**London Metropolitan University Graduation Policy**

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# Introduction

## When registering to attend a graduation ceremony held by London Metropolitan University, graduands are required to accept the full terms and conditions outlined in this document. It is the responsibility of graduands to read these terms and conditions and to advise their guests to familiarise themselves with this document.

## Frequently Asked Questions can be found at [London Metropolitan University’s Graduation webpage here](https://student.londonmet.ac.uk/your-studies/awards/graduation/). If your question remains unanswered, please contact the Graduation Team at graduation@londonmet.ac.uk.

## Failure to comply with these terms and conditions may result in a graduand and/or their guest(s) not being able to attend the graduation ceremonies.

# Definitions

## **Graduand/You**: The graduating student

##  **The University/We/Us**: London Metropolitan University

##  **Graduation/Ceremony**: This refers to the graduation ceremony

##  **Award**: This refers to your qualification/certificate and not any other prize

##  **Venue/Main Hall**: [The Barbican Centre](https://www.barbican.org.uk/), and the Main Hall in the Barbican Centre

# Eligibility

## Graduands eligible to attend a graduation ceremony must meet all the following criteria:

### To have been awarded any level of eligible certificate, diploma, or degree by the University, passing all required assessments, and accruing the required level of credits associated with the corresponding qualification.

### To be invited to the Summer ceremonies, graduands must have their award confirmed on or before the date of the Summer Awards Board. To be invited to the Winter ceremonies, graduands must have their award confirmed on or before the date of the 31st of October. If, in exceptional circumstances, you are awarded after the deadline and you are permitted to make a booking to attend, the University makes no guarantee that your name will appear in the brochure or any future brochures.

### To have paid and cleared in full any outstanding debts owed to the University by the date of the Awards Board, and to have had the financial suspension lifted from your student record. Graduands with outstanding debt and/or a financial suspension on their record by the date of the Awards Board will not be eligible for an invitation to a graduation ceremony. To clear any outstanding debt, you can contact the Income Collection Team at incomecollection@londonmet.ac.uk.

### To have resolved any appeal relating to an award by the time that the Awards Board takes place. A graduand with an outstanding appeal by the time of the Awards Board will not be invited to a graduation ceremony. If an appeal is successful after the date of the Awards Board, the graduand will be invited to the next eligible ceremony.

## Graduands that have studied at one of the University’s partner institutions are only invited to the Summer ceremonies.

## The University reserves the right, where it deems appropriate, to withdraw an invitation to a graduation ceremony.

# Contact Details

## It is a graduand’s responsibility to ensure that their contact details remain up to date.

## Graduands can update their personal email address details at any time by [logging into Evision and making the necessary changes](https://evision.londonmet.ac.uk/urd/sits.urd/run/siw_lgn).

## The University does not accept responsibility for any missed email invitations if those invitations were sent to old or inaccessible email addresses that have not been updated by graduands.

# Tickets and Booking

## Email invitations are sent out to all eligible graduands in advance of the ceremonies. These email invitations are sent to graduands’ London Metropolitan University student email addresses plus the personal email address that we have on record. It is a graduand’s responsibility to keep their contact information updated.

## **Graduand ticket availability**: Graduand places are limited. It is the University’s policy to invite all eligible graduands, however we know that only a proportion of eligible graduands choose to attend. The limit of graduand tickets is set based on the availability of the venue at each graduation point. Graduand tickets are provided on a first-come, first-served basis. If they sell out before the booking deadline, no additional graduand tickets can be made available and so we advise booking early.

## **Online booking system**: Graduand and guest tickets can only be secured via the online booking system, which is provided and managed by the University’s chosen graduation providers, [Ede & Ravenscroft](https://www.edeandravenscroft.com/). A link to this booking system, complete with login details unique to each graduand, will be provided in the email invitation.

## **Graduand tickets**: Each graduand is permitted one graduand ticket, which is free of charge. The University cannot admit any graduands that attempt to participate without having booked a ticket.

## **Guest tickets**: Graduands may purchase up to a maximum of four guest tickets at a cost of £30 per ticket. No more than the four tickets per graduand can be sold prior to the graduation and no guest tickets can be purchased via the online booking system once the booking deadline has passed. The University reserves the right to restrict the amount of guest tickets to an amount smaller than four at any time during the booking period should the spaces begin to sell out ahead of the deadline, to give all graduands a fair chance of having some guests attend with them on the day.

### We do not provide any concession tickets for children, senior citizens and students. All guests aged 2 years and above require a guest ticket. Children under the age of 2 can sit in the lap of an adult and therefore will not require a ticket if they do so.

### On occasion, we may sell any remaining guest tickets at the venue on the day of the ceremonies at the registration desk. These tickets will be sold on a first-come, first-served basis subject to availability. The University is not responsible for any guests that arrive without having booked a ticket.

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## **Booking deadline**: Each ceremony has a booking deadline. Once the deadline has passed, graduand tickets, guest tickets and academic dress/photography packages will no longer be available to book. Additional guest tickets will only be available if there is supply remaining, and they will be sold subject to the conditions outlined in point [5.5.2](#_On_occasion,_we) above.

## **Collecting tickets**: Graduand tickets and guest tickets will be available for collection from the registration desk at the venue on the day of the ceremony. They are not posted or emailed in advance. Graduands and guests wishing to enter the Main Hall at the venue will require a valid ticket.

## **Tickets are non-transferable**: Graduand and guest tickets are non-transferable. If you are no longer able to attend, graduands cannot transfer their graduand ticket to another graduand. Graduand and guest tickets cannot be transferred to a later ceremony.

# Debtors

## All graduands with outstanding fees owed to the University must pay and clear them in full before they can be invited to attend a graduation ceremony. If the debt is paid in full after the deadline by which graduands needed to have been awarded to attend the next closest ceremony, they will then be invited to a future ceremony.

## To find out the amount owed to the University and for information on ways to pay, graduands should contact the Income Collection Team at incomecollection@londonmet.ac.uk.

# Deferrals

## We understand that some graduands will have prior commitments on the day of the ceremonies and will not be able to attend. As such, graduands are permitted to defer their ceremony **once**.

## The date of your deferred ceremony will be within one calendar year of the ceremony you were initially invited to; it is at the University’s discretion as to which.

## If you do not attend your deferred graduation ceremony, you will not be able to defer again.

## All deferral requests must be made via email to the Graduation Team at graduation@londonmet.ac.uk after you have received your initial email invitation.

## Graduands that have studied at one of the University’s partner institutions will be deferred to the next available Summer ceremony. Graduands that have studied at one of the University’s partner institutions cannot defer to a Winter ceremony.

# Cancellations and Refunds

## Graduands can cancel their tickets, plus any guest tickets and hires of academic dress and/or photography packages, via the online booking system up until the date and time of the booking deadline (which will be communicated in the email invitation) only. If cancellations are made prior to the booking deadline, refunds of these costs will be made by Ede & Ravenscroft.

## Graduands that cancel their bookings after the booking deadline will not be able to claim a refund for the tickets and services hired.

## Graduand and guest tickets and academic dress hire/photography package purchases are not transferrable to later ceremonies.

# Seating and Special Requirements

## Graduands and guests are seated in separate parts of the Main Hall at the ceremony venue. Children and infants are also considered guests and under no circumstances will they be permitted to sit with graduands during the ceremony.

## Graduands are seated by course and award level correspondent to the processional order. Graduands cannot choose where they sit; the seats are predesignated and will be indicated on the graduand ticket.

## Guest tickets are also predesignated, and seats cannot be chosen specifically by the guests. Guest seating is allocated according to the date and time that tickets were purchased. Therefore, guest tickets that are booked earlier are usually allocated better seats than those that are booked closer to the deadline.

## You must inform the Graduation Team of any specific requirements relating to either you or your guests, such as wheelchair access, accessible seating, or sight and/or sound impairments. You must do this during the online booking process, where you will be asked the question: ‘Do you the graduand or your guests have any special requirements? Please be as specific as possible.’ The Graduation Team will then contact you once the booking deadline has passed if they require additional information or clarification.

### Failure to inform the Graduation Team of any specific requirements for you or your guests may result in these requirements not being accommodated on the day of your graduation ceremony.

### If you forget to provide details of specific requirements, you must contact the Graduation Team as soon as possible at graduation@londonmet.ac.uk.

## We will make every effort possible to accommodate all specific requirements.

# Dates and Times

## The dates and times of the ceremonies are posted several months in advance on [the University’s Graduation webpage here](https://student.londonmet.ac.uk/your-studies/awards/graduation/). The dates and times of the ceremonies are set at the University’s discretion and the University reserves the right to invite a graduand to a time and date of the University’s choosing.

## Dates are confirmed once posted on the University's website, however graduands and their guests are strongly advised not to make any travel or accommodation arrangements until the email invitations have been sent out and they have booked their place(s) at the ceremonies.

## Graduands and their guests are responsible for making their own travel arrangements to the venue, and accommodation where necessary.

## London Metropolitan University is not responsible for any costs incurred by graduands or their guests in relation to the graduation ceremony.

# Children and Babies

## All children and infants aged 2 years and above require a guest ticket to be permitted entrance to the Main Hall. Children and infants aged 2 years and above cannot sit on the knees of their carers as this goes against the fire safety policy of the venue. Only children under the age of 2 can sit on the lap of an adult and therefore will not require a purchased ticket.

## While children and infants are welcome to attend, we wish to make clear that graduation is a formal event and may not be suitable for young children. Ceremonies typically last a minimum of an hour and a half, during which time young children and babies may become restless and noisy. We request that guests remove themselves from the Main Hall with their children should they become restless and/or noisy.

## Under no circumstances will children or babies be permitted to sit with graduands as the graduand and guest seating is separate.

# Guest Visas

## London Metropolitan University does not invite guests individually to the graduation ceremonies. We only formally invite you, the graduand, and therefore we cannot provide any letters addressing guests by their names.

## If you have been awarded an eligible award but have not yet received your formal invitation, we can provide you, the graduand, with a letter confirming that you are graduating and confirming the date of your ceremony. You can provide your guest(s) with this as evidence to support their visa application(s).

## If you have not yet been awarded we can provide a letter as per point [12.2](#_If_you_have), but it will state that you will only be invited subject to being officially awarded by the date of the corresponding Awards Board.

## If your guests need a visa to travel to the UK, they will need to apply for a Standard Visitor visa. Information about this process can be [found at the UKVI website here](https://www.gov.uk/browse/visas-immigration/tourist-short-stay-visas).

## The University cannot support any visa applications beyond providing the formal invitation or the letters referred to in points [12.2](#_If_you_have) and [12.3](#_If_you_have_1). You should contact the Graduation Team to request one of these letters at graduation@londonmet.ac.uk.

# Academic Dress

## The University does not require graduands to wear academic dress to the graduation ceremonies: it is optional. As the ceremony is a formal occasion, we do advise that graduands and guests dress smartly, however.

## Academic dress can be hired via the online booking system. This will be provided by [Ede & Ravenscroft](https://www.edeandravenscroft.com/). Other suppliers are available, however the University cannot guarantee the quality or accuracy of the products provided.

## If hired with Ede & Ravenscroft, the academic dress will be delivered to the ceremony venue and collected by the graduand at the venue. Staff from Ede & Ravenscroft will be there to gown you, as long as you have hired from them: they cannot assist you with academic dress hired or purchased from other suppliers.

## Academic dress should be returned by the graduand to Ede & Ravenscroft staff following the ceremony if hired from them unless you have also paid for additional hiring time, in which case the guidance provided by Ede & Ravenscroft should be followed.

## Graduands can source their academic dress from a different supplier. However, if you choose to do so, the University cannot assist you with this and the delivery and return of the gown will be the responsibility of the graduand.

## If you choose to hire academic dress from suppliers other than Ede & Ravenscroft and it does not match the University’s style, we reserve the right to refuse entry to the Main Hall.

# Crossing the Stage

## During the ceremony, marshals will guide all graduands towards the stage. When approaching the red carpet, graduands will hand their presentation cards (already out of the envelope) to a designated stage marshal. The presentation card will be handed to the Master Speaker who will read the graduand’s name, and the graduand will cross the stage. Degree classifications are only read out if they are with First Class Honors or Distinction, as long as the full intended award has been achieved.

## Attendance of the University’s Senior Leadership Team will be dependent upon individual members’ prior commitments.

## Following the Covid-19 pandemic, it is the University’s decision to not reintroduce the practice of shaking hands with the Vice Chancellor, Deputy Vice Chancellors, or Pro-Vice Chancellors. Graduands may nod their head towards the academic stage party as they cross the stage in acknowledgment.

## The Master Speaker will endeavour to ensure that they pronounce the names of graduands correctly, but London Metropolitan University cannot guarantee that names will be pronounced correctly, and we accept no liability for any disappointment should a name be pronounced incorrectly. We offer all graduands the opportunity to spell out their name phonetically when making their initial booking to try to minimise the chances of incorrect pronunciation.

# Latecomers

## University staff will endeavour to include latecomers into the ceremony, but we cannot guarantee it.

## Graduands are advised to arrive 90 minutes before the start of the ceremonies.

## If a graduand arrives late and their course has not yet been called to cross the stage, we will endeavour to get the graduand in the correct processional order to cross with their course, but we do not guarantee this and accept no responsibility for any distress or disappointment caused if this is not possible.

## If a late graduand’s course has already processed, we will endeavour to have the graduand cross the stage at the end of the ceremony, but we do not guarantee this and accept no responsibility for any distress or disappointment caused if this is not possible.

## If a graduand arrives after the student procession, we will not be able to accommodate them once the closing speeches have begun.

## Graduands who miss their earlier ceremony cannot attend ceremonies later in the day.

# Filming and Photography

## The graduation ceremonies are professionally documented in film and photography. Video footage is taken of the ceremony and of each graduand crossing the stage. Photography is also taken of graduands crossing the stage. This can be purchased following the ceremony. All graduands should be aware that they may be filmed or photographed during the ceremony and that this will be broadcast online via a livestream of the ceremonies accessible via a link on [the University’s Graduation webpage](https://student.londonmet.ac.uk/your-studies/awards/graduation/).

## Footage from the graduation ceremonies may be used by the University for media publications, advertising and campaigns, including on the University’s website, social media channels, internal communications, press releases, screens on campus, event posters, magazines, and prospectuses.

## Professional photographers from the University will also be at the venue to document the ceremonies. Graduands are advised that they may feature in some of the imagery taken. Please inform the photographer if you would prefer your image not to be taken. We cannot guarantee the exclusion of any graduands from group photographs.

## Flash photography is not permitted within the Main Hall during the ceremony. If anyone wishes to take photographs inside the hall, we request you please do so being mindful of those around you and do not obstruct or interfere with their enjoyment of the graduation.

# Behaviour

## The graduation ceremonies are a celebratory event that should be enjoyed by all, and we encourage guests to support their loved ones as they cross the stage with applause and cheering. Graduands or their guests must not engage in behaviour that disrupts the ceremony, however.

## Graduands must not take hold of the Master Speaker’s microphone to make their own announcements. Graduands also must not engage in any activity that would cause significant disruption to the stage, such as releasing confetti or glitter cannons.

## Graduands or their guests must not commit any act considered to be obscene or inappropriate to the event, or that is likely to damage the reputation of the University.

## Graduands must return to their seat after they have crossed the stage and remain there until the end of the ceremony. The ceremony is planned to last no longer than 90 minutes, so please remember that before entering the hall.

## Behaviour considered threatening or abusive that is directed towards any members of staff from the University, the venue, the graduation suppliers, other graduands or guests prior to or on the day of the ceremony will not be tolerated.

## Graduands or guests behaving in a manner considered inappropriate, offensive, threatening, or abusive will be asked to leave the venue and no refunds will be issued in such circumstances.

## The University reserves the right to withdraw invitations and/or cancel the bookings of any graduands or guests that behave in a manner considered inappropriate, offensive, threatening, or abusive to University staff prior to the ceremonies.

# Certificates

## Certificates and transcripts are never handed out at the graduation ceremonies. The ceremonies are a purely ceremonial event, allowing graduands the opportunity to celebrate with loved ones, peers, and academics.

## Certificates and transcripts are sent by post within 6 weeks of the date on which an award is confirmed.

## It is a graduand’s responsibility to ensure that all postal addresses are kept up to date.

## The awarding process and the mailing of certificates and transcripts is overseen by the Awards Team. They can be contacted at awards@londonmet.ac.uk. The Graduation Team cannot assist with queries relating to certificates and transcripts.

# Data Protection

## In accordance with the applicable data protection laws in England and Wales, including the UK’s Data Protection Act 2018 and the UK’s retained EU law version General Data Protection Regulation or equivalent laws and regulations, the Graduation Team can only discuss a graduand’s ceremony with the graduand.

## All eligible graduands, regardless of attendance at the ceremonies or not, will have their first name and surname printed in the graduation brochure. If you would prefer not to have your name printed, you must advise the Graduation Team via email at graduation@londonmet.ac.uk at least one month before the date of the ceremonies. Exclusion requests received after this date cannot be accepted.

## Graduands attending a ceremony will have their first name and surname announced in the Main Hall and this will be captured on the video recordings and broadcast on the University’s livestream of the ceremony.

# Disclaimer

## If a graduation ceremony cannot take place or is postponed for reasons beyond the University’s control, including but not limited to extreme weather conditions, fire, terrorist act, pandemic, explosion, act of God, industrial action, or national mourning, the University will not be liable for any losses (direct or indirect) incurred by graduands and/or their guests. These costs include those related, but not limited, to travel, accommodation and subsistence.

## The University will endeavour to make alternative arrangements to accommodate any graduand impacted by a cancellation where possible, but we strongly advise all graduands and guests to ensure that they take out adequate insurance protection to cover any losses they might suffer because of a cancellation.

## If the University does have to cancel, reschedule, or postpone a graduation ceremony or ceremonies, we will make every effort to contact all graduands to inform them and will post all updated information on [the University’s Graduation webpage](https://student.londonmet.ac.uk/your-studies/awards/graduation/) and other relevant locations.

## The University will endeavour to ensure that the names of graduands appear correctly on all relevant materials such as brochures and presentation cards, but we cannot guarantee that names will always appear correctly if records are not maintained and updated as required by graduands during their time at the University. We accept no liability for any disappointment caused should a name appear incorrectly. Personal information [can be updated at any time via Evision](https://evision.londonmet.ac.uk/urd/sits.urd/run/siw_lgn) or by contacting the Student Records Team at [studentrecords@londonmet.ac.uk](studentrecords%40londonmet.ac.uk).

## The University will do everything it can to ensure that the information and details of awards and names in the brochure and presentation card are correct and complete at the time of going to press. It should be noted, however, that the brochure and presentation card does not represent the official confirmation of any award of the University and that such confirmation can only be provided by an official London Metropolitan University award certificate.

## The University makes a commitment to graduands who wish to attend a ceremony that they can do so within one calendar year of the ceremony that they were originally invited to (that is, with the allowance for deferring **once**). The date and the time of the ceremony that graduands are invited to is entirely at the University’s discretion.