

Registration Policy

Introduction

This Policy sets out the principles, policies and procedures relating to student registration at the School.

All students, whether new or returning, must register with the School at the beginning of each academic year in order for their student record to be opened; and to enable them to access resources for their programme and additional school services, to receive credit for their attendance to the programme and participate in assessments, and, where applicable, to receive their Student Loan.

Returning students must register online at the beginning of the academic year. New students must register online at the beginning of their programme and confirm their attendance in person on campus, bringing with them the specified documents to verify their identity and qualifications.

This Policy also sets out the minimum and maximum periods of registration and guidance on the suspension, withdrawal and termination of registration.

Scope

This policy is applicable to all students.

Purpose of registration

Timely registration of students within the specified deadline is required so that:

- Students are aware of and agree to abide by the provisions in the [Terms and Conditions](#), the related regulations and procedures, policies and codes, the [Student Privacy Notice](#), [Data Consent Notice](#), and other notifications;
- The School is provided with assurance of the identity of its students;
- The timely payment of tuition fees can take place;
- All students are encompassed within the full range of School academic and support facilities, including access to the library, Learning Management System (LMS) and IT services;
- Students can undertake assessment as required; and
- In case of any emergency, the School has the most up-to-date information about the student's addresses and contact details.

Roles and Responsibilities

The Registry is responsible for:

- Overseeing the registration of students, including:
 - Communicating with students about registration;

- Providing assistance where students are having difficulties registering;
- Ensuring that the online registration site is operational and fit for purpose;
- Organising registration events;
- Verifying student identity and qualifications;
- Ensuring that students who have registered are formally designated as students of the School, and as such:
 - Have their student record opened;
 - Are allocated Student ID cards.
- Ensuring that student details are recorded and updated via the Student Record System.
- Managing the Student Record System and storage of student records in line with the School's [Data Retention Policy](#) and [Detailed Data Retention Schedule](#).
- Ensuring that relevant student data held in the Student Records System is fed to the appropriate internal and external bodies as necessary and in line with and [GDPR](#) and the School's [Data Protection Policy](#), and the School's regulatory and statutory requirements, including:
 - Examination Boards;
 - [Office for Students](#);
 - [HESA](#);
 - [National Student Survey](#);
 - [Student Loans Company](#).

Students are responsible for:

- Registering within the prescribed deadlines according to the procedure set out in this Policy, providing original verification documents (e.g., identity verification, qualification verification) where required.
- Ensuring that they keep the Registry notified of any changes occurring in the particulars supplied for registration purposes, including any changes in contact details.

Policies

All students, whether new or returning, must register with the School at the beginning of each academic year for the duration of their programme.

Returning students can register online. New students must register online and confirm their attendance in person, bringing with them the specified documents to verify their identity and qualifications.

All students must register by the deadline specified, failure to do so may result in the deferral of the offer of a place or suspension of registration until the following term. In exceptional circumstances and where there is good cause registration may be delayed by up to 14 calendar days of the commencement of the academic year. "Commencement of the academic year" means commencement of teaching on the programme.

Students will not be permitted to register after 14 calendar days after the commencement of teaching, except where there are exceptional, extenuating circumstances, where a retrieval plan is agreed and only with the written permission of the Registrar.

Students may be enrolled conditional on results being outstanding on qualifying awards and may be permitted, at the discretion of the Director of Teaching and Learning, to attend classes, but may not be registered until evidence of results on all qualifying awards is submitted.

No credit will be given for attendance to any programme until registration has been completed.

Procedure

All students must register with the School when they first begin their studies and again at the beginning of each academic year. All students need to register online, and new students will also need to confirm their attendance in person.

In summary:

1. **Online registration**—*new and returning students.*
2. **Confirmation of attendance in person**—*new students only.*

Both stages must be completed within 14 calendar days of the commencement of the academic year (i.e., the commencement of teaching on the programme).

Part 1: Online registration

Online registration will open 21 calendar days before the commencement of the academic year.

The School will send an email to all new and returning students notifying them when online registration is open for them to complete.

New students will receive an email from the Registry with details of their username and password.

Once registration is open, students can visit the registration page of the LIS website, input their username and password, click “Register Now” and follow the onscreen instructions to complete the registration steps. These steps include:

- Checking, confirming and updating the student’s personal information held by the School;
- Uploading a current digital photograph of the student;
- Accepting the School’s Terms and Conditions of registration, including agreeing to abide by the School’s regulations.

Where a returning student has forgotten their password, they can reset their password and complete their registration.

Once the online registration steps are completed, the student will see a page called “Registration Certificate”, and access to a pdf version will be accessible. New students should save a copy of this certificate for their personal records.

Part 2: Confirmation of attendance in person

New students will be required to confirm their attendance in person are part of the registration process, and in doing so will be asked to bring with them specific documentation to confirm their identity and provide evidence that they have met their conditions of entry.

New students are invited to do this at the registration event held by the School during the first week of term. New students will be informed in advance of the date and exact location of this registration event, which will take place on campus.

To confirm attendance at the School, students will be asked to provide their:

- Name;
- Date of birth;
- Original identity documents (no photocopies)—the School will accept the following:
 - One of:
 - British passport
 - Passport of EEA national (including Switzerland)
 - National identity card of an EEA national (including Switzerland)
 - Or two of:
 - Birth certificate stating name(s) of parents;
 - Full/provisional UK driving licence;
 - National insurance card or confirmation letter;
 - European Health Insurance Card (EHIC);
 - Student Loans Company confirmation letter for the current academic year.
 - The School may accept other forms of identification, depending on individual circumstances and at the discretion of the Registrar.
- Original certificates of qualifications, to show evidence of conditions of entry being met;
- Registration Certificate page of online registration or Student ID number;
- Documents relating to how the student is paying their tuition fees, e.g., confirmation of funding from Student Loan Company or other sponsorship (if applicable and not already sent in).

Evidence of conditions of entry being met (i.e., qualifications documents) may be sent to the Registrar before arriving at the School, should the student prefer.

Where a student is unable to attend the registration event, they must inform the Registrar as soon as possible. Registration must occur within 14 calendar days of the commencement of teaching on the programme (see *Deadlines* below).

At the registration event, students will also have the opportunity to meet academic and support staff who will be able to tell them about the services they provide and answer any queries.

Once this identity check and qualification check is completed, the student will be able to collect their Student ID Card. Where it is not possible to complete all the registration checks at the registration event, e.g. because some information is not available, and where there is no reason to prevent a student from attending teaching, a student may be registered on a temporary basis.

Deadlines

New and returning students are required to complete online registration within 14 calendar days of the commencement of teaching on the programme.

New students are required to confirm their attendance in person within 14 calendar days of the commencement of teaching on the programme.

For new students, these stages can be done in any order, provided they are both completed within 14 calendar days of the commencement of teaching on the programme.

Students will not be permitted to register after 14 calendar days after the commencement of teaching, except where there are exceptional extenuating circumstances, and only with the written permission of the Registrar. Any student in this position must contact the Registrar by email at the earliest opportunity (registrar@t-lis.org).

This email must set out:

- Name and contact details of individual;
- Reasons (with supporting evidence, such as a medical letter) as to why registration cannot be/ was not completed within the specified deadline.

The Registrar has discretion over whether or not to allow a late registration given the circumstances. This decision will be taken in line with guidelines held by the Registry.

Completion of registration

Once a student has completed registration, they will be a fully registered student at the School and their student record will be opened.

Where a student does not complete the registration process, they will not be entitled to:

- Resources for their programme of study;
- Receive credit for attendance to the programme;
- Participate in assessment;
- Receive a Council Tax Exemption Certificate (where appropriate);
- Receive their Student Loan (where applicable);
- Access additional School services and information.

New students who do not complete registration will not be able to collect their Student ID Card.

Student ID Card

Once a new student is fully registered (i.e., has completed online registration and confirmed their attendance in person), they will be able to collect their Student ID Card from the Registrar's Office (open weekdays during term-time, 9am-6pm).

This Student ID Card must be retained by students at all times whilst on School premises, since it provides evidence that they are student of the School, and allows access to School facilities such as the library. ID cards must also be presented in formal assessments.

Period of Registration

The period of registration will commence on the date that the student first registers onto the School's programme.

The minimum period within which a student will be expected to complete the programme of study and associated assessment is 3 years; the maximum period is 5 years. This includes periods of leave of absence, repeat years of study, resits and deferral of assessments due to Extenuating Circumstances.

A student will remain registered for the maximum period of the award or until they have achieved the award or the registration has been terminated, whichever comes first.

Interruption of Studies

A student may make an application to suspend registration from their programme (interrupt their studies) if they have a long-term difficulty that affects their studies. First a student should discuss a potential suspension of studies with their academic tutor; they should then submit a written request to the Director of Teaching and Learning. Suspensions may be granted for a defined period of a minimum of one term up to a maximum of twelve months, subject to the approval of the Director of Teaching and Learning or their nominee.

The Director of Teaching and Learning or their nominee will confirm in writing the length of the suspension, the date the student should return to the School, and any other conditions the student needs to meet.

A student given approval to take an interruption of studies within the academic year or term may be required to repeat part or all of that academic year or term.

A student who has completed the academic year or term and all associated assessments successfully shall be permitted to progress to the next level of the programme.

On application from the student, one further interruption of studies of a minimum of one term or maximum of twelve months, either consecutively or at a separate point in the programme, may be permitted by the Director of Teaching and Learning or their nominee, after which the person will be deemed to have withdrawn and must apply for readmission.

During an interruption of studies, the registration of the student is suspended and they have no right to avail themselves of School services unless this is expressly authorised in writing by the School.

Supporting students who need to interrupt their studies

The school will put in place mechanisms to support students who have decided to interrupt their studies to support them in re-engaging in the programme. The student's dedicated welfare advisor and academic tutor will meet with the student (either face-to-face or virtually):

- At the beginning of their period of absence;
- Half-way through the period of absence;
- One month before they are due to resume their studies; and
- At the point of resumption.

In these meetings, the academic tutor will, where relevant, agree and monitor a learning plan for the student to enable any academic development that might support the student's successful resumption of studies. This plan shall be agreed by the Director of Teaching and Learning. The welfare advisor and the academic tutor will agree any additional academic or non-academic support required to support the student's successful re-entry into the programme.

To minimise the risk that a student's interruption of studies does not negatively impact the learning experience of their group, the following mitigating actions are taken as standard in the School's teaching, learning and assessment:

- For all group summative submissions, accommodations may be made when a group is smaller than the modal size, for example, by allowing for a relatively shorter word count or presentation duration. Any such accommodations must be agreed between the Module Leader and External Examiner.
- For the majority of group assessments, group sizes are large enough to ensure that the absence of one member does not undermine the experience of group assessment. In the event that one or more group members interrupting or missing classes would leave a student working on their own for more than two class sessions, arrangements would be made for this student to join another group.

Jury Service

Students may be summoned for jury service during their time at the School. Such service may be incompatible with their study. Students summoned for jury service must contact the Director of Teaching and Learning to discuss the impact of this on their study.

Students may seek to be excused from jury services by contacting the Registrar at the earliest opportunity, who will normally provide a letter supporting an application to be excused. Students should note however that excusal is not a right.

Withdrawal of Registration

If a student wishes to withdraw their registration and leave the School before completion of their programme, they are advised to speak to their academic tutor in the first instance. If the student decides to withdraw and terminate their registration, they must give notice in writing to the Registrar (registrar@t-lis.org). Students should refer to the School's [Terms and Conditions](#); however, fees already paid will not normally be refunded and any monies due will be charged notwithstanding the withdrawal.

A student may be presumed to have withdrawn and terminated their registration if:

- They do not re-register within the specific registration period at the beginning of the academic year; *or*
- They fail to meet the attendance requirements for LIS teaching and learning activities as set out in the School's [Attendance Policy](#), and are unable to provide a reasonable explanation for their absence.

Persons who are classified as withdrawn are not students and have no right to avail themselves of School services unless any are expressly authorized in writing by the School.

An application for entry from a student who has previously withdrawn or terminated their registration shall be treated as a new application.

Terminating Registration

The School shall reserve the right to terminate a student's registration, temporarily or permanently, who:

- Is in arrears with the payment of fees or any other dues to the School; or
- Has failed to satisfy the academic requirements necessary to continue on their programme of studies; or
- Has temporarily withdrawn from the School and has failed to meet the conditions laid down for resumption of study; or
- Has been disciplined in so far as the disciplinary action taken by the School relates to registration or re-registration; or
- Has provided materially inaccurate information in support of their application; or
- Has acquired a criminal conviction of sufficient seriousness or has failed to declare a police caution or criminal conviction during the course of their studies.

Appealing termination

A student may appeal against the decision to terminate their registration via the School's [Academic Appeals Procedure](#).

Under the provisions of this Procedure, a student who has exhausted the School's internal appeals procedure and has been issued with a Completion of Procedures Letter may refer their appeal to the [Office of the Independent Adjudicator for Higher Education \(OIA\)](#), within 12 months of receiving this letter. The OIA is an independent body established by the Government and funded by the higher education sector to run an independent student complaints scheme for higher education institutions in England and Wales.

Changes in registration particulars

A student must notify the Registrar of any changes occurring in the particulars supplied for registration purposes.

Where changes are such that initial registration would not have been permitted had the changed circumstances applied at the time, the School reserves the right to terminate the student's registration and require them to withdraw from their programme of study.

For practical purposes, it is important that students keep the Registrar informed of any changes in contact details. Failure to do so may result in students not receiving important information in relation to their programme, such as assessment dates and results.

Fees

Students are responsible for the payment of fees in line with the School's [Fees Schedule](#) and the School reserves the right to suspend a student unless all their fees have been paid by specified dates. A suspended student is not entitled to any privileges of membership of the School including the granting of an award, access to assessments, or the release of assessment results.

Chief Executive Emergency Powers

In extreme cases and in cases of great urgency, the Chief Executive has the authority to suspend a student with immediate effect. Such measures are not intended as a penalty but as a mechanism to protect the School community.

The Chief Executive's Emergency Powers may be exercised to suspend students:

- Who are considered a danger to themselves or others, and are in serious breach of health, safety and environmental protection;
- Against whom a criminal charge is pending or who are the subject of a police investigation.

Under the Chief Executive's Emergency Powers, a student may be barred completely or partially from School premises and activities. Upon the recommendation of the Director of Teaching and Learning, and at the discretion of the Chief Executive, a suspended student may be allowed to attend assessments as part of the programme, while the case is under investigation.

Where a student has been suspended under the Chief Executive's Emergency Powers, the reasons for the decision will be recorded in writing and made available to the student within 48 hours from the date of the suspension.

A student suspended under these provisions will be given the opportunity to make representations in person or in writing to the Chief Executive or their nominee within 5 working days from the suspension date (chiefexecutive@t-lis.org).

Decisions to suspend students under the Chief Executive's Emergency Powers will be reviewed by the Chief Executive and two other members of the Academic Council (one internal and one external) every 28 days in the light of any developments and of any representations made by the student or any other individual on their behalf.

Where a student is expelled from the School, they will not be entitled to any refund of fees being paid and will remain liable to pay any fees which are still outstanding.

Monitoring and Review

This Policy shall be reviewed annually by the Registrar and any changes authorised by the Academic Council.

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Date of next review: (annually unless otherwise agreed)	
Related documents: (eg associated forms, underpinning processes, related policies or overarching policies)	Terms and Conditions Student Code of Conduct and Disciplinary Procedure Academic Appeals Procedure Attendance Policy Academic Progress Policy Admissions Regulations and Procedures for Students Admissions Regulations and Procedures for Admin Staff Data Retention Schedule

Version Control			
Version	Author	Date	Brief summary of changes
1	Hannah Kohler (Director of Admissions and Student Support)	21/02/2019	Original draft

2	Hannah Kohler (Director of Admissions and Student Support)	14/06/2019	Removed reference to International Students. Simplified "Registration and Enrolment" into simply "Registration". Added more specific details on how to register (e.g., online registration, registration events, Registrar office hours). Included link to attendance policy.
3	Chris Maguire (Registrar)	20/06/2019	Adjustments to wording
4	Hannah Kohler (Director of Admissions and Student Support)	16/08/2019	Clarification of wording
5	Academic Council	18/12/2019	Requires update given overall update of general academic regulations in light of decision to pursue NDAPs
6	Hannah Kohler (Director of Admissions and Student Support)	13/02/2020	Clarification of decision rights and appeals with regard to interruption of studies
7	Hannah Kohler (Director of Admissions and Student Support)	07/03/2020	Clarified approach to support of students who have taken an interruption of studies
8	Academic Council	16/03/2020	Approved