



General Regulations 1: General Student Regulations 2025-2026

All students must read the General Regulations carefully, before completing the enrolment process, as it is a condition of enrolment at Kingston University that all students accept and agree to abide by them, and they form a part of your contract with the University.

This document is available in hard copy and on the University intranet and internet sites. Please contact the Information Centres (in each campus library) or the Kingston Students' Union Advice Centre if you have any difficulty in obtaining a copy that you can read or find any aspect of these regulations difficult to understand.

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Important terms to note

- **If you are studying part of your course elsewhere under partnership arrangements with institutions in the United Kingdom or overseas, you will also be enrolled by the partner institution and required to comply with their regulations and codes of conduct when on their premises or using their facilities.**
- **All students who are enrolled for a Kingston University award (or one conferred under licence) are subject to the [academic regulations](#) of the University regardless of where they are studying.**
- **All students are responsible for the payment of their fees and charges irrespective of whether they are being sponsored in part, or full, by a third party, with the exception of any employer contribution for apprenticeship fees. If the sponsor fails to pay then the student will be liable for the amount due.**

PLEASE NOTE: When periods of days are referred to in this document, unless otherwise stated a 'day' is normally a University working day, which is any day except weekends, bank holidays and the period between Christmas and New Year when the University's administrative offices are closed. This applies even when some areas of the University, such as libraries and learning spaces, are open during these times.

Statement on the Provision of Education

The University agrees to take all reasonable steps to provide the teaching, assessment and other educational services set out in its prospectuses. Should industrial action or other circumstances beyond its control interfere with its ability to provide educational services, the University undertakes to use all reasonable steps to minimise the resultant disruption to its educational services. The University will endeavour to provide educational services as similar as possible to those specified in its prospectuses.

These General Regulations form a part of the terms of the contract between enrolled students and the University. Enrolment at the University is made on the basis that, in accepting an offer of enrolment, students signify their consent to the incorporation of these Regulations as part of the terms of that contract. The contract between us is governed by English law, and any dispute between us will be subject to the exclusive jurisdiction of the Courts of England and Wales

General regulations for students who are enrolled for a University award or one conferred under licence e.g. an HND, and who are enrolled at the University.

Fees

1. Fees include:
 - Tuition fees
 - Charges associated with tuition fee debt
 - Library late return charges
 - Equipment loan late return charges
 - Any other fees or charges associated with your course not included in the tuition fee (for example field trips)
 - Accommodation fees
 - Financial disciplinary penalties
 - Any other fees not defined above
2. The University will publish details of its tuition fees and the schedule for payment annually for each academic year. These tuition fees are available on the [University website](#).
3. Details on how to pay tuition fees and cut-off dates for liability of payment of tuition fees (see paragraph 53 below) are contained in Money Matters, a copy of which is available on the [University website](#). **If you withdraw** after the cut-off date applicable to your level of study, you will normally be liable for the tuition fees for that current academic year.
4. You are obliged to pay your tuition fees in accordance with the payment terms of the University. Details are available in [Money Matters](#).
5. You are obliged to pay the Library late return charges in accordance with the terms provided to you by the Library at the time of loan.
6. You are obliged to pay any equipment loan late return charges in accordance with the terms provided to you at the time of the loan.
7. Your accommodation halls licence will include full details of your accommodation fees and payment dates and methods.
8. You are obliged to pay your accommodation fees in accordance with the payment terms of the University which are contained in [Money Matters](#).
9. You are obliged to pay any financial disciplinary penalties in accordance with the [Student Conduct and Behaviour Procedure](#) and any other fees under paragraph 1 above in accordance with the terms provided to you at the relevant time.

Unpaid Fees and Charges

10. If any proportion of your tuition fees and any associated charges remain unpaid after the due date relevant to your chosen method of payment, you will be deemed to be in Poor Financial Standing (Academic) with the University, in all other cases of unpaid fees and charges you will be deemed to be in Poor Financial Standing (Other). In all cases of Poor Financial Standing you will be subject to the debt recovery procedures, but if you are in Poor Financial Standing (Academic) you may also be suspended and/or interrupted from your course until the debt is cleared in full. Please note that the cancellation of a direct debit or recurring card payment instruction without notice or the failure to honour a payment made will almost certainly lead to an immediate suspension (see paragraph 12 below).
11. Being suspended due to Poor Financial Standing (Academic) will result in the following:
- withdrawal of access to the University's facilities e.g. Libraries (including access to electronic resources), IT systems - including the University intranet, Canvas, OSIS and MyKingston.
 - you will not be able to attend classes.
 - prohibition to access placement portfolios, prohibition to submit assessments or course evaluations.
 - no official certification of the results of any assessment on your course. Note that this does not affect your access rights to personal information under data protection regulations.
 - notification of non-attendance to the Student Loans Company wherever appropriate
 - your academic progression may be jeopardised.
 - you may be withdrawn as a result of prolonged non-engagement with studies.
 - you will not be able to re-enrol onto a subsequent year of your course and may be withdrawn for non-enrolment.

Reinstatement of these facilities will not take place until any arrears have been cleared in full.

12. The University operates a debt recovery programme in respect of all fees and charges owing to the University. **If you fail to pay any tuition or non-tuition fees, you will be subject to the University's debt recovery procedures.**
13. Non-payment of accommodation fees may result in the University issuing you with a Notice to Vacate and issuing possession proceedings in court if that notice is not complied with.
14. **The University uses the services of external agencies to pursue the outstanding debt as part of its debt recovery procedures which may result in a County Court Judgment ('CCJ') being registered against you in the amount of the debt, plus costs, plus interest. A CCJ on your record may also affect your ability to obtain credit,**

and enter into various financial arrangements (for example obtaining a mortgage, a credit card or a mobile phone contract).

15. You are strongly advised to talk to the Finance department if you are in any doubt as to whether or not you can make all of your tuition fee payments at the appropriate time.

Suspension on Health and Safety Grounds

16. The University reserves the right to suspend you from attending University whilst investigating any alleged misconduct on your part under the [Student Conduct and Behaviour Procedure](#). The suspension is not a penalty, but a measure taken on health and safety grounds where it is considered that you may pose a potential risk to members of the University community or its premises.
17. Suspension on health and safety grounds involves a total or partial prohibition from attendance at, or access to University premises and facilities, and from any participation in University activities. It may also impose requirements, for example that you have no contact of any kind with a named person or persons. This suspension may also be subject to qualification, for example you may be permitted to attend examinations. Any suspension should be sufficient to protect others from harm whilst having the minimum possible impact on you and on your academic studies.
18. The [Student Conduct and Behaviour Procedure](#) sets out further information about suspension on health and safety grounds, including a right of appeal.
19. The University reserves the right to place you on a compulsory study break or withdrawal under the [Wellness to Study Procedure](#) when your health or behaviour significantly impairs your ability to engage with your studies or causes significant, ongoing disruption or risk to the University experience of other students and/or staff members, and when reasonable adjustments have been made as far as is possible.

Admissions

20. Your admission as a student to pursue a course is the responsibility of the Admissions team. It is subject to the fulfilment of the relevant entry requirements in accordance with the University's [Admissions policy](#).
21. It is your responsibility to provide relevant documentation in support of your application. Any student found to have made a fraudulent application or submitted fraudulent information and documentation during the application process may have their application terminated at this stage. If evidence of fraudulent information and documentation is found post-enrolment the matter will be investigated in accordance with the procedures set out in the Admissions policy. If proven you may have your registration terminated, be subject to the procedures for fitness to

practise and/or for withdrawal of your award(s). Fraudulent information and documentation can include but is not limited to qualifications, criminal records, references, fee status information or the omission of relevant information. If you are an international student on a Student Visa, the University will withdraw sponsorship and you will be required to return to your home country. General Admissions queries can be directed to the team (admissionsops@kingston.ac.uk) who will be able to provide further advice and guidance on the operation of this procedure. Queries relating to Visa and Immigration issues can be sent to immigrationadvice@kingston.ac.uk.

22. Admission to courses associated with health, teaching and other regulated professions may require you to pass an Occupational Health Assessment. In addition, you may be required to undergo an examination by a medical practitioner designated by the University, if such an examination is deemed to be necessary in the interests of the University, or for your own health or welfare.
23. Admission onto certain courses linked to a Professional Statutory and Regulatory Body (PSRB) or where a course has a mandatory requirement to do so will be subject to relevant Disclosure and Barring Service (DBS) checks or other suitability criteria set out by the PSRB.
24. Admission to courses that necessitate professional practice will require you to demonstrate ongoing [fitness to practise](#). These standards are established by the responsibilities and expectations inherent to the profession associated with your course. You will be continuously assessed against these standards throughout your studies.

Enrolment

25. At the start of each course with the University you must complete the enrolment process within the time frame stipulated by the University (see paragraph 27).

In order to complete enrolment you must have;

- Met the academic conditions of your offer;
- Provided suitable evidence to confirm your identity;
- Paid, or made acceptable arrangements to pay your tuition fees;
- Provided evidence of your eligibility to study in the UK;
- Checked that your personal details held by the University are accurate and up to date

Students who are studying at a partner institution may be subject to different enrolment processes, which will be confirmed by the partner institution. Students will normally need to complete enrolment with both the University and the partner institution.

26. You must re-enrol each year subject to you;
- Having met the academic conditions to continue on the course;
 - Being in good financial standing;
 - Having paid, or made acceptable arrangements to pay your tuition fees, for the coming academic year;

Last date of enrolment

27. The last date of enrolment in each year is normally the Monday of the third week of teaching on a course. For students on research degrees, the last date for enrolment each year is usually the Monday of the third week following your cohort start date (1st October, 1st January, 1st March or 1st May). Where you have not completed enrolment or re-enrolment by that date you will cease to be a member of the University. Continuing students who have not formally notified the University of their intention to interrupt their studies for a period will be withdrawn and awarded any qualification to which they are entitled.
28. A sabbatical officer of the Kingston Students' Union, whose period of office falls within that officer's duration of enrolment at Kingston University is deemed to be an enrolled student. However, this does not entitle a sabbatical officer exemption from the requirement to pay Council Tax, as this is regulated by law.

Photographic ID

29. All enrolled students (except those studying at a partner institution) will be issued with a photographic ID card. The photograph used must show your full face, without any covering; the wearing of head coverings is also not permitted unless for religious or medical reasons.

Support for Students with Disabilities

30. Students who have a disability, mental health condition, learning difference e.g. dyslexia or an ongoing medical condition (referred to going forward by the overarching term "disability") are encouraged to declare this to the University, either on application, enrolment or during studies. If a disability has been declared and assessed by the Disability and Mental Health Service, a Summary of Support Needs (SoSN) will be agreed and implemented by the University.
31. Information on SoSNs, including how to apply, and the support available to students, can be accessed via My Kingston. The SoSN will set out the reasonable adjustments, additional support or facilities that will be put in place by the University to support a student's learning and assessment. It is the responsibility of both students and university staff to ensure that information is provided to the Disability and Mental Health Service in a timely manner so that a SoSN can be agreed.

32. SoSN's may note for information purposes that attendance may be affected due to disability related reasons. However, SoSN's cannot adjust or override any attendance requirements for the course, including mode of delivery, or wider university attendance processes.
33. Where students have a short-term condition or undiagnosed condition (including verbally declared condition to a member of university staff), they should be encouraged to contact the Disability and Mental Health Service so that their situation can be considered on a case-by-case basis and appropriate support offered. Where appropriate, all university staff should consider the adjustments that they can make prior to recommendations from the Disability and Mental Health Service.

Engagement, Attendance and Academic Progress

34. The University expects students to engage with all programme-related activities unless they have good reason for absence and the absence is approved by the Course Leader (or equivalent). If you stop engaging with your programme-related activities and/or submitting assessments without acceptable reason it is not normally in your own interest that you should continue. In such circumstances the procedures set out in this section will apply.
35. You must follow the requirements of the University's Student Attendance and Engagement Policy (AP15) which is available on the University's website.
36. In line with the policy, if your attendance and engagement with your course does not improve or you fail to respond to the emails sent to you, Academic Registry will write to you to give you notice that your registration will be terminated due to a lack of academic engagement.
37. You may request a review of the decision by replying in writing to the Academic Registry within 10 University working days of your registration being terminated.
38. If, after review, the decision is reversed, your registration will be reinstated. If the original decision is confirmed the Academic Registrar will write to you to inform you of the outcome.
39. If your registration is terminated due to a lack of academic engagement and you have accrued academic credit, the relevant Assessment Board will recommend a statement of credit or any intermediate award to which you are entitled.

Interruption of Studies or Withdrawal by you

Interruption of Studies

40. If you wish to take a break from your studies, you will need to apply using the online system in OSIS. Further information and instruction on the application process is available on the University's Website. Overseas students who have a Student Visa must speak to the international student advisors before applying for an Interruption of Studies. An interruption of studies means that you will normally have to leave the UK and apply for a new visa before you can return to your studies.
41. Before submitting the application, you should have discussed your intentions with your personal tutor and/or course leader. You should continue to attend until your request has been approved by your course leader. As part of the discussion and approval process you should agree one of the two options below;
 - you wish to restart at precisely the point that you have stopped, carrying forward any assessments that you have already completed; OR
 - you wish to restart at the beginning of the academic period and discount all assessments previously undertaken with no fee charged.
42. Where a course has multiple start points you may opt to restart at the next starting point for that course.
43. You can only normally opt to restart the academic year if this has been requested and approved within the first Teaching Block for the year, or your course if that starts at a different point in the academic year.
44. Interruptions can only be requested before the end of formal teaching for a course.
45. Once a student on a Postgraduate Taught Masters course has completed the taught element of their course and have started the dissertation element, they would normally need to request an extension to their dissertation rather than an interruption of study under Academic Regulation 5: Mitigating Circumstances and Student Assessment.
46. Interruptions of study will only be agreed for part or all of the current academic year and are subject to the University continuing to run the course up and until the point that you would now complete. The first person you should speak to is your Course Leader, who will be responsible for approving your interruption. Your Course Leader will initially discuss with you the reasons for your interruption and your planned return date. Before requesting an interruption of study, you are **STRONGLY** advised to consult with the Student Money Advisers via the Student Hub. If you are in the UK on a Student Route visa, you must seek advice by logging an enquiry on the StudentHUB or by emailing immigrationadvice@kingston.ac.uk. An interruption of study will have a significant impact on your funding status, loan eligibility, fee liability,

entitlement to benefits and, for international students with visas, on your immigration status.

47. Where an interruption of study is agreed, the interrupted year will count towards the maximum period of registration for your course. You can normally only request two consecutive interruptions.
48. Where it is established, either through the consideration of an application for mitigating circumstances or through engagement monitoring, that you are not able to engage in the teaching on your course, then the University may, rather than terminating your registration, recommend that you take a formal interruption of your course.

Withdrawal from a course

49. You must inform the University, in writing, of your intention to withdraw from a programme of study using the online system in OSIS. Further information and instruction is available on the University's website. Students who withdraw may be entitled to a statement of credit for any passed modules and possible consideration for an intermediate award. If you are an international student on a Student Visa, the University will inform UKVI of your withdrawal and you will be required to leave the UK within 60 days or not later than 14 days after your visa expires.
50. The withdrawal date will reflect your last known engagement with your studies. In determining this date the University will access any or all relevant systems or records to establish this date. This date will be entered on the student records system and will be used in communication with external bodies, e.g. Student Finance England, UKVI and will also be used in the calculation of any tuition fee liability as per paragraph 53.
51. If you withdraw from your course prior to the published withdrawal cut-off date for your cohort (see paragraph 53), you may be entitled to a refund of tuition fees if you have paid in full upon enrolment less the non-refundable deposit or any other outstanding fees and charges where applicable. If you withdraw after the published withdrawal cut-off date for your cohort, you will not normally be eligible for a refund of tuition fees and you will be held liable for any unpaid fees. Details are available in Money Matters.
52. If you withdraw from a postgraduate research course, consideration for a refund of tuition fees will be determined by the structure of your course. Please note if you are in receipt of a stipend this may have to be returned. Details are available in Money Matters.

Withdrawal and Interruption cut-off dates

53. The dates below are the latest dates for you to withdraw from a course or to interrupt your studies without incurring any fee liability. Details of the fee liability for later withdrawals can be found in Money Matters.

Undergraduate students

Official course start date	Cut-off date
August 2025 start	Withdrawals on or before 1st Sep 2025
September 2025 start	Withdrawals on or before 1st Oct 2025
October 2025 start	Withdrawals on or before 1st Nov 2025
November 2025 start	Withdrawals on or before 1st Dec 2025
December 2025 start	Withdrawals on or before 1st Jan 2026
January 2026 start	Withdrawals on or before 1st Feb 2026
February 2026 start	Withdrawals on or before 1st Mar 2026
March 2026 start	Withdrawals on or before 1st Apr 2026
April 2026 start	Withdrawals on or before 1st May 2026
May 2026 start	Withdrawals on or before 1st Jun 2026
June 2026 start	Withdrawals on or before 1st Jul 2026
July 2026 start	Withdrawals on or before 1st Aug 2026

Postgraduate Taught Students

Official course start date	Cut-off date
August 2025 start	Withdrawals on or before 15th Sep 2025
September 2025 start	Withdrawals on or before 15th Oct 2025
October 2025 start	Withdrawals on or before 15th Nov 2025
November 2025 start	Withdrawals on or before 15th Dec 2025
December 2025 start	Withdrawals on or before 15th Jan 2026
January 2026 start	Withdrawals on or before 15th Feb 2026
February 2026 start	Withdrawals on or before 15th Mar 2026
March 2026 start	Withdrawals on or before 15th Apr 2026
April 2026 start	Withdrawals on or before 15th May 2026
May 2026 start	Withdrawals on or before 15th Jun 2026
June 2026 start	Withdrawals on or before 15th Jul 2026
July 2026 start	Withdrawals on or before 15th Aug 2026

Postgraduate Research students

54. All Postgraduate Research students who leave their course will be credited on a pro-rata basis for the entirety of your course. For further details about receiving a refund of tuition fees paid, please contact the Finance Department.

NB: Refunds for withdrawals that incur no fee liability will be less any tuition fee deposit paid.

Returning to a course following an agreed interruption of study or withdrawal

55. It will be assumed that you will return from your interruption at the point that was originally agreed. If you do not wish to return as agreed, you should request a further interruption of study for a maximum of 12 months or withdraw. Whilst the University would seek to support a further interruption request you should be aware that the structure of the course may have changed in the interim and modules may no longer be available. The University will make all reasonable attempts to provide the same course but, by requesting a further interruption of study, you are accepting that this may not be possible. You should also note that tuition fees will be charged at the rate current for the academic year you return in.
56. If you do not enrol within 2 weeks of the agreed date, and you have not requested a further interruption of study, you will be withdrawn by the University. Students who are withdrawn by the University may be entitled to a statement of credit for any passed modules and possible consideration for an intermediate award.
57. If you have previously withdrawn, you may request a return to the University at a later date. If the length of absence has been no more than 12 months, you may be permitted to return to the course as a continuing student, subject to the course still being available. Your record will be amended to show that the year's absence was regarded as an interruption of study. If you have been away for more than 12 months, you will need to apply through our admissions office as a new student. The Admissions Office in consultation with the Faculty will then determine if your previous study can be recognised and you can be given advanced entry, (RPL) to the course.

Termination of enrolment by the University

58. You may have your enrolment terminated by the University for reasons including but not limited to:
- failure to engage in your studies (academic grounds);
 - failure in assessment (academic grounds);
 - Level 3 misconduct as defined in the Student Conduct and Behaviour Procedure;
 - breaches of these General Regulations;
 - non-payment of tuition fees;
 - a period of imprisonment of 21 days or more;
 - Fitness to Practise regulations where there is an issue affecting suitability to remain on a professional programme;
 - fraudulent applications including fraudulent payments;
 - if sponsored by the University for a student visa, failure to complete enrolment or re-enrolment or engage satisfactorily with the course, or any other breach of the conditions of University sponsorship;
 - failure to provide evidence that you have an immigration status that permits study in the UK;
 - curtailment of your visa by the UKVI, such that you have to leave the UK.

Readmission

59. A student whose registration for a programme has been terminated on academic grounds may apply for readmission to a new course but will not normally be re-admitted to the same course or a related course. Readmission to the same course or a related course will only be permitted in exceptional circumstances and typically only after a period of 2 academic years. The course leader would need to recommend readmission to the Dean of the relevant faculty, and this would need to be agreed.
60. A student whose registration for a programme has been terminated on the grounds of academic misconduct may not be re-admitted to the University.
61. A student who is re-admitted to the University will be required to pay the tuition fees agreed by the University for their year of re-admission for their programme of study.

UK Visas & Immigration (UKVI)/– Points Based System and Conditions of Kingston University's Continued Sponsorship

62. The University acts as a sponsor for international students on a Student Visa under the immigration rules laid down by the government. As a licensed sponsor the University MUST comply with specific duties laid down by the government. The University is required to report all instances where students fail to enrol or re-enrol, fail to engage with their studies, or otherwise fail to comply with the terms of their visa. Students who fail to comply with the terms of their Student Visa will have their visa sponsorship withdrawn by the University and will be required to exit the UK within 60 days or within 14 days of their visa expiring.
63. Students who are suspended from their course due to Poor Financial Standing (Academic) will be considered non-compliant with UKVI requirements. The University will notify them of their options to:
 - Interrupt studies
 - Withdraw from their course

As a result of the above action the University will withdraw sponsorship and inform UKVI within 10 working days. Students who are withdrawn may be entitled to a statement of credit for any passed modules and possible consideration for an intermediate award.

64. You must maintain up to date contact information, address, phone and email details and you must not work more than the permitted hours in any one week. If you wish to withdraw, interrupt your studies, change course, go on placement or finish your course early, the University will be

obliged to report this and you should seek advice before you take any of these steps. It is essential that you notify the University of any change in your immigration status.

65. It is your responsibility to ensure that you renew your passport and visa in good time and that the University holds current copies of these documents. If you need to renew your visa whilst you are studying, you must ensure that the University has evidence of your 'in time' visa application. You must upload copies of all documentation to OSIS or submit them to the CAS and Visa Compliance Team at ukvi@kingston.ac.uk. If you need assistance with extending a visa you are strongly advised to contact Immigrationadvice@kingston.ac.uk.

Changes to your registered details

(The University's standard mode of contact is via your University email address)

Address

66. You are required to update any changes to your address, personal email address or telephone number as soon as the changes occur. It is your responsibility to update your contact details and to provide the University with a current term time address – this can be done via the [Online Student Information System](#) (OSIS). If you are unable to do this you should contact the Information Centre to advise of any changes as soon as possible.

Changes to your module details

67. You must ensure that you are registered for the correct modules. The deadline for any changes to be agreed is published in your course Canvas page or available from your course leader. If it is agreed that you can change your module after teaching has started, you must ensure that you contact the module leader to catch up on the teaching that you have missed.

Name changes

68. The names entered on the enrolment form and verified as part of the enrolment procedure are those that will appear on a graduation certificate. Students are registered under their Forename, Middle name(s) (if any) and Surname. The name on the certificate will always appear as Forename first, followed by Middle name(s) (if any) and then Surname.
69. If names are to be added, deleted or amended original proof of the change must be submitted to the Information Centre before the final Assessment Board. This documentation should be in the form of a passport, marriage certificate, deed poll (change of name deed) or other appropriate identification documents.

70. Name changes that are effective post the final Assessment Board will not normally be accepted because the enrolment has ceased and for audit and subsequent confirmation of awards the name on the certificate must match the name the student was enrolled under. However, under exceptional circumstances, such as gender re-assignment or witness protection, the name change may be permitted subject to agreement by the Academic Registrar. The Academic Registrar's decision in this respect is final. The University will not re-issue certificates for students who change their name via deed poll, marriage or divorce after graduation, as the marriage certificate or deed poll documents will constitute evidence of their official names at the time of graduation.

Data Protection

71. Kingston University is a data controller as defined by the Data Protection Act 2018 and the UK General Data Protection Regulation and will process your personal data at all times in accordance with the Act for the purposes of administering your education, associated financial matters, support requirements (e.g. disability), use of University facilities, accommodation where appropriate, and for following up your subsequent career destination. Please see the Kingston University [Data Protection Privacy notice for enrolled students](#) published within the University's Information Regulations, for information on how the University collects, uses and shares your personal data. There is also data protection guidance on [MyKingston](#).
72. Kingston University and all staff and students have a responsibility to handle personal data in ways which do not breach the UK General Data Protection Regulation and the UK Data Protection Act 2018

What to do if you have an appeal or complaint

73. If you have a concern relating to your results and you have evidence demonstrating grounds for appeal under the University's regulations you may request a review of the decision of the assessment board. An appeal must be submitted within 15 University working days of the publication of your results on OSIS. **Complaints about grades and classifications of awards are not considered to be legitimate grounds for an appeal.** You can obtain a copy of the University's appeals procedure from the [University's website](#) or, if you are an enrolled student from MyKingston.
74. If you have a concern which relates to a service provided by the University or the conduct of staff employed by the University, please see the [Student Complaints Procedure](#) for information about the process for raising a complaint.
75. The Kingston Students' Union Advice Centre can provide you with advice and guidance on complaints and appeals. Further information is available from the website, <https://www.kingstonstudents.net/advice> or by email to UKS-Support@kingston.ac.uk.

Kingston University Student Code of Conduct

76. The University is a community that aims to provide a supportive and positive environment for all those who are a part of it. As a member of our community, we expect you to behave in ways that support our institutional values of being inclusive, ambitious, enterprising, and empathetic. We also expect you to ensure that the rights of others (including but not exclusive to staff, other students, members of the community) are respected and that you treat others with respect and courtesy at all times. You are expected to conduct yourself in accordance with the principles set out in Appendix 1 of this document – Kingston University [Student Code of Conduct](#).

Assessment Regulations

77. Your academic performance will be judged in accordance with the appropriate [University Regulations](#): Undergraduate Regulations (AR2), Postgraduate Regulations (AR3), Degree Apprenticeship Regulations (AR10) or Research Regulations (AR4 and AR13).
78. It is your responsibility to ensure that you know how, when and where any assessments, re-assessments or assessment events will be carried out. A schedule of dates, times and venues of examinations will be published and no special arrangements for changes to examination dates will be considered. You will be expected to comply with the University's regulations pertaining to the [Conduct of Examinations](#).
79. You should be aware that the formal University retake period is normally held in late July (for courses commencing in September) Some courses have retake periods at different times of the year. For example, this might be the case if you are on a course that starts at a different time of year or is run in blocks. Please check with your Course and Student Administration Office for the specific dates of assessment and reassessment for your course. You must be available in the University for any assessment, re-assessment or assessment event and it is your responsibility to know when these are.
80. Absence from an assessment will normally be deemed to be a failure unless there are accepted mitigating circumstances. The Mitigating Circumstances and Student Assessment Regulations are available on the [University's website](#).

Audio recording of lectures

81. The University policy and procedure on audio recording of lectures by students is available on the [University's website](#).

Academic Integrity

82. The University is a community bound by, among other things, a culture of academic integrity. Students are continually supported and guided in

what constitutes academic integrity and why this enriches their experience and bestows benefits intrinsically linked to knowledge acquisition, skills development and qualification. Academic misconduct is, in essence, a breach of this norm. The University views breaches of academic integrity (otherwise known as academic misconduct) very seriously. The procedure that will be used to investigate an allegation of academic misconduct is set out in the [Academic Integrity Regulations](#) that are published on the University's website

83. Where students are suspected of/found to be aiding others outside the jurisdiction of the University or are acting as agents for a third party, the Student Conduct and Behaviour Procedure will be invoked.

84. Other Regulations, Policies and Procedures

In addition to the regulations mentioned in these General Regulations, you should be aware of other relevant regulations, policies and procedures that are published on the [University's website](#).