

At all times...



When you enquire, apply or register...

You can expect the School to:

provide up-to-date and accurate information and advice on the programmes we offer and how to apply

provide clear information about any professional accreditation that is linked to specific programmes

reply to all enquiries about our programmes and about your application and registration with timely, accurate and helpful responses

enable you to submit an application without undue difficulty and keep you informed of its progress

consider your application in a fair and consistent manner, and in line with our admissions policies

provide you with information on the registration process

give clear and up-to-date information about tuition fees, fee assessment methods, any ancillary fees, and our procedures and deadlines for payment being made

give general guidance, and pointers to further resources, about potential sources of funding; and about typical living costs if your studies will be based in London (however, the School cannot provide detailed financial advice)

advise you how to become eligible for the programme of your choice

issue a confirmation of your registered status

provide introductory guidance materials, induction sessions or similar leading into the main commencement of your course

As a student, you are expected to:

make every effort to ensure that you have the information needed to make an informed choice of programme of study

give us complete and accurate information on your application form and tell us about any personal circumstances (e.g. your health, specific access requirements or other additional needs) which will help us to help you

be honest throughout the application and registration process

carefully read all pre-registration or registration-related material we may send you or make available after offering you a place

When you begin and during the course of your studies...

You can expect the School to:

provide all necessary information about your programme, study requirements, timetable, options, and the regulations and procedures you must follow

provide high quality programmes that meet UK expectations on degree standards

provide a study programme that makes clear what and how you are expected to learn and guides you towards completing this successfully

provide a range of study opportunities and learning modes across programmes offered by the School

provide you with learning support from staff (tutors, supervisors, Module Organisers or Programme Directors) in a manner appropriate to your mode of study

provide you with access to appropriate learning resources and facilities, including IT and library resources, and making use of appropriate technology

provide appropriate support and resources for personal development, including employability

provide a safe and secure physical

When you are being assessed...

You can expect the School to:

provide information on assessment tasks, methods and requirements – including how, when and where assessments will take place; how to enter for exams; relevant past examples of questions or tasks; and how your work will be marked

make reasonable examination adjustments for students with specific access requirements which neither advantage nor disadvantage them

ensure that the method of assessment used is appropriate for the programme, tests appropriate learning outcomes, and complies with School policies

ensure robust procedures are followed for the conduct of assessment and examinations

ensure that your assessments are marked by suitable Examiners who have been appointed through a formal process

ensure that your performance is properly evaluated against appropriate marking criteria and in line with the School's assessment policies

provide feedback on your academic progress (particularly as evidenced in coursework assignments) so as to aid your overall learning and academic performance

provide you with information on assessment regulations and good academic practice for completing assessments, as well as information on inappropriate practice that may constitute an assessment offence and the consequences of such offences

use plagiarism detection software at our discretion

communicate provisional assessment results at appropriate points, with final results to be communicated through appropriate channels after the final

Respecting your views...

You can expect the School to:

recognise a Students' Representative Council, fulfilling the role of a student union representing the s

