Frequently asked questions

Attending graduation

- **When is my ceremony?**
  
  We hold two ceremonies a year, one in May and one in November. You will receive a “Save the Date” email from the Graduation team advising you of the date of the next graduation you may be eligible to attend, along with basic information you will be required to confirm. You are not guaranteed to attend this ceremony if your award is not agreed in time.

- **Where is my ceremony?**
  
  The ceremonies are held at The Barbican Centre in London. Details on how to get to the venue can be found [here.](#)

- **Why is my ceremony in London when I studied elsewhere?**
  
  We host the ceremonies in London as this is the most central location for all students, guests and volunteers who help run the day. The Barbican is also an appropriate sized venue for us to accommodate a larger number of students, additional guests and the formalities such as gowning.

  We have hosted a separate ceremony for campuses north of London previously but this was not well attended and we had more students requesting a London ceremony than a venue nearer where they studied.

- **What happens if I don’t achieve my award?**
  
  If you do not successfully complete, have your award confirmed and result published by the cut-off date outlined in the eligibility criteria, you will not be able to attend graduation. Once you have met the eligibility criteria you will be invited to attend a graduation ceremony.

  All confirmed eligible students will receive a “Booking Now Open” email. If you do not receive this email, but believe you should be eligible, please contact academic.registry@law.ac.uk.

- **Am I eligible to attend the ceremony?**
  
  For the May ceremony, you must have successfully completed, had your award confirmed and result published by 1 March of that year.

  For the November ceremony, you must have successfully completed, had your award confirmed and result published by 10 September of that year.

  If your course had exemptions, you will not be eligible to attend a ceremony. If you have any questions regarding eligibility, please email academic.registry@law.ac.uk.

- **I am appealing my result/award, how does this affect my graduation?**
  
  The period between publication of results and our graduation ceremonies is very short, and it is often not possible for appeals to be processed and agreed in time for you to be eligible to attend your ceremony if your appeal is successful. Because the appeal outcome may affect your eligibility, you may have to defer to the next ceremony.

- **I’m studying the LPC LLM or LPC MSc, but I am considering transferring to the PgDip. Does this affect which Graduation ceremony I can attend?**
  
  If you transferred from the Master’s degree to the PgDip by 1 February 2020 you will be eligible for the May ceremony, or by 1 August for the November ceremony. This transfer needs to be approved award confirmed by the cut-off date for your ceremony. Formal requests must be submitted to your campus Student Services and Assessments teams. Please note that transferring from a Master’s degree to a Postgraduate Diploma will have implications if you have a loan with Student Finance England.

- **I have outstanding debts to the University – do I need to clear these to be able to attend a ceremony?**
Yes, you will need to pay all outstanding fees before you are able to attend a ceremony. Please contact your Student Services team for further details.

- **How do I get my certificate if I'm not attending my ceremony?**

  All certificates are sent to students in the post before the ceremony – we do not distribute certificates at Graduation. If you have any queries relating to any original/first certificates that have been sent out/are due to be sent out please contact certification@law.ac.uk; for any replacement certificate issues please contact former-records@law.ac.uk.

- **My name is spelt incorrectly on ELITE/I have changed my name, what do I do?**

  To update your personal details on ELITE, please sign into your ELITE profile; click ‘My Organisations’; click ‘Student Support’, or please contact your campus Student Services for further assistance, as supporting documents may be required to change your name officially.

  Please note, this must be actioned at least two weeks prior to the cut-off date for eligibility, otherwise your name will be printed in the programme and called out at Graduation as previously recorded.

- **Do I need to apply for a visa to attend Graduation?**

  If you are an international student coming from abroad, you or your family members may need to apply for a Visitor visa to attend your graduation. The process you need to follow depends on whether you or your family members are Visa Nationals or Non-Visa Nationals. You can find a list of Visa National countries [here](#). If your country is not on this list, you are a Non-Visa National.

  **Visa for you to attend graduation**

  If you are from a Visa National country, you must apply for a Visitor visa before travelling to the UK. You can find further information on how to apply in your country [HERE](#). The visa application fee is £87 in local currency and you will need to submit the following documents with your application:

  - Passport
  - 2 UK passport sized colour photographs
  - Evidence that you have sufficient funds for your visit (we recommend you have sufficient funds for at least 3 months even if your visit is shorter).
  - Proof that you intend to leave the UK at the end of your visit (for e.g. your return flight details).
  - Evidence of where you will be staying in the UK (for e.g. hotel reservation).
  - Your graduation ceremony invitation email.

  If you are from a Non-Visa National country, you do not need to apply for a visa in advance, but can request entry as a Visitor when you arrive. You should still carry all of the documents listed above in case you are asked to show them to the Immigration Officer.

  **Visas for your family members to attend graduation**

  Your family members will also need to come to the UK as Visitors. The process if they are Visa Nationals is the same as above and they will need to submit the following documents with their application:

  - Passport
  - 2 UK passport sized colour photographs
  - Evidence that they have sufficient funds for their visit (we recommend they have sufficient funds for at least 3 months even if their visit is shorter).
  - Proof that they intend to leave the UK at the end of their visit (for e.g. their return flight details).
  - Evidence of their relationship to you (for e.g. a birth or marriage certificate).
  - Evidence of where you will be staying in the UK (for e.g. hotel reservation).
  - Your graduation ceremony invitation email.
  - An invitation letter from you. You can download an example letter of invitation [HERE](#).
Copies of your current passport and visa.

If your family members are Non-Visa Nationals, they do not need to apply for a visa in advance, but should carry these documents in case they are asked to show them to the Immigration Officer.

For more information, please refer to the International Students section on ATTICUS under Graduation: [https://www.law.ac.uk/student-association/international-students/](https://www.law.ac.uk/student-association/international-students/)

### Graduation tickets

- **Am I automatically allocated a student ticket to attend graduation?**

  No you will not automatically be allocated a student ticket to attend graduation.

  As not all students wish to attend a ceremony, you will need to book your free-of-charge student ticket via the Ede & Ravenscroft portal. Student tickets are limited and allocated on a first-come, first-served basis and may be fully booked prior to the closure of ticket sales. If you are unable to secure a student ticket, you will not be able to attend the graduation ceremony. If you would like to transfer to another ceremony, please follow the steps outlined in "I can't attend graduation, can I transfer to another ceremony?"

- **How do I book tickets?**

  All confirmed eligible students will be sent a “Booking Now Open” email approximately one week after the cut-off date for result publication.

  This email will explain how to book tickets through the third party portal, provided by Ede & Ravenscroft, where you will need to log in using your Student ID number and full name (these details will be confirmed in the email).

  **Tickets will be allocated on a first-come, first-served basis and places are subject to availability for both students and guests.** Once ticket bookings have reached capacity, we will be unable to accommodate any more students in the ceremony due to health and safety limitations at the venue.

  Upon written request via email to the Graduation team, you may be transferred to the next graduation ceremony. Please see "I can't attend my graduation, can I transfer to another ceremony?" for more details.

- **What is my student ID number?**

  Your student ID is your unique 6 digit number.

- **I've missed the deadline for booking tickets. What should I do?**

  If you have not booked your student ticket via the portal before the deadline, you will not be able to attend the ceremony, as student seating is limited. You are able to request to transfer to the next graduation ceremony.

  If you have successfully booked your student ticket and require guest tickets only, you may have the opportunity to book these if any are available for a second release of tickets.

- **I can't use the online booking system – is there another way I can buy tickets?**

  If you are unable to book online via the Ede & Ravenscroft portal, please contact the call centre team on T: 01223 734759. You will need to provide them with your surname and student ID.

- **Do I have to pay for my student ticket?**

  No, tickets for graduating students are free-of-charge, however you will need to confirm your attendance by booking your seat via the Ede & Ravenscroft portal. If you do not receive a confirmation email, please assume that your ticket booking has not been processed.

  We do not automatically allocate every student a ticket to attend and without confirmation that your student ticket has been booked via the Ede & Ravenscroft portal, you will not be able to attend.
• **How much are guest tickets?**

Adult guests tickets (18 years +) cost £25 each and child guest ticket (17 years and under that require their own seat) cost £10 each. Children aged 2 and under that do not require their own seat can attend free-of-charge.

• **Why do my guests have to pay?**

The charge for guest ticket helps to pay for the cost of the ceremony, and allows us to keep student tickets free-of-charge.

• **Who should I inform if my guests or I have special requirements?**

When booking tickets, there will be a section where you can inform us if either you or your guests have any access requirements. Please provide this information at this stage as we will be unable to accommodate any on the day requests. Information on the venue’s accessibility can be found [here](#).

• **I registered for my graduate ticket but can't attend. What should I do?**

You are able to cancel your ticket through the Ede & Ravenscroft portal before the refund deadline. If you are unable to attend after this date, please email the Graduation team to confirm you will not be attending – however, they may be unable to refund you for any guest tickets, your gown hire or photography but may be able to transfer all purchases to the next ceremony.

• **All or some of my guests can't attend. Can I get a refund?**

You are able to cancel your guest tickets through the Ede & Ravenscroft portal before the refund deadline. Any requests made after the deadline for refunds cannot be actioned.

• **I didn’t receive a confirmation email when I ordered tickets. What does this mean?**

If you have not received an email confirmation of your booking, your tickets have not been booked. You will need to call Ede & Ravenscroft to confirm – however, if tickets have sold out, you will not be able to attend the ceremony.

• **How and when can I collect my tickets?**

You will need to collect yours and your guest tickets from registration on the day of your ceremony. These are not sent out in the post.

Please bring a copy of your ticket confirmation, either digitally or printed.

• **How many guest tickets can I buy?**

Each student will be able to purchase a maximum of four guest tickets in the first instance. Additional tickets may be available at a later date.

• **I need more than 4 guest tickets, how do I get extra tickets?**

Additional tickets may become available to purchase after the initial ticket window has closed on a first-come, first-served basis. The Graduation team will communicate this via email approximately two weeks after the initial window has closed, and these tickets will be sold in the same way via the Ede & Ravenscroft portal.

Please note that we will not take requests for any guest tickets via email.

• **My friend is attending a different ceremony – can I go to that one instead?**

No - your ceremony is pre-allocated by campus and you cannot choose which ceremony you go to.

• **I can’t attend graduation, can I transfer to another ceremony?**
Yes. Upon written request via email to graduation@law.ac.uk, the team will add you to the next graduation transfer list. Please provide the following information for your transfer to be actioned:

Full given name:
Student ID:
Campus:
Award:
Personal email address:
ULaw email address:

Transfers will not automatically be actioned and if you do not request a transfer within three months of the ceremony you should have attended, you will not be transferred and you will not receive further information regarding graduation.

About the ceremony

- **Can children attend the ceremony?**

Yes, children are welcome to attend the ceremony. Please refer to the ticketing section for further details regarding ticket costs.

- **When should I arrive?**

Morning ceremony attendees should arrive from 08:00am and afternoon ceremony attendees should arrive from 12:30pm.

- **What happens if I get there late?**

Late arrivals will cause disruption to the ceremony and therefore if you arrive later than **9:55am** for the morning ceremony and **2:55pm** for the afternoon ceremony, you may not be able to enter the ceremony.

If we are able to allow you late access, you or your guests may be allocated different seats to those shown on your ticket.

- **How long does the ceremony last?**

Ceremonies usually last around 1.5 hours.

- **Where will I and my guests be seated?**

All students are seated in the stalls by campus, course and then alphabetically by surname.

Your guests will be allocated seats throughout the auditorium which will be detailed on their tickets. You will not be sat together.

- **Will the ceremony be screened live or be viewable online?**

We do not live stream the ceremony and have no plans to introduce this. The ceremony is screened live outside the main hall but as there is limited seating, we try to reserve these spaces for guests who have purchased a ticket but are not able to enter or remain in the hall for the duration of the ceremony.

Any guests that do not have a ticket but wish to watch are able, but will not be allowed to partake in the after ceremony reception.

- **What happens during the ceremony?**

Each ceremony is unique, however the main formalities are the same.
Students are allocated seats based on their campus, course and alphabetically by surname, and therefore we ask you please sit in the seat you have been allocated.

When it is time for you to walk across the stage, an Usher will direct you from your seat to form an orderly queue inside the auditorium.

When your name is announced by your Campus Dean or representative, you will walk across the stage, shake hands with the Chancellor or Vice-Chancellor, stopping to pose for a photo before exiting the stage. Please note, no certificates are handed out at graduation.

An Usher will redirect you back to your seat, where you will remain until the end of the ceremony.

- **Will my classification be read out?**

  No. Only your name will be called out when you cross the stage.

- **How will my name be pronounced?**

  When ordering your ticket, there is the option to add in your name with phonetic spelling – please use this box to give us the correct pronunciation of your name (eg “Sophie” would be “So-fee”) for call-out purposes. If this is not completed at the stage of booking, your name may not be pronounced correctly.

- **What happens after the ceremony?**

  After the ceremony, there will be a celebratory drinks reception for students and guests to enjoy in the foyers of level -1 and level 0. A selection of alcoholic and non-alcoholic drinks will be available, however no food is provided during the reception.

  Your Graduation Information Pack has suggestions of restaurants in the area that offer student discount (please check the restaurant’s T&Cs for student discounts).

- **What information will I receive about my ceremony?**

  All confirmed eligible students will be sent a “Booking Now Open” email which details headlines of the day and a link to your “Graduation Information Pack”.

  All students who have confirmed their attendance will receive further email correspondence in the lead up to the day, with more information about what to bring, WiFi codes and parking.

### About gowns and the dress code

- **What should my guests and I wear?**

  As a Graduand, you should arrive in smart dress – we recommend bringing a brooch or pin to secure your hood to your clothes.

  As this is a formal celebration, we ask that guests dress accordingly in smart attire. Casual clothing such as jeans, trainers and t-shirts are not suitable for this event.

- **Where and when can I collect my gown?**

  Gowning is located on level -1. Please register your attendance at the Box Office on the same floor before collecting your gown. The Ede & Ravenscroft team will assist you with putting on your gown.

- **If I can’t go to the ceremony, can I get a refund on my gown?**
Please log into your Ede & Ravenscroft account via the link provided in your “Booking Now Open” email, or alternatively call a member of the Ede & Ravenscroft team on T: 01223 734759. The University of Law do not deal with this service directly.

**Graduation photos**

- **Where and when can I get official graduation photographs taken?**

  Professional photography is provided by Ede & Ravenscroft and will be available prior to your ceremony once you have registered and gowned.

  The studios are in the Fountain Room on Level 0. They can be accessed via the lift, or the stairs by the registration desk.

- **Do I need to book or pay for my photography session in advance?**

  We recommend that you pre-book individual portrait photography by either logging into your Ede & Ravenscroft account via the link in your “Booking Now Open” email or calling T: 01223 734759.

  Limited packages will be available to purchase on the day, however please be aware that your service may be limited and the charge is likely to be uplifted.

- **Can my guests take pictures during the ceremony?**

  Yes, guests are welcome to take photos from their seats, however they must not use flash or leave their seat to take photos during the ceremony due to health and safety of all attending.

- **Photography and filming**

  During the ceremony, Ede & Ravenscroft will take photos of you crossing the stage and shaking hands with the Chancellor or Vice-Chancellor. These can be purchased following the ceremony at the Ede & Ravenscroft photography sales stand.

  Whilst we do not currently film each ceremony, we are looking into this option and will update students if this changes in the near future.

- **How do I purchase the photography from my ceremony after the event is finished?**

  Please email Ede & Ravenscroft at photography@edeandravenscroft.com or call 0370 2421170