtml

As part of its policy, the University will make every reasonable effort to accommodate you if you have specific access requirements by:

1. making special examination arrangements
- and/or
2. wherever possible, and where required as a result of a disability and/or specific accessibility issue, providing our study materials in an alternative format (e.g. large print) or another medium.

Please note that, although the University will make every effort to provide your materials in the format you have requested, we cannot guarantee that we will be able to do so. We may need to suggest an alternative format to that which you request.

Special examination arrangements

If you are disabled and/or you have specific access requirements and you think you need special examination arrangements (such as particular aids or rest breaks), you should let us know as early as possible.

We strongly advise applicants with disabilities and/or specific access requirements to complete the relevant sections in their application form. If you haven't disclosed such information in your application form and you wish to request **special examination arrangements** or **materials in alternative formats**, you will be able to request this when you complete any online enrolment process. As part of this process, you will have the opportunity to explain your condition/circumstances. Medical or other evidence in support of your request will be required.

You are advised to contact the Special Needs Coordinator (see Contacts pages) to discuss your needs as early as possible (even before you register), as it may take additional time to agree examination arrangements and/ or to prepare materials in alternative formats.

The University has a panel that considers applications from students for special examination arrangements. The aim of the panel is to ensure that a student with a disability and/or specific access requirement is not disadvantaged (or advantaged) when compared with other students.

Any information you provide about your disability and/or specific access requirements will be treated as confidential; it will be made available only to staff working to support your needs.

University of London Union

The University of London Union (ULU) is the students' union for more than 120,000 students at the 19 colleges and three research institutes of the University of London.

www.ulucol.ac.uk

As a student of the International Programmes, you can join ULU as an associate member at a cost of £20.00.

ULU runs over 40 student-led sports clubs and societies and an extensive intercollegiate league and cup programme in which 4,000 students compete each week. ULU also campaigns on behalf of students and offers a broad range of services and facilities including a live

music venue, bars and cafés. To find out more about what ULU has to offer, take a look at the ULU Guide online at:

www.ulucol.ac.uk/content/index.php?page=67205

If you would like to join, you can obtain a membership card from the main ULU building in Malet Street (see Contacts pages), very close to the International Programmes main administrative offices at Stewart House. Alternatively, you can join by post. For further information about how to join, visit the associate membership page of the website at:

www.ulucol.ac.uk/content/index.php?page=86375



The Careers Group, University of London

We are the largest higher education careers service in the country. We provide recruitment services to students and graduates from UCL, King's College, Queen Mary, St. Mary's University College, Goldsmiths, SOAS, Royal Holloway and specialist Colleges, as well as many other institutions in London and across the United Kingdom.

We organise a number of national recruitment exhibitions throughout the year, providing students and graduates with opportunities to meet and network with top recruiters and institutions. They can also get CV advice and information from our expert careers advisers and attend useful presentations and workshops.

Our comprehensive website provides access to a wide range of online careers resources. This includes a new, virtual careers information resource, vacancy and job opportunity listings and JobAlert – a free service that delivers job notifications to you based on your preferences.

Wherever you're headed, we can support your career development needs.

Find out more at:

www.careers.lon.ac.uk

Find us on Facebook at:

www.careers.lon.ac.uk/facebook

C2, a service from the Careers Group

C2 is a not-for-profit careers advice service for graduates and professionals at any stage of their career. C2 can inspire you not only to make a career change, it can also ensure that you make the right one – be it within the same sector, the same area of expertise or something completely different. This might involve some time with a consultant, attending a couple of workshops, or we might just recommend a helpful book to start you off.

We are part of The Careers Group, University of London and also run courses, seminars and recruitment and information fairs. As an International Programmes student you may be especially interested in C2's online CV advice service which allows users anywhere in the world to gain valuable advice on their CV. C2 also offers advice on issues to do with occupations and careers, the United Kingdom graduate labour market and further study and training.

Find out more at:

www.c2careers.com

the
CareersGroup
University of London



Complaints procedure

The University of London International Programmes aims to provide the highest quality service to students at all times. Sometimes, however, we do know that things can go wrong and you may feel you need to raise an issue with us. If possible, we would always prefer to resolve any concerns you have with us, with a minimum of formality.

Therefore, the first stage of our procedure, is to always advise you to contact International Programmes staff/ departments directly involved, as in many cases it may be possible for issues to be resolved quickly and easily.

If you still feel, however, that your problem has not been sorted out, then you should follow the further stages in our Complaints Procedure. This will ensure that your complaint will be directed to our Director of Corporate Performance and Quality who, acting on behalf of the Dean of the University of London International Programmes, will investigate the matter further.

The full procedure can be found on our website at:

www.londoninternational.ac.uk/current_students/general_resources/complaints.shtml

Director of Corporate Performance and Quality

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

Advice on how to proceed

If problems do arise, you may want to speak to someone initially to clarify the procedure before submitting a formal complaint. The University of London's Information Centre can explain, confidentially, the Complaints Procedure to you and make sure you are familiar with, and are following the different stages of, the procedure (see Contacts pages). We would advise all students to contact them before submitting a formal complaint.

Certificates, transcripts and Diploma supplements

Successful completion of your studies represents a tremendous personal achievement that will have required hard work, commitment and dedication. When you graduate we will send you a certificate confirming the successful completion of your programme of study. You will also be invited to attend our graduation ceremony (see opposite).

We will also automatically send you a Diploma supplement, which will include a transcript of your academic guidance record. You will find your Diploma supplement particularly useful to show to future employers and/or educational establishments. They describe the nature, level, content and status of the programme you have studied and successfully completed.

Please note that due to the high volumes of awards and transcripts we process each year, students normally receive their Diploma supplements and transcripts **3–6 months** after the final Exam Board for their programme has met.

Transcripts

The Transcripts Office is also able to provide former students with additional copies of transcripts, as well as supply current students with transcripts detailing their studies to date. A fee is involved for this service. In order to request a transcript you will need to fill out an application form from the website:

www.londoninternational.ac.uk/transcripts

Please note that your transcripts will show all attempts at examinations whether passed, failed or referred.

Official letters confirming your award

The Transcripts Office can also provide official letters for a fee, which will confirm an award. In our experience, these are generally acceptable as proof of your degree for employment and visa purposes. For more information go to:

www.international.ac.uk/transcripts

Replacement certificates

If you require a replacement certificate of your University of London degree, please send an email to diploma.enquiries@lon.ac.uk and state your name, qualification and year of graduation. A fee is involved for this service.

You should note that at certain times of year, this office gets extremely busy and processing may take **many weeks**. You should therefore submit your application as early as possible.

The graduation ceremony

Each year, usually in March, a ceremony is held in London at which graduates from degree and postgraduate programmes are presented to the Chancellor or Vice-Chancellor of the University of London or the Dean of the International Programmes. Many graduates of the International Programmes from all over the world attend this formal ceremony, together with family or friends. The ceremony ends with a reception for graduates and their guests. This is an opportunity for them to meet staff of the International Programmes and the Lead Colleges in a more informal atmosphere.

Information about the graduation ceremony is sent to you with the notification of your results after successful completion of your degree or postgraduate programme. We recommend that you apply as early as possible to attend. Although spaces for graduates are unlimited, tickets for guests are allocated on a first come, first served basis, and there is always a high demand. If you are unable to attend the ceremony in the year following successful completion of your award, you would be most welcome, provided space is available, to attend in another year. For further information, please contact the Corporate Affairs Office (see Contacts pages).



University of London International Programmes Alumni Association

Once you have graduated you will have the opportunity to join the University of London International Programmes Alumni Association. Being a member of this Association will not only enable you to contribute to the University of London community but will also allow you to have contact with other graduates across the world. Through the alumni events programme you will be given the opportunity to meet with University of London graduates who share professional and academic interests.

For more information on how the Alumni Association can assist you as a graduate, please contact the Alumni Office (see Contacts pages) or visit our website at:

www.londoninternational.ac.uk/alumni

How our alumni can help you as a student

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

There are a number of Student Ambassadors from a variety of courses all over the world – you are free to contact any of them. For their details please visit:

www.londoninternational.ac.uk/alumni/ambassadors/index.shtml

You can also hear first-hand from alumni and academics on our YouTube channel at:

www.youtube.com/unioflondon

Change of details form

If you have moved or are planning to move, or have new contact details, you can now update your details online via the International Programmes website. Alternatively, one copy of this form should be completed as applicable and returned to the Registration and Learning Resources Office (Ground Floor), Stewart House, 32 Russell Square, London WC1B 5DN.

Please print clearly in BLOCK CAPITALS

Full name:

New name (if applicable):

Student number:

Programme of study:

Current address:

.....

.....

New address (if applicable):

.....

Email:

New email (if applicable):

Phone/fax:

New phone/fax (if applicable):

Date from which this new contact should be used:

Signature:

Date sent to International Programmes:



Change of details form

If you have moved or are planning to move, or have new contact details, you can now update your details online via the International Programmes website. Alternatively, one copy of this form should be completed as applicable and returned to the Registration and Learning Resources Office (Ground Floor), Stewart House, 32 Russell Square, London WC1B 5DN.

Please print clearly in BLOCK CAPITALS

Full name:

New name (if applicable):

Student number:

Programme of study:

Current address:

.....

.....

New address (if applicable):

.....

Email:

New email (if applicable):

Phone/fax:

New phone/fax (if applicable):

Date from which this new contact should be used:

Signature:

Date sent to International Programmes: