

August 2014 Graduation: Frequently Asked Questions

What is the date and time of my ceremony?

The date for the August 2014 ceremony is Saturday, 16 August 2014. There will be 2 ceremonies this time around and these are divided as follows:

Ceremony 1 – Saturday, 16 August 2014, 11.00am

- Faculty of Arts and Social Sciences
- Faculty of Science

Ceremony 2 – Saturday, 16 August 2014, 3.00pm

- Faculty of Engineering

Where will the graduation ceremony be held?

This August, the graduation ceremonies will be held at the Putrajaya International Convention Centre (PICC). For more information about the venue and its location, please refer to PICC's website at www.picc.gov.my.

Which ceremony do I attend if I am a Joint Honours Student?

Joint Honours Students should attend the ceremony for their home school or the school that administers their course.

When will I receive a graduation form?

For the August ceremonies graduation forms will be sent to you via e-mail and will also be posted on the University's website from end May 2014 onwards. You should return your completed form to the Graduation Office at the address on the form, **not** to your School / Faculty Office. It is your responsibility to keep the University informed of your current contact details.

What should I do if I do not receive a graduation form?

Until the deadline for the submission of forms (11 July for August 2014 ceremonies) you should contact the Graduation Office for a graduation form or print one from the website.

Should I wait for confirmation that I have passed before returning my graduation form?

No! You must complete and return the form by **Friday 11 July 2014** - we cannot guarantee attendance at the ceremony for students, or tickets for guests, if the form is received after the deadline. Do not wait for confirmation that you have successfully completed your studies. If, subsequently, you do not pass your course, a full refund will be made for any tickets purchased. Further information on our refund policy can be obtained from our Finance Office.

What do I do if I can't / don't want to attend the ceremony?

You **MUST** complete the form even if you do not wish to attend the ceremony (ie graduating *in absentia*) so that we know where to send your certificate. If you do not return a form but your name appears on a passlist, your award will automatically be conferred *in absentia* - you will not be eligible to attend any subsequent ceremony

and will need to contact the Graduation Office directly to make arrangements to collect your certificate.

What do I need to do if I wish to defer graduating?

You are expected to graduate at the ceremony following the successful completion of your course. In exceptional circumstances, you may be permitted to defer your graduation until a later date. If you wish to do so you must write to the appropriate Registry Manager, Registry / Faculty Office explaining the reasons for your request and attaching supporting documentation. If your request is approved you will be given written permission. If you defer to a later ceremony, you will not receive your certificate until after the ceremony has taken place.

What happens if I have submitted an appeal?

You should return a graduation form by the deadline. If your appeal has not been resolved before the graduation, you can apply for a refund for any guest tickets purchased by completing a refund request form and you will graduate at the next set of ceremonies. If you do not return a form and your appeal is resolved in time for the forthcoming ceremonies we may be unable to guarantee that you can attend or that there will be guest tickets available.

Can I bring family / friends to the ceremony?

Yes, however the number of seats in the Hall is limited by fire certificate regulations. So that everyone has the same opportunity to bring friends and family with them, guest tickets are restricted initially to a maximum of two per student. If you do not return your form by the deadline we cannot guarantee you any guest tickets. The charge is **RM120 per ticket and this includes a guest seat at the ceremony, a commemorative programme and pre- and post-ceremony refreshments.** Please do not request more than two guest tickets at this stage or send additional payment as we do not operate a 'waiting list' system.

I am a student; do I need to buy a ticket for the ceremony?

No. Students do not pay for their tickets, which are issued at registration on the day of the ceremony.

When will I receive my guest tickets?

Tickets will be handed over to you when you register on the day of the ceremony.

Can I get more than two guest tickets?

Initially each graduand can purchase up to two guest tickets. There is no guarantee that there will be spare tickets. However if extra tickets are available, information about how to apply for them will be available in mid July. Guests will not be allowed entry without a ticket. Therefore please do not make travel / accommodation arrangements for guests until you know that you have tickets for them. Where spare tickets are available they will be sold on a strictly first come, first served basis. Information will be available on these web pages from mid July and we will inform students of the availability of tickets via e-mail as well.

What about bringing children to the ceremony?

Experience shows that children become bored and restless during ceremonies although we appreciate it is not always possible to make alternative childcare arrangements. However, every person who attends the ceremony must have a guest ticket to enter the Hall, however young. You may apply for up to two complimentary

tickets for children under the age of 2 - children with these tickets must sit on an adult's lap, not in a seat.

Can I get a refund for guest tickets?

Tickets are normally non-refundable.

However, if your name does not appear on a pass list and you return your initial allocation of guest tickets with a completed refund request letter by 1 August, a refund will be made. If you do not complete your studies you must apply for a refund. Refunds are not made automatically. Tickets cannot be used at the next set of ceremonies and payment cannot be carried over to subsequent ceremonies.

If you are unable to attend the ceremony because of exceptional circumstances and return your initial allocation of guest tickets with a letter by 1 August, a refund **may** also be arranged. Requests for refunds under exceptional circumstances received after the deadline will not be considered.

Refund requests will only be considered if tickets are returned with a refund request letter.

Refund cheques will be posted to the permanent address provided on your graduation form when all the ceremonies are over.

I have bought guest tickets but now my name does not appear on a passlist or I am deferring. Can you use my ticket payment for the next set of ceremonies?

No. August and February ceremonies are run as separate events and ticket sales may not be carried over. If you buy tickets but then subsequently do not complete your studies or defer your graduation, you must apply for a refund for the tickets following the procedure outlined above and then apply again for the ceremony when you are able to graduate.

How long is each graduation ceremony?

Each ceremony is approximately one and a quarter hours.

Where do I sit?

Your seat will be assigned to you on the day according to your name and the title of your award. It is very important that you sit in the seat you have been allocated as this determines the order of presentation.

Guest seats are not numbered. The earlier you take your seat the more choice you will have over where you sit.

Can I have my official photographs taken before the ceremony?

Yes- the photography room will be open both before and after the ceremony.

When will I get my certificate?

If you attend your graduation ceremony your certificate will be handed to you as you leave the platform. Those who graduate *in absentia* will be sent their certificate six to eight weeks after the ceremonies have finished. If you have **not** returned your graduation form your certificate will not be sent to you and you will need to contact the Examinations Office.

Students **graduating in absentia**, and have requested for their certificates and transcripts to be couriered to them, will have to pay **RM 50 to cover the courier**

charges. Students who wish to collect their documents in person do not have to pay any fees.

What time should I arrive?

For **morning ceremonies registration** is between **8.00am and 10.15am.**

For **afternoon ceremonies registration** is between **12.00pm and 2.15pm.**

You must be seated in the Hall half an hour before the ceremony begins.

If you have not registered, gowned and taken your seat half an hour before the ceremony you may not be able to go across the platform to receive your award.

When do the doors open for guests?

Doors are opened for guests at 10.15am, for a morning ceremony, and 2.15pm for an afternoon ceremony. Guests must be in their seats half an hour before the ceremony begins. Guest seating is not reserved or numbered so the earlier guests take their seats, the more choice they will have.

What refreshments/food is available?

The graduation ticket includes complimentary tea/coffee on arrival and a lunch/high-tea buffet after the ceremony.

Can provision be made for students/guests with individual requirements?

If you, or a guest, have a disability or individual requirement (for example mobility, vision or hearing difficulties, dietary requests) you can indicate this on the graduation form. The graduation team will then follow up to request more detailed information so that we can ensure we put the appropriate arrangements into place. We ask for at least two weeks notice of individual requirements if possible. Vegetarian food is provided if requested for.

Who do I contact if I have a query not covered here?

Please contact the graduation team at graduation@nottingham.edu.my. We will respond to your message within 2 working days unless during University holidays. Remember to state your full name in all correspondence.

Under the provisions of the UK 1998 Data Protection Act, we are unable to enter into correspondence about the specific details of a student's graduation with anyone other than the student.