

Frequently Asked Questions about Graduation Ceremonies

1. When do I receive my tickets and information about my ceremony?

Tickets and information about the ceremony will be sent to you approximately **three weeks** before the ceremony.

2. How many tickets do graduands/candidates receive?

Each graduand is guaranteed **two** guests tickets (graduands do not need a ticket for themselves). If possible, and depending on numbers in each ceremony, graduands **may** be issued with three guest tickets.

3. Can I obtain extra guest tickets?

Not every ceremony will have extra tickets available as many of them are already full to capacity. If there is no letter advising of extra tickets when you receive your allocated tickets and ceremony information, then there are **no** extra tickets available for your ceremony. **If** there are extra guest tickets then graduands will be advised of the dates and times when they will be available.

4. When should my guests arrive?

Guests can arrive up to two hours before the ceremony. They should be seated no later than 15 minutes prior to the ceremony starting.

5. What does the Graduation fee cover?

This fee contributes to the following graduation items:

- Hire of your academic regalia (gown, hood/stole and trencher, where applicable)
- Two guaranteed guest tickets
- Processing of your Award application and any associated resolution of problems
- Production of your Award certificate presentation tube
- Venue hire and refreshments after the ceremony.

Please note this is a flat fee. There is no reduction of any part of this fee.

6. How do I obtain correct academic dress for the ceremony?

Your regalia (academic dress, i.e. gown, hood/stole and trencher (where applicable) will be held for you at the venue. **All you have to do is arrive at the correct time on the day.** Staff will help you to dress in the regalia after you have registered, and there will be a final check of your regalia before you go on stage. You must return your regalia after the ceremony.

7. How long is the ceremony?

The ceremony lasts between two to three hours depending on the number of graduands.

8. When do I arrive on the day?

Your graduation Information leaflet and letter will give you the time to arrive at the venue.

As a general rule, registration opens two hours before the ceremony. **You must arrive no later than one hour before the ceremony.** Please ensure you are on time, as **late arrivals will not be able to participate in the ceremony.**

9. What do I have to do when I arrive at the venue?

You need to come to Registration (there will be signs put up at the venue directing you to Registration).

Once at Registration, you will need to sign the graduands' register. You will receive:

- A gown card (to collect your regalia) and
- Instructions for the ceremony, which will tell you when and where to assemble for the graduands' procession.
- You will also receive your regalia and staff will help you to dress. You will then be free to have photos taken or meet with family and friends, until 20 minutes before the ceremony, when you must assemble for procession.

10. What should I wear to the ceremony?

The recommended attire for the occasion is semi-formal for women and office attire for men. **We suggest you dress as per a formal job interview.** We **strongly** discourage the wearing of jeans, slippers or runners.

11. Will there be a photographer at the venue?

Yes. Once you are dressed in your regalia, we recommend that you have photographs taken before the ceremony if possible. A professional photographer will also be available after the ceremony for personal and group photograph. The cost of group photograph is included in the fees charged.

12. Where will I be sitting?

After the procession, graduands are seated in their allocated seats in reserved rows at the front of the venue. They do not sit with family and friends.

13. If you are ineligible to graduate

You will receive a letter stating the reasons why you are ineligible. You should contact the Student Information Centre if you have enquiries. If you paid to attend a ceremony, you will also receive a full refund of your graduation fee **after** the ceremony/date.

14. What happens if I want to change my application or personal details?

We need any changes to your application or to your personal details **in writing**.

my address

We need you to fax or write in to us stating your name, your student ID, your old address, your new address and **when** it becomes your active address. You need to sign and date the letter.

my name

You will need to provide evidence of your correct legal name. Satisfactory proof of identity documents includes any of: a certified photocopy of your birth certificate, driver's licence, passport, or marriage certificate.

the award title

You will need to speak to your School in the first instance.

15. Can I keep my regalia up until the next day/pick it up a day early?

NO. The regalia paid for in your graduation fee is only available at the venue on the day from registration up until the end of the day where you need to claim your testamur from the registration counter.

Still have questions?

Contact us at:

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