

A1: Regulations for taught programmes: CertHE, DipHE, Foundation degree, Bachelor's, Integrated Master's, Graduate Certificate, Graduate Diploma, PGCE, PGCert, PGDip, Master's

Academic year 2025/26

Contents

Introduction and scope.....	1
PROGRAMMES AND AWARDS.....	2
Credit levels and credit values	2
Table 1: University awards and credits.....	2
Modules	3
Pass mark.....	4
Professional Training year	4
Naming of undergraduate programmes.....	4
Naming of taught postgraduate programmes with specialist pathways.....	5
Taught awards of the University of Surrey.....	5
Classification of undergraduate honours degrees and integrated Master's degrees	5
Table 2: Undergraduate honours awards and integrated Master's awards: weightings for module marks at FHEQ level 5 and FHEQ level 6.....	6
Table 3: Award classifications for undergraduate honours degrees and integrated Master's degrees.....	6
Grading of undergraduate non-honours awards	7
Grading of level 7 awards.....	7
Intermediate exit awards	8
Table 4: Intermediate exit awards for undergraduate programmes.....	8
Date of award	8
Students in debt to the University.....	9
ADMISSION.....	9
Entry requirements.....	9
English language.....	9
False information.....	10
Re-admission to taught programmes	10
Admission to a taught programme with advanced standing and exemptions.....	10
Table 5: The minimum number of credits that must be taken by transferring students to achieve a University award.....	11
Contribution of marks from previous study towards a University final award.....	12
REGISTRATION	12
Periods of registration	12
Table 6: Indicative maximum periods for registration for undergraduate programmes ...	12
Table 7: Minimum and indicative maximum periods of registration for taught postgraduate programmes	13
Registration for taught programmes	14
Simultaneous registration	15
Registration for intermediate taught postgraduate awards.....	15
Registration for individual modules of a taught postgraduate programme.....	15
Retrospective registration on a taught postgraduate programme.....	15
University of Surrey co-operation with other institutions	16
False information	16
Tuition fees	16
Registration for modules	16

A1: Regulations for taught programmes

Transfer of programme registration	17
Temporary withdrawal and suspension of registration	18
Exclusion on non-academic grounds	18
Withdrawal from registration and intermediate exit award	19
Termination of registration and intermediate exit award	19
ACADEMIC STUDY AND PROGRESSION	19
Participation by students in the work of their programme	19
Academic misconduct	19
Support to study	19
Fitness to practise	19
Requirements for progression to the next level/stage	20
Failure to make progress: termination of registration	20
Failure following reassessment: termination of registration	21
Learning Support Adjustment (LSA) procedure	21
ASSESSMENT AND REASSESSMENT	21
Submission of coursework	21
Late submission of the dissertation	22
Joint or group project.....	23
Legibility of written work	23
Exchange students: credits and marks.....	23
Dissertation/project – Master's programmes	24
Submission of dissertations: time limits	24
Nature of dissertations or equivalent work.....	24
Reference to the work of others	24
Joint or group project.....	24
Format of dissertations	24
Language of the dissertation	25
Submission of the dissertation.....	25
Failure of dissertation and submission of revised dissertation	25
Copyright and access to the dissertation	26
Commercial or other confidentiality of the contents of a Master's dissertation with a Distinction	26
Intellectual property rights	26
Deferred assessment.....	26
Alternative assessment.....	27
Failure and reassessment.....	27
Failure to attend for assessment/examination	27
Failure and reassessment for modules with a value up to and including 60 credits	28
Failure of modules with a value of more than 60 credits	28
Timing of reassessments	29
Reassessments for students undertaking Professional Training.....	29
Replacement modules.....	30
Compensation.....	30
Undergraduate programmes	30

A1: Regulations for taught programmes

Taught postgraduate programmes	31
Aegrotat degree	31
Awarding posthumous undergraduate and postgraduate taught degrees	31
Approval, dissemination and publication of results	32
Students seeking to decline an award in order to re-register in order to seek to achieve an improved award	32
Academic appeals	32
Certification of awards	32
Transcripts/Higher Education Achievement Report (HEAR)	32
Replacement certificates and transcripts	33

Introduction and scope

1. For the purposes of these *Regulations*, programmes of study that lead to the awards listed in Table 1 are termed 'taught programmes of studies' or 'taught programmes' and the awards are collectively referred to as 'taught awards'.¹ Where there are arrangements for a particular award this is indicated in the text or by a footnote.
2. The requirements of these *Regulations* apply to taught programmes delivered at the University, those delivered through collaborative provision and distance learning, via a part-time or other mode, and taught programmes delivered by the University's Associated and Accredited Institutions² that lead to University of Surrey awards. The Foundation Year is a one year programme that, upon successful completion, allows progression to a number of named undergraduate degree programmes. The Foundation Year does not follow these *Regulations* but is covered by a separate set of regulations, the [Regulations for the Foundation Year programmes](#).
3. Postgraduate Certificates, Postgraduate Diplomas and Master's Degrees may be studied full-time or part-time. Undergraduate programmes may exceptionally be studied part-time; each individual case to be considered on its own merits in accordance with the relevant procedures.
4. Throughout these *Regulations* all references to 'assessments' are to be read as references to summative assessments that contribute marks and credits to modules unless otherwise specified.
5. These *Regulations* are divided into the following sections:
 - programmes and awards
 - admission
 - registration
 - academic study and progression
 - assessment and re-assessment

¹ A complete list of University awards is given in the [Introduction to the Quality Framework](#).

² Associated and Accredited institutions are those that have entered into a formal partnership with the University whereby the University validates one or more of the institutions' programmes as leading to an award of the University of Surrey.

PROGRAMMES AND AWARDS

Credit levels and credit values

6. All programmes and modules are assigned to a level within the [QAA Frameworks for Higher Education Qualifications of UK Degree-awarding Bodies \(FHEQ\)](#). The levels and credit tariffs for University awards are set out in Table 1 below.
7. The University operates a credit framework for all taught programmes based on a 15 credit tariff. Credit is awarded in recognition of the verified achievement of designated learning outcomes at a specified level. One credit equates to ten hours of notional learning, this includes face-to-face teaching, group work, guided learning, self-directed learning and assessment. Two University of Surrey credits are equivalent to one [European Credit Transfer and Accumulation System \(ECTS\)](#) credit. Modules can be either 15 credits or multiples of 15 credits. Master's of Research (MRes) programmes are expected to be differentiated from other Master's programmes by the overall research focus of the programme.
8. Credit for the professional training year is allocated P level credit which is not aligned to the FHEQ (see regulations 12-14 below).
9. The credit load for each year of a programme (with the exception of modules that extend over the year such as long thin modules, taught postgraduate programmes delivered via block teaching and Master's dissertation modules) should be distributed evenly over the two semesters of each academic year.

Table 1: University awards and credits³

Award title	FHEQ level of award	Credit value	Specific FHEQ qualification descriptors' requirements
Certificate of Higher Education	4	120	120 credits at FHEQ level 4
Diploma of Higher Education	5	240	A minimum of 120 credits at FHEQ level 5
Foundation Degree	5	240	A minimum of 120 credits at FHEQ level 5
Certificate in Education	5	120	A minimum of 60 credits at FHEQ level 5
Bachelor's Degree (Ordinary)	5	300	A minimum of 60 credits at FHEQ level 6
Graduate Certificate	6	60	60 credits at FHEQ level 6
Graduate Diploma	6	120	120 credits at FHEQ level 6

³ Requirements for intermediate exit awards for undergraduate and taught postgraduate programmes can be found in section *Intermediate exit awards* below, including in Table 4, *Intermediate exit awards for undergraduate programmes*.

A1: Regulations for taught programmes

Professional Graduate Certificate in Education	6	120	A minimum of 45 credits at FHEQ level 6
Bachelor's (honours) degree (top-up), one year	6	120	A minimum of 120 credits at FHEQ level 6
Bachelor's degree (honours), three years	6	360	A minimum of 120 credits at FHEQ level 6
Bachelor's degree (honours), including professional training year	6	480	A minimum of 120 credits at FHEQ level 6 with 120 credits at P level
Integrated Master's degree (honours)	7	480	A minimum of 120 credits at FHEQ level 7 and 120 credits at FHEQ level 6
Integrated Master's degree (honours), including professional training year	7	600	A minimum of 120 credits at FHEQ level 7 and 120 credits at FHEQ level 6, with 120 credits at P level
Bachelor of Medicine, Bachelor of Surgery	7	550	A minimum of 145 credits at FHEQ level 7, 240 at FHEQ level 6 and 165 at FHEQ level 5
Postgraduate Certificate	7	60	A minimum of 45 credits at FHEQ level 7 with the remainder at FHEQ level 6
Postgraduate Diploma	7	120	A minimum of 90 credits at FHEQ level 7 with the remainder at FHEQ level 6
Postgraduate Certificate in Education	7	120	A minimum of 45 credits at FHEQ level 7
Master's degree	7	180	A minimum of 150 credits at FHEQ level 7 with the remainder at FHEQ level 6
Master's degree (two year's full time – EuroMasters, Master of Fine Arts, Master's degrees with integrated professional training)	7	240	A minimum of 210 credits at FHEQ level 7 with the remainder at FHEQ level 6

Modules

10. The modules that comprise each programme, and their designation as either core, compulsory or optional, are set out in the relevant programme specification:

- a core module is a module that is central to a programme of studies and which must be taken and passed, and all units of assessment within it passed, in order for the student to pass the module and/or to gain an award. Compensation cannot be applied to failure of a core module.
- a compulsory module is a module that the student is required to study and which may include some units of assessment that must be passed. Compensation may be applied to failure of a compulsory module unless there are restrictions on compensation imposed by a Professional, Statutory or Regulatory Body (PSRB).
- an optional module is a module that is not compulsory or core and is chosen by the student with academic advice. Compensation may be applied to failure of an optional module unless there are restrictions on compensation imposed by a Professional, Statutory or Regulatory Body (PSRB).

Pass mark

11. For modules at FHEQ levels 4, 5 and 6 and at level P the pass mark is 40% and for modules at FHEQ level 7 the pass mark is 50%. Professional, Statutory and Regulatory Bodies may prescribe a pass mark higher than the University norms.

Professional Training year

12. All programmes have the option to offer a professional training year (hereafter called Professional Training), unless there are any PSRB requirements which might prohibit this, which is normally taken between FHEQ levels 5 and 6. The Professional Training year can be a paid or unpaid placement and cover a work, research and/or study abroad placement. Whilst on a Professional Training placement, students will be visited by an academic member of staff.⁴ Students on Study Exchange will have check-ins with their Academic Exchange Coordinator.
13. The minimum aggregate period of Professional Training is 1125 hours, excluding local annual holiday entitlement but including any return period(s) to the University. Where there are valid extenuating circumstances a student may be able to complete their period of Professional Training in 900 hours. Students who cannot complete a minimum of 900 hours will normally be unable to complete level P and this will be considered on a case-by-case basis. The minimum number of hours' requirement is calculated pro rata for students taking PTY/Study Exchange (50/50 split). Students on Study Exchange during Level P should refer to the [Code of practice for professional training](#) for minimum placement hours' requirements.
14. The Professional Training year is subject to summative assessment. The range of marks for Professional Training should conform to the normal scale of marks as set out in the [Code of practice for assessment and feedback](#).

Naming of undergraduate programmes

15. All programme titles should be consistent and clearly convey information about the nature and subject of study.
16. Programmes may combine different subject areas expressed as either an "and" or a "with" combination or a major/minor combination. Some programmes may specify a specialist pathway. Programmes designated under the major/minor framework contain specific modules that link the two subject elements.
17. A joint honours programme should have equal weighting attributed to each subject and is expressed as BA/BSc (Hons) in "subject 1" and "subject 2". A "with"

⁴ Further details of procedures can be found in the [Code of practice for Professional Training](#).

combination and a major/minor programme can vary in how the content is weighted, although the major element of the programme should account for at least 225 credits of the overall credits for the programme (not including P credits) and the “with” or minor element at least 90 credits. The naming convention will operate as BA/BSc (Hons) in “subject 1” with “subject 2”. A programme with a pathway is named by inserting the pathway name in brackets following the generic programme title. In these instances the pathway or specialist content should normally account for at least 90 credits and the title is expressed as BA/BSc (Hons) in “generic title” “(specialist pathway)”.

Naming of taught postgraduate programmes with specialist pathways

18. The following conventions should be followed in the naming of taught postgraduate programmes with specialist pathways:
 - Master’s degree in “generic title” = 180 credits, of which at least half the credits are derived from the generic modules and no more than 90 credits, including the dissertation, are within a defined specialist pathway
 - Master’s degree in “generic title” “(specialist pathway)” = 180 credits, of which between 90 and 135 credits, which must include the dissertation, are within a defined specialist pathway
 - Master’s degree in “specialist title” = 180 credits, of which at least 135 credits, which must include the dissertation, are within a defined specialist pathway
 - Postgraduate Diploma in “generic title” = 120 credits, with less than 60 credits in a defined specialist pathway
 - Postgraduate Diploma in “generic title” “(specialist pathway)” = 120 credits, with no fewer than 60 credits and no more than 90 credits in a defined specialist pathway
 - Postgraduate Diploma in “specialist title” = 120 credits, with at least 90 credits in a defined specialist pathway
 - Postgraduate Certificate in “generic title” = 60 credits, with at most 30 credits in a defined specialist pathway
 - Postgraduate Certificate in “generic title” “(specialist pathway)” = 60 credits, with no fewer than 30 credits and no more than 45 credits in a defined specialist pathway
 - Postgraduate Certificate in “specialist title” = 60 credits with at least 45 credits in a defined specialist pathway

Taught awards of the University of Surrey

19. The University may only make those taught awards listed in the [*Introduction to the Quality Framework*](#). Awards are made:
 - to those students who have been registered for and have satisfactorily followed the prescribed programme linked to that award, and
 - who have successfully completed the programme associated with that award and met any other requirements as specified in the programme specification, and
 - who have been awarded the required credits, as specified in Tables 1 and 5

Classification of undergraduate honours degrees and integrated Master’s degrees

20. Marks achieved at FHEQ level 4 do not contribute towards the final degree classification. Marks are weighted for FHEQ levels 5 and 6 (and level 7 for

integrated Master's programmes) as shown in Table 2 below. Marks from Study Exchange (taken during FHEQ level 5 or 7) are not taken into account for calculating the final degree classification/grade. For further details, please see section *Exchange students: credits and marks* below.

Table 2: Undergraduate honours awards and integrated Master's awards: weightings for module marks at FHEQ level 5 and FHEQ level 6

Award title	Weightings
Bachelor's degree with honours	FHEQ level 5 (35): FHEQ level 6 (65) 35:65
Bachelor of Veterinary Medicine and Science	FHEQ level 5 (10): FHEQ level 6 (15): FHEQ level 7 (year 4) (30): FHEQ level 7 (year 5) (45) 10:15:30:45
Master of Business, Master of Chemistry, Master of Engineering, Master of Mathematics, Master of Physics, Master of Science	FHEQ level 5 (25): FHEQ level 6 (35): FHEQ level 7 (40) 25:35:40

21. When calculating a student's aggregate mark for a module the result of the calculation is required to be a whole integer. In calculations, aggregate marks of 0.01-0.49 are rounded down and marks of 0.5-0.99 are rounded up.
22. When classifying undergraduate honours and integrated Master's degrees the overall weighted aggregate mark the student has achieved is used. This is derived from aggregating module marks, weighted in accordance with Table 2 above and expressed as a score out of 100. The result of the calculation is required to be a whole integer. In calculations aggregate marks of 0.01-0.49 are rounded down and marks of 0.5-0.99 are rounded up. Students are provided with a level average mark at the end of each year of study which is presented to two decimal places and is not rounded up. This is for their information and is not used in the calculation of the final overall weighted aggregate mark for the degree.
23. Awards are classified according to the following scheme.

Table 3: Award classifications for undergraduate honours degrees and integrated Master's degrees

Formal title ⁵	Mark threshold
First Class Honours	70 and above
Second Class Honours (Upper Division)	60-69
Second Class Honours (Lower Division)	50-59

⁵ Other titles for awards are First - I, Upper second - II(i), Lower second – II(ii), Third.

Third Class Honours (not available for integrated Master's degrees) ⁶	40-49
--	-------

24. For students commencing a programme of study in 2014/15 onwards, credits at P level will not be used in the calculation to classify honours undergraduate and integrated Master's awards.⁷

Grading of undergraduate non-honours awards

25. Non-honours undergraduate awards of Certificate of Higher Education, Diploma of Higher Education and Foundation Degree are graded as follows:

- Distinction 70 and above
- Merit 60-69
- Pass 40-59

For programmes where the award is a Certificate of Higher Education, grades are determined on the basis of all modules. For programmes where the award is a Diploma of Higher Education or a Foundation Degree, grades are determined solely on the basis of the student's performance in their FHEQ level 5 modules. Calculations for grades apply the rules for the rounding of marks described in regulations 21 and 22 above.

26. The University does not grade or classify Ordinary Degrees.

Grading of level 7 awards

27. Subject to the terms of regulation 19 above and any specific requirements set out in the programme specification, a Postgraduate Certificate may be awarded to a student who has gained at least 60 credits and has achieved an average mark of not less than 50%.
28. Subject to the terms of regulation 19 above, and any specific requirements set out in the programme specification, a Postgraduate Diploma may be awarded to a student who has gained at least 120 credits and has achieved an average mark of not less than 50%.
29. When a student has been awarded credits in excess of 120, the overall aggregate mark is calculated by reference to those modules which have attracted the highest marks and constitute 120 credits, except where the programme specification requires that the marks for certain specific modules must be included in the calculation.
30. Subject to the terms of regulation 19 above, and any specific requirements set out in the programme specification, a Master's degree may be awarded to a student who has gained at least 180 credits (at least 240 credits for two year full-time programmes) and has achieved an average mark of not less than 50%, including the dissertation module.
31. Postgraduate Certificates and Diplomas and Master's degrees are awarded in accordance with the following mark thresholds:
- Distinction 70 and above

⁶ Awards for students entering FHEQ level 5 of the Master of Engineering (MEng) in 2008/09 or before are graded merit for marks of 60-69 and distinction for marks of 70 and above.

⁷ Award classification calculations that include P credits can be found in the *General Regulations* for 2013/14 and previous years.

- Merit 60-69
 - Pass 50-59
32. Awards are graded by taking the overall eligible marks, weighting them in accordance with the credit value of each module, including the dissertation, aggregating them and using the arithmetic mean of the weighted aggregate marks to determine the grade the student has achieved. The arithmetic mean of the weighted aggregate award mark for each student is rounded to the nearest whole number and recorded as an integer.
33. When calculating a student's aggregate mark for a module and for their award grade, the result of the calculation is required to be a whole integer. In calculations, aggregate marks of 0.01-0.49 are rounded down and marks of 0.5-0.99 are rounded up. The award grade directly reflects the weighted aggregate mark.

Intermediate exit awards

34. An intermediate exit award recognises the academic achievement of students who are unable to meet the credit volume and/or credit level requirements for the award on which they are registered. Where a student leaves the University before completing their programme of studies, they will be given the relevant intermediate exit award to which their accrued credits entitle them, provided that they have no tuition fee debts to the University or are not otherwise in breach of its regulations.
35. Intermediate exit awards for undergraduate programmes are graded in accordance with the normal grading scheme for the type of award. The typical intermediate exit awards are as follows:

Table 4: Intermediate exit awards for undergraduate programmes

Credits accrued	Intermediate exit award
120 credits at FHEQ level 4 or above	Certificate of Higher Education
240 credits including 120 credits at FHEQ level 5 or above	Diploma of Higher Education
300 credits, including 60 at FHEQ level 6 or above	Ordinary degree
360 credits, including 120 at FHEQ level 6 or above within an integrated Master's programme	Bachelor's degree (Hons)

36. For intermediate exit awards from taught postgraduate programmes see regulations 43, 68 and 69 below.
37. The title of an intermediate exit award should normally be the same as the main award unless there are discipline-specific or PSRB requirements which would make this inappropriate. Titles of exit awards are confirmed at programme validation and listed in the programme specification.

Date of award

38. University awards are made by the Senate. The date of the award is the date on which the Senate Progression and Conferment Executive (SPACE), or another body nominated by Senate, approves the award on its behalf.

Students in debt to the University

39. Academic awards of students who are in debt to the University in respect of tuition fees will be withheld until the student has paid their tuition fee debts to the University.

ADMISSION

Entry requirements

40. To be offered a place on one of the University's taught programmes students are required to meet the University's general entrance requirements, the English Language requirements and any requirements for entry to specific programmes. Further information is given in the [Code of practice for Undergraduate Admissions](#) and the [Code of practice for Postgraduate Admissions](#). These Codes are updated on a regular basis and any amendments are considered and approved by Senate and its subcommittee.
41. The President and Vice-Chancellor, together with the University Executive Board, has responsibility for setting the criteria for the admission of students and will annually confirm the minimum entry requirements for all undergraduate and taught postgraduate programmes. Details of programme-specific entry criteria may be found on the [University website](#).
42. Applicants who have non-standard qualifications or who request that their work experience be taken into account as part of their application may be considered on an individual basis, in line with the general aims and principles of the [Code of practice for Undergraduate Admissions](#) and the [Code of practice for Postgraduate Admissions](#) and within the terms of the University's procedures as set out in the [Code of practice for the recognition of prior learning and prior credit: taught programmes](#).
43. For some taught postgraduate programmes applicants may be admitted to study initially for an intermediate award (for example a Postgraduate Certificate or a Postgraduate Diploma) or be required to study and complete specified modules before admission to the full programme (see regulations 68-69 below). Where such arrangements, opportunities, and conditions apply, they are set out in the programme specification.

English language

44. The University's programmes of study are delivered and assessed through the English language unless a different language is required for a particular programme. The University therefore requires that applicants who wish to be considered for entry to one of its programmes of studies and whose first language is not English, or who have not been educated wholly or mainly through the medium of English, should demonstrate that they have reached the level of academic competence in the English language that it considers appropriate.
45. The University regularly reviews the level of achievement it requires applicants to achieve or have achieved and publishes this information on its web site and in its prospectuses. To be accepted by the University an applicant who does not meet the

minimum standard will be required to undertake English language instruction before admission.⁸

46. Students whose qualifications and/or test results have met the University's requirements but whose proficiency in English is subsequently judged by their tutors to be hindering their academic progress will be required to attend a programme in English for academic study. This should be read in conjunction with the [Code of practice for assessment and feedback](#).

False information

47. Applications from students who in the course of the application process are found to have supplied false information about their qualifications or other false personal information will be rejected.

Re-admission to taught programmes

48. Former students whose registration has been terminated for academic or disciplinary misconduct as a result of an Academic Misconduct Panel/Academic Misconduct Appeal Panel or a Student Disciplinary Panel/Student Disciplinary Appeal Panel decision will not be admitted to programmes or modules that lead to awards of the University.
49. Students whose registration has been terminated as a result of a Fitness to Practise or Fitness to Practise Appeal Panel decision will not be admitted to a programme regulated by the same Registration Body. Applications for other programmes or modules that lead to awards of the University will be considered on a case-by-case basis.
50. Students whose registration has been terminated as a result of academic failure or for lack of academic progress will not be admitted to the same programme of study. Applications for other programmes or modules that lead to awards of the University will be considered on a case-by-case basis.
51. Where a student has withdrawn from the University they may apply to the University to be admitted to the same or another programme and to have the credits they formerly accrued exempt them from some part of the programme (see regulation 52 below). Where exemptions are granted the student will be required to relinquish any intermediate exit awards they have taken upon receiving the intended award. Students whose registration was terminated as a result of a Support to Study Panel and where they have subsequently been confirmed fit to study, may also be re-admitted to the same or another programme. In such cases, students will be required to relinquish any intermediate exit awards they may have taken upon receiving the intended award.

Admission to a taught programme with advanced standing and exemptions

52. A student who has previously satisfactorily studied with the University (including an Associated, Accredited or partner institution) or with another degree awarding body in the UK or abroad may apply to enter a University of Surrey taught programme and to have their previous academic performance to be recognised for the purpose of exempting them from some parts of the programme for which they are applying.
53. In each case the decision on the level of exemption to be allowed is an academic judgement made after reviewing the student's transcript or its equivalent and

⁸ The University's School of Arts, Humanities and Creative Industries provides programmes in English for academic study that are specially designed for international students who are planning to study in the UK.

considering the studies/learning they have previously completed and the programme they have applied to join. The University's procedures are set out in the [Code of practice for the recognition of prior learning and prior credit: taught programmes](#).

54. In cases of admission to the programme with exemption(s) based on recognised prior learning, the minimum number of credits that a student must successfully complete at the University after being admitted to the programme in order to achieve a University of Surrey award is indicated in Table 5 below.

Table 5: The minimum number of credits that must be taken by transferring students to achieve a University award

Award title	Credits that must be studied with the University (including with an Associated, Accredited or partner institution) in order to achieve a University of Surrey award
Certificate of Higher Education	45 out of 120 at FHEQ level 4
Diploma of Higher Education	120 out of 240 at FHEQ level 5
Foundation Degree	120 out of 240 at FHEQ level 5
Bachelor's degree (Ordinary)	100 out of 300 credits with a minimum of 60 credits at FHEQ level 6
Graduate Certificate	30 out of 60 credits at FHEQ level 6
Graduate Diploma	45 out of 120 credits at FHEQ level 6
Bachelor's degree (honours), three years	120 out of 360 credits at FHEQ level 6
Bachelor's degree (honours), including professional training	200 out of 360 credits, of which 120 must be at FHEQ level 6 with 80 P level credits
P level	The Pro-Vice-Chancellor, Executive Dean of Faculty may exempt a student from up to one third of the total P level credits required by a programme where the student can show that they have previously successfully acquired experience that is the equivalent of the relevant professional training required by the University
Integrated Master's degree	240 out of 480 credits of which 120 credits must be at FHEQ level 6 and 120 credits at FHEQ level 7
Postgraduate Certificate	30 out of 60 credits at FHEQ level 7
Postgraduate Diploma	60 out of 120 credits at FHEQ level 7

Master's degree ⁹	90 out of 180 credits at FHEQ level 7
Master's degree (two years full-time)	120 out of 240 credits at FHEQ level 7

Contribution of marks from previous study towards a University final award

55. Where a student admitted to a taught programme has been exempted from completing part(s) of the programme on the basis of prior higher education credit and/or prior experiential learning, having satisfied the University's requirements, their final result (including the classification of their degree, where relevant) is determined on the basis of the work they have undertaken at the University after being admitted to the programme. Where exemption from completing part(s) of the programme was granted on the basis of prior credit achieved at the University of Surrey, marks associated with this recognised prior credit will also be considered when determining the student's final result (including the classification of their degree, where relevant). In instances where former Surrey students have been accepted to a new Master's programme on the basis of prior credit and, due to specific PSRB requirements, were not permitted to relinquish their prior Postgraduate Certificate/Diploma award achieved at the University of Surrey, the final result (including the classification of their degree, where relevant) is determined on the basis of the work they have undertaken at the University after being admitted to the new programme.
56. Where approved by the relevant University body, a Memorandum of Agreement or Memorandum of Cooperation with another institution may explicitly provide for marks gained at the other institution to be considered when determining the student's final result. Other than under such an approved agreement, marks gained at another institution are not considered when determining the student's final result.

REGISTRATION

Periods of registration¹⁰

Table 6: Indicative maximum periods for registration for undergraduate programmes

Award title	Indicative maximum period for registration ¹¹	
	Full time	Part-time

⁹ In exceptional circumstances, where a student satisfied the University's admissions requirements for a postgraduate taught Master's programme and has been exempted from completing part(s) of the programme on the basis of prior higher education credit, having previously achieved a relevant Postgraduate Diploma award, the minimum number of credits that must be studied with the University (including with an Associated, Accredited or partner institution) as part of the new Master's degree award may be reduced from 90 to 60 credits to take into account their previous Postgraduate Diploma award.

¹⁰ Students on student visas are subject to Home Office regulations that may determine matters such as maximum length of study and opportunities to change programme. In such cases those regulations supersede the University's regulations. Further information can be sought by contacting International Student Advice (based in MySurrey Hive) by submitting an enquiry via [Surrey Support](#).

¹¹ The addition of two years to a maximum period of registration for a standard Full-Time taught programme includes periods of course suspension and temporary withdrawal. Any exceptions are to be considered on a case-by-case basis. Where a programme of study allows students to undertake an intercalation year, such periods are excluded from calculating the total maximum period of registration.

A1: Regulations for taught programmes

Certificate of Higher Education	Three years	Four years
Diploma of Higher Education	Four years	Six years
Foundation Degree	Four years	Six years
Certificate in Education	Three years	Four years
Bachelor's Degree (Ordinary)	Five years	Eight years
Graduate Certificate	Three years	Four years
Graduate Diploma	Four years	Six years
Professional Graduate Certificate in Education	Three years	Four years
Bachelor's degree (honours)	Five years	Eight years
Bachelor's degree (honours), with professional training period	Six Years	Ten years
Bachelor of Medicine, Bachelor of Surgery	Six Years	Ten Years
Integrated Master's degree	Six Years	Ten Years
Integrated Master's degree, with professional training period	Seven years	Twelve years
Postgraduate Certificate in Education	Three years	Four years

Table 7: Minimum and indicative maximum periods of registration for taught postgraduate programmes

Award title	Minimum period of registration		Indicative maximum period of registration	
	Full-time	Part-time	Full-time	Part-time
Postgraduate Certificate	3 months	6 months	24 months	36 months
Postgraduate Diploma	7 months	14 months	36 months	48 months
Master's Degree	11 months	22 months	48 months	60 months
Master's Degree (two year full time)	22 months	N/A	60 months	N/A

57. In exceptional circumstances where there are confirmed extenuating circumstances the Pro-Vice-Chancellor, Executive Dean of Faculty may extend the maximum period of registration indicated in Tables 6 and 7 for a given award for an individual student normally by no more than one year.
58. Subject to regulation 57, where a student has been exceptionally permitted or required by the University to extend their registration, the maximum periods of registration set out in Tables 6 and 7 will be extended by a period equivalent to the period of the agreed exceptional extension.
59. Where a student has not completed their studies within the maximum period indicated in Tables 6 and 7 and has not been granted an extension by the Pro-Vice-Chancellor, Executive Dean of Faculty, their registration will be terminated. In such a case the relevant Board of Examiners will offer a student who has accrued the necessary credits the intermediate exit award to which they are entitled if they are not otherwise in breach of University regulations.

Registration for taught programmes

60. Programmes start at the beginning of the academic year. Taught postgraduate programmes may additionally have start dates at other times of the academic year.
61. The academic year is divided into two semesters of 15 weeks each. Each semester consists of a period of teaching, revision/directed learning and examination. Taught postgraduate programmes may also operate different structures for the delivery of teaching, as approved at the programme validation.
62. Students are required to register at the start of their programme. Continuing students and students on taught postgraduate programmes that extend over more than one academic year are required to re-register at the beginning of each subsequent academic year and may be required to pre-enrol in the preceding semester and/or session. When registering and re-registering, students agree to comply with the University's Charter, Statutes, Ordinances, Regulations, Codes of practice, policies and procedures.
63. In the absence of confirmed extenuating circumstances, students who fail to register or re-register or to engage with the academic programme following the online registration process within two calendar weeks of the beginning of the academic year will not normally be considered to be a continuing student of the University. In exceptional cases, including extenuating circumstances, the Programme Leader should exercise their academic judgement to consider whether the student could be allowed to rejoin the programme after the initial two calendar weeks, or whether too much vital programme content has been missed, in which case a student may be offered a period of temporary withdrawal.
64. The name in which a student registers or re-registers for their programme will be the name that is recorded on any transcript or certificate issued by the University. Where a student changes their name in the course of their studies with the University they are required to inform the Pro-Vice-Chancellor, Executive Dean of Faculty within a month of the change.
65. Applicants registered for a programme that provides intermediate exit awards will also be considered as having registered to study for those awards.
66. As part of the University's commitment to encourage good academic practice and counter plagiarism, students are required under the terms of these *Regulations*, and as a condition of registration, to consent to the University's submission of instances of their work in electronic format for analysis by a service such as the plagiarism detection service Turnitin® UK and the Turnitin® Authorship Investigate service.

Simultaneous registration

67. A student may not simultaneously register for two full-time programmes or a full-time and a part-time programme either at the University or at the University and another institution, with the following exceptions:
- if a student has completed a programme of study for another award but the award has not been made, the student may register provisionally for a period not exceeding three months
 - the programme of study has been approved as a dual or double award with another institution
 - if a student is registered to the Postgraduate Certificate in Learning and Teaching or the Postgraduate Certificate in Management Education

Registration for intermediate taught postgraduate awards

68. In some cases, taught postgraduate programmes are so arranged that students are first registered to study for an intermediate award (such as a Postgraduate Certificate or Postgraduate Diploma) and are subsequently offered the opportunity to transfer to a Master's level award after progressing some way through their studies. In other cases, students are registered directly to study for the Master's award. Where the latter is the case, a student who has registered for the Master's award will be considered to have enrolled for the intermediate awards of Postgraduate Certificate and Postgraduate Diploma and a student who has registered for a Postgraduate Diploma will likewise be considered to have registered for a Postgraduate Certificate.
69. The University requires that students may not receive more than one award for the same programme of studies. Where a student who has registered for and received a Postgraduate Certificate or Postgraduate Diploma seeks to re-enrol to study for the Master's award linked to that taught postgraduate programme, the University requires that the intermediate award is relinquished upon receiving the intended Master's award (see regulation 51 above).

Registration for individual modules of a taught postgraduate programme

70. Individuals who wish to attend individual modules in a taught programme but who do not wish to register for the award may apply to the Pro-Vice-Chancellor, Executive Dean of Faculty to do so. Such applications will be considered on their merits and may be accepted where this is consistent with any of the overriding needs of the programme and the requirements of the programme specification. Successful applicants must register for the module(s), agree to abide by the University's Statutes, Ordinances, Regulations, policies and procedures and pay the relevant fee when requested. Credits may be awarded by the University for the successful completion of such modules.

Retrospective registration on a taught postgraduate programme

71. A student may be permitted by the Pro-Vice-Chancellor, Executive Dean of Faculty to register to follow a taught postgraduate programme retrospectively, if they have not completed more than one-third of the programme. Under this provision and, following the payment of all fees due to the University and the student's agreement to meet the conditions set out in regulations 62, 63, 64 and 66 above, registrations will be backdated to the date of commencement for the taught postgraduate programme in question.

University of Surrey co-operation with other institutions

72. Where the University has concluded formal agreements that have been approved by Senate, taught programmes leading to University awards may be followed partly at the University and partly at other universities or institutions.

False information

73. Students who have registered with the University for a taught programme or an individual taught postgraduate module and are subsequently found to have provided false information about their qualifications, or false personal information when applying, will have their registration terminated under the University's [Student disciplinary regulations](#).

Tuition fees

74. Students who fail to pay their tuition fees in accordance with the University's stated policies will be subject to the University's established procedures for late payment of tuition fees.

Registration for modules

75. Students following taught programmes are required to register or confirm their choice of modules at the beginning of the academic year or semester or the date specified in the programme specification. Full-time undergraduate students, other than students undertaking academic exchanges (see regulations 126-129 below), are required to register for modules with a value of 120 credits in each academic year. One year full-time taught postgraduate students normally register for modules with a credit value of up to 180 credits in any twelve month period. Two year full-time taught postgraduate students normally register for modules with a credit value of up to 120 credits in any twelve month period. Part-time students following taught postgraduate programmes normally register to study modules with a value of up to 90 credits in each academic year.
76. Students who do not register or confirm an earlier provisional registration for a module within two calendar weeks of the beginning of the academic session (or semester) will not be considered to have registered for that module unless there are confirmed extenuating circumstances. Work submitted for assessment by a student on a taught programme who is not registered for a module will not be assessed.
77. Undergraduate students who have failed to progress in the previous session and taught postgraduate students who have failed modules may be permitted by a Board of Examiners to repeat their studies in order to be reassessed in the failed elements (with or without attendance). Such students are required to register for the necessary modules at the beginning of the academic session or semester. If they have not registered, or confirmed an earlier registration, for a module within two calendar weeks of the beginning of the academic session or semester they will not be considered to have registered for the module and the associated assessments and their registration will lapse.
78. Students who have been permitted to repeat studies are required to pay the relevant registration and other fees to the University within the normal period and arrangements.
79. Students may not normally change their module registrations once the module has started and may only do so with the approval of the Programme Leader and where timetabling permits. After the second week following the commencement of a module, changes to module registrations will only be permitted where the student has confirmed extenuating circumstances.

80. Students who have registered for a credit-bearing module may not withdraw their registration from that module after the passage of two weeks or after they have submitted work for assessment, whichever is the sooner.
81. Undergraduate students who withdraw from their module after two weeks or after they have submitted for assessment (whichever is sooner) will be considered to have failed the module. Taught postgraduate students who do not complete a module for which they have registered will be considered to have failed the module.
82. A student who has completed a module and has been awarded the academic credit for that module by passing the associated assessments (or reassessments), or through compensation by the Board of Examiners, is not allowed to repeat that module in order to improve their marks.

Communications between students and the University

83. The University normally uses a student's University email account to communicate important information about registration, module registrations, assessment, degree ceremonies and other matters. Students studying with the University are required to activate and use their University email account within 48 hours of first registering. Once their University email account has been activated students should regularly check and use their account.
84. Students studying for University awards with the University's Associated and Accredited Institutions are required to follow the relevant Institution's requirements for communication.
85. Students studying with the University are responsible for ensuring that it has their current postal address and contact telephone number(s) while their programme is in session and their postal address and their contact telephone number(s) for vacations where this is different. This information is initially gathered through registration and re-registration. Similar responsibilities apply between students studying for University awards with the University's Associated and Accredited Institutions and their Institution.
86. Where the University has agreed to the request of a student studying with it to suspend their registration for a period, the student will retain their University email address which will be used by their Programme Leader in the first instance and other University officers to contact them.
87. Where a student studying with the University fails to respond to official email enquiries from the University over a reasonable period (normally, four weeks) the Chief Student Officer will send a postal enquiry to the student's last known address. If there is no response to this communication, again within a reasonable period, the University will normally consider the student's registration to have lapsed.
88. Access to University services and the University's email systems will be withdrawn for students whose registration has lapsed or has been terminated by the University.

Transfer of programme registration¹²

89. Students who wish to transfer their registration to another taught programme in the same or another Faculty at any point within the first six months of programme commencement are expected to have sought the advice of the Programme Leaders

¹² Students on student visas are subject to Home Office regulations that may determine matters such as maximum length of study and opportunities to change programme. In such cases those regulations supersede the University's regulations. Further information can be sought by contacting International Student Advice (based in MySurrey Hive) by submitting an enquiry via [Surrey Support](#).

of both the relevant programmes before making an application to transfer. Applications by students to transfer their registration from one programme to another after the first six months of study must be approved by the relevant Pro-Vice-Chancellor, Executive Dean of Faculty.

90. Where the relevant Programme Leaders consider that there is sufficient commonality between the curricula of two programmes for the student to effect a seamless transfer that will not jeopardise their academic progress, students will be considered to have followed a continuing programme of studies and continue to accrue credits. In such a case, marks for assessments already completed by the student will remain unchanged and be transferred to their record for the second programme.
91. Where the relevant Programme Leaders consider there is not sufficient commonality between the two programmes for the student to effect a seamless transfer, but the Leader of the second programme agrees to admit the student for the following academic year, the student is advised to withdraw from their registration for the first programme, with the University's agreement that it will admit them to the second programme in the next academic year.

Temporary withdrawal and suspension of registration

92. A student who is in difficulties, with their studies or through personal circumstances, may apply to the Pro-Vice-Chancellor, Executive Dean of Faculty for the temporary withdrawal of their registration. A student will not normally be able to withdraw their registration for longer than two academic years.
93. Where a student is unable to return to their studies at the end of a period of temporary withdrawal and has not applied to the Pro-Vice-Chancellor, Executive Dean of Faculty for an extension to that period, their registration will be terminated.
94. Where a student's request for the withdrawal of their registration has been accepted by the Pro-Vice-Chancellor, Executive Dean of Faculty the student's access to University email systems will be maintained to assist contacts between the student, their Programme Leader, Personal Tutor and the Chief Student Officer's Directorate.
95. A decision to temporarily suspend the registration of a student on health grounds may be taken by a Support to Study Panel convened in accordance with the [Regulations for support to study](#). Exceptionally, the University may suspend the registration of a student for a defined period where they are alleged to have acted in a manner that contravenes the University's [Student disciplinary regulations](#).
96. Temporary withdrawal and suspension of registration will be kept under review by the Programme Leader in consultation with the student and Chief Student Officer. This will normally be through the University's email facilities and by post (see regulations 83-86 above). Where a student's registration has been withdrawn or suspended, they are not eligible to participate in their programme (including assessments and reassessments) before resuming their registration or re-registering.

Exclusion on non-academic grounds

97. A student may be excluded from the University and their registration terminated for engaging in conduct that is harmful to the University (see [Student disciplinary regulations](#)).
98. Where a student who is excluded from the University for non-academic reasons has accrued sufficient academic credits to be eligible for an intermediate exit award the relevant Board of Examiners will recommend the relevant award.

Withdrawal from registration and intermediate exit award

99. Students who wish to withdraw from the University before they have completed their programme of studies are required to notify the Pro-Vice-Chancellor, Executive Dean of Faculty of their intention by email.
100. Boards of Examiners will offer students who have withdrawn from a programme of studies and have accrued the necessary credits the intermediate exit award to which they are entitled if they are not otherwise in breach of University regulations.

Termination of registration and intermediate exit award

101. Where a student has not made academic progress and their registration has been terminated by the University (see regulations 111-113 below), but they have accrued the necessary credits, the relevant Board of Examiners offers the student the intermediate exit award to which they are entitled if they are not otherwise in breach of University regulations.

ACADEMIC STUDY AND PROGRESSION

Participation by students in the work of their programme

102. The University requires that students should attend (as far as reasonably possible) all scheduled lectures and field trips. Non-attendance may result in action culminating in the discontinuation of registration. Students should also participate fully in the work of their programme and complete the required assessments as set out in the programme specification. For students learning at a distance, participation involves availing themselves of the virtual and other learning opportunities provided for them by the University and completing the required assessments. Where there are no confirmed extenuating circumstances, students are expected to complete all required assessments of a module(s) within the same academic year in which they registered to take that module(s).
103. Where a student fails to participate in the learning opportunities available to them or declines to do so and/or does not submit the required assessments, the University, through the Pro-Vice-Chancellor, Executive Dean of Faculty will enquire into their participation, including for students based at the University, their attendance. Where extenuating circumstances are confirmed (see [Regulations for extenuating circumstances](#)) the student's registration continues and their performance is dealt with by the Programme Leader and through the relevant Board of Examiners.
104. Where there are no confirmed extenuating circumstances, the procedures set out in regulations 111-114 below will apply.

Academic misconduct

105. The University's arrangements for defining and dealing with academic misconduct are set out in the [Regulations for academic integrity](#).

Support to study

106. The procedures that are followed in matters to do with support to study are set out in the [Regulations for support to study](#).

Fitness to practise

107. The procedures that are followed for matters to do with fitness to practise are set out in the [Regulations for fitness to practise](#).

Requirements for progression to the next level/stage

108. Student progression is defined as taking place when a student meets the University's requirements to move from one level or stage of a taught programme to the next level or stage; when a student terminates their programme and takes an intermediate exit award (having met the University's requirements for that award); and when a student finishes their programme and, having met the University's requirements, takes the final award for their programme of studies.
109. For a student following a taught programme of studies to progress to their award they must satisfactorily complete each level or stage of the programme. Satisfactory completion of a level or stage is demonstrated by achieving the required credits (normally, 120 credits at each level for undergraduate and integrated Master's programmes). For programmes that have part-time or other modes of study the programme specification specify the number of credits required to be passed in order to progress from level to level or stage.
110. For a student to progress from one level or stage of a taught programme to the next level or stage, the University normally requires that they have achieved the required credit for that level or stage and passed all units of assessment for any modules designated core modules in the programme specification (normally 120 credits for undergraduate and integrated Master's programmes on a full-time basis). Where a student has achieved a minimum of 105 credits, they may be permitted to progress to the next level or stage and simultaneously undertake an outstanding 15-credit module from the previous level or stage alongside the standard 120 credits on a full-time basis. This is referred to as trailing credit. There are two types of trailing credit: "deferred" (see regulation 152 for deferred assessments) and "failed" (see regulation 155 for failure and reassessment). Students must successfully complete trailed credits from the previous level or stage in order for further progression to take place, subject to regulation 114. Professional, Statutory or Regulatory Body (PSRB) restrictions may apply to progression requirements.

Failure to make progress: termination of registration

111. Where a student proves unable to make progress with their studies through failing assessments and/or ceasing to participate in their programme, it is not normally in their interest or that of the programme that they should continue. In such circumstances (and following the offer of academic advice), if there are no confirmed extenuating circumstances, the Pro-Vice-Chancellor, Executive Dean of Faculty writes to the student stating that unless there is an improvement in their engagement within two weeks their registration will be terminated for lack of academic progress.
112. Where, after a written warning and the passage of two weeks, there has been no improvement and there are no confirmed extenuating circumstances, the Pro-Vice-Chancellor, Executive Dean of Faculty informs the student that their registration is to be terminated for lack of academic progress. The student may challenge the decision to terminate their registration through the University's appeals processes (see [Regulations for academic appeals](#)). If the student's appeal is not upheld their registration is terminated within ten University working days of their notification of the outcome of the appeal.
113. Where a student's registration is terminated for failure to make progress with their studies and the student has accrued sufficient credits to achieve an intermediate exit award, the relevant Board of Examiners will recommend the intermediate exit award to which they are entitled.

Failure following reassessment: termination of registration

114. Where, following reassessment, a student has failed to achieve all the credits required for a level or stage of a programme (normally 120 credits) and there are no confirmed extenuating circumstances, they have failed to complete that level of the programme successfully and their registration is terminated by the University. Where the student has met the University's requirements for an intermediate exit award the Board of Examiners will recommend that award.

Learning Support Adjustment (LSA) procedure

115. Where a student faces chronic, foreseeable or recurring circumstances or physical or other impairments that have the potential to hinder their academic progress they may inform the University through the Programme Leader or a member of the University's Disability and Neurodiversity team that they wish to request advice and support with their particular learning support arrangements.
116. Under the LSA procedure Disability and Neurodiversity works with the student, their tutors and other professionals (as required), to assess the learning support needs of students with impairments. Following this assessment, the student will be provided with, where appropriate, a written summary of the adjustments to the student's learning, teaching and assessment arrangements that Disability and Neurodiversity, in consultation with the Programme Leader, has assessed as reasonable and a note will be added to the student's centrally held records. Adjustments suggested in an LSA statement are designed to provide the student with an equal opportunity to participate in all educational activities: they are not intended to provide an unfair advantage.
117. Where a student has secured an LSA statement, Disability and Neurodiversity will ensure that their Programme Leader is formally notified of its contents so that the latter can notify the relevant departmental, Faculty and University officers of the adjustments suggested in the LSA statement and periodically check their continuing suitability for the student. Where the LSA statement prescribes particular arrangements for sitting assessments or examinations Disability and Neurodiversity and the Programme Leader or their equivalent each copy this information to staff administering and invigilating the student's examinations and assessments.

ASSESSMENT AND REASSESSMENT

Submission of coursework

118. Each Faculty should ensure that there are robust and transparent arrangements in place for collecting student work and recording the date of submission. Statements of these arrangements and where and how coursework is required to be submitted are to be found on SurreyLearn.
119. Students are required to submit coursework units of assessment, including projects and other reports and dissertations, on time and in accordance with the arrangements published in the programme specification. Arrangements for the submission of Master's dissertations are described in regulations 141-142 below. Where a unit of assessment has not been submitted at the first attempt and there are no confirmed extenuating circumstances, compensation will not be available at that point for that module. In such cases compensation will only be available after a re-submission (see regulations 158, 175-182 below for the criteria for awarding compensation).
120. Where a student has not submitted a coursework unit of assessment by the deadline specified, which is either a Monday, Tuesday, Wednesday, Thursday or Friday at

4.00pm¹³, and there are no confirmed extenuating circumstances, from 4.01pm the mark given for that unit of assessment will be reduced by 10 percentage points for work submitted in the first 48 hour period after the deadline, where the actual assessment mark is above or at the Pass mark until the Pass mark is reached. If the assessment is failed, then the actual failed mark will stand without deduction for the late submission. If the late work is submitted at any point between 48 hours (2 calendar days) and 120 hours (5 calendar days) after the specified submission deadline and there are no confirmed extenuating circumstances, the mark given for that unit of assessment will be the Pass mark (where the actual assessment mark is above or at the Pass mark) or the actual failed mark. Penalties are applied after the assessed work is marked. The mark recorded for assessed work submitted from 4.01pm on the fifth day after the deadline (120 hours), or not submitted at all, is zero and will not be marked. For example:

Deadline Monday 4pm	Deadline Tuesday 4pm	Deadline Wednesday 4pm	Deadline Thursday 4pm	Deadline Friday 4pm
Monday 4.01pm - 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Tuesday 4.01pm - 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Wednesday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Thursday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Friday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual failed mark stands
Wednesday 4.01pm – capped at Pass mark, or the actual failed mark stands	Thursday 4.01pm - capped at Pass mark, or the actual failed mark stands	Friday 4.01pm – capped at Pass mark, or the actual failed mark stands	Saturday 4.01pm – capped at Pass mark, or the actual failed mark stands	Sunday 4.01pm – capped at Pass mark, or the actual failed mark stands
Saturday from 4.01pm - zero	Sunday from 4.01pm - zero	Monday from 4.01pm - zero	Tuesday from 4.01pm - zero	Wednesday from 4.01pm - zero

121. Where the student's marks for the remaining units of assessment for the module are sufficient to enable them to pass the module overall, the mark that is recorded for the module includes the penalised mark in the relevant unit of assessment. If the student fails the module they are reassessed in the unit(s) of assessment they have failed. Marks for reassessed units of assessment are capped at the pass mark.

Late submission of the dissertation

122. Where a student following a taught postgraduate programme submits their dissertation late, the University applies the relevant penalty specified in regulation

¹³ All times refer to the time zone used in the United Kingdom and Northern Ireland. The United Kingdom and Northern Ireland (UK) uses Greenwich Mean Time (also known as UTC) and during summer the UK uses British Summer Time (BST), which is Greenwich Mean Time (GMT) plus one hour (UTC+01:00).

120 above. Where the application of the penalty results in the mark for the dissertation being reduced below the pass mark (50%) the Board of Examiners may permit the student to resubmit the same dissertation as their resubmission attempt, subject to the mark for a successful resubmission being capped at the pass mark (50%).

Joint or group project

- 123. When two or more students have conducted a joint or group project, each student normally submits written work in accordance with the requirements of the relevant programme specification.
- 124. Students who have participated in a joint or group project are required to provide an introductory note to the project report that specifies the contributions made by each person. The introductory note must be countersigned by each participant co-worker and attached to the report submitted.

Legibility of written work

- 125. The University requires that coursework assessments and examination scripts be legible: it does not require internal and external examiners to mark illegible written assessments. Where an internal assessor judges an examination script or other written assessment to be illegible, there are no extenuating circumstances, and their judgement is supported by a second internal assessor and the external examiner, the Board of Examiners may require the student to have the written assessment transcribed under secure conditions at the student's own expense.

Exchange students: credits and marks

- 126. The University encourages its students to participate in educational exchange arrangements it has established with other Universities and in other recognised international study arrangements (with its approval) such as the Turing Scheme. However, the final year of undergraduate programmes must be undertaken at the University of Surrey.
- 127. Surrey students undertaking approved educational exchanges abroad are required to pass any required assessments taken on the exchange; however, only the marks they achieve at the University of Surrey count towards their final award unless other arrangements have been approved following due quality assurance processes. Therefore, where a student on the exchange year has taken a full year of study that would normally contribute to the final degree classification, the revised weighting should be applied, on a pro rata basis, to the remaining years of study (see examples given in the [Code of practice for the recognition of prior learning and prior credit: taught programmes](#)).
- 128. Credits and marks accrued by an exchange student while studying with another higher education institution are reported to the University from the host institution.
- 129. For undergraduate exchange students who undertake an exchange lasting for only a single semester the marks achieved for the credits taken at the University of Surrey are used for the full 120 credits for that level. This means that if a student in the second year has undertaken an exchange in the first semester worth 60 credits and taken 60 taught credits at the University of Surrey in the second semester, then the mark for the 60 credits taken at the University of Surrey will be treated as the mark for the full FHEQ level 5 (120 credits) and weighted accordingly as described in Table 2 above.

Dissertation/project – Master's programmes

Submission of dissertations: time limits

130. For full-time students the University will not normally grant extensions to the submission deadline for the dissertation that would cause the student to complete their programme more than 13 months after the date of registration.
131. For part-time students following a programme over two years, the University will not normally grant extensions to the submission deadline for the dissertation that would cause the student to complete their programme more than 24.5 months after the date of registration.

Nature of dissertations or equivalent work

132. Taught postgraduate programmes should include a dissertation and/or major project module.
133. For taught postgraduate students undertaking a dissertation the way in which the subject matter and title of the dissertation, or equivalent project, are determined and approved is specified on SurreyLearn.

Reference to the work of others

134. In their dissertations taught postgraduate students are required to use explicit references and citations where they have drawn on the work of others or their own work and that is not part of the dissertation or other material that is submitted.
135. Work submitted by the student for, or towards, another academic award (whether of the University or another body) cannot comprise part of the submission for the University degree of Master's.
136. The requirements with respect to the avoidance of academic misconduct, and in particular plagiarism, can be found in regulation 66 above, and the procedures for dealing with academic misconduct can be found in the [Regulations for academic misconduct](#).

Joint or group project

137. When two or more students have conducted a joint or group project each student normally submits a separate dissertation in accordance with the requirements specified on SurreyLearn. Each student who has participated in a joint or group project is required to provide an introductory note to their dissertation that specifies the contributions made by each person. In the case of a jointly produced dissertation the introductory note must also clearly identify what contributions were made by each contributor to the dissertation. In each case, a copy of the introductory note(s) must be countersigned by each participant co-worker and attached to the dissertation submission.

Format of dissertations

138. Dissertations should be produced in A4-size and all pages numbered serially. Subsidiary papers and other material may be submitted separately for consideration by the examiners, with each item clearly identified with the student's full name, the year of submission, the degree for which they are registered, and the dissertation's approved title.
139. Each dissertation should have a title page with the following:
 - the dissertation's approved title
 - the student's full name

- the degree for which the student is registered
- the year in which the dissertation is presented
- a statement in a form approved by the University that the dissertation is the work of the author and that the work of others is indicated by explicit references
- a statement in a form approved by the University that asserts the student's right to be identified as the author of the work and the copyright owner.

For each dissertation a 300 word summary of the dissertation in English (see below) must follow the title page.

Language of the dissertation

140. The dissertation should be written in English, other than when the nature of the subject requires that it be submitted in another language and prior approval has been given. As noted above, the summary must always be written in English.

Submission of the dissertation

141. Students should submit an electronic copy of their dissertation in an approved format, according to the requirements set out on SurreyLearn, to facilitate submission to the University's plagiarism detection service (see regulation 66 above). Students are advised to keep a copy of their dissertation for their personal use.
142. No alterations or additions may be made to a dissertation after it has been submitted other than in the case of reassessment.

Examination of dissertations

143. The marking scale for dissertations is 0-100. Examiners are required to make their recommendations as follows:
- that the dissertation is of pass standard, or
 - that the dissertation is failed, but that the student is permitted to submit a revised dissertation by a specified date within six months
144. The University may invite those students who have produced a dissertation that has been awarded a Distinction to have an electronic copy of their dissertation permanently added to a database in the University of Surrey Library which will be accessible for academic purposes to University of Surrey staff and students.

Failure of dissertation and submission of revised dissertation

145. Where, in the academic judgement of the examiners, a dissertation has failed to meet the required pass standard the reasons for their finding are communicated to the student.
146. A student may submit a revised dissertation once only. If the dissertation is not submitted within six months the University will normally consider the student's registration to have lapsed. Where there are confirmed extenuating circumstances, however, SPACE may grant an extension of the time permitted. The procedure for submitting a revised dissertation is set out on SurreyLearn and is the same as for the original submission.
147. A revised dissertation is normally examined by the same examiners as the previously failed dissertation. The Pro-Vice-Chancellor, Executive Dean of Faculty may, however, appoint other examiners. The recommendations that may be made by examiners are that the dissertation passes or that it be failed. Examiners may not recommend a second re-submission.

148. Compensation is not available for the dissertation. If the revised dissertation is failed but the student has accrued the necessary credits elsewhere in the programme the Board of Examiners recommends the relevant intermediate exit award.

Copyright and access to the dissertation

149. As noted in regulation 139 above, students are advised to mark their dissertations as copyright. It is, however, a condition of the University's acceptance of a dissertation that the University Director of Library and Learning Services is granted the authority to reproduce the dissertation, and to lend copies to those institutions or persons who, in the Director's opinion, require them for academic purposes.

Commercial or other confidentiality of the contents of a Master's dissertation with a Distinction

150. If a student's sponsoring organisation and/or a collaborating body considers that the dissertation contains matter of a confidential nature or where they wish to seek a patent based on material in the dissertation, the student should complete the relevant section of the *Confidentiality Form*¹⁴, stating the grounds on which the restriction is sought. The University Library may not accept copies of such dissertation that contains confidential or restricted materials.

Intellectual property rights

151. While the copyright of the dissertation belongs to its author or authors, the student is required to assign to the University or its nominee any intellectual property rights (whether patentable or otherwise) that the student is considered to have acquired resulting directly or indirectly from study at the University in return for a fair proportion of any net receipts in accordance with the terms of the University's [Intellectual Property Code](#). A student may, however, be subject to a specific agreement with the student's sponsor concerning the assignment of intellectual property rights to the sponsor.

Deferred assessment

152. Where a student has not completed all the units of assessment for one or more modules, and it has been confirmed that extenuating circumstances apply,¹⁵ they are allowed to be assessed in the relevant units of assessment for the module(s) as if for the first time through a 'deferred assessment', to be taken in the next University-appointed assessment or reassessment period. Students who have achieved a minimum of 105 credits may be permitted to progress to the next level or stage and undertake outstanding deferred trailing credits from the previous level or stage alongside the standard 120 credits on a full-time basis, in accordance with regulation 110.
153. Where a student takes one or more deferred units of assessment in a module, and fails one or more of these, compensation can be applied in one or two modules if the criteria are met (see regulations 179-182). If the student is not eligible for compensation they must submit for reassessment in the relevant units of assessment at the next University-approved assessment or reassessment period, subject to the limits on progression set out in regulations 109-110 and to the maximum number of reassessment attempts prescribed in regulation 155. In such cases, the student may follow the University's procedure for reassessment without attendance. Access to

¹⁴ The *Confidentiality Form* is accessible through the Academic Administration team

¹⁵ See [Regulations for extenuating circumstances](#).

email, Library and Virtual Learning Environment (VLE) facilities for such students is available.

Alternative assessment

154. Alternative assessment can be employed for reassessment when it is not possible to reassess students in the methods used in the original assessment. Alternative assessment should allow students to demonstrate achievement of the relevant learning outcomes in a comparable way to the original assessment. Where applicable, alternative assessment is included in the module assessment strategy and specifically approved at the validation or periodic review of the relevant module(s) or through a subsequent programme amendment formally agreed by a Board of Studies. Alternative reassessment mechanisms can also be employed when it is no longer possible to reassess students in the original assessment method due to the module or programme withdrawal in subsequent years.

Failure and reassessment

155. Normally, a student who has failed a module is reassessed on a single occasion in the units of assessment they have failed in order to pass the module and progress to the next level or stage of their programme, or to take their award.¹⁶ Reassessment takes the form of the original assessment as specified in the module descriptor, unless alternative assessment is being employed (see regulation 154 above). Additionally, a student who has failed a single module with a credit value of up to and including 30¹⁷ at the second attempt may repeat the assessment on one further occasion during the next University-appointed assessment period. A student is permitted to trail a single 15-credit failed module into the next level of study, which they must successfully complete during this period in order to be eligible for further progression. Professional, Statutory or Regulatory Body (PSRB) restrictions may apply to progression requirements. Where a student passes the reassessment, the mark used in calculating the student's overall module mark is the pass mark for the unit. Where a student fails a reassessment in modules other than core modules they may be entitled to pass the module via compensation (see regulations 175-182 below).
156. In all cases, where a student is reassessed the mark recorded for the unit of assessment is the better of the marks achieved by the student (assessment and reassessment). In cases where the student passes the reassessment attempt, the unit mark recorded on the student's Higher Education Achievement Record (HEAR) and used to calculate the overall module mark is the pass mark.
157. Students who have been permitted to repeat studies in order to be reassessed are required to pay the relevant registration and other fees to the University within the normal period and arrangements.

Failure to attend for assessment/examination

158. Where a student has failed an assessment, or reassessment, for a module through not making (in the judgement of the Board of Examiners) a reasonable attempt to address the assignment's tasks or questions, or failing to attend a required examination (or being late by more than 30 minutes), or by attending a required examination (including online timed open book examinations and online examinations available within a defined window), but not making (in the judgement of

¹⁶ Students on the BVMSci Veterinary Medicine and Science programme are permitted two reassessment attempts for all core barrier units of assessment in years 3, 4 and 5 of the programme.

¹⁷ Assessment for eligible modules must have taken place after 13 March 2020.

the Board of Examiners) a reasonable attempt to address the examination questions, and there are no confirmed extenuating circumstances, the student has failed that unit of assessment at that attempt and will be given a mark of zero. If, as a consequence, the student fails the module overall but is eligible for a further (second or third) assessment attempt, they may not progress without reassessment, as described in regulation 155 above. Compensation is not available where a student failed a module overall through failing to attend an examination or to make a reasonable attempt at any type of the failed module's assessment tasks.

Failure and reassessment for modules with a value up to and including 60 credits

159. Where an undergraduate student has failed modules with a value up to and including 60 credits at that level or stage of their programme and, following reassessment and/or compensation within the limits permitted by these *Regulations*, passes the modules, they may progress to the next level or stage of their programme. If the student does not wish to retake the failed units of assessment and wishes to withdraw, or retakes the modules and subsequently fails, their registration is terminated.
160. Where a taught postgraduate student, following a programme over a full time equivalent academic year and with 180 credits, has failed modules with a value up to and including 60 credits and, following reassessment and/or compensation within the limits permitted by these *Regulations*, passes the module(s), they may progress to complete their programme. If the student does not wish to retake the failed units of assessment and wishes to withdraw, or retakes the modules and subsequently fails, their registration is terminated.
161. Where a student has passed a module after reassessment or compensation this is recorded in their transcript.

Failure of modules with a value of more than 60 credits

162. Where an undergraduate student fails modules with a value of more than 60 credits at that level or stage of their programme, their progression through their programme is halted and the Board of Examiners will require them to retake the units of assessment they have failed in the next academic year, in order to pass any failed modules and progress to the next stage or level of their studies¹⁸. Normally, in such a case the Board of Examiners recommends that the student is reassessed with attendance. The student may submit a request to the Student and Academic Administration team to be reassessed without attendance, based on individual circumstances.
163. Where a taught postgraduate student has failed modules with a value of more than 60 credits, the Board of Examiners requires that their progression through their programme is halted and they retake the units of assessment they have failed (with or without attendance) in order to pass any failed modules and progress to complete their programme.
164. If the student does not wish to retake the failed units of assessment and wishes to withdraw, or retakes the modules and subsequently fails, their registration is terminated. In such a case the Board of Examiners will offer a student who has

¹⁸ Exceptional progression arrangements apply to students on the BVMSci Veterinary Medicine and Science programme and students on BSc (Hons) Nursing, BSc (Hons) Midwifery and BSc (Hons) Paramedic Science programmes. A full list of regulatory exceptions can be found on the [University Quality Framework website: Academic Regulations](#)

accrued the necessary credits the intermediate exit award to which they are entitled, if they are not otherwise in breach of University regulations.

Timing of reassessments

165. Reassessments for units of assessment for undergraduate programmes failed in the first and second semester of the year are undertaken in the University-appointed reassessment period, apart from in-semester tests which can be re-sat in the next available assessment/re-assessment period.¹⁹ The dates for examination periods are published on the [University web pages](#).
166. In circumstances where a final year undergraduate student has failed or deferred a module in Semester 1 they may resit the failed or deferred unit(s) of assessment of one module of any credit volume in Semester 2, or two modules if the combined total credit volume for these modules does not exceed 30 credits.
167. Students who have been permitted to repeat their studies in order to be reassessed take the reassessment(s) for the module(s) they are repeating at the time appointed for that module. Such students are required to pay the relevant registration and other fees to the University within the normal period and arrangements (see regulation 74 above).
168. A taught postgraduate student who has failed a module is required to submit for reassessment at the next University-appointed reassessment opportunity.
169. Reassessments for failed units of assessment are normally undertaken at the end of the academic year. Exceptionally, reassessments may be undertaken at another time specified by the Pro-Vice-Chancellor, Executive Dean of Faculty, advised by the Programme Leader. For students with exceptional circumstances, and with the approval of the Pro-Vice-Chancellor, Executive Dean of Faculty, this may be up to two years after the first assessment.

Reassessments for students undertaking Professional Training

170. Where a programme provides for a period of professional training, students are required to have passed modules with a value of 120 credits in the level or stage that precedes the Professional Training year in order to progress to the Professional Training year. Students who have achieved a minimum of 105 credits may be permitted to commence the Professional Training year and subsequently progress to the next academic level/stage of study and undertake outstanding trailing credits from the previous level/stage of study alongside the standard 120 credits on a full-time basis, in accordance with regulation 110.
171. In cases where a student has not been able to take all their assessment attempts during the academic year due to confirmed extenuating circumstances, the local Professional Training year (PTY) tutor, with the approval of the Associate Dean, Education, can allow the student to progress to the Professional Training year if, in their academic judgement, this would be in the student's best interest. Any outstanding assessment will be taken at the next occasion the assessment is run.
172. Normally, students who have registered to retake modules that have previously been failed and who subsequently fail one or more such modules may not progress and

¹⁹ Students on the BVMSci Veterinary Medicine and Science programme are permitted an additional reassessment period within the academic year for core barrier units of assessment in years 3, 4 and 5 of the programme. Students on the BSc (Hons) Nursing, BSc (Hons) Midwifery, BSc (Hons) Paramedic Science and PG Diploma Nursing (Adult and Mental Health) programmes are permitted an alternative reassessment period (12 weeks into the next academic year).

may not be reassessed further. Subject to regulation 155 above, students may be permitted a further reassessment attempt for one 15-credit module only.

173. A student who fails to be awarded P credits for a unit of assessment taken as part of the Professional Training year shall have the right to submit for reassessment on one subsequent occasion within one year of the first attempt, under conditions specified in the programme specification.

Replacement modules

174. Students at FHEQ level 6 and FHEQ level 7 submitting for reassessment are normally reassessed in the units of assessment they have failed in the module for which they had registered. Exceptionally, for one module only, a Board of Examiners (advised by the Programme Leader and with the consent of the student) may recommend that a student in their final year or a taught postgraduate student be reassessed in another module with the same credit value. In such a case the student is required to pass the second replacement module overall, and will not be permitted to be further reassessed in case of failure. Where the student passes the reassessments, the marks are recorded as pass marks and used in the calculation of the student's results for the module. Where the student fails but is eligible for compensation, compensation may be applied.

Compensation

175. Compensation is only available to students who have failed a module(s). Compensation is not available for core modules.
176. Where the conditions set out in regulations 158, 179-181 or 182 below are met the student's overall performance compensates for their failed unit(s) of assessment and the student is allowed to progress to the next level or stage of their programme or be awarded.
177. Where compensation is applied, the mark recorded for the compensated module and that which is used in calculating the level average mark overall, is the aggregate module mark. Where a student has passed a module through the application of compensation, it is reflected in their HEAR.
178. Students at FHEQ levels 4, 5, 6 and level 7 have the option to decline compensation, in accordance with deadlines set by the Student and Academic Administration team, and attempt a reassessment. If a student passes the reassessment, the mark awarded is the pass mark and the compensation remains declined. If a student fails the reassessment, compensation is applied using the original mark or the reassessment mark, whichever is the higher. If a student who wishes to attempt a reassessment subsequently does not re-submit coursework or fails to attend an examination, compensation is applied using the original mark. Once the deadline for declining compensation has passed a student cannot subsequently request a reassessment.

Undergraduate programmes

179. Compensation is available following failure in modules with a value up to and including 30 credits at FHEQ level 4. At FHEQ levels 5, 6 and 7, compensation is available for one failed module with a value up to and including 15 credits. Circumstances that can affect eligibility for compensation are described in regulation 158 above.
180. Compensation can be applied if the following two conditions are met:
- the weighted level aggregate of all the student's module marks at a level or stage (including the failed modules) is 40.00% or higher (50.00% or higher for

FHEQ Level 7 modules on integrated Masters' programmes); the weighted level aggregate mark is not rounded up

- the lowest overall mark achieved in the failed module(s) is at least 30% (40% in a failed FHEQ level 7 module on Integrated Master's programmes)
181. For the BVMSci Veterinary Medicine and Science programme 30 credits can be compensated in year 1 and 15 credits in subsequent years. Compensation can be applied if the following two conditions are met:
- the weighted level aggregate of all the student's taught module marks at a level (including the failed module(s)) is 50.00% or higher; the weighted level aggregate mark is not rounded up
 - the lowest overall mark achieved in a failed module is at least 40%

Taught postgraduate programmes

182. Where a student following a taught postgraduate programme has failed a module(s), compensation can be applied to one failed module with a value of 15 credits if both of the following conditions are met:
- the weighted level aggregate of all the student's module marks (including the failed module(s) and the dissertation) is 50.00% or higher; the weighted level aggregate mark is not rounded up
 - the lowest overall mark achieved in the failed module is at least 40% (30% in a failed FHEQ level 6 module)

Aegrotat degree

183. A student prevented by illness or other circumstance from sitting the whole or part of their assessments in the year in which the programme would normally be completed may be considered for the award of an Aegrotat degree with their consent. Aegrotat degrees are not honours awards and are not classified or graded. Full details of the University's process are set out in the C4 [Procedure for awarding aegrotat and posthumous degrees](#).
184. The decision to recommend the award of an Aegrotat degree is made by the relevant Board of Examiners to SPACE, having received a report on the student's circumstances from the Chair of the Board of Examiners, advised by the Programme Leader.
185. A student who chooses not to accept the award of an Aegrotat degree may complete their assessments in the next University-appointed assessment period or in the following academic year, in accordance with these *Regulations*. A student who continues to be unable to complete the assessments may then choose to accept the award of an Aegrotat degree.

Awarding posthumous undergraduate and postgraduate taught degrees

186. In the event of a student's death prior to the completion of their degree, the student's next of kin may provide consent to the Associate Director, Student and Academic Administration to claim a posthumous qualification. Following this, the University will investigate whether such a qualification may be awarded. Posthumous degrees are not honours awards and are not classified or graded. Full details of the University's process are set out in the C4 [Procedure for awarding aegrotat and posthumous degrees](#).

Approval, dissemination and publication of results

187. Boards of Examiners make provisional recommendations for students' assessments and awards to SPACE as the body to which Senate has delegated authority to confirm awards (or otherwise) on its behalf.
188. The confirmed results of assessments and awards are published and distributed to students by the Student and Academic Administration team.²⁰ Where, following a Board of Examiners, a student's registration is suspended or terminated the Chief Student Officer is responsible for notifying them of the courses of action open to them, including the University's appeals procedures and providing general advice on the University's academic regulations.
189. The names of those who have been awarded Certificates, Diplomas, and Degrees and the classes or categories associated with them, are published in the University Gazette and may be published elsewhere.

Students seeking to decline an award in order to re-register in order to seek to achieve an improved award

190. Where a student who has achieved their award requests the University to rescind it, so that they may apply to re-register in order to improve their classification or grade, the University will not rescind the award in the absence of extenuating circumstances. Any such request must be made in accordance with the [Regulations for academic appeals](#).

Academic appeals

191. The grounds for and procedures for academic appeals are set out in the University's [Regulations for academic appeals](#).

Certification of awards

192. Awards may be conferred at a degree congregation ceremony held for the purpose.
193. Each student is given or sent a formal certificate appropriate to their award. Students collecting their award certificates in person should be prepared to provide a form of photographic identification such as a passport.
194. Certificates not collected in person by the student are sent through the ordinary post to the graduate's address as listed in the University's records.

Transcripts/Higher Education Achievement Report (HEAR)

195. The University provides each of its students with an official transcript or a HEAR detailing their achievements on completing their studies. The transcript or HEAR is issued in electronic format. Only in exceptional circumstances will paper copies be issued. The University's Associated and Accredited Institutions similarly provide transcripts/HEARs for their students who have been studying for the University's awards.
196. The transcript/HEAR records each module for which the student was registered, together with the level of the module, the credits awarded, and the marks awarded. The transcript/HEAR also records, where appropriate, any professional training and other work-based learning completed among other matters.

²⁰ Further information on the release of results is given in the [Code of practice for assessment and feedback](#).

Replacement certificates and transcripts

197. If a graduate or former student requires a replacement certificate they must apply to the Student and Academic Administration team stating the name under which their award was made; the title of the programme they followed; the dates between which they attended the University; and the month and year of their graduation. Replacement certificates can be issued only on receipt of a written request from the holder of the award, together with evidence of the identity of the holder of the award and on payment of the appropriate fee.
198. If a graduate or former student requires a replacement transcript they should apply to the Student and Academic Administration team stating the name under which they were known to the University; the title of the programme they followed; the dates between which they attended the University; and either the month and year of their graduation or the date when they ceased to be registered. Replacement transcripts can be issued only on receipt of a written request from the holder of the award, together with evidence of the identity of the holder of the award and on payment of the appropriate fee.