University of St Andrews – Academic Registry

Failure to Matriculate (FTM) Policy 2018/9

Approved: August 2018
Valid from: 1 September 2018

[This policy replaces the Failure to Register Policy 2017/8]

This policy applies to all St Andrews students (including postgraduate research, part-time, distance learning, ELT, single semester students and students who are studying or working abroad for credit).

Matriculation is the process of registering as a student with the University. All students must complete the matriculation process each academic year in which they are actively engaged in their programme of studies in order to maintain their University of St Andrews student status.

Any student who fails to complete the matriculation process within the prescribed timescales, or who fails to obtain permission from the University to interrupt their studies within a prescribed time, will lose their fully matriculated student status at the University of St Andrews.

Deadline for completing the matriculation process and penalties

The matriculation process normally takes place in the week before teaching start. Failing to complete matriculation may result in restricted access to University services (e.g. email account and access to eduroam, PC classrooms, virtual learning environments such as MMS or Moodle, library, sports facilities, access to buildings, etc).

All students must complete the matriculation process within three weeks of the start date of their programme of studies. In addition, all undergraduate students in Arts, Divinity and Science must complete the Advising process within two weeks of the start date. There are several components of the matriculation and students must complete all that are relevant to their cohort.

- All students must complete the Online Matriculation processes.
- All entrant students must attend the Matriculation event for the purposes of identity and document checking.
- All students studying on a Tier 4 visa must attend the Matriculation event for annual document checking each year.
- All undergraduate students in Arts, Divinity and Science must complete the Advising process, including meeting with their Adviser of Studies.
- All postgraduate students must contact their schools to ensure they have completed all relevant parts of the matriculation process.
For undergraduate students in Arts, Divinity and Science, the final deadline for completion of the Advising process will be 9 am on the Monday of the third week following the start-of-teaching deadline, which is the date on which teaching begins, as published in the University Semester Dates. For undergraduate and taught postgraduate students the ‘failed to matriculate by’ date will be 9 am on the Monday of the fourth week following the start-of-teaching deadline. For postgraduate research students, the ‘failed to matriculate by’ date will be 9 am on the Thursday of the fourth week following the expected start date of the student’s programme of studies.

The University adheres strictly to this timeframe which applies to all students. Failure to comply will result in the following outcomes:

- Entrant students who have not completed the Advising process within the two-week deadline, or who have failed to matriculate within the three-week deadline, will have their student record updated to a “No show” status and will be required to re-apply through the normal Admissions route.
- Returning students failing to complete the Advising process or to matriculate by these deadlines will have their studies terminated. It is important to note that students who have their studies terminated through the Failure to Matriculate (FTM) policy have no right of appeal to the University against termination of study that is initiated as a result of a failure to matriculate fully within the prescribed time.

Students who fail to matriculate and who require a visa to remain in the UK must by law be reported to the UK Visas and Immigration (UKVI) by the University. Failure to matriculate may result in the curtailment of a student visa and the subsequent need to leave the UK.

The University will always seek to ensure that the circumstances of individual students are taken into account fairly and supportively, but it is the student’s responsibility to provide evidence to University staff of any circumstances that may prevent them from completing the matriculation process.

**Changes to circumstance**

If a student is unable to contact the University themselves, they should nominate a relative or a representative to do this on their behalf. University Officers should be informed at the earliest possible point and certainly by the start date of the academic year of study.

University Officers can be contacted by emailing the:

- Registry Undergraduate Team at registry-ug@st-andrews.ac.uk
- Registry Postgraduate Taught Team at taughtpg-reg@st-andrews.ac.uk
- Registry Postgraduate Research Team at researchpg-reg@st-andrews.ac.uk

Students who are experiencing problems with their academic studies can ask for support from the University’s Student Services Team. They can be contacted by emailing theasc@st-andrews.ac.uk.

**Personal contact and correspondence details**
It is the student’s responsibility to ensure that personal contact information is complete and current. The University will at all times use the student’s University email address as the primary point of contact, but will try to supplement this as appropriate with correspondence to the student’s term-time and out-of-term contact addresses.

**Definition of ‘Failed to complete matriculation’**

A student is deemed to have ‘failed to complete matriculation’ when one or more of the following mandatory elements of the matriculation process have not been completed successfully:

- Providing, updating and confirming personal details
- Attendance at an Advising meeting and confirmation of module choices (if required for the programme of study)
- Payment of fees and outstanding debt (including tuition, accommodation, the General Council and Graduation Fee or Completion Fee) or obtaining University approval for special payment arrangements for fees (accommodation, tuition and outstanding debt)
- Signing up to the ‘University’s Honour Code’ and the ‘Matriculation Agreement’
- Meeting conditions for Tier 4 Visas
- Completion of the required medical student agreement (Faculty of Medicine students only)

**Procedures for matriculation and advising**

Full details of matriculation and Advising for undergraduate students can be found at: Advising and matriculation - undergraduate students (https://www.st-andrews.ac.uk/staff/studentadmin/advisingandmatriculation/). Details of matriculation for postgraduate students can be found at Advising and matriculation – postgraduate students (https://www.st-andrews.ac.uk/pgstudents/academic/advising/).

**Termination of Study Process**

Students are provided with full information and access to complete the Advising process within two weeks from their course start date, and to complete the matriculation process online within three weeks of their course start date. During this time students will receive the following reminders including information on how and where to get help:

**Undergraduate, Taught Postgraduate and ELT students**

1. Routine checks on the Friday of the first week following the start of teaching deadline (Week 1), will identify students who have, as yet, failed to matriculate.
Those students will be emailed on the Friday of the first week following the start-of-teaching deadline reminding them to complete the matriculation process.

2. On the Wednesday of the second week following the start-of-teaching deadline (Week 2), undergraduate students in Arts, Divinity and Science who have not yet completed the Advising process will be emailed reminding them of the upcoming deadline.

3. On the Monday of the third week following the start-of-teaching deadline (Week 3), an email containing a final warning will be dispatched to any student who has still failed to matriculate, and a letter will be sent to the term-time and out-of-term correspondence addresses.

4. Academic Registry will put students forward to the Vice-Principal (Proctor) for termination of studies under the Failure to Matriculate (FTM) policy. These terminations of studies will be approved by the Proctor as a matter of routine. This decision will be final and without a right to appeal.

5. On the Tuesday of the third week following the start-of-teaching deadline, the studies of undergraduate students in Arts, Divinity and Science who failed to complete the Advising process will be terminated. A Termination of Studies email will be dispatched to the student’s email address and a letter to the out-of-term and term-time contact addresses.

6. On the Monday of the fourth week following the start-of-teaching deadline, the studies of students who failed to complete matriculation will be terminated. A Termination of Studies email will be dispatched to the student’s email address and a letter to the out-of-term and term-time contact addresses.

7. All Tier 4 students who have ‘failed to complete matriculation’ will be reported to the UK Visas and Immigration (UKVI) within ten days of the ‘failure to matriculate’ date.

**Research Postgraduate students**

1. Routine checks will identify students who have failed to matriculate within one week of the expected start date of their programme of study. At this point, students will be sent one reminder email regarding non-matriculation and the consequences.

2. At the end of the third week after their expected start date students who have still failed to complete the matriculation process will be sent a final warning (second and final reminder) by email to the student’s email address. A letter will also be sent to the term-time and out of term contact addresses.

3. Registry will put students forward to the Pro Dean (PGR) for termination of studies under the Failure to Matriculate (FTM) policy. These terminations of studies will be approved by the Pro Dean (PGR) as a matter of routine. This decision will be final and without a right to appeal.

4. On the Thursday of the fourth week following the expected start date, the studies of students who failed to complete matriculation will be terminated. A Termination of Studies email will be dispatched to the student’s email address and a letter to the out-of-term and term-time contact addresses.

5. All Tier 4 students who have ‘failed to complete matriculation’ will be reported to the UK Visas and Immigration (UKVI) within ten days of the postgraduate research ‘failure to matriculate’ date.
All above-mentioned communications will be copied to all relevant Advisers or Supervisors. Registry will be sending updated lists at each stage to Student Services, Finance, Pro Deans, relevant Schools, CSA. Where a student is on a Study Abroad or collaborative programme, the University will notify the partner institution. This may affect the student’s registration at the partner institution, and therefore their ability to continue their programme.

In cases where the student is in receipt of a University scholarship or bursary, or any other external funding award of which the University is aware, the awarding institution will also be informed of any termination of studies, and all scholarship payments will cease with immediate effect.

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**Contact**

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Abbey Walk  
St Andrews  
Fife  
KY16 9LB  
Scotland, United Kingdom

**Undergraduate and ELT students**

Tel: 01334 462139  
Email: registry-ug@st-andrews.ac.uk

**Postgraduate Taught students**

Tel: 01334 463086  
Email: taughtpg-reg@st-andrews.ac.uk

**Postgraduate Research students**

Tel: 01334 463084  
Email: researchpg-reg@st-andrews.ac.uk

**All students**

Ask a question: https://www.st-andrews.ac.uk/ask-a-question/submit-question