



UNIVERSITY OF
WEST LONDON
The **Career** University



Student Handbook

Need urgent help on Campus?

Call **3333** from a University phone, speak to Reception or ask a Security Officer

Need Help or not sure what to do?

Call Student Services on **020 8231 2345**

Have an IT Problem?

Call **2222** from a University phone or **0300 111 4895** from any other phone

Worried you might hurt yourself?

Call the Samaritans on **116 123** or the Emergency Services on **999**

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Introduction

I am pleased to welcome you as a student to the University of West London (UWL). We aim to provide excellent education opportunities by offering the highest standards of teaching in a friendly and professional environment. We are also very proud of our facilities, many of which are state of the art. We hope you enjoy your course and take advantage of the wider opportunities offered by the University.

The Student Handbook has been prepared to provide an easy reference guide to help you find your way around our facilities, services, policies and current regulations. It has been structured around your student journey; to help you before you arrive, to your first few days here, during the academic year and beyond. It also sets out any expectations we have of you in terms of engagement with your studies and your behaviour. Ensure that you read it, as it will help you make the most of your time at UWL.

For the 2019-20 academic year, we have increased the facilities we have on campus. There is a new Sports Centre at the St Mary's Road site (**see page 45**), a postgraduate common room opposite the Students' Union, over 400 new student PCs and Apple Macs, and over £250,000 of new books in the Library. Last year we introduced free black and white printing (subject to a reasonable academic use policy) and reduced cost colour printing. We are pleased to be able to continue this into the new academic year. Full details on **page 42**.

The Handbook provides answers to some questions about the University. It will also provide advice on where you can find information and help about the services located at each of the different University sites. Sometimes things go wrong, and the handbook also sets out what to do if you have been ill for your assessments, where to seek advice about money matters, or even to make a complaint. There is much more detail on the website and the Student Portal at **portal.uwl.ac.uk**. You can find more information and current news about the University of West London on the University's website **uwl.ac.uk**

I hope you will find your time at the University of West London enjoyable and rewarding. I wish you every success with your studies.

Professor Peter John
Vice-Chancellor

A photograph of a diverse group of students sitting in a lecture hall, looking towards the front. The students are dressed in casual attire like hoodies and jackets. A blue banner with white text is overlaid on the top left of the image.

Section 1: Essential information



1.1 Help in an emergency

1.1.1 Security

We keep you safe by offering a comprehensive security service consisting of Security Officers, CCTV and Access Control Swipe Card Systems. Security Officers can help you with:

- Lost and found property
- First aid
- Emergency assistance
- Crime prevention information
- Reporting a crime

You can speak to a Security Officer in person or contact them on the relevant campus number. They can be found at:

Ealing site

Lady Byron and Park entrances,
St Mary's Road, Ealing
St Marys Road: **020 8231 2572**
Vestry Hall: **020 8231 2572**

Berkshire Institute of Health, Reading

3rd and 10th Floor, Fountain House, Reading
Fountain House: **020 8209 4200**

Brentford site

Ground floor, Paragon House
Paragon House: **020 8209 4057**

24hr Emergencies

3333 from a University phone or **020 8231 2001** from a mobile phone.

1.1.2 First Aid

If someone is injured while at University, call **3333** from any University phone, or speak to Reception or a Security Officer.

Accident and Incident Reporting Procedures

Accidents, health incidents, dangerous occurrences and near misses (situations that did not cause harm but had the potential to do so) must be reported to a member of University staff without delay, even if no-one was injured. If you can't find a member of staff, contact the Facilities team:

020 8231 2099 (24 Hours)

FacilitiesHelpdesk@uwl.ac.uk

All accidents must be reported by the next working day. If you call for a First Aider they will complete an Accident Report, otherwise you can ask a member of staff, or send in a report yourself at:

www.shesoftware.net/uwl/default_user.htm

Students on placement must ensure that they report all accidents and incidents to the placement provider as well as their tutor at the University as soon as possible.

Accidents that happen during any University events or activities taking place elsewhere should be reported to the owner/occupier of the site as well as the University as soon as possible.

1.1.3 Emergency Support

What do I do if?

While I'm at University I see someone suspicious, I've witnessed a crime, or someone has been hurt:

Use one of the University phones to call **3333** or tell a member of security staff. They will be able to call the Police or a first aider and guide them to your location.

3333 from a University phone or **020 8231 2001** from a mobile phone.

I'm worried I might hurt myself:

Call the Samaritans on **116 123**. If you feel like you're in immediate danger, call the emergency services on **999**.

116 123 for the Samaritans
999 for the Emergency Services

I'm worried about running out of money or being made homeless:

Reach out to Student Services, who can help you with practical advice and support. You can visit them at 'The Street' at the Ealing Site, St Mary's Road; at the Berkshire Institute of Health there is a Student Liaison assistant available.

020 8231 2345

studentservices@uwl.ac.uk

I'm in crisis and don't know what to do:

Reach out to the [Welfare Team](#), who are skilled in supporting students who are worried about university life and offer intervention and support in case of a crisis. You can visit them at 'The Street' at the Ealing Site, St Mary's Road; at the Berkshire Institute of Health there is a Student Liaison assistant available.

☎ 020 8231 2313

✉ studentwelfare@uwl.ac.uk

Whatever happens, we're here for you.

1.2 Staying safe and secure

1.2.1 At University

We all have a responsibility to make sure that we and those around us are safe. Make sure that you:

- follow health and safety instructions given by staff
- are wearing clothing and footwear appropriate for what you're doing
- are using safety equipment properly, and report any damaged equipment
- have read and followed safety guidance specific to your course or activity

If there is a fire alarm or an evacuation, you must ensure that you leave the building without delay as instructed by staff. You must never bring substances that are hazardous to health on to the University premises.

If you spot something that looks unsafe, or has caused an accident, then let a member of staff know as soon as possible, or alert security.

☎ **3333** from a University phone or **020 8231 2001** from a mobile phone.

You can find out more about how the University works to keep you safe by reading the health and safety policy found at uwl.ac.uk/policies

1.2.2 Away from University

Register with a Doctor

If you've moved away from home to come to University, you can register with a new GP in Ealing, Brentford or Reading.

There are plenty of dental practices in Ealing, Brentford and Reading. However, we recommend that you remain registered with your home dentist if this is possible, as there can be long waiting lists for NHS dentists. You can find local GPs and NHS dentists accepting new patients on the NHS Choices website; www.nhs.uk

Nights out

It's best to be safe not sorry. Know your limits when you're on a night out and look after your friends. Make sure you know what you've had to drink and where this has come from. Visit www.drinkaware.co.uk for more information.

Call a taxi

Call a taxi to get home safely. Only use licensed cabs. If you use Uber, you will have a record of the driver's cab number. Stay safe.

Protect your possessions

You can register any property – bikes, mobile phones etc for FREE on the online database www.immobilise.com. It's quick and easy to do. You can also tag any additional items with UV pens so that they're identifiable in case of theft. Visit www.met.police.uk for more information.

If you live in Paragon student halls, your property is insured with Endsleigh Insurance, included as part of your rent.

1.2.3 Online

People on the internet aren't always who or what they claim to be.

Beware of phishing scams, where criminals use fake e-mails, calls, texts, or social media posts to try and steal your personal details or install unwanted, harmful software on your devices. Don't click on links or attachments you aren't expecting. Fraudsters especially target students who are about to receive student loan instalments. The Student Loan Company will never ask for banking details by text or email.

Your University IT user account gives you access to many important services and you are responsible for everything done using that account. Protect it with a strong password and never tell anyone your password,



let them borrow your account, or use a computer that is logged on as you. Use different strong passwords for other important services like banking, personal email, and online shopping.

Protect your computer and phone by turning on automatic updates so they always have the latest security fixes. Use password, PIN, or fingerprint scanner to secure your devices and turn on "Find My Phone". Install antivirus software and use it.

As a student you'll have a lot of important files - lecture notes, assessments, projects. Keep them safe by regularly backing up to at least two different places. For example, use your computer's built-in tools to back up everything to a USB hard disk, and also make copies of everything important in your UWL OneDrive cloud storage - you have 5Tb of space so there's plenty of room. Don't forget to make copies of any important paper documents too – you can scan and email documents for free using the University Multi-Function devices (MFDs).

Get in touch with **IT Services** if you need help.

Social Media

Remember that the things that you put on social media may become public and stay on the internet forever, so take care with what you post. Don't reveal personal details online or on social media, and keep your social media privacy settings high.

Read our Social Media Guidelines for Students at uw.ac.uk/policies for more advice on how to avoid the downsides of posting online.

If you are the victim of cybercrime or have experienced cyberbullying, please reach out to the IT Service Desk, or Student Services.

IT Service Desk

☎ 2222 from a University phone
0300 111 4895

✉ ITServiceDesk@uw.ac.uk

Student Services

☎ 020 8231 2345

✉ studentservices@uw.ac.uk

1.3 Helpful contacts

Student Services

☎ 020 8231 2345

✉ studentservices@uw.ac.uk

Accommodation

☎ 020 8280 2335

✉ financehelp@uw.ac.uk

Bursaries and Scholarships

☎ 020 8231 2679

✉ scholarships@uw.ac.uk

Interfaith Advice

☎ 020 8231 2365

✉ faith@uw.ac.uk

Money/Student Finance

☎ 020 8231 2591

✉ studentadvice@uw.ac.uk

Disability and Mental Health Support

☎ 020 8231 2739

✉ wellbeing@uw.ac.uk

Welfare team

☎ 020 8231 2313

✉ studentwelfare@uw.ac.uk

Counselling

☎ 020 8231 2218

✉ counsellor@uw.ac.uk

Engagement Team – Academic Support

☎ 020 8209 4172

✉ engagement.team@uw.ac.uk

IT Services

☎ 2222 from a University phone

☎ 0300 111 4895

✉ ITServiceDesk@uw.ac.uk

Library

☎ 020 8231 2405

✉ library@uw.ac.uk

Students' Union

☎ 020 8231 2276

✉ uwl.su@uwl.ac.uk

Not sure who to call?

Reach out to Student Services, who can help you find the support you need

☎ 020 8231 2345

✉ studentservices@uwl.ac.uk

1.4 Student Code of Conduct

The University is committed to providing a positive experience for all students, where individuals are treated with courtesy and consideration and where difference is valued and diversity respected. All students and staff have the right to live, study, work and relax in an environment where they feel safe.

As members of the University community, we expect the highest standards of behaviour from you, whether on University premises or elsewhere. All members of the University should be aware of their own behaviour and how it impacts on others. This Code sets out the standards of behaviour expected from students and also guidance on what is and what is not acceptable and how unacceptable behaviour will be dealt with.

Where students fail to abide by the required standards of behaviour, action will be taken under the Student Disciplinary Regulations which are available at uwl.ac.uk/policies

Students who wish to make a **complaint** about the behaviour of staff or students of the University should follow the Dealing with Unacceptable Behaviour Guidance for Students which is available at uwl.ac.uk/policies

Behaviour towards others

You should treat all University staff, students and visitors with courtesy and respect.

You should respect other members' basic rights to work and live in a safe, secure environment, free from anxiety, fear, intimidation and harassment.

You should ensure that you behave in a manner compatible with the University's Equality and Diversity statement and not discriminate or harass anyone on the basis of their age, disability, gender re-assignment, marital status, pregnancy, race, religion or belief, sex or sexual orientation.

On no occasion should you use personally abusive, threatening or violent behaviour either in person or through the use of e-mail, texts or social media.

Safety and Security

UWL owes a duty of care to its students and staff and, as far as is reasonably practical, seeks to ensure that the University is a safe place to work and study. Students are required to comply with reasonable instructions from any member of staff and to observe the safety regulations of the University.

You should ensure that you do not take any action that endangers yourself or others.

You should comply promptly with any requests in the event of an emergency.

Care of property

You should treat University property, equipment and other materials and the property of others with care and respect.

You must abide by the University policies regarding food and drink where this is signposted, as this can damage equipment.

You should take care of your own property and not leave valuables unattended.

Smoking

Smoking is prohibited inside any building operated by the University (including corridors, foyers, toilets and entrances etc). You should make sure that you do not smoke near doors and outside areas where it is clearly designated as No Smoking.

Drugs and Alcohol

You must not take or supply illegal drugs on campus (including in the Students' Union). Drugs found in students' possession will be confiscated and students will be disciplined.

Students may only drink alcohol on campus at organised functions or in the Students' Union bar.

Any student causing a nuisance or engaging in disruptive behaviour as the result of taking illegal drugs or alcohol may be asked to leave the premises and disciplinary action may be taken against them.



Students should abide by the separate disciplinary policy which is applied in the Halls of Residence. This includes the banning of illegal drugs.

Compliance with Policies and Regulations

You should comply with any other published University policies, codes or procedures which are designed to ensure the effective operation of the University. You should make yourself familiar with and abide by the University's Policy and Regulations in particular:

- Academic Regulations, particularly the Academic Offences Regulations
- Information Security and Acceptable Use of Information Assets Policies
- Health and safety regulations and fire regulations,
- Code of practice on freedom of speech
- Students' Union's constitution and rules.

These can all be found at uwl.ac.uk/policies

Discipline

Disciplinary procedures may be invoked if it is alleged that a student has committed misconduct, examples of which may include the following:

- Abusive, threatening or unreasonable behaviour or assault and/or behaviour which causes fear or distress to others
- sexual violence, abuse or harassment
- racist activity or behaviour
- damage to University property or the property of any student or member of staff
- any action likely to cause injury to any person or impairing the safety of the premises; including fighting on University premises
- conduct that interferes with the academic or administrative activities of the University, such as disruption of teaching, research, examinations, working of staff and other campus services
- falsification or misuse of qualifications including University records, including award certificates
- misappropriation or misuse of University funds or assets or those of others
- false pretence or impersonation of others within or without the University, in connection with academic attainments or financial awards
- offering, promising, giving, receiving or soliciting a financial, academic or other advantage or favour as a means to influencing the actions of others

- conduct, either on or off campus, which brings the University into disrepute

The above list is not intended to be exhaustive but outlines what the University considers to be unacceptable behaviour. All allegations of misconduct will be dealt with as described in the Student Disciplinary Regulations available at uwl.ac.uk/policies, and support is available from the [UWLSU Advice Service](#).

1.4.1 Violence, abuse and harassment

All students and staff have the right to live, study, work and relax in an environment where they are free from any form of sexual violence, physical violence, abuse and harassment, and where their body and personal boundaries are respected.

No student or staff member should be forced to just 'put up' with violent or abusive behaviour from others, threats of such behaviour or any other forms of abuse or harassment, including sexual violence and harassment. Action must be taken where necessary to ensure all students and staff are able to enjoy university life without experiencing these.

Any abuse or harassment will not be tolerated by the University or the Students' Union, and staff and students who commit or threaten acts of harassment should be stopped (ie their behaviour challenged) and disciplined as appropriate for their actions.

Students who have been the victims of any form of violence, abuse or harassment; including sexual violence, sexual assault, or threats of violence or harassment can seek the help of Student Services. Student Services will offer support and guidance and will assist if students wish to report any incident to the appropriate authorities.

Students can also make a [complaint](#) if appropriate under the Guidelines for Dealing with Unacceptable Behaviour available at uwl.ac.uk/policies

1.5 Timetable and term dates

1.5.1 Enrolment

New students

September enrolment starts:

Monday 09 September 2019

January enrolment starts:

Monday 20 January 2020

Returning students

Online **September re-enrolment** starts:

Monday 02 September 2019

Online **January re-enrolment** starts:

Monday 20 January 2020

1.5.2 Term Dates

Undergraduate Levels 3 and 4 (foundation and first year students)*

Semester one

Teaching Starts: Monday 16 September 2019

Winter break: Monday 23 December 2019 - Sunday 05 January 2020

Teaching ends: Friday 17 January 2020

Semester two

Teaching Starts: Monday 27 January 2020

Easter Break: Monday 06 April - Monday 13 April 2020

Teaching Ends: Friday 22 May 2020

Undergraduate Levels 5 and 6 (second and third year students)*

Semester one

Teaching Starts: Monday 16 September 2019

Teaching ends: Friday 20 December 2020

Winter break: Monday 23 December 2019 - Sunday 05 January 2020

Semester two

Teaching Starts: Monday 27 January 2020

Easter Break: Monday 06 April - Monday 13 April 2020

Teaching Ends: Thursday 07 May 2020

Postgraduate students

Semester one

Teaching Starts: Monday 16 September 2019

Teaching ends: Friday 20 December 2020

Winter break: Monday 23 December 2019 - Sunday 5 January 2020

Semester two

Teaching Starts: Monday 27 January 2020

Easter Break: Monday 06 April - Monday 13 April 2020

Teaching Ends: Thursday 07 May 2020

Semester three

Study Starts: Monday 25 May 2020

Study Ends: Friday 11 September 2020

*Nursing, Midwifery and Operating Department Practice students follow a calendar which is programme-specific. For your semester term dates please contact the Admissions team.

✉ undergraduate.admissions@uwl.ac.uk

1.5.3 Assessment and Exam Dates

Levels 3 and 4 (foundation and first year students)

Assessment is course specific and takes place within each Semester.

Levels 5, 6, and 7 (second and third year, and postgraduate students)

Semester one:

Monday 06 January - Saturday 18 January 2020

Semester one resits:

Monday 06 April - Saturday 11 April 2020

Semester two:

Monday 11 May - Saturday 23 May 2020

Semester two resits:

Monday 06 July - Saturday 18 July 2020

Level 6 students

Hand-in date for the dissertation: Tuesday 12 May 2020

Postgraduate students

Hand-in date for the dissertation: Friday 11 September 2020

The full semester and term dates can be found at uwl.ac.uk/students/current-students/semester-and-term-dates

Section 2: Before You Arrive



2.1 New Students

2.1.1 Joining Instructions

You will find all the information you need to prepare for your course below. If there's anything you're not sure about, be sure to visit uwl.ac.uk/join for more details and to watch our helpful videos about beginning your studies with us.

2.1.2 Terms and conditions

When you accept your place at UWL, you enter into a contract with us. The terms and conditions of this contract can be found at uwl.ac.uk/policies. This sets out our responsibilities to you, and your responsibilities to us. You should make sure you read the whole document and keep a copy.

2.1.3 Your Student ID Number and IT user account

The Student ID Number is your personal ID number while at University. It's the eight-digit number (eg 21912345) that you'll find on the letters we send you. It's used:

- as the first part of your student e-mail address, eg 21912345@student.uwl.ac.uk
- on your **Student ID card**
- to allocate any payments you make to the university
- to mark your work anonymously
- to get access to MyRegistry when you **re-enrol**, or need to **update your details**

Before you arrive, you need to setup your IT user account. Your IT user account gives you access to:

- your University e-mail account
- your timetable
- the Student Portal
- the latest Microsoft Office software on up to 5 devices, whether that be PC, Mac, tablet or phone.
- access to Lynda.com, a huge range of video tutorials supporting learning in software, creative and business skills
- all the PCs, Apple Macs and printing on campus

You should have received an e-mail from **MySecurity@uwl.ac.uk** at the e-mail address you used to apply for university. The e-mail contains your IT user account name (username), which is the same as your Student ID

number, and your temporary password. If you can't find it, make sure you've checked the Junk or Clutter folders of your e-mail account to see if it's there. If you still can't find it, then e-mail **ITServiceDesk@uwl.ac.uk**.

The first thing you need to do is change your temporary password. You do this with our self-service password reset service. Register for this at mysecurity.uwl.ac.uk and then change your password at mypassword.uwl.ac.uk

Top Tip: Try three random words with both upper and lower case, mixed with numbers or punctuation for a strong but memorable password.

You should now have access to the Student Portal, and your Student e-mail account.

The Student Portal is a single place for you to find and access all the online services and information that you will need during your time at the University, including:

- access to learning resources on Blackboard
- up-to-date notices, news items and information
- access to Library resources
- advice, help and support
- online storage space through UWL OneDrive

You can access the Student Portal at: portal.uwl.ac.uk

From the Student Portal you can also access your student e-mail account. We will send you important e-mails to this account, so you need to check it regularly to make sure you don't miss anything, and use it whenever you want to send someone at the University an e-mail.

Did you know that you can also access your student e-mails on your phone or tablet? Just download the Microsoft Outlook app for free from the App Store or Google Play Store.

If you get stuck we're here to help, just get in touch with the IT Service Desk.

☎ **0300 111 4895**

✉ **ITServiceDesk@uwl.ac.uk**



2.1.4 Online enrolment

A few weeks before your course starts we'll e-mail you and invite you to enrol online at onlineregistry.uwl.ac.uk/MyRegistry. You'll need to make sure you do this before you come to complete your enrolment in person.

On the login page, enter your Student ID Number and click 'No, I am a new Student and have not set up an account yet', then click 'Setup Account'.

This will take you to a web page where you'll need to fill in a few questions about yourself to set up your MyRegistry Account (if you are unable to see the first question, you may need to scroll down the web page).

If the answers match your University application, we'll send you an e-mail to confirm your MyRegistry Account has been successfully created. Click on the link in the e-mail to return to MyRegistry, then login and follow the instructions to complete your online enrolment.

If your answers don't match your application, you'll be asked to enter the name of course you applied for and your telephone number. We'll ring you within five working days once we've checked your application.

2.1.5 Getting Here – Ealing, Brentford and Reading

Ealing site – St Mary's Road

Our Ealing site has state-of-the-art student facilities including the Students' Union, IT facilities, music studios, an auditorium, the Paul Hamlyn Library, five of the eight academic Schools / Colleges, restaurants and cafes, and much more.

University of West London
St Mary's Road
Ealing W5 5RF

By bus

There are several bus routes that run close to the Ealing site, which are the 65, E2, E8, 207, 427, 483, 607, E3 and E9.

By underground and train

The nearest underground stations are South Ealing (10 mins walk), which is on the Heathrow branch of the Piccadilly Line, and Ealing Broadway (15 mins walk), which is on the Central and District Lines. At Ealing Broadway there is a regular rail service to and from London Paddington (approximately 10 mins), Slough (20-30 mins) and Reading (50 mins).

By road

Sat Nav postcode: W5 5RF
The Ealing site lies on the B455 between the A4 and the A4020 (Uxbridge Road). The M4 motorway is a few minutes' drive away from Ealing (Junction 2), and the A40, M40 and M25 are all easily accessible as well.

To plan your journey visit: www.tfl.gov.uk

For further details visit: uwl.ac.uk/ealing

Brentford site – Paragon House

The Brentford site of our West London campus is home to our Paragon halls of residence and three of the University's eight academic Schools / Colleges

University of West London
Paragon House
Boston Manor Road
Brentford
Middlesex TW8 9GA

By bus

There are several bus routes that run close to the Brentford site with stops nearby, which are the E2, E8 and H91.

By underground and train

The nearest underground station is Boston Manor (15 mins walk), which is served by the Piccadilly Line. Brentford rail station is five minutes' walk away from the Brentford site, with trains into central London arriving at Waterloo.

By road

Sat Nav postcode: TW8 9GB
Our Brentford site is located on the A3002, Boston Manor Road, only 1.5 miles south of the St Mary's Road, Ealing site.

To plan your journey visit: www.tfl.gov.uk

For further details visit: uwl.ac.uk/brentford

Parking at Ealing and Brentford sites

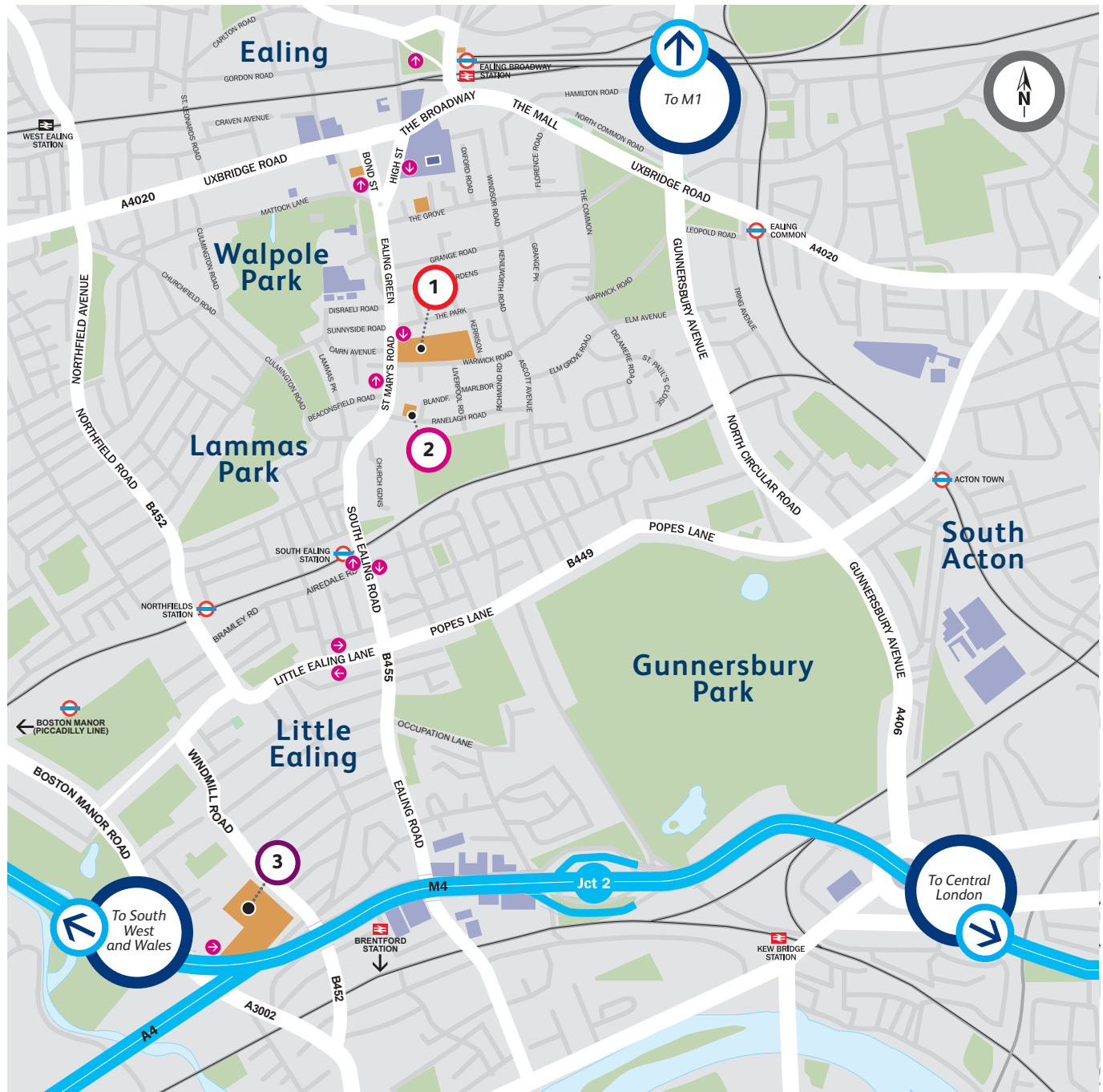
The University operates a Green Transport Policy and actively promotes alternative modes of transport such as subsidised bus schemes and the use of cycles. Ample cycle racks and motorcycle parking is available.

There is a £10 annual fee to register for motorcycle parking, please visit www.uwlparkingpermit.com to sign-up.

020 8231 2099

FacilitiesHelpdesk@uwl.ac.uk

Ealing and Brentford site map



1 Ealing Site

- Academic Office
- Administration
- School of Law and Criminology
- London School of Film, Media and Design
- London College of Music
- London Geller College of Hospitality and Tourism
- Pillars Restaurant
- School of Computing and Engineering
- Student Services
- Students' Union
- Teaching Centre
- University Accommodation Service
- Paul Hamlyn Library

2 Vestry Hall

- London College of Music

3 Brentford Site

- College of Nursing, Midwifery and Healthcare
- Paragon Residential Accommodation
- School of Human and Social Sciences
- Nursing Simulation Centre
- The Claude Littner Business School
- London College of Music Sound Studios

➔ Shuttle bus stop





We recommend using public transport to travel to us. From Monday to Friday, 8am-5pm there is no parking onsite (except for students who hold a valid Blue Badge).

Student parking is only available during the times listed below. Make sure you have your Student ID card with you, and stick to the 5mph speed limit. Parking at our sites is offered on a first come, first served basis, and is not guaranteed, with or without a paid permit. Find out more about our car parking policy at: eandf.uwl.ac.uk/PoliciesProcedures

Monday to Friday: 5pm – 10pm
Saturday and Sunday: 8am – 6pm

Reading site – Berkshire Institute for Health

The Berkshire Institute for Health is situated in Reading. People come from miles around to sample Reading's shopping and nightlife. With the University of Reading in the same town, there is plenty of entertainment aimed at students and lots to do.

University of West London
Tenth Floor, Fountain House
2 Queens Walk
Reading RG1 7QF

By bus

The local bus routes include the 15, 16, 17, 19, 20, 20a and 21, and it is within easy reach of the town's 'park and ride' bus stops.

By train

Fountain House is within walking distance (5 mins walk) from Reading rail station. There is a regular rail service to and from London Paddington (30 mins) and Ealing Broadway (50 mins).

By foot

Fountain House is above the Broad Street Mall in Reading. The entrance is on Queen's Walk, a pedestrian walkway running between Oxford Road and the Civic Centre, at the rear of the Broad Street Mall. From Oxford Road, turn into Queen's Walk between Argos and the Penta Hotel, and the entrance to Fountain House is about half-way down on the left.

By road

Sat Nav postcode: RG1 7QF

Parking

There is no dedicated student parking at Fountain House, Reading. The Broad Street Mall (RG1 7QE) has a multi-storey car park open to the general public. Parking is charged at £12 for 24 hours. They also offer an 'Early Bird' rate of £6 if you park between 6 and 10am and leave later that same day. Hourly prices and more information can be found at: www.reading.gov.uk/article/11732/Broad-Street-Mall-car-park

If you need more advice about parking near Fountain House, Reading, you can contact the 10th floor reception desk on **020 8209 4200**.

For more information about our Reading site, visit: uwl.ac.uk/berkshire

Accessible Facilities

There are disabled toilet facilities and lifts in every campus building as well as wheelchair access on our shuttle bus. For further information on accessibility, visit www.DisabledGo.com

2.1.6 Finances – paying your tuition fees, student loans, scholarships and bursaries

Paying your tuition fees

All courses have tuition fees and you should have received details of your course tuition fee within your offer letter. You can pay your tuition fees yourself, or with a Student Loan. The amount you are expected to pay depends on your 'fee status', which is whether you are classed as a Home/EU or overseas student.

Self-funding

If you are paying your own fees, details will be given to you during enrolment by our Student Finance team about the methods for payment available.

Study Loans

If there is no statutory (government) support available to you for your course, you may be able to take out a loan to help cover your tuition fees or living costs/course costs. You are advised to check the terms and conditions carefully. Loans taken out for living costs may affect your (or your partner's) benefits. Contact Student Services for advice and information:

 **020 8231 2345**

 **studentservices@uwl.ac.uk**

Reading site map



University Building

1
Berkshire Institute for Health
Tenth Floor,
Fountain House,
2 Queens Walk,
Reading
RG1 7QF

Additional Information		
A The Oracle Shopping Centre	E Cinema	I Town Hall and Museum
B Central Library	F Police Station	J Tesco Extra
C Abbey Ruins	G Civic Centre	K The Hexagon
D Royal Berkshire Hospital	H Central Swimming Pool	P Parking



Student Loan

We hope you have already applied for your Student Loan and have received details of what they can support you with. Once your application has been processed, the Student Loans Company will send you a letter confirming their agreement with you regarding the payment of your fees and any maintenance loans or grants you may have been allocated.

Don't worry if you haven't applied for Student Loan yet

If you haven't applied for your Student Loan you should submit your application immediately, as it can take up to 4-6 weeks to complete the process. Students from England can apply online to Student Finance England at www.gov.uk/apply-online-for-student-finance

The application process is different if you're a student from Scotland, Wales or Northern Ireland. The above link will direct you to the appropriate website. The sooner your application is submitted and processed the better chance of having the funding in place before your enrolment at the University in September. You must provide any evidence requested by the Student Loans Company.

Important: Don't forget to sign and return the Student Loan declaration as soon as you receive it, or your funding may be delayed!

Once you are fully enrolled at UWL, if you have applied for and secured a maintenance loan this will be paid into your bank account within three to four working days. Make sure you have a valid bank account!

We recommend that you open a student bank account as soon as possible. Check out the NUS' advice on picking the best student bank account at: www.nus.org.uk

Scholarships and Bursaries

There are various scholarships available to our undergraduate students to help with the cost of university. All bursaries are subject to conditions and eligibility, as well as attendance, engagement and submission to assessments. For more information, get in touch with the Student Service Team or visit uwl.ac.uk/students/undergraduate/scholarships-and-bursaries

☎ 020 8231 2679

✉ scholarships@uwl.ac.uk

UWL Full time Undergraduate bursary

We will provide up to a maximum of 550 bursaries for full time undergraduate students who start their course in September 2019 or January 2020.

This bursary is to help towards the cost of study over a three year period and can help towards learning materials, catering outlets, or Paragon Accommodation.

To apply for the bursary you must be a full-time Home/EU undergraduate student from a household with an income of less than £25,000 a year.

Path to Success Scholarship

Our Path to Success Scholarship is offered to all new Home/EU students starting in September 2019 who are studying a four year degree with a foundation year. This scholarship is awarded automatically (subject to attendance, engagement and submission to assessment) and is designed to help towards the cost of studying.

Top-up Bursary

Our Top-Up Bursary is for new Home/EU students starting in September 2019 on Level 6 of a full-time undergraduate top-up degree (who haven't previously studied with us). Again, there is no need to apply as the University automatically checks eligibility.

Philanthropic Awards

In addition to the above bursaries, philanthropic bursaries and scholarships are also available to undergraduate students beginning their studies this academic year. Philanthropic bursaries and scholarships are funded by charitable organisations, private or corporate donors. The number, value and eligibility criteria of these awards vary.

2.1.7 Checklist – Things to do before you arrive

Enrolment

- ☐ send a scan of any new IELTS, BTEC, Access, Level 2 or GCSE retake results to undergraduate.admissions@uwl.ac.uk as soon as you receive them
- ☐ set up your IT user account
- ☐ complete your online enrolment

Finances

- ☐ sort out your finances, make sure you've signed and returned the Student Loan declaration
- ☐ apply for any scholarships or bursaries
- ☐ get a student bank account

Accommodation

- ☐ arrange your [accommodation](#)
- ☐ set up a payment plan for student halls at onlinepayments.uwl.ac.uk/accommodation
- ☐ get contents insurance for your new accommodation
- ☐ apply for a [TV Licence](#) at your student address

Health

- ☐ see your GP and make sure your medication and vaccinations are up to date
- ☐ sign up to UniHealth at unihealth.uk.com
- ☐ let the [Wellbeing Team \(Disability and Mental Health\)](#) know about any additional support you might need

Top Tip: Before you start, visit uwl.ac.uk/join and work through the Preparing to Study guides to brush up on your study skills.

2.1.8 Need help or advice

If you're worried about anything, or want to speak to someone about starting university, please get in touch with Student Services.

☎ 020 8231 2345

✉ studentservices@uwl.ac.uk



2.2 Returning students

2.2.1 Re-enrolment

How to re-enrol

Before you arrive back at University, you will need to log in to [MyRegistry](#) to re-enrol. It's very important you do this, because you won't get your maintenance loan payments until you have re-enrolled.

Can't log in?

Click the 'forgotten password' button on the MyRegistry login page to receive an e-mail reminder.

Having difficulty re-enrolling?

Get in touch with us, quoting your [Student ID number](#).

☎ 020 8231 2310

✉ enrolhelp@uw.ac.uk

Paying your tuition fees

Your re-enrolment can only be finalised once your financial arrangements are complete. Fees are due each year of study and may increase with inflation.

If you've successfully applied to Student Finance and signed their Declaration Form, you don't need to do anything else.

If there's an issue with your Student Loan, or your application is not yet complete, get in touch with our Finance Team.

☎ 020 8280 0283

✉ financehelp@uw.ac.uk

If you're self-funding, please check the website for the most up to date information:

Undergraduate students:

uw.ac.uk/students/undergraduate/fees

Postgraduate students:

uw.ac.uk/students/postgraduate/fees

2.3 Accommodation (housing)

The Finance Team can help you with information about accommodation at the University as well as the private rented sector. They maintain lists of privately rented accommodation, lodgings and shared houses, and can provide you with lists of letting agents, hotels, guest houses or hostels.

Accommodation is guaranteed for all first year students

Paragon Student Halls

Paragon student halls are the University's halls of residence, located next to our Brentford Site. A perfect choice for a first-year student, there are over 800 students living, studying, and socialising at any given time in Paragon Student Halls. The site consists of four blocks of accommodation arranged as single study bedrooms in cluster flats and studios. All are en-suite; the single study bedrooms have a communal fitted kitchen/dining room and the studios are equipped with a fitted integral kitchen area. Please note the halls are operated by Notting Hill Genesis Housing but applications and payments are made via the University.

Berkshire Student Accommodation

Students studying Nursing or Midwifery courses at our Berkshire Institute of Health are advised to stay in local student accommodation, as 80% of the course in the first year is based at our Berkshire Institute of Health. The University of West London has arrangements with student housing providers (listed below) taking into consideration students' budgets and preferences.

- Aparto
- Central Studios
- Fawley Bridge Student Accommodation
- Sovereign Housing association
- Kendrick Hall

For further information about accommodation get in touch with the Finance Team or visit uwl.ac.uk/accommodation

☎ 020 8280 0283

✉ financehelp@uwl.ac.uk

Students starting in September 2019 will be invited to move into halls on the weekend of **07 - 08 September**. We will have a team of staff on hand to help you move in and get settled.

You'll need to set up a payment plan for your rent before you move in at onlinepayments.uwl.ac.uk/accommodation

Don't forget to check what is covered in your block insurance that comes with your accommodation. You can do this at: www.endsleigh.co.uk/student/student-insurance

Apply for your TV Licence as soon as you know your address during study. Find out more at: www.tvlicensing.co.uk

If your accommodation is at Paragon Student Halls the first instalment is due on **23 September 2019**.

Essential List of Items to Bring with you:

- Bedding
- Toiletries
- Towels
- Clothes hangers
- Laundry products
- Toilet roll
- Cutlery and crockery
- Food
- Photos of friends and family

Section 3: Your First Few Days



3.1 Day 1 – Enrolment for new students

3.1.1 Enrolment process

Your first few weeks at UWL are very important. Enrolment and Induction is where you will meet the course team and find out more about your course.

What to bring

To speed things up, make sure that you've completed your [online enrolment](#) on MyRegistry before you arrive.

On the first day of your enrolment, it will help if you bring the following:

- the **originals** of all your education certificates and any other significant qualifications we based your offer on (including relevant GCSE certificates). If you've not received the certificates yet, you can bring your results slips.
- evidence of your highest qualification if this is different to the above
- **proof of identity**, preferably your **current passport**. The full list of acceptable documents is available at uwl.ac.uk/join/enrolment
- evidence of your funding; if you have access to your online Student Finance account then this will be fine. If you're self-funding or haven't got confirmation of your Student Finance Entitlement yet, you'll need to bring your bank details to set up a payment plan.
- It may be that we will not need to see all of the documents, but bringing them will help to speed up your enrolment. Remember, you won't receive your maintenance loan for three to four days after your enrolment is complete.

If you think that you may not be able to access some of the documents then please email enrolhelp@uwl.ac.uk so that we can advise you.

What happens

All new students have a full enrolment and induction programme which takes place over two days, alongside the Students' Union freshers' activities. Find out more about freshers' activities at www.uwlsu.com. You must attend your course enrolment and all course welcome meetings and any pre-booked sessions during those two days.

Enrolment will be between Monday 09 - Friday 13 September 2019.

For those of you joining us in January, enrolment will be between Monday 20 - Friday 24 January 2020.

Day 1

Upon arrival you will be greeted by your **Personal Tutor**. Afterwards, you'll have a welcome talk by the Pro-Vice Chancellor (Student Experience), the Students' Union President, and your Head of School or Director/Dean of College. You'll also get to take part in 'The Big Conversation', where you will have the opportunity to ask questions and get information directly from another student already studying at UWL.

The formal Enrolment then takes place. Here we will check your ID, qualifications and funding, and in some cases your right to study in the UK. At the end of this process you will be issued with your Student ID card and a book bundle tailored to your chosen course of study.

Day 2

On the second day of enrolment you'll have a specific course induction, tour of the campus, and induction to Library and IT services. If you haven't logged on for the first time, connected to the wireless network (Eduroam) or viewed your timetable, we'll show you how.

If you get stuck at any point, or are not sure what to do, ask a member of staff, or call the Enrolment helpline.

☎ 020 8231 2310

✉ enrolhelp@uwl.ac.uk

3.1.2 Your Student ID card

Upon enrolment, you will be issued with a UWL Student ID card. This is a multifunctional campus card, which can be used:

- as Proof of identity
- to gain access to the University campus
- to borrow library books and media equipment
- to access printing facilities and top up your printer credits
- for Electronic attendance and registration on the **Student Attendance Monitoring System (SAM)**
- to access the **UWL shuttle bus**

Keeping you safe is our most important responsibility. Please help us by wearing your Student ID card and lanyard at all times. You must show your ID card to University staff when asked.

You will need to setup your UWL Student ID card in order to print. This can be done at unique.uwl.ac.uk. If you lose your ID card, visit student services for instruction on how



to get a replacement. Alternatively, you can contact us by e-mail at idcardservices@uwl.ac.uk or by phone on **020 8231 2070**.

You can get one replacement ID card per academic year, further replacements will cost £10 each. If your card has been stolen we will replace it free of charge when you provide a Crime Reference Number from the Police.

If you change or update the name on your University record, we will provide a new card on request for free.

If you forget your ID card, speak to reception. Tell them your student number and they will be able to issue you a one-day temporary pass. Make sure that you tell your lecturers so that they can record your attendance.

ID cards must only be used by the student they belong to. For safety and security reasons, you must not offer or allow your ID card to be used by another person. It is a breach of security to do so and could result in disciplinary action.

If you have any issues with your ID card, please visit unique.uwl.ac.uk or get in touch with one of our UWL Card Centres:

West London Campus

The UWL ID card is located at the Student Services front desk in The Street on the Ground Floor of the Ealing site - St Mary's Road.

 **020 8231 2070**

 idcardservices@uwl.ac.uk

Berkshire Institute of Health

The UWL ID Card is located at Reception on the 10th Floor of Fountain House.

 **020 8209 4200**

Remember: Don't lend your ID card to anyone else, and always show it on request.

3.1.3 Your book bundle and Aspire card

Book Bundle

As part of the Aspire Bursary, full time Home/EU Undergraduate students receive £100 worth of free books in their first year of study (part time students receive £50 worth of books).

These books have been chosen by your course leaders as essential resources for core aspects of your course. You will receive the books as part of your UWL induction and they are yours to take home and keep. The list of books you will receive can be found on the Joining Instructions website: uwl.ac.uk/join

Aspire Card

As part of the Aspire Scheme all eligible Undergraduate full time students will receive two payments of £100 each (£50 each for part time students) over the course of their studies (normally at Level 5 and Level 6). You can spend your funds either in store at the John Smith's on our Ealing site or via the John Smith's online store. Find out more and register at www.johnsmith.co.uk/uwl

3.1.4 Logging in for the first time

You will hopefully have set up your **IT user account** when you received your e-mail from MySecurity@uwl.ac.uk a few weeks before enrolment. You can use your student number and password to log on to any computer at the University, and access your student e-mail, the Student Portal, and a wide range of specialist software.

If you haven't set up your IT user account yet, don't worry. The first thing you will need to do is find the e-mail from MySecurity@uwl.ac.uk which was sent to the e-mail address you used to apply for university. The e-mail contains your IT user account name (username), which is the same as your Student ID number, and your temporary password. If you can't find it, make sure you've checked the Junk or Clutter folders of your e-mail account to see if it's there. If you still can't find it, then e-mail ITServiceDesk@uwl.ac.uk.

Next you need to register for the self-service password reset service at mysecurity.uwl.ac.uk and then change your password at: mypassword.uwl.ac.uk

Top Tip: Try three random words using upper and lower case and mixed with numbers or punctuation for a strong but memorable password

3.1.5 Connecting to the wireless network (Eduroam)

A high-speed wireless network is provided across the University and on the Shuttle Bus. You can login to 'Eduroam' using your IT user Account details with your laptop, tablet or smartphone. Details on how to set up your device can be found at it.uwl.ac.uk/eduroam

You can also use Eduroam to access the Internet at some other universities. To find out how to connect to Eduroam and where you can use it see it.uwl.ac.uk/eduroam

3.1.6 Finance and Fee Payment

When you enrol, you might need speak to our Finance team regarding paying your fees. To speed things up, please bring confirmation of your funding. If you're self-funding or haven't got confirmation of your Student

Finance Entitlement yet, you'll need to bring your bank details to set up a payment plan.

You are required to pay tuition fees to the University in a timely manner. The requirements for payment are summarised below but set out in detail in the Tuition Fee Policy which is available at uwl.ac.uk/policies. You should read this carefully as it sets out how we will collect your fees and what your responsibilities are in respect of payment.

Fee status

Your fee status (i.e. whether you pay home/EU fees or international fees) will have been checked at enrolment. If there are any changes to your circumstances that you think will affect your status you should contact the Finance and Immigration Team in Student Services. Issues that might affect your fee status include being granted refugee status.

☎ 020 8231 2345

✉ studentservices@uwl.ac.uk

Fee Status Assessment Appeals

If you do not agree with your assessed fee status (which determines the level of tuition fee you are expected to pay, ie the 'home' or 'overseas' rate) you may wish to appeal. Ideally, you should do this before you complete the enrolment process.

If you wish to appeal you must complete a paper Fee Assessment Form and you must specify the category that applies to your circumstances and why you satisfy these requirements.

You must also submit original evidence that supports the grounds for the appeal. You should submit the form to Student Advisers in The Street.

Information on fees status is available from the United Kingdom Council for International Student Affairs www.ukcisa.org.uk

Also, in certain circumstances you may be eligible for a change in fee status during the course. If you think you may qualify, you can request a reassessment. In this instance, contact your [School Administration Centre](#).

Student Loans Company (SLC) funding

If you are funded by the SLC we will collect your fees direct from the SLC. We will require confirmation from the SLC that you have secured your funding by the time you enrol.

Self-funding

You may pay your fees upfront or with a payment plan as outlined in the Tuition Fee Policy available at uwl.ac.uk/policies.

Sponsored students

You will be required to provide evidence of your sponsorship prior to enrolment and the University will

invoice your sponsor. You should note that you are responsible for payment if for any reason your sponsor is not able or does not make the payment.

Withdrawals and Refunds

If you wish to withdraw from the University, you must do so on the official withdrawal form and submit this via your [School Administration Centre](#). Once your withdrawal has been approved, you will be given a refund if you are eligible for one according to the Tuition Fee Policy available at uwl.ac.uk/policies.

Transfers and deferrals

If you wish to transfer your course, you will normally be able to transfer the fees you have already paid to your new course. Where there is a difference in tuition fees the relevant adjustment will be made and invoiced/refunded as necessary. Part-completed modules will be charged pro rata. In order to transfer you will need to complete the official transfer form and submit this to your [School Administration Centre](#).

Please note that if you are a Tier 4 sponsored student, you must contact the UKVI Compliance Office as there may be issues with your visa if you transfer.

✉ int.compliance@uwl.ac.uk

If you defer your studies, the University may be able to use tuition fee payments already made towards your fees on your return. To find out whether you are eligible for this, please contact the Student Finance team.

☎ 020 8280 0283

✉ financehelp@uwl.ac.uk

Retake Modules

All retake modules must be paid for. Payment in full is required at enrolment

Non-payment of fees

It is part of your contract with the University that you must pay your fees on time. If you do not pay your fees, the University will take action to ensure it collects the fees owed.

If you're not able to complete the financial part of your enrolment you will be given a time-limited 'part-enrolled' status. While part-enrolled you won't be able to get student loan payments, or letters to prove your student status. If you don't complete your enrolment by the deadline we give you then your access to University buildings and facilities will be stopped. Following this, if you don't get in touch with the Student Finance Team within a week, you will be withdrawn from your course.

Full details can be found in the Tuition Fee Policy at uwl.ac.uk/policies.



Problems paying your fees

If you are having problems with paying your fees, you must contact the Finance Team:

☎ 020 8280 0283

✉ financehelp@uwl.ac.uk

You should also speak to Student Services to see if you are entitled to any additional financial support

☎ 020 8231 2345

✉ studentservices@uwl.ac.uk

3.2 Day 2 – Induction & Your personal tutor

3.2.1 Library and IT induction

During the enrolment week, you will receive an introduction to the key services and resources available to you from the Library and IT Services. This will take place as part of your induction programme. You will be shown around the physical library, have a demonstration of the library search engine, and be guided through how to log into and access the UWL IT systems. There will be an opportunity for you to ask questions as well as find out how to get additional assistance throughout your studies.

3.2.2 Your Personal Tutor

Every student has a Personal Tutor. They will e-mail you prior to your enrolment introducing themselves and providing their contact details.

Your Personal Tutor will help you make the most of your time at the University by:

- being your first point of contact regarding any problems or concerns you might have that affect your studies.
- providing guidance and support to help you progress academically
- helping you to reflect on your learning
- helping you to develop a personal development plan

Your Personal Tutor will contact you throughout the academic year to invite you to tutorial sessions and arrange one-to-one meetings with you.

They can be reached throughout the year if you require support.

3.2.3 School Administration Centres

There are School Administration Centres at each of the University's main teaching sites, they are sometimes called the School Office. It should be your first point of contact for any administrative issues relating to your course. They can help you with questions about:

- [Enrolment](#)
- [Timetables](#)
- [Module Documents](#)
- [Assessment](#)
- [Progression](#)
- [Graduation](#)

When coursework needs to be submitted in hard copy, it will usually need to be submitted to the School Administration Centre. School Administration Centres are also the place to go for queries relating to student status letters, placement expenses, uniform exchange, and for further information about University-wide services.

During term-time the School Administration Centre will be open from:

Ealing Site – St Mary's Road

London College of Music (LCM),
London Geller College of Hospitality and Tourism (LGCHT),
London School of Film, Media and Design (LSFMD),
School of Computing and Engineering (SCE),
School of Law (SOL)
located in the Heartspace

Monday to Thursday 9am – 7pm
Friday 9am – 5pm

For the first 3 weeks of the semester only:
Saturday 10.30am – 1.30pm

Brentford Site – Paragon House

The Claude Littner Business School (CLBS),
College of Nursing, Midwifery and Healthcare (CNMH),
School of Human and Social Sciences (SHSS)
located on the fourth floor.

Monday to Friday 9am – 5pm

Please note that the opening times listed above may vary from time to time; when an office has to be closed during normal opening hours, notices displaying the next opening time will be posted at the counter. Which School Administration Centre you use depends on your course.

3.2.4 Staying in touch

It's very important that you let us know when things go wrong, or you feel like you're struggling. We're here to help you, and can offer a range of support and advice to get you back on track.

Your first point of contact should normally be your **Personal Tutor**.

Throughout the year you may also need to get in touch with your Course Leader or Course Administrator. Their details can be found in your **Course Handbook**.

Each module you study will have a Module Leader. If you need help or advice with a specific module, their contact details will be found in the **Module Study Guide** on **Blackboard**.

Your course team and other University departments will always contact you at your student e-mail address. Make sure that you check your University e-mail account regularly!

3.3 International students (additional information)

3.3.1 Visas and immigration

If you are a national of a country in the European Economic Area (EEA) or Switzerland, you do not need a visa to study at University of West London.

All other international students must have a valid 'Tier 4' Visa. Your visa or Biometric Residence Permit (BRP) is your permission to stay in the UK. Your visa states the period of time that you are allowed to stay in the UK (it will show a specific date) and any conditions attached to your stay (eg if/how many hours you are allowed to work per week).

It is important that you have the correct type of visa that allows you to study at the University.

Please see uwl.ac.uk/international/visas-and-immigration for more information.

Student Services can advise you on issues relating to your immigration and visa status in the UK including making applications to extend your visa. They can answer any questions you might have about working

legally, police registration, making trips abroad, and bringing dependants to the UK.

☎ 020 8231 2345

✉ studentservices@uwl.ac.uk

The UK Council for International Student Affairs (UKCISA) also provides very useful information on being an international student in the UK. You can find the UKCISA website at: www.ukcisa.org.uk

Applying for a bank account

When you arrive in the UK to study you will need a UK bank account to pay bills, receive wages from employers (if you are eligible to work), and to pay your tuition fees to the University. You will need a letter from the University to open your account which we can provide once you have completed your enrolment.

Registering with the Police

After you arrive in the United Kingdom, you may need to register your stay with the Police. If you need to register, this requirement will be written in your passport and you will need to register within seven days of your arrival in the United Kingdom.



To register you must visit the Metropolitan Police Overseas Visitor Records Office. You will need your passport, registration fee (£34), one UK passport-sized photo (45mm x 35mm) attached to your form and your biometric residence permit (BRP).

Students living in London should register at:
Overseas Visitors Records Office (OVRO)
323 Borough High Street
London
SE1 1JL

Students not living in London should register with their local police force. Find your local office, and check the opening times at: www.met.police.uk/advice/advice-and-information/ov/registering-overseas-visitor

Once you have registered with the Police, you will need to provide us with a copy of your registration for our records.

Healthcare

If you are on a course lasting six months or longer, you can get treatment from the National Health Service (NHS) from the beginning of your stay. You will not have to pay for hospital treatment, but you may have to pay the Immigration Health Surcharge fee as part of your application for a visa. Information is available here: www.gov.uk/healthcare-immigration-application/overview.

You may also have to pay for some dental treatment and a pay standard charge for medicines prescribed by a doctor, depending on your income. Visit the UKCISA website, www.ukcisa.org.uk for more information on your healthcare entitlements, looking after yourself, and practical information on how to obtain medical treatment.

Working

Your visa will say if you can work in the UK and how many hours you can work per week during term-time. If you're allowed to work, there is no restriction on the number of hours you can work over the holidays, but you must not work for more hours during term-time than is allowed by your visa. Always check the [Term Dates](#) to make sure.

If you get a job at the University, we'll make sure you don't work too many hours. If you get a job outside of the University, you are responsible for making sure you don't work more hours than allowed.

Important: If you work more hours than are allowed by your visa, this could affect your right to stay in the UK.

3.3.2 Importance of Attendance and Accurate Records

As a Tier 4 student you are sponsored by the University. Part of the University's sponsorship duties include monitoring your attendance on a weekly basis both through turnstile and Student Attendance Monitoring (SAM) classroom swipes. It is therefore very important that you swipe your UWL student card on the SAM reader for every scheduled lecture/seminar/workshop that you attend.

All of our students are required to attend all of their scheduled timetabled classes and have full attendance on their placement (if applicable). The University expects you to **be in attendance at all times**. The consequences of erratic or poor attendance are severe and will result in your sponsorship being withdrawn and your withdrawal from your course. You will be required to leave the UK, as the University will, in-line with our Tier 4 sponsorship licence duties, advise UK Visas and Immigration (UKVI), who will curtail your visa. This could have an impact on any future visa applications that you may make.

We appreciate that there may be occasions when you are unable to attend for example:

- **Illness:** This must be reported to your [School Administration Centre](#) before your scheduled class, and when you return to University you must go to your School Administration Centre and complete a 'Self-certification form'. If you are absent for more than one week you will require a certificate from your doctor to cover the period of your illness.
- **Unexpected Absence:** If you are required to return home unexpectedly during term-time then you must, before making any arrangements, obtain approval from your Course Leader/Personal Tutor and ensure that you complete an 'Authorised Absence form' available from your [School Administration Centre](#).

If you require longer than a two-week period of leave this must be discussed with both Student Services and the Compliance Team as you may be required to defer your studies.

020 8231 2345

studentservices@uwl.ac.uk

int.compliance@uwl.ac.uk

Important: if you need to defer or withdraw from your studies you must first discuss this with Student Services as this will affect your current student visa.

Record Keeping

We also have a UKVI responsibility to keep records of students' passports, visas/biometric residence permits and contact details. The University Compliance Team will ask you to update your contact details at regular intervals.

All Personal data collected will only be used for this purpose and will be retained on your file in accordance with our [data privacy policies](#).

3.3.3 Where to find the International Office

The International Office is located on the second floor in the Lady Byron Building, Ealing Site. If you have any problems, get in touch:

📧 international@uwl.ac.uk

3.4 Your first day in class

3.4.1 Your timetable

Your timetable will be available after you have enrolled, two weeks prior to the start of your first module.

To access your personalised timetable go to the Student Portal at portal.uwl.ac.uk and click on the 'My TimeTable' tile.



[Timetables](#) [Administration](#) [Help](#)

My Timetable 17 November 2019 - 23 November 2019 - Semester 1 Week 10							
	Sunday 17 November 2019	Monday 18 November 2019	Tuesday 19 November 2019	Wednesday 20 November 2019	Thursday 21 November 2019	Friday 22 November 2019	Saturday 23 November 2019
9AM							
10AM					PSYSPC001W - HUMAN AND SOCIAL SCIENCES COURSE AND TUTORIAL SESSIONS - LEVEL 5 PSYAFI001W - HUMAN AND SOCIAL SCIENCES COURSE AND TUTORIAL SESSIONS	FURTHER RESEARCH METHODS SS50009E 10:00 am to 11:00 am All Term/Semester Teaching Activities Brentford, PHM7/014 (14K)	
11AM			INDIVIDUAL DIFFERENCES SS50002E 11:00 am to 1:00 pm All Term/Semester Teaching Activities Ealing, BY/01 001 - WILLIAM BARRY THEATRE (200) Lockie Bob Lecture		BIOLOGICAL & ATYPICAL PSYCHOLOGY; BIOLOGICAL PSYCHOLOGY SS50011W, SS60023E 11:00 am to 1:00 pm All Term/Semester Teaching Activities Brentford, PHM2G03 (128) Lynam Siobhan Lecture		
12PM							
1PM			INDIVIDUAL DIFFERENCES SS50002E 1:00 pm to 2:00 pm All Term/Semester Teaching Activities Ealing, PF/02 003 - PG Lab (20)				
2PM					BIOLOGICAL & ATYPICAL PSYCHOLOGY SS50011W 2:00 pm to 3:00 pm All Term/Semester Teaching Activities	FURTHER RESEARCH METHODS SS50009E 2:00 pm to 5:00 pm All Term/Semester Teaching Activities Brentford, PH303 PC LAB (30) Usher Lee Group B WRK B WORKSHOP B	
3PM							

Timetabled events last full update 7:00 am on 11 September 2019

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cmisgo About



It's important that you regularly check your timetable, as it may change throughout the year. Whilst we do our best to minimise timetable disruption, in the first month of your study it is possible your timetable will need to be adjusted to accommodate changes in class sizes as people enrol late. You should synchronise your timetable to your phone or calendar service (eg Outlook or Google Calendar), so that you always have the most up to date schedule. To find out how, visit it.uwl.ac.uk/timetable.

We expect all undergraduate full-time students to be available to attend teaching from 9am to 6pm on Mondays, Tuesdays, Thursdays and Fridays, and 9am to 2pm on Wednesdays. Wednesday afternoons are kept free for sports and other activities.

If you have any problems with your timetable, get in touch with your [School Administration Centre](#).

Student Room Booking Service

The small conference-style rooms in the library at SMR; Meeting Rooms 1 and 2, (PE.02.009 and PE.02.010) and Group study Room 2 in Fountain House can now be booked by students online via the 'MyTimeTable' tile on the student portal. To find out how, visit it.uwl.ac.uk/timetable

3.4.2 Shuttle bus timetable

We operate a free shuttle bus between Ealing Broadway Station and our Brentford site (Paragon House). The bus also stops at High Street Ealing, Ealing Site (St Mary's Road), South Ealing Station, and Little Ealing Lane. Don't forget that you'll need your Student ID Card to tap in when you board the bus.

During enrolment and teaching weeks, the service operates from 7:40am to 10pm, Monday to Friday, every 15 minutes until 6:40pm when there is a bus every 40 minutes.

Timetables are available at the reception desks in Paragon House and St Mary's Road, on the buses, and at uwl.ac.uk/student-life/our-campus-and-sites/uwl-shuttle-bus-service

All vehicles are wheelchair accessible, fully compliant with London Low Emissions requirements, and have the [Eduroam wireless network](#) on-board.

Top Tip: Use our [UWL Bus Live web app](#) to see when the next bus will be: uwlshuttle.utrack.com

3.4.3 Finding your class (room numbers)

The room numbers in your personalised timetable show where your classes will take place. Each code is made up

of abbreviations for the zone, level and room.

Ealing (SMR)

The first two letters of the room number say which zone or building your room is in:

BY = Lady Byron
KE = Kerrison
LA = Lammass
PE = Peter John
PK = Park
WK = Warwick

For example; BY.03.015 is: Lady Byron (BY) – Third floor (03) – Room (015).

B1 means basement level, GF is ground floor.

Brentford (Paragon)

Please note that any room codes starting with PH are at Paragon House, our Brentford site. The first part of the number is the floor, and the second part the room number.

For example, PH119 is: Paragon House (PH) – First floor (1) – Room (19).

G means ground floor.

Reading (Fountain House)

All room numbers at Fountain House in Reading start with FH.

For example, FH.03.001 is: Fountain House (FH) – Third floor (03) – Room (001).

The teaching rooms on the 9th and 10th floor have names rather than numbers:

ARIZ = Arizona
GEOR = Georgia
HAWA = Hawaii
IDAH = Idaho
KENT = Kentucky
MONT = Montana
OKL = Oklahoma
OREG = Oregon
TEXA = Texas
WASI = Washington

3.4.4 Touching in to class

We expect you to touch-in to the Student Attendance Monitoring System (SAM) with your UWL Student ID Card at the start of each teaching session. SAM looks like this:



It's very important that you attend all the lectures, workshops and seminars shown on your timetable.

Sometimes it's necessary to swipe twice if you have two consecutive classes in the same classroom or theatre. Your class tutor should remind you to touch in. Look out for the blue "Tap in here" discs:



If you forget your ID card, speak to reception. Tell them your student number and they will be able to issue you a one-day temporary pass. Make sure that you tell your lecturers so that they can record your attendance.

You won't normally be able to switch teaching groups, as you will be shown as absent for your scheduled teaching session if you touch-in at different group's session instead.

We use the data provided by SAM to monitor student attendance. If we notice a pattern of non-attendance we may e-mail or call to check that you're ok. For more details on how we monitor student attendance, please see the Student Attendance and Engagement Monitoring Policy, which is available at uwl.ac.uk/policies

If you have any questions or concerns about your attendance, you should contact your [School Administration Centre](#).

Important: Mandatory attendance requirements

Courses leading to professional registration

Courses in nursing, midwifery and social work which are accredited by the Nursing and Midwifery Council or the Health and Care Professions Council and which lead to professional registration have more detailed attendance requirements which must be met before students can qualify. Similarly, many post-registration courses in nursing, midwifery and healthcare have specific attendance requirements which are laid down by the NHS Trusts and other bodies who sponsor students. More details on these requirements, and the consequences of non-attendance, are set out in the relevant [course handbooks](#).

International Students (on a UKVI Tier 4 Visa)

International Students on UKVI Tier 4 visas must engage with their studies at all times. The University is required to monitor attendance closely and report unauthorised absences to the Home Office. Non-attendance may result in students being withdrawn from their course and losing their right to stay in the UK. For more information see the Attendance and Engagement Policy available at uwl.ac.uk/policies

Further Education Courses

The University is required to monitor attendance on Further Education courses very closely and report unauthorised absences for funded learners to the Department for Education. Non-attendance will result in students being withdrawn from their course.

Scholarships and Bursaries

If you are receiving any scholarships or bursaries non-attendance may affect your entitlement.

3.4.5 Where to eat

Please note that opening hours are for enrolment and teaching weeks, and may be subject to change. During non-teaching weeks, the cafés run a shorter service.

You can pay by card, contactless, [Aspire card](#) or cash at both sites.

Ealing Site

The Heart Space

The Heart Space is located at the centre of our Ealing site, and offers a wide-range of fair-trade speciality coffees and tea, drinks and meal deals throughout the day including:

- Breakfast service: full breakfast selection including hot breakfasts and a range of pastries and fruits.
- Lunch service: Design your own food and eat healthily! With vegan and vegetarian options available, the lunch service includes Heavenly Burgers, hand-made pizzas, soups, and pasta, as well as the Theatre Bar offering made-to-order food such as wraps and street food. You can also grab homemade sandwiches, salads, sausage rolls, pies, jacket potatoes and other hot snacks, as well as indulgent hot and cold desserts.
- Evening service: A variety of made-to-order food is available, including wraps, pasta and noodles.

All of our dishes are made on site using local sustainable and quality products.

Monday to Thursday: 8am – 8pm

Friday: 8am – 4pm

Saturday: 8.30am – 3.30pm



Starbucks - Haven Café

Located in the Haven area just behind reception in the Lady Byron building, the Haven Café welcomes you with Starbucks coffees and other drinks, as well as a range of sandwiches, cakes and snacks at great value prices. Morning offers include pastries and breakfast snacks, toast, breakfast muffins and hot filled croissants. Afternoon offers include homemade hot and cold sandwiches, and hot meals to go. It's the perfect place to catch up with friends, work on a project, or arrange a one-to-one with your tutor.

Monday to Friday: 8am – 4pm

Street Café

This newly refurbished café is found at the end of 'The Street', and is a great place for a quick bite to eat and a coffee to go. It offers a range of pastries, sandwiches, and snacks, as well as specialty coffees, frappes and cold drinks, all at competitive prices.

Monday to Friday: 8am- 4pm

Coffee Union

Coffee Union is located in the Park Building and serves a range of quality food and drinks at great prices. It's run by the Students' Union, so every penny you spend goes back to directly improving your student experience.

Monday to Friday: 8.30am – 7pm

Saturday: 9am – 3pm

Freddie's Bar

Freddie's Bar is run by the Students' Union and is located in the Park Building. It serves both alcoholic and non-alcoholic beverages, along with a great range of food. Freddie's Bar is the venue for entertainment and events, ranging from live music and club nights to comedy and quizzes – it's the ideal place to make friends and have fun.

Visit www.uwlsu.com to see the latest offers, events and opening times.

Monday to Friday: 11am – 11pm and until late on event nights!

Food Served: 11am - 9pm

The Pillars Restaurant

The Pillars Restaurant is located in Warwick and is The London Geller College of Hospitality and Tourism's award-winning training restaurant. Our students cook and serve delicious food and wines from around the world.

It is a specially designed educational environment where students learn the art of fine service and culinary practices. Our highly qualified and experienced lecturers support our culinary arts and hospitality students to ensure our guests enjoy a contemporary and elegant dining experience. The menu changes each week and includes a 'dish of the day'. The full menu consists of three courses, but if you're not that hungry, each course is available individually at reasonable prices.

Throughout the year we also run a number of themed dinners as well as 'pop up' events. Keep an eye out for posters around campus, or check our social media sites for more information.

Tuesday to Friday: 12pm – 2.30pm (orders by 1:15pm), and 6.30pm – 9pm (orders by 7:15pm)

Reservations

 020 8231 2200

 [PillarsRestaurantUWL](https://www.facebook.com/PillarsRestaurantUWL)

 [@PillarsUWL](https://twitter.com/PillarsUWL)

 [@PillarsRestaurant](https://www.instagram.com/PillarsRestaurant)

Brentford Site

Main Canteen

Located on the ground floor, the main counter offers a selection of fair-trade coffee, tea, and homemade meals. It provides a hot breakfast service and a selection of freshly baked pastries, followed by a choice of hot lunches with daily value offers. In addition to the 'concept of the day' there is a selection of homemade sandwiches, hot snacks and jacket potatoes with a filling of the day.

Monday to Thursday: 8am – 8pm

Friday: 8am – 2.30pm

Starbucks Coffee Pod

Located by the reception desk on the ground floor, the Starbucks coffee pod serves the full range of Starbucks coffees and drinks, as well as a range of paninis, homemade cakes, and freshly prepared morning pastries. The coffee pod also offers homemade sandwiches and a selection of other 'grab and go' items.

Monday to Friday: 8am – 4pm

Vending Machines

Vending machines offering a selection of cold and hot beverages, crisps and snacks are available in both sites.

Ealing site: In the Heart Space and the Paul Hamlyn Library, 1st floor

Brentford site: In the canteen

Berkshire Institute of Health: In the coffee area

3.5 About your course

3.5.1 Module study guides

Module Study Guides are available on the [Blackboard](#) page for each module you study. You should make sure that you read them, as they'll tell you what to expect from the module, the learning objectives, what the assessments will be, and even what you need to demonstrate you can do in your assessments to get a good mark!

Every Module Study Guide also includes the contact details for the Module Leader, Course Administrator and Academic Support Librarian, as well as advice on what to do if things don't go to plan and where to get support.

3.5.2 Course handbooks

Your Course Handbook provides all the essential information about your Course, including the skills you'll develop, the modules on offer, the teaching and assessment methods, and how you can have your say about the course.

Your Course Handbook also include the contact details for your Course Leader, Course Administrator and Academic Support Librarian, and specific information and advice relevant to your course.

3.5.3 Academic Regulations

The Academic Regulations are the framework which govern our courses. They set out how we determine when you should enrol, your assessments, how you can progress through your degree and how we will calculate your final classification. They also set out how any requests for extensions or mitigating circumstances will be dealt with, how appeals operate, and many other issues related to your time at University.

You can find the Academic Regulations at uwl.ac.uk/policies

3.5.4 Blackboard

Blackboard is the online home for your studies. On Blackboard you will find:

- module study guides
- learning materials
- Structured guidance to support your learning outside of the classroom
- announcements relating to your course
- coursework submission areas (including Turnitin)
- feedback and provisional grades
- online discussions and other learning activities

Through Blackboard you can access UWL Replay recordings (where available).

To download the Blackboard App, please visit uwl.ac.uk/blackboard-help-students/blackboard/blackboard-app-bb-student

Not everything is available in the Blackboard app so you must access Blackboard via the Student Portal too.

Help Using Blackboard

You can get help with Blackboard, Turnitin, UWL Replay and CampusPress on the Blackboard Help for Students website uwl.ac.uk/blackboardhelp

If you have questions relating to your course material or the learning activities in Blackboard please ask your lecturer.

If you have a technical problem, such as logging in to Blackboard, please contact the IT Service Desk

☎ **2222** from a University phone

☎ **0300 111 4895**

✉ **ITServiceDesk@uwl.ac.uk**



3.5.5 Course and Module leaders

Course Leaders

Your Course Leader co-ordinates the delivery of your whole course, or level of your course. They can help your **Personal Tutor** resolve any problems or questions that affect your whole degree, eg deferring or transferring to a different course.

Module Leaders

Your Module Leader is the person in charge of teaching or co-ordinating the delivery of an individual module. They are very knowledgeable about the subject, and you should get in touch with them if there's anything specific in the module that you don't understand or need help figuring out.

If something happens that means you can't hand your work in on time, your Module Leader should be the first person you contact, as they might be able to grant an **Extension**.

3.5.6 Course Reps (SU)

The University and University of West London Students' Union (UWLSU) are dedicated to making sure that your voice is heard and makes a difference.

Course Representatives speak for fellow students on their course and year of study, and are an important part of course-based committees and project groups, which help shape the academic experience for you and future students. We have an amazing 550 course reps at UWL, with each course having at least two course reps.

To become a course rep, you just need to get involved in the course rep election. A member of the UWLSU Representation Team will run an election in your course lecture in Week 2, after giving a Course Rep presentation in Week 1. If you want to nominate yourself for your course, simply stand up in your lecture in Week 2 and tell your classmates why you'd be a great representative for them. Your course will then vote for the candidate of their choice!

If you become a course rep, you will receive Higher Education Achievement Report (HEAR) credits to add to your university transcript.

3.5.7 Student Charter

The University aims to inspire students to become innovative professionals, connecting them to exciting and rewarding careers. Everything we do is designed to equip you with both the academic knowledge and practical skills to succeed in your chosen career. We work in close partnership with the Students' Union to achieve this and provide personal as well as professional development. This Charter underlines the commitments we make alongside those of the Students' Union, and what we expect from you.

You can find the Student Charter at uwl.ac.uk/policies

Section 4:

Getting the Most Out of UWL Facilities





4.1 Getting help and support

4.1.1 With assessments

Assessments are important at university, because they are a measure of how much you've learned, and the skills you've developed. Throughout your course you'll come across different sorts of assessments, eg group presentations, in-class tests, essays.

Many modules consist of formative assessments and summative assessments. Formative assessments don't contribute to your mark for the module, but are very important in helping you to understand how you can improve and what you need to do to get a good mark in your summative assessments.

If there's anything you don't understand about what's expected in the assessment, or the content of the assessment, reach out to your **Module Leader**.

An important method for improving your knowledge and skills is reflecting on the feedback you get on the assessments you submit.

You should make sure that you discuss feedback with your **Personal Tutor** in your meetings with them, and take action to improve any areas you might be weaker.

Your Academic Support Librarian is also a very good person to speak to. They will help you in discovering and evaluating material to best support your work, and with referencing. Get in touch with the Academic Support Librarian for your School / College at uwl.ac.uk/library/about-library/our-staff/academic-support-team

For more general help improving your academic skills and understanding, please see the **'Your Studies'** section below.

4.1.2 With Health and Wellbeing

Student Counselling

If you are struggling with your emotional or mental health, the Counselling Service is here for you. They offer professional, specialist therapeutic and psychological support for students wishing to explore any difficulties they may be experiencing. Our team of counsellors provides a safe and confidential space to talk about your life and anything that may be confusing, painful or uncomfortable.

The service is free for all current students of UWL. Counselling is offered face-to-face, over the phone or via online video call (Skype) on a one-to-one basis.

We also run a number of workshops throughout the year covering topics like:

- being a new student
- managing assignment and exam stress
- coping with anxiety
- practicing mindfulness
- 'Look After Your Mate' certified training by **Student Minds**

Get in Touch

Visit us: Brentford site, 1st Floor (PH105) Paragon House or Ealing site, Student Services, The Street, St Mary's Road
Register online: uwl.ac.uk/counselling

 **020 8231 2218**

 **counsellor@uwl.ac.uk**

Useful Resources

These sites provide useful information and support if you're worried about you or your friend's mental health:

www.studentminds.org.uk – a student-focused mental health charity offering practical resources and training to improve mental health

www.mind.org.uk – one of the biggest UK mental health charities providing advice and support to anyone experiencing a mental health problem

mindfulnessforstudents.co.uk – a useful student-focused site introducing mindfulness techniques to help you keep calm and focussed

www.studentsagainstdepression.org – a website written by students to educate about mental health issues and share experiences of anxiety and depression

Emergency/Confidential Contacts

Nightline – Student Support (out of hours): **0207 631 0101**

Samaritans: **116 123** (24hr confidential support)

Ealing Hospital: **020 8967 5000**

Wexham Park Hospital: **01753 633 000**

Royal Berkshire Hospital: **0118 322 5111**

Pregnancy

If you are pregnant during your course, in addition to speaking to your doctor, you should notify your **Personal Tutor** so that we can assess any risk to you or your pregnancy. This is especially important if you are involved in clinical or laboratory work, work with chemicals or biological agents, work using machinery and equipment, or if the work involves lifting, carrying and moving heavy or awkward items (including handling people).

For more information, please contact the Health and Safety Team.

☎ 020 8231 2745

✉ health.safety@uwl.ac.uk

You may also wish to speak to Student Services for information on how your pregnancy or taking time out of your studies might affect your student funding, your financial entitlements (eg benefits), or your immigration / visa status.

☎ 020 8231 2345

✉ studentservices@uwl.ac.uk

William Brake Student Services Centre

The University's support services for students are located in 'The Street' at the Ealing site, St Mary's Road; at the Berkshire Institute of Health there is a Student Liaison assistant available. This is where we can help you with any questions you may have regarding your Health and Wellbeing while at University, including:



Student Welfare

The Welfare Team offers a safe and welcoming service to all students who are worried, anxious or suffering personal problems. We can provide impartial advice, support and information if you are concerned about issues such as relationships, stress, conflict, sexual violence, homelessness, abuse or debt. No matter the problem, The Welfare Team will listen, help you cope and if you wish, guide you to our specialist Student Service Teams or external organisations.

☎ 020 8231 2313

✉ studentwelfare@uwl.ac.uk

Support for care leavers

We offer a wide range of support and guidance to help with specific questions or concerns care leavers may have throughout their time with us, including:

- Designated point of contact from the Welfare team who act as a first point of contact for any questions about your study, accommodation, finances or university life in general

- 51-week accommodation for care leavers, which means you can live in university residences during Christmas, Easter and summer breaks
- Financial support and bursaries.
- Employment, Placement and careers support
- Mentoring

Contact the Student Welfare Team for more information on support for care leavers.

Wellbeing Team (Disability, Specific Learning Difficulties and Mental Health Support)

The support the Disability and Mental Health Team can offer you is flexible and tailored to meet your individual needs. If you have a disability, specific learning difficulty or long term health condition, contact us so we can discuss your requirements and guide you to any reasonable adjustments you might require.

Once you have registered with the team and your specific needs have been identified, you'll be able to work collaboratively with your advisor to put in place an Individual Support Plan (ISP). The ISP lets your tutors know what reasonable adjustments they can make to support you, and may also allow you access to specialist learning resources and equipment.

The Disability and Mental Health team can also help with applying for additional support such as the Disabled Students' Allowance (from the Student Loans Company).

The team has dedicated Mental Health Advisors who can offer a range of advice, information and support to students on mental health issues and topics.

You can find out more about our principles and the specific support available for students with a disability at uwl.ac.uk/students/support-services-for-students/disability-and-mental-health-support or at portal.uwl.ac.uk in the 'Health and Wellbeing' category under the 'Student Services' tile.

☎ 020 8231 2739

✉ wellbeing@uwl.ac.uk

Interfaith advice and contemplation zones

We recognise that faith is an important part of life for many students and staff, and want to support you during your time with us. Should you need to talk to someone about anything going on with your life, in the context of your faith, you can get in touch with our Interfaith Advisor, Reverend Liz France. Our Interfaith Advisor is available:

- At St Mary's Road (Student Services/The Street/Heart Space) – Tuesdays and Thursdays, 11am – 4pm
- At Paragon House and Berkshire Institute for Health – by appointment



Please e-mail or call to make an appointment.

020 8231 2365

faith@uwl.ac.uk

There are student societies for Christian and Muslim students, find out more at www.uwlsu.com

We provide three contemplation zones for prayer, meditation, contemplation and reflection. They can be found at:

- St Mary's Road, Ealing site – room BY.03.X01
- Paragon House, Brentford site – first floor, room PH121
- Fountain House, Berkshire Institute for Health – tenth floor

4.1.3 With your Studies

Academic Support provided by the Engagement Team

The Engagement Team offer a wide range of opportunities aimed at ensuring students get the academic support they need throughout their course. These include the following:

Academic Drop-in Support Sessions

Open to all UWL students, the academic drop-ins offer academic advice and guidance on a one-to-one basis.

Academic Skills Workshops

Workshops are delivered to help you to develop skills relevant to your degree. The Engagement Team offer workshops on Essay Planning and Writing; Critical Thinking; Effective Reading and Note taking, Reflective Writing and Presenting and many other essential academic skills. E-mail us for details of upcoming workshops or check out Academic Support on [Blackboard](#).

Academic.Support@uwl.ac.uk

One Day Summer Workshop Opportunities

The Engagement Team deliver Summer Workshops to provide opportunities for new and for returning students to prepare for their studies or develop their skills, in preparation for the next semester or the new academic year. They also deliver the 3 Day Study Skills Summer School which is provided for mature learners (21+) who hold an offer to study at UWL.

Peer Mentoring Service

Peer Mentoring is an opportunity for you to be paired with a student who has completed a year of study on a similar course to you. It allows you to gain a better understanding of what to expect, discuss topic areas, and to enhance your skills; socially and academically.

Second year students can volunteer to become a Peer Mentor. We provide training so that you can best help another student reach their full potential. As a mentor you'll develop transferrable skills and enhance your CV.

To request the support of a Mentor, or to volunteer to become a trained Peer Mentor please e-mail us.

Mentoring.Service@uwl.ac.uk

English language support

Second year students can volunteer to become a Peer Mentor. We provide training so that you can best help another student reach their full potential. As a mentor you'll develop transferrable skills and enhance your CV.

To request the support of a Mentor, or to volunteer to become a trained Peer Mentor please e-mail us.

Maths support

Maths support is available through one-to-one drop-ins and workshops. You can seek advice and guidance with mathematics, numeracy and statistics.

Find out more about the all support the Engagement Team offers at uwl.ac.uk/current-students/support-current-students/academic-support

020 8209 4172

Academic.Support@uwl.ac.uk

[@UWLEngagement](https://twitter.com/UWLEngagement)

Royal Literary Fund Fellow:

The University is pleased to offer the support of Lisa Evans, Royal Literary Fund Fellow, every Monday and Tuesday, by appointment only. The Royal Literary Fund Fellow is here to help students of all levels develop their research and writing skills for essays and dissertations. To find out more or book an initial 50 minute appointment just e-mail:

RLF@uwl.ac.uk

Library Team - Academic Support

Library staff are available to support you in finding, evaluating and referencing material through one-to-one appointments and group workshops, and offer support throughout the libraries. Just ask any member of Library staff for help.

We offer informal drop-in sessions at Ealing, Brentford and Reading and support is available 24/7 through our online chat service at uwl.ac.uk/library

library@uwl.ac.uk

4.1.4 UWLSU Advice Service

At UWLSU we understand that life can have its ups-and-downs and this can affect the way that you study. If you ever experience any difficulties on your course and need help, you can always access our free, confidential and supportive academic advice service. We're professionally accredited by an external assessor, and our job is to ensure you have the information and support you need to make informed choices about your case and to make sure that the University follows its own processes.

We run a drop-in service at the Brentford and Ealing sites and offer advice on:

- **Extensions**
- **Mitigations**
- Appeals
- **Complaints**
- Academic offences
- Disciplinarys

We can also signpost you to other services if we identify any additional support the University can offer you. You can also check our website to see our advice opening times:

www.uwlsu.com/advice

☎ 020 8231 2276

✉ su.advice@uwl.ac.uk

Throughout the year we also have a pop-up 'Advice on Tour' service across all the sites, to answer any questions

you have about studying at UWL.

If we can't help you with your particular issue, we'll make sure to point you in the right direction, whether it's within the university or outside, so you can always get the support you need. We'll be all over the university making sure you're clued up on the different processes the university has, how you can use them to your advantage and even check through completed mitigations and appeals.

4.2 IT Services

IT Services

IT Services offer a wide range of applications, technology and services to help support you while at UWL. There are over 1100 PCs and Apple Macs across all our sites that you can use. Each provides access to the Internet, printing, and the new AppsAnywhere system which provides almost 200 applications on demand, from Microsoft Office and Adobe Creative Suite to specialist teaching software. Find them in:

St Mary's Road

- Paul Hamlyn Library
- Lady Byron 2nd, 3rd and 4th floor
- William Brake Student Services Centre in the Street
- Warwick 1st and 3rd floor

Paragon House

- Mezzanine floor, 2nd floor Social Space, 3rd floor and 9th floor

Fountain House

- 9th and 10th floor

You can log on to any UWL PC with your **IT User Account**.

Some computers are installed with specialist applications and technology, aligned with particular courses. For example, there are Apple Macs fitted with musical keyboards, some with film editing packages, and PCs with statistical analysis packages.

The Paul Hamlyn Library contains over 150 PCs and Apple Macs, printing facilities on every floor, power for

you to charge your own devices in most seating areas, collaborative and social learning spaces with audio-visual capability so that you can work on presentations or share your work with others, charging lockers, and special Assistive-Technology laptops for loan if required.

IT Support is always available. If you are on campus, ask one of our roving team. They wear a blue polo shirt and can be found in the Paul Hamlyn Library at St Mary's Road in Ealing, the second floor social space at Paragon House in Brentford, and at Fountain House in Reading on Mondays, Wednesdays and Thursdays.

Also, you can e-mail or call the IT Service Desk anytime, 24/7.

☎ 2222 from a University phone

☎ 0300 111 4895

✉ ITServiceDesk@uwl.ac.uk

🐦 [@UWL_IT](https://twitter.com/UWL_IT)

4.2.1 Printing

Multi-Function Devices (MFDs)

You can print from any UWL PC, or Mac, Apple iOS or Android device connected to the Eduroam Wi-Fi.

Before you print, make sure that you have:

- a valid UWL ID card
- enough printing credits available on your UWL ID card
- chosen whether to print in colour or black-and-white



You can top up your printer credits at unique.uwl.ac.uk using a debit or credit card. The minimum top-up is £1

The MFD devices are known as 'Follow-You' printers. To print from any UWL PC or Mac:

- Print from your application (eg MS Word) in the usual way
- Head over to the nearest MFD
- Log in by touching your UWL ID card against the card reader
- Press Release Documents
- Check your account balance on the screen
- Press to select the document(s) that you want to print
- Press print

To print from a device running Apple iOS or Android, you will need to download EveryonePrint for free from the App Store. For detailed set-up instructions, see it.uwl.ac.uk

Printing Charges

In response to your student feedback, black and white (mono) printing is free for all students!

You shouldn't print more than you need, and your printing must be for academic purposes. Make sure that you read the Printing and Photocopying Policy and Guidance for Students available at uwl.ac.uk/policies, for tips for how to reduce your printing, and the rules regarding reasonable academic use.

Think: do you need to print, or could you view or share your documents a different way?

Colour printing is now much cheaper too. To print in colour you'll need a credit balance on your Student ID Card. You can top up your card at unique.uwl.ac.uk

A4 colour single-sided is 16p
A4 colour double-sided is 33p
A3 colour single-sided is 33p
A3 colour double-sided 65p

Scanning or emailing documents from an MFD is always free.

UWL Print

UWL Print offers a range of printing and production services at reasonable prices, including:

- Copy, print, and finishing
- Large format printing
- Presentation and visual impact
- Visualisation – 3D printing, 3D scanning, augmented reality and virtual reality

To discuss what you need, or find out more, please get in touch.

 0208 231 2295

 uwlprint@uwl.ac.uk

4.3 Library Services

As a student at UWL, you automatically belong to our libraries at Ealing and Reading.

You will receive an introduction to the Library at the start of your course, and your librarian will support you with information skills teaching throughout your course.

Your reading list for each module can be found on [Blackboard](https://blackboard.uwl.ac.uk) or by using the search box on the Library home page, uwl.ac.uk/library. Your reading list is split up into Essential, Recommended and Further Reading, helping you to navigate the list and prioritise your reading.

You can search for additional material via our dedicated search tool on the Library website. We provide a wide range of books and e-books, journals and databases, data sources, music scores and more to help you research your topics.

Each course has an Academic Support Librarian who can help you with finding, evaluating and referencing material

for your studies. uwl.ac.uk/library/about-library/our-staff/academic-support-team

Your UWL Student ID Card is also your Library card and allows you to borrow materials, renew them, and place reservations.

Your Libraries and Services

UWL has two libraries:

- Paul Hamlyn Library is located in the Peter John building at the Ealing site and is open 24/7 during term-term.
- The Reading site library is on the 9th Floor of Fountain House in Reading, providing support to the College of Nursing, Midwifery and Healthcare, open 8.00am-6.30pm Monday-Friday.

The libraries have a range of spaces to suit how you prefer to study. Whether you prefer to work by yourself or with

others; in a social or a quiet space, you will be able to work exactly as you want.

We provide a range of IT services including PCs and Macs, printers/copiers/scanners, and space to use your own mobile device including large screens to present your work.

Book Collection Service at our Brentford Site

In response to your student feedback, the book collection service will let you collect and return books from the Social Learning Space on the Second Floor of Paragon House, without needing to visit the Library! The service is operated by the Students' Union. Find out more at uwl.ac.uk/library/library-services/information-users/library-services-paragon-students

SCONUL Access

If you would like to study in a library away from campus, the SCONUL Access scheme allows you access to most higher education libraries in the UK and Ireland.

You can apply for SCONUL Access at www.sconul.ac.uk/sconul-access

Support for your study

Library staff are available for one-to-one appointments and group workshops, and offer support throughout the library buildings. Just ask any member of Library staff for help.

We offer drop-in sessions at our Ealing, Brentford and Reading sites, and support is available 24/7 through our online chat service at uwl.ac.uk/library

Your library subject guide is available on our website and provides information and guidance relevant to your course. You can find them at uwl.ac.uk/library/finding-and-using-information/subject-guides

Students with a disability who have registered with the **Disability and Mental Health Team** and been issued an Individual Support Plan (ISP) may also be entitled to access a range of assistive technology, dedicated workstations, alternative formats for their essential reading, and specialist laptop loans. Find out more at uwl.ac.uk/library/library-services/information-users/users-disabilities

Library Apps

Download the UWL Library app for iOS and Android, from the app store. You can use the app to:

- Search our catalogue and online resources
- Scan and search by barcode
- Make reservations and renew items
- View your Library account
- View floor plans and check opening hours
- View frequently asked questions for help

Library Contact Information

 **020 8231 2405** (Ealing site)

 **020 8209 4434** (Reading site)

 **library@uwl.ac.uk**

 **@UWL_Library**

4.4 Money Matters

We understand that managing your money can be tricky while you're studying. The key to keeping on top of your finances and avoiding financial hardship is to budget. You get your student loan in three termly instalments across the academic year. Once you know how much your loan is for, and your main expenses (accommodation, travel etc) you should set yourself a weekly or monthly budget keep track of your spending.

Student Services offers workshops in the money management skills you will need to successfully negotiate your finances whilst at university and beyond. Workshops, presentations and information on student finance related topics are produced by the Student Advisers located in The Street, St Mary's Road campus.

If you are experiencing financial difficulties, our Student Advisers may be able to help with useful advice and guidance. We would recommend that you make an appointment with one of the advisers to discuss your situation, even if you feel that it's not yet significant;

evidence shows that seeking support at an early stage makes it more likely that a solution can be found to the problem. They can help you with:

- finding out whether you are receiving the full amount of student funding that you are entitled to
- details of bursaries, scholarships or government benefits that you might be entitled to
- information about whether you would be eligible to apply for hardship funds
- money management advice to help you learn how to use the money you do have more effectively

We offer drop-ins, appointments and telephone appointment across all 3 sites (St. Mary's Road, Brentford and Fountain House in Reading). For further information visit the website at uwl.ac.uk/studentadvice, or get in touch

 **020 8231 2591**

 **studentadvice@uwl.ac.uk**



Benefits

Studying may affect your eligibility for, and entitlement to, state benefits, particularly if you study on a full-time course. Even if you remain eligible to claim, entitlement to certain elements of student funding may still reduce the amount of you or your partner's benefits. You must inform the relevant authorities about becoming a full-time student and being entitled to student funding. Make sure you ask one of our Student Advisers about your benefits as early as possible.

Childcare Grant

If you have children under the age of 15, and are studying a full-time undergraduate or postgraduate course, with a Student Loan, you may be eligible for a Childcare Grant, to cover up to 85 % of your childcare costs. For more information see www.gov.uk/childcare-grant

Council Tax

In most cases, if you study on a full-time course, the Confirmation of Student Status letter obtained from your **School Administration Centre** can be used to get a discount or exemption from your Council Tax. You will need to submit this letter to your Local Authority.

Disabled Students Allowance (DSA)

DSA is a non means-tested grant available to 'Home – UK only' students enrolled on Higher Education courses. It can be used to cover some of the extra costs incurred by a student as a direct result of a disability, mental health condition or specific learning difficulty. For more information visit the website: www.gov.uk/disabled-students-allowances-dsas.

Our disability advisers can provide students with advice and information about DSA.

020 8231 2739

wellbeing@uwl.ac.uk

Discretionary Learner Support Fund (DLSF) – Further Education Students

The Learner Support Fund is a discretionary fund provided by the government to assist 'Home – UK only' Further Education students who face financial hardship whilst studying on an eligible full-time or part-time course. Funds are limited and support is not guaranteed.

The fund is administered by Student Services in The Street, who will be able to provide details of eligibility criteria and application forms. For more information visit: www.gov.uk/discretionary-learner-support

Discretionary Support Fund – Higher Education Students

This is a discretionary fund for 'Home - UK Only' students on full-time undergraduate, part-time undergraduate,

and postgraduate courses. The fund supports those who are assessed as being in extreme financial hardship or experiencing financial crises out of their control. Funds are provided at the University's discretion and this takes into account factors such as availability of funds and evidence that the student has taken reasonable steps to avoid the financial difficulty. Get in touch with Student Services for more information.

020 8231 2214

dsf@uwl.ac.uk

Funding – Home-UK only Students

There are various types of funding that you may be able to apply for, eg help with your tuition fees and/or help with living costs. This is usually in the form of loans and grants. The funding you can apply for will depend upon several factors including your personal eligibility, your course and whether you study on a full-time or part-time course. Get in touch with Student Services Advice Team for more information.

020 8231 2591

studentadvice@uwl.ac.uk

Tax Credits

Studying should not affect your eligibility for child tax credit, and most student funding is ignored when calculating you (or your partner's) entitlement. However, a change to the number of hours that you are working may affect your eligibility for working tax credit. You should inform the relevant authorities if you become a student and if you are entitled to student funding. Get in touch with Student Services Advice Team for more information.

020 8231 2591

studentadvice@uwl.ac.uk

Transport Costs

Full-time students can apply for a student Oyster card which offers reduced-rate travel in and around London. Ask at the UWL Students' Union, www.uwlsu.com, or visit the Transport for London website, www.tfl.gov.uk for more details.

Cash Machines

Ealing site

There is a cash machine outside the Students' Union at the Ealing site. It accepts all major credit and debit cards. There are also cash machines available on the nearby high-street where all the major high street banks and building societies can be found.

Brentford site

There is a cash machine outside the Co-Op store on the Brentford site. It accepts all major credit and debit cards.

4.5 UWLSU: sports, social and other activities

The University of West London Students' Union (UWLSU) is a charity which provides all UWL students with great opportunities to have your say, get independent advice and support, make friends and pursue your interests, and develop your leadership and skills. All UWL students are automatically members, so welcome to UWLSU!

We try to make sure that the opportunities we offer students are inclusive and diverse, so no matter who you are, which site you study at, or what's happening in your life, we want to help make your experience at UWL truly transformative. That's why we won the National Union of Students (NUS) Students' Union of the Year 2018.

Our elected student leaders and **course reps** make sure that your views are heard by the University and nationally. You'll also have plenty of opportunities to have your say about your UWL experience throughout the year, and if you want to represent students' views then you can run for election too.

There are over 40 student groups led by student volunteers, who help us to provide opportunities to play sport, exercise, have fun and make friends. We run an exciting and diverse social programme for students at all three sites, and we have an award-winning student-run bar and café at our Ealing site. We have a wide range of different sport teams that get to train at the prestigious Ealing Trailfinders sporting grounds, the new Gunnersbury Park Sports Centre and our brand new on-site gym and fitness studio.

Find out about all the events and societies open to you, and how we represent you at www.uwlsu.com

UWLSU has offices at the Ealing, Brentford and Reading sites, so feel free to drop by, give us a call, or send an e-mail.

📞 0208 231 2276

✉ uwlsu@uwl.ac.uk

UWLSU Sports

We run and support a wide range of sports clubs and teams to help you make the most out of your time at UWL. Whether it's playing sports socially, competing in **British Universities & College Sport** (BUCS) or running associated events on campus. All our sports clubs are inclusive and work together to create a welcoming environment, regardless of ability or experience. We pride ourselves on being inclusive, diverse, outgoing, fun and friendly.

Sport Clubs at UWLSU are student-led and take part in activities on campus and at our local facilities. They are run by student committees and are supported by the Sports Development Coordinator in the Community and Belonging team at UWLSU.

UWLSU Get Involved

Throughout the year the Get Involved program gives you the opportunity to take part in sports and physical activity without committing to joining a team or club. We'll be running some one-off taster sessions and a program of weekly events, such as 5-a-side football or pitch-up-and-play badminton.

UWLSU Mind Yourself

We have been very lucky to secure funding from BUCS to run a new physical activity program aimed at improving your mental health while at uni. You can sign up to get access to free sessions, activities and events during the first semester. To find out more check out www.uwlsu.com

On-site gym and fitness studio

In Autumn 2019, UWL will be opening a brand new state-of-the-art gym and fitness studio at our St Mary's Road site in Ealing. Located at the rear of the site by the Park Entrance, it's the perfect place for pre and post-lecture workouts. Keep an eye out for the opening date and details of membership prices and opening hours.

Social events and other activities

UWLSU puts on some of the biggest and best events on campus; from freshers' and Halloween parties, to Varsity and the annual UWLSU Awards. As well as major events, we have something going on almost every week, whether it's an event run by one of our amazing student groups or a campaign we are supporting like Black Excellence Month or This Girl Can.

We help over 40 different student groups put on exciting activities. You can get involved in interest groups like gaming or chess, academic and course-based groups like Psychology or Forensic Science, and faith and liberation groups like the Islamic, Afro-Caribbean, or LGBTQ+ Societies!

Joining a student group or a sports team is a great way to meet new people, try new things and be part of a community. Get involved and get the most out of your time with us!

For a full list of societies and to sign up visit www.uwlsu.com

Working with us

Students form the majority of our workforce and are an integral part of the UWLSU, delivering excellent services and activities to our members. Working at UWLSU is not only a great way to earn some extra money, but it's also an excellent way to gain new skills and help you prepare for your future career. UWLSU is an energetic, professional and supportive environment and we take pride in being one of the top Student Unions in the UK for staff satisfaction.



All of our student staff roles provide an opportunity to really make a difference to the lives of your fellow students on campus. For more information or to see our current vacancies, head over to the UWLSU website, www.uwlsu.com/work

4.6 Freedom of Speech at UWL

University is a great time to listen to new ideas and engage in some of the important conversations affecting the world today. We are host to a number of exciting public lectures throughout the year, and guest speakers are regularly invited to take part in subject-specific events. If you want to hold your own event, you should arrange this through UWLSU.

The principle of freedom of speech and expression within the law is one of fundamental founding principles of universities in the UK. We have a duty to make sure all our students and staff have freedom to question, test and to put

forward new ideas and controversial or unpopular opinions, without placing themselves at any risk.

The full code of practice on Freedom of Speech and process for approval of ad hoc room bookings, events, and external speakers (including guest lecturers) can be read at uwl.ac.uk/policies.

The code makes sure that freedom of speech is protected, and that our staff and students are protected from those intolerant of free speech or who might otherwise cause disorder or harm.

4.7 Environment and Sustainability

The University is committed to tackling climate change by reducing the environmental impact of its activities (please refer to our Environmental Policy available at uwl.ac.uk/policies for more information).

Staff and Students have a personal responsibility to behave in a way that seeks to enhance the environment, and everyone can “play their part” by adopting the following behaviours during their time at University:

- Switch off lights, computer monitors, printers and other equipment (where it is safe to do so) when you have finished using them
- Read documents on screen, only print when necessary and choose the option to print on both sides of the paper. More information about printing can be found in the Printing and photocopying policy and guidance for students at uwl.ac.uk/policies
- Reuse items where possible before placing in waste and recycling bins
- Use the recycling facilities available throughout the campus to dispose of waste. Refer to our [Recycling Guide](#) to get more information about where to put your waste

- Reduce single-use plastics e.g. cutlery and bottles, and instead choose re-usable options. Contact the Student Union to purchase your own UWL-branded re-usable water bottles and coffee cups

- Choose alternative [sustainable travel](#) options instead of driving solo for short journeys e.g. walk, cycle, bus, train or car-share

Check out our Sustainability web page at uwl.ac.uk/about-us/how-university-works/sustainability to get more information on how you can get involved with supporting our environmental and sustainability initiatives.

Section 5: Assessments





5.1 Submission time

5.1.1. Overview of assessment types

Your assessments are split into two main types, coursework and exams.

Types of coursework include:

- Written Assignments: eg reports, essays, reviews, analyses, case studies, creative and professional written briefs, dissertation/capstone projects, literature reviews, research proposals, multiple choice questions, mathematical/statistical problems, online tasks, web-based exercises, translations, in-class tests
- Oral Assignments: eg individual or group presentations, discussions, defences, pitches, performances, teaching sessions
- Artefacts: a single piece of work, eg visual, audio, software, composition, design, culinary or artistic output
- Portfolios: a series of short written, creative, linguistic or mathematical tasks, or artefacts collected as part of one assignment
- Practicals: eg experiments and clinical, educational, or practice-based assignments.

Exams are formal tests of your knowledge and skills, and last for either two hours and ten minutes, or three hours and ten minutes, including a mandatory ten minutes reading time.

Any test which lasts less than two hours is considered to be an in-class test, which is a type of coursework.

All of your assessments will be coursework for Levels 3 and 4 (Foundation and First Year), unless exams are required by the Professional, Statutory and Regulatory Body which accredits or endorses your course.

For more information about the regulations regarding your assessments, please see Sections 6 and 7 of the Academic Regulations, available at uwl.ac.uk/policies

5.1.2. Academic Integrity

Academic Integrity means that the work you submit is your own work, is referenced completely and correctly, follows ethical guidelines, and is a true reflection of your capabilities.

Any attempt to present someone else's ideas or work as your own (plagiarising), to cheat to obtain an advantage, or to re-use marked work for a different assessment is known as Academic Misconduct. This can have severe consequences for your studies and may result in

disciplinary action being taken.

Watch out for people offering to write your essay for you. These services often claim to be 'plagiarism-free', but use or attempted use of any ghost-writing service is considered serious Academic Misconduct.

Poor Academic Practice

We understand that it takes time to build up your academic writing and referencing skills, and that before you become familiar with the expectations of writing at degree level you may unknowingly submit work that shows signs of minor Academic Misconduct. This is known as Poor Academic Practice, and you will normally be referred for further support and guidance.

Turnitin Similarity Reports

When you submit coursework online through Turnitin it will generate a Similarity Report for you and your Module Leader. These reports highlight the text in your submission which matches sources elsewhere such as websites, journals and other students' assessments. You can usually check your draft work with this tool, which can help you make sure your work has Academic Integrity, all your quotations are correctly referenced, and that you are not unintentionally plagiarising.

5.1.3. Finding help and building your skills

We offer a range of support and guidance to help you build the skills that give your work Academic Integrity and make sure your work doesn't show signs of Academic Misconduct.

The **Engagement Team** provide academic support throughout the year so there is help and guidance available while you prepare your work for submission or if you find that you need to resubmit work or retake an exam. E-mail Academic.Support@uwl.ac.uk to request a copy of the latest Drop-ins and Workshop timetables.

The Library provides skills workshops and drop-ins to improve your information skills, including finding and evaluating resources and referencing them. Be sure to check out the calendar at uwl.ac.uk/library/library-services/skills-workshops-and-drop-ins and sign up for the next session.

Your Academic Support Librarian can provide personalised, one-to-one help. Find your Academic Support Librarian's details and get in touch with them at uwl.ac.uk/library/about-library/our-staff/academic-support-team

Check your Library Subject Guide for information and guidance relevant to your course. Subject Guides can be found at uwl.ac.uk/library/finding-and-using-information/subject-guides

5.1.4 Submitting Coursework Online

Most coursework assessments are collected online through **Blackboard** and Turnitin. Some coursework is submitted through UWL Replay (video assessments) or CampusPress (website assessments and portfolios).

You will find the submission requirements for each coursework assessment on the Assessments page in your Blackboard Modules and in your Module Study Guides

Help submitting coursework

You can get help with Blackboard, Turnitin, including Similarity Reports, UWL Replay and CampusPress on the Blackboard Help for Students website: uwl.ac.uk/blackboardhelp

If you have questions about the coursework requirements or a Similarity Report you should ask your Module Leader.

If you have a technical problem, such as logging in to Blackboard, please contact the IT Service Desk.

☎ 2222 from a University phone

☎ 0300 111 4895

✉ ITServiceDesk@uwl.ac.uk

5.1.5 Need more time? – Extensions and mitigation

Late submission

Work that's submitted after the deadline will have the mark limited based on how late it is:

- Late up to a maximum of five working days from the original or agreed extended deadline: the element mark will be capped at pass mark
- Late over five working days from the original or agreed extended deadline: the piece of work will receive a mark of zero
- Late over ten working days from the original or agreed extended deadline: the piece of work will be deemed as non-submission

We recognise that there are times when life gets in the way of your studies, and you might need a bit more time to complete an assessment to the best of your ability. In all cases, you should speak to your **Personal Tutor** or Module Leader and seek advice as soon as possible.

Extensions

If you have a good reason that you won't be able to submit a piece of coursework on time, you should apply to your Module Leader or Course Leader for an extension.

An extension will allow an extra 10 working days (usually two weeks) for you to finish your assessment. For dissertations or final projects, you can be allowed up to a month.

To apply for an extension you will need to complete the extension form found at uwl.ac.uk/policies and send it to your Module Leader or Course Leader before the original deadline for your assignment, with any supporting evidence you have.

Mitigation

Mitigating circumstances are unforeseen circumstances outside your control which negatively impact your ability to undertake or complete an assessment, for example:

- physical or mental ill-health
- bereavement
- severe financial hardship / homelessness

Successful mitigation will allow you to do the assessment at the next available opportunity, or lift the penalty for late submission.

Before you apply for mitigation you should consider applying for an extension, and talk to your Module Leader or **Personal Tutor** about your circumstances, so that they can support you.

To apply for mitigation you will need to complete the mitigation form found at uwl.ac.uk/policies and send it to mitigationapplications@uwl.ac.uk with evidence from a professional involved in your circumstances to support your case. The evidence must be relevant to your assessment deadline.

We strongly advise that you contact the UWLSU **Student Advice Team** for help filling in the form and getting the evidence you'll need to support your claim.

5.2 Examinations

5.2.1 Exam Rules/Guidance

You'll find your exam timetable, and the full summary of exam conduct for students at onlineregistry.uwl.ac.uk/MyRegistry/common/examTimetable.aspx. Make sure you read this carefully before your first exam!

The University operates a zero tolerance policy in relation to cheating by any method in all examinations. Cheating is an offence of dishonesty which may have consequences for your professional career.



Here are a few quick dos and don'ts:

Do:

- Do check your exam timetable carefully and regularly, to make sure you know the time and location of the exam, and that nothing's changed. All changes to your exam timetable will be marked in red
- Do contact the [Disability and Mental Health Team](#) as early as possible if you have a disability or require any reasonable adjustments
- Do bring your Student ID card, and keep it on your desk during the exam
- Do show up at least 15 minutes early to your exam
- Do take off your watch and keep it on your desk during the exam
- Do leave your headphones, tablets, and other electronic devices at home
- Do leave your phone at home, or turn it off and leave it with your bags and outdoor clothing as directed by the invigilator
- Do bring your own pens, pencils, rulers and calculator (if allowed), and keep them in a clear plastic pencil case
- Do bring a clear bottle of water with any labels removed
- Do tie back long hair, away from your ears
- Do listen to and follow all instructions from invigilators, examination office staff, or security staff
- Do put your hand up and wait for the invigilator if you need the loo

Don't:

- Don't cheat or have any written material or devices on you which could be used to cheat, such as your mobile phone
- Don't have anything on your desk except your exam papers, stationery, Student ID card, watch, and bottle of water.
- Don't talk or communicate in any way with another student once you're under exam conditions
- Don't distract other students or disrupt the exam in any way
- Don't leave in the first 30 minutes, or last 15 minutes of the exam
- Don't leave your desk until instructed to do so at the end of the exam
- Don't take any of the exam materials with you when you leave the exam room for any reason

Important: Failure to follow any of the exam rules will mean you're not allowed to complete the exam, and will be referred to a disciplinary panel

Never have your phone, other device or written notes on you during an exam!

Missing an exam

If you miss an exam, or leave during an exam due to illness, you must obtain a medical certificate straight away, and apply for [Mitigation](#) as soon as possible.

Exam timetable clashes

If your exam timetable shows exams taking place at the same date and time, contact the Examination Office as soon as possible to discuss the options available to you.

 020 8231 2641

5.2.2 Getting your marks

At UWL we make sure that your work is marked fairly and consistently, accurately reflects your level of understanding and achievement, and is comparable to other universities within the UK. Where possible, exams and coursework are marked anonymously.

You will get provisional marks for your coursework on the [Blackboard](#) page for your module. Your Module Study Guide will normally indicate when you can expect them to be published.

Marks for your exams and for the whole module will be released at the end of the semester on the MyRegistry site, under 'My Assessments'. See onlineregistry.uwl.ac.uk/MyRegistry

If your mark is showing as 'indicative only' it might change and could go up or down. You'll need to check back in a few days for your final grade.

If you have any other queries about your marks, get in touch with your [School Administration Centre](#), or contact your Course Administrator.

5.3 Preparing for the next Semester

5.3.1 Things to think about through the break

After your marks have been confirmed for the year, your School Administration team will e-mail you with support information and helpful ideas, including:

- Reading lists for the next semester at uwl.rl.talis.com
- Guides for Success at uwl.libguides.com/studysupport/guides
- Drop-in session for the [Engagement Team](#)
- Support available from [Student Services](#)
- Support available from the [UWLSU Advice Service](#)

Why not go to one of the Engagement Team's One-Day Workshops?

These one-day Academic Skills Workshops help you get ready and brush up on your skills for the next semester or the new academic year. Advisors from other UWL support services are also there to offer advice and guidance if you need it. E-mail the Engagement Team for more information.

📧 Academic.Workshops@uwl.ac.uk

5.3.2 Updating your contact details

If you change your contact details or address over the break you need to let us know, so that we can stay in touch and send you any important information like your assessment results.

You can update your personal details at onlineregistry.uwl.ac.uk/MyRegistry on the 'My Personal Details' page.

If you get married or need to change your name for any reason you can also do this, however you will be expected to provide proof of your change of name such as a Passport, Visa, Deed Poll Certificate or Marriage certificate.

5.3.3 Academic advice

To move on to the next year of your course, you need to meet the progression requirements as detailed in the Academic Regulations, found at uwl.ac.uk/policies.

If you're worried about your next year or your progression, please reach out to your [Personal Tutor](#) or [Course Leader](#) as soon as possible.

5.4 When it doesn't go to plan?

5.4.1 Resits and retakes

Resits

Undergraduate students must get 40% and postgraduate students must get 50% to pass an assessment or module.

If you don't meet the passing grade, or don't submit work for an assessment, then you will be allowed to repeat that assessment; this is called a resit. The mark you get at your resit attempt cannot be higher than the minimum pass mark.

You don't have to re-enrol or attend classes to resit an assessment, but it's a good idea to reach out for help (eg your [Personal Tutor](#) and the [Engagement Team](#) and reflect on how you can improve your grade.

Retakes

If after your resits, you don't meet the passing grade for the module, then you will be allowed another attempt at the module, this is called a retake.

Retaking a module is like doing the whole module again. You re-enrol on the module, pay a tuition fee, attend classes, and submit all the assessments. The marks are not limited to the pass mark, and there is a resit attempt for any failed assessment, as usual.

Important Exceptions

Some courses which are accredited or endorsed by a Professional, Statutory and Regulatory Body (eg Nursing) do not allow retakes, and resit regulations may differ. See the Academic Regulations, or talk to your [Personal Tutor](#) for more details.



Foundation Year Students

There are special arrangements for Foundation Year students regarding resits and retakes, please see Section 8 of the Academic Regulations for more details.

For more information on the rules about resits and retakes please refer to the Academic Regulations, found at uwl.ac.uk/policies

5.4.2 Deferring your studies

Sometimes circumstances beyond your control (eg illness) will mean you need to take a longer break from your studies. If this happens, and you think that you won't be able to attend University or submit your assessments for the rest of the semester / year, you should apply to defer your studies.

To defer your studies, you need to speak to:

- Your **Personal Tutor** or **Course Leader**
- Student Services for advice on how deferral will affect your Student Loan and Finances

☎ 020 8231 2345

✉ studentservices@uwl.ac.uk

You can't defer from a single module, it must be all of your studies. If you defer your studies, the University may be able to use tuition fee payments already made towards your fees on your return. The longest you can defer your studies for is two years, if you need longer than this you will need to **withdraw** from the course and reapply for the course when you are ready.

Please note that if you are a Tier 4 sponsored student, your visa may end once you have deferred, and you will have to return to your home country and apply for a new visa in order to continue to your course.

5.4.3 Transferring to another course

Sometimes in the course of your studies you may discover a new area of interest or career path, and wish to change your course to another offered by UWL. To do this, you need to:

- Get in touch with the Admissions Tutor or Course Leader for the course you're interested in, and confirm they will be able to offer you a place
- Let your current **Course Leader** know your plans
- Complete and return the official transfer form available from your **School Administration Centre**

You will normally be able to transfer the fees you have already paid to your new course. Where there is a difference in tuition fees the relevant adjustment will be made and invoiced or refunded as necessary.

Please note that if you are a Tier 4 sponsored student, you should contact the UKVI Compliance Office as there may be issues with your visa if you transfer.

✉ int.compliance@uwl.ac.uk

5.4.4 Withdrawals (options, advice and support)

We want you to succeed, and UWL has lots of support to help you through your studies and solve any problems you might have along the way, be those academic, personal or financial. If you are thinking about leaving, talk to someone. You can reach out to:

- Your **Personal Tutor**
- Your **Course Leader**
- Your Head of School/Dean of College
- Student Services
- The **Engagement Team**
- Your **School Administration Centre**
- The Finance Team, to discuss a payment plan

Student Services

Find us at 'The Street', St Mary's Road – Ealing site

☎ 020 8231 2345

✉ studentservices@uwl.ac.uk

Engagement Team

Check out the Drop-in Support Service community site on **Blackboard** for our drop-in times at Brentford and Ealing sites

☎ 020 8209 4172

✉ engagement.team@uwl.ac.uk

Finance Team

☎ 020 8231 0283

✉ financehelp@uwl.ac.uk

If you still wish to withdraw from the University, you must do so on the official withdrawal form and submit this to your School Administration Centre.

Please note that you will be required to pay your fees up until your official withdrawal date and refunds will not normally be backdated. Once your withdrawal has been approved, you will be given a refund if you are eligible for one according to the Fee Policy available at uwl.ac.uk/policies. All refunds are subject to an administration fee.

If you're on a student visa, you should make sure that you talk to Student Services about withdrawing, and how that will affect your visa.

Section 6: Programme Specific Information



6.1 Studying at Foundation Level (Level 3)

Our Foundation Year courses provide a bridge to undergraduate degrees for students who may have dropped a grade or two in their exams before University, meaning that they can't yet progress to the first year of the undergraduate programme of their choice.

Enrolling on a 'with foundation' four-year programme means that you gain all the benefits of the Higher Education experience; access to the excellent facilities

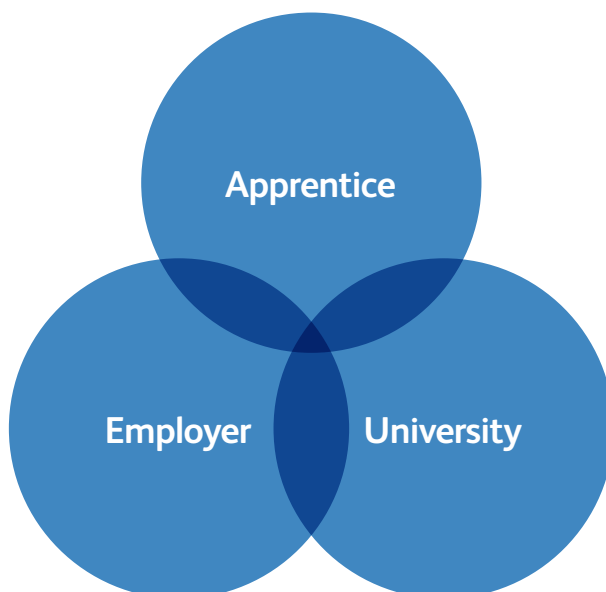
and teaching staff, with the added advantage of a year to hone your skills and adapt to University life. The course format is designed to support your progression to the first year of the undergraduate degree (Level 4), and teaching staff are experienced at supporting you on this particular route. Selecting this pathway to your chosen degree means you will gain not only in essential academic skills, but also gain confidence and the ability to reflect on your own learning.

6.2 Studying a degree apprenticeship

6.2.1 What is it and how does it work?

Our Higher and Degree Apprenticeships combine studying at UWL with full time employment (at least 30 hours per week). You graduate with a lot of work experience and a respected Higher Education qualification. Depending on your course, that could be a Certificate or Diploma of Higher Education or a full Honours or Masters Degree.

Apprenticeships are a partnership between the apprentice, the employer and the university:



You can find out more at uwl.ac.uk/for-business/apprenticeships/applicants

6.2.2 How is the apprenticeship delivered?

20% of your time at work must be 'off the job'. Depending on the type of apprenticeship you are taking, you'll either do this by studying on:

- day release – attending one day every week
- block release – attending for 5 days in a row, several times a year
- a blend of day release and block release

We'll agree with your employer how you spend the 20% of 'off the job' time. As well as spending time at University you could be studying online, writing assessments, shadowing work colleagues, attending meetings and conferences or taking part in other activities.

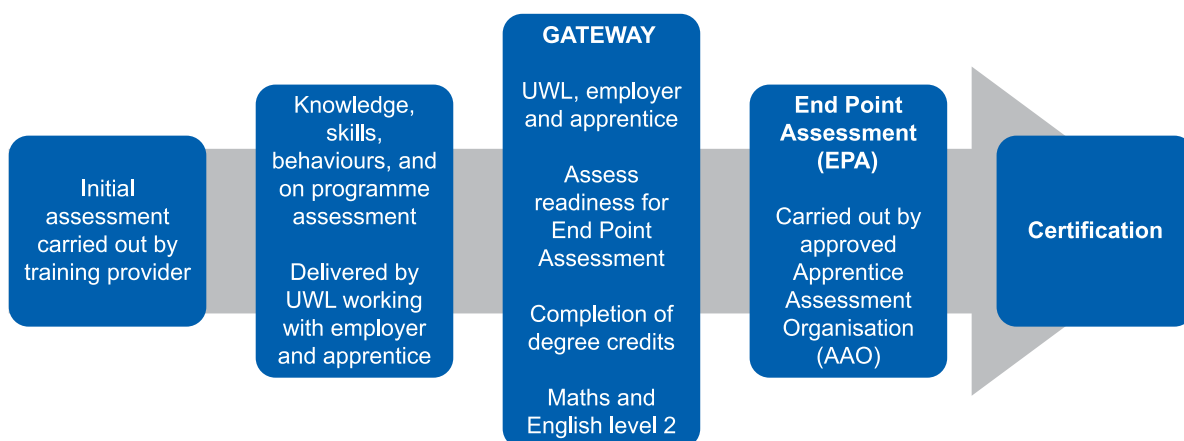
6.2.3 How am I assessed?

To complete your apprenticeship, you have to pass a number of assessments throughout the course.

Once you've passed the academic parts of your degree apprenticeship, and completed the other mandatory 'GATEWAY' requirements, you'll need to pass a final End Point Assessment before you receive your award. This is carried out by an independent Apprentice Assessment Organisation (AAO) and will be made up of a minimum of two assessments.

English and Maths requirements

As part of the 'GATEWAY' requirement for Level 3 or higher apprenticeships you must hold approved Level 2 English and Maths qualifications.



This will normally be a GCSE at A-C or 4-9 or a pass in Level 2 functional skills for both subjects.

A full list of approved qualifications can be found in the document 'Apprenticeship standards: list of acceptable current and prior qualifications for English and maths requirements in apprenticeship standards at level 2 and above' on www.gov.uk/government/publications/qualifications-getting-approval-for-funding

Some of our apprenticeships do not require you to have Level 2 English and Maths at enrolment. If you need to take one or both of these qualifications during your apprenticeship we will support you with the training and give you the opportunity to take the exams free of charge. This will mean spending more time at University; up to an extra 55 hours, and you will need to make your employer aware.

Integrated Degree Apprenticeships

In the case of an 'integrated' degree apprenticeship, your final project will be the basis of the End Point Assessment and this will be marked by the AAO

6.2.4 How is my apprenticeship funded?

Apprenticeships are funded in two ways:

- through the employers apprenticeship levy directly to

the University

- through co-funding between the employer and the Education and Skills Funding Agency (ESFA)

You won't have to pay fees as long as you remain employed and abide by the terms and conditions of your contract of employment and apprenticeship agreement.

6.2.5 What if I need some time off?

You can take a break in your apprenticeship as long as you plan to return to the same programme, and your employer agrees to it.

6.2.6 What happens if I lose my job?

Redundancy

Where an apprentice is made redundant, we'll take reasonable efforts to find you a suitable new employer.

If you're made redundant within six months of the end of the practical part of your apprenticeship, you may continue your apprenticeship training without being employed.

Dismissal/Resignation

If you leave your job or are dismissed then the funding for your apprenticeship will stop and you will be unable to continue.

6.3 Studying a Postgraduate Research Degree

Postgraduate research degrees have different academic and administrative arrangements to taught undergraduate and postgraduate degrees.

Information about how a postgraduate research degree is supervised, assessed and administered, together with

contact details for the Graduate School Team can be found in the Research Student Handbook.

You will receive a copy of the Research Student Handbook during enrolment, and can also access this on Doctoral Organisation [Blackboard](#) community page.

Section 7:

Preparing for the World of Work



7.1. Careers, Employability and Placements

You are at the start of a fantastic journey and it is never too early to start developing your career plans. A friendly and professional careers team are here to help you. As well as guidance and advice our careers team offers support with all the practical elements of finding work including; producing a CV, application forms, and interview help.

You will see a member of our careers team in class and they will work with your lecturers to make sure your course includes all the latest employability information from employers; but you won't just see us in lectures we also offer personalised and professional one-to-one advice on all aspects of career planning and further study including; identifying your skills and abilities, exploring careers with your degree, and further developing your skills through extra-curricular activities and work experience.

Our service is for all students, undergraduate, postgraduate, full time and part time from any course, and you can still use our services even after you graduate! You can find us on The Street at our Ealing site and on the Mezzanine Floor at our Brentford site. You can use our drop-in service or book an appointment.

We offer a welcoming, supportive and confidential environment in which you can discuss your career options, identify your skills and abilities, and make informed decisions about your future.

Check out the 'Employability' tile on the Student Portal at portal.uwl.ac.uk for more information; to book onto events and workshops, and to see what jobs are on offer.

Get in touch or visit us for:

- advice and guidance on a wide range of careers issues, including CVs, job hunting, and assessment and selection procedures
- careers workshops on topics like preparing your CV, interviews, and job sector information
- careers resources, hand-outs, reference materials, and employer directories

Contact us:

Ealing site, The Street:

Monday – Thursday, 1pm – 4pm:
Drop-in (no appointment necessary)

Monday – Friday: longer, individual appointments by arrangement

Evening and Saturday morning appointments are available by arrangement for part-time and Saturday students.

Brentford site, Mezzanine M02:

Monday and Thursday: appointments available throughout the day, by arrangement

Reading site, Fountain House:

Appointments by arrangement to suit you

 **0208 231 2701**

 **careers@uwl.ac.uk**

 **uwl.ac.uk/careers**

 **www.facebook.com/uwlcareers**

 **@UWLCareers**

7.2 Placement and Employment Services

Placement and Employment Services (World of Work) is here to help you find work whilst studying, by providing access to a range of part-time, placement and graduate work experience opportunities in the UK and abroad.

We offer:

- Access to paid part-time vacancies on and off campus
- Access to local, regional and national placement and graduate opportunities
- Notification of new vacancies tailored to your preference
- Notification of careers related activities on and off campus

We host a number of Employer events across campus throughout the year which give you the opportunity to gain more in-depth knowledge about specific industry sectors and how to successfully compete in the labour market, including:

- Part-Time Jobs Fairs
- Industry Careers Fairs for your Academic School/College
- Employer Pop-up stands
- Employer Presentations and Workshops

Find out more under the 'Employability' tile of the Student Portal at portal.uwl.ac.uk



Please note: For Nursing, Midwifery, and Social Work courses, placements are not part of the central Placement and Employment Services but are based within the College of Nursing, Midwifery and Healthcare

Contact us

Monday – Friday, 11am – 3pm, The Street, Ealing site

☎ 0208 231 2700

✉ pes@uwl.ac.uk

📘 www.facebook.com/UWLPES

🐦 @UWLPES

7.3 Volunteering

The VTeam offer a range of services to help you to volunteer.

With us, you can get involved in:

- The Project Leader Scheme
- One-off opportunities
- External/Community Volunteering
- The Peer Mentoring Scheme
- VTeam Support

The VTeam focuses on enhancing your university experience through developing your CV, meeting new friends and making a difference within your university and local community.

Volunteer if you want to:

- Make a difference to the lives of others
- Help the environment
- Gain confidence and improve self-esteem
- Meet people and make new friends
- Get to know the local community

- Gain accreditation through your **Higher Education Achievement Report** (HEAR)

- Attend our annual V Awards ceremony

Volunteering as a route to employment:

- Gain new skills, knowledge and experience
- Enhance your CV
- Improve your employment prospects
- Use your professional skills and knowledge to benefit others

Find out more at uwl.ac.uk/volunteering.

Contact us:

Mondays, Wednesdays and Fridays, 11am - 4pm,
Mezzanine Floor, Brentford site

Tuesday and Thursday, 11am - 1pm, The Street, Ealing site

☎ 020 8231 2559

✉ thevteam@uwl.ac.uk

📘 www.facebook.com/uwlvolunteering

🐦 @the_vteam

7.4 Completing your studies

7.4.1 Graduation

Your graduation ceremony is a celebration of your time with us and recognition of your award. It gives you the chance to proudly reflect on your achievements together with your lecturers, friends and family. We hold ceremonies in a number of memorable locations, from right here at our West London Campus to exciting venues like Wembley stadium!

During your final term we'll e-mail you with an invitation to register online for your graduation ceremony. You don't

have to pay to attend graduation yourself, but you'll need to make sure you complete your online registration by the date shown in the e-mail to make sure you can attend.

You can bring two guests with you to the graduation ceremony, and can purchase the tickets when you complete your registration. Make sure that your guests are available and they have any permissions or visas needed to join you, as guest tickets are not refundable. If you or your guests have any access requirements, let us know during your online registration. Please note that babies and children under the age of 5 won't be allowed in the

graduation hall, so if you'd like them to be with you on the day, you'll need to bring along someone to take care of them while you and your guests are in the ceremony.

An important part of the ceremony is the tradition of academic dress. You'll need to order your gown and hat from Ede & Ravenscroft at least 21 days before your graduation ceremony. Find out more at www.edeandravenscroft.com

Ede & Ravenscroft will also be offering an official graduation photo on the day, you can order these at the same time as your academic dress, or speak to them on your graduation day before the ceremony.

If you're not able to attend for any reason, you can defer your graduation ceremony for up to one year. Please e-mail us and let us know at least three weeks before your ceremony is due to take place.

📧 online.graduation@uwl.ac.uk

For more information about graduation please visit the 'My Graduation' page on MyRegistry at onlineregistry.uwl.ac.uk/MyRegistry/landing/graduation_landing.aspx

7.4.2 Alumni Association



By studying with us, you'll join our global community of more than 115,000 graduates in over 50 countries. Wherever your studies and career take you, you'll always be part of the University of West London.

The Alumni Association works to support your lifelong relationship with the University. When you complete your studies, you will become part of our exclusive alumni community: 'The network for new graduates'. As a student you can attend our alumni events to network and learn from our alumni.

As a member of 'The network for new graduates' you can enjoy a range of benefits:

- Exclusive student & alumni networking events and reunions
- Professional Interest events with expert guests
- Annual alumni celebration in iconic London venues (eg House of Lords)
- Alumni communications: Annual Alumni magazine, social media updates, e-newsletter
- Alumni card for access to the campus & library after graduation
- Postgraduate study and other exclusive discounts
- Professional development workshops, careers fairs, webinars & courses
- Lifelong careers support
- Volunteering opportunities

For more information please visit: uwl.ac.uk/alumni

📞 020 8231 0188

📧 alumni@uwl.ac.uk

📘 [UWLAlumniAssoc](https://www.facebook.com/UWLAlumniAssoc)

🐦 [@UWLAlumni](https://twitter.com/UWLAlumni)

📷 [@UWLAlumni](https://www.instagram.com/UWLAlumni)

🌐 [UWL Alumni Association : Official Group](https://www.linkedin.com/groups?trk=hb_email&trkEmail=alumni@uwl.ac.uk)

7.4.3 Discounts on further study

All our alumni who have completed a three year undergraduate degree within the last ten years can get a discount on postgraduate courses!

We currently offer a £1000 alumni bursary (for UWL graduates who join a taught postgraduate course in 2019). For details on eligibility, and discounts available for overseas students and postgraduate research courses, please see uwl.ac.uk/students/postgraduate/exclusive-alumni-discounts or get in touch with the Student Finance Team.

📞 020 8280 0283

📧 financehelp@uwl.ac.uk



7.4.4 Keeping in touch (updating your contact information)

To make sure you get access to all our alumni benefits, discounts and opportunities, you'll need to check that the contact details on your alumni profile are up to date.

Whenever you change address or contact details, please remember to log in to alumni.uwl.ac.uk/profile and let us know.

If you have any problems get in touch with our Alumni Team.

 alumni@uw.ac.uk

7.4.5 Graduate Outcomes Survey

The Graduate Outcomes Survey is the biggest UK annual social survey and captures the perspectives and current status of recent graduates. As a UWL graduate, your response to this survey is very important as it will:

- help current and future students see what careers are available to graduates of your degree
- contribute to the national conversation about trends within higher education and help shape policies for future students
- help our Careers Team in supporting all students and alumni with their career options
- affect where UWL is in national league tables

Approximately 15 months after you finish your course, you will receive an e-mail on behalf of the Higher Education Statistics Agency (HESA), who run the survey. To make sure you get this e-mail, you'll need to update your contact details if they've changed. The surveyor may also phone you if you do not complete the survey online or call a third party such as a family member if you are not contactable.

For more details on the Graduate Outcome Survey and what you need to do, please see www.graduateoutcomes.ac.uk

Update your contact details by logging in to alumni.uwl.ac.uk/profile

 020 8231 0188

 alumni@uw.ac.uk

You can also contact HESA directly with any further questions

 01242 211 144

 liaison@hesa.ac.uk

Section 8: Your Feedback





8.1 Tell us what you think

Your experience of University is very important to us, and guides everything we do, from cafés to courses. We want to know that everything is what you expected and leading you to your chosen career path, and provide you with a number of ways to let us know how things are going. Remember, if we don't know what you think is going wrong, we can't make it better!

8.1.1 Module Evaluation Questionnaires

The most common way for you to get your voice heard and make a difference is by answering your Module Evaluation Questionnaires (MEQs). The surveys occur during each semester and are your way to tell us directly about the modules on your course; what's great and what could improve. Your opinion and suggestions are taken on board immediately and inform the way modules develop and change for current and future students, so don't be shy, tell us what you think!

We'll tell you about changes we make in response to MEQs on your **Blackboard** course space.

8.1.2 National Student Survey

Towards the end of your studies, you'll be invited to take part in the National Student Survey (NSS). This is your opportunity to tell us what it's really like to be a student here, what you enjoyed most and what we could improve.

We take your feedback seriously and your survey results help us make positive changes for the benefit of current and future students. The results also help people decide where to study and affects our position in University League tables.

Remember, if you answer 'neither agree or disagree' your opinion won't be counted and we won't be able to act on what you say!

We'll e-mail you when the survey opens, and you'll be reminded by your Course Team to take part and have your voice heard. For more information please see the NSS website www.thestudentsurvey.com

8.1.3 Student reps

The University of West London Students' Union (UWLSU) represents your views and helps to make big changes within the University and Nationally. You can get involved in a number of ways and your voice really makes a difference.

SU Officers

UWLSU is directed by three ordinary students elected by you to work full time as SU Officers. They represent you during major University decisions, with the local Council, and nationally as part of the National Union of Students (NUS).

Course Reps

Course Reps are elected during week 2 to represent their coursemates on course committees and project groups; providing feedback to your Course Team on what's working well and what could be better. Being a Course Rep is a great way to make sure your voice is heard, build your communication skills, make friends, and enhance your CV. UWLSU provides all the training and support you need to become an effective representative for your coursemates.

Find out more about getting involved in UWLSU at www.uwlsu.com/your-voice

8.1.4 Course committees

Course Committees normally take place each semester and are a chance for your Course Team to hear what you've enjoyed about the year so far, and to respond any academic issues as they happen.

Course Reps will attend Course Committees to represent their coursemates, and help your Course Team plan improvements to your University experience. Make sure you let your Course Rep know if there's anything that's bothering you. The Course Committee is documented and reported to School or College level committees so that we can respond to issues across different subjects in a dynamic and coordinated way.

8.1.5 Complaints

We are always seeking to maintain a high standard in the provision of our courses, services and facilities to you. However, as much as we try, sometimes things can go wrong. To deal with any issues, the University has established its student complaints procedures to deal with legitimate complaints from students in a fair and efficient manner. You can find full details of the complaints procedure, together with relevant complaint forms at uwl.ac.uk/policies

Before you submit a complaint, you should try to resolve issues informally by talking to your module leader, your **Personal Tutor** or your course leader.

You can complain individually, or as part of a group. We'll make sure your complaint is dealt with fairly, objectively, and confidentially, and that you won't face any negative repercussions for submitting a complaint. We also advise you to get in touch with the [UWLSU Advice Service](#) as they'll be able to guide and support you through the procedure.

Complaints can be about:

- provision of academic services described in the University's publications including teaching, content of courses, or support for learning
- incorrect or misleading information about services provided by the University
- provision of other University services described in literature published by the University

Complaints can't be about:

- any matters relating to examination and assessment procedures or academic appeals. The appeals regulations and application forms are available at uw.ac.uk/policies, and you should consult with the [UWLSU Advice Service](#)
- disciplinary issues. Please see [Student Code of Conduct](#)
- admissions procedures prior to enrolment as a student of the University. Information regarding complaints about the Admissions Process is published on the website uw.ac.uk/admissionspolicy
- complaints about the Students' Union. Information regarding complaints about the Students' Union is published on the Students' Union website www.uwlsu.com
- complaints about student accommodation that is not University owned and/or controlled. Information about how to make a complaint can be obtained from the relevant housing authority

The complaints procedure is set out in three stages as detailed below:

Stage I: Informal Resolution of Complaints

If you have an issue, you should raise it informally with the appropriate member of staff. You can make the complaint orally, or in writing, and should do so as soon as possible, or within 10 working days of a specific incident. The member of staff to whom the complaint is made will investigate or refer the complaint as appropriate, and a response will be made to you by e-mail, normally within 10 working days.

Stage II: Formal Complaints Procedure

If an informal approach does not fix the problem, or you're not happy with the outcome, you can raise it as a formal complaint using the Formal Student Complaint form Stage II available at uw.ac.uk/policies. You should make

a formal complaint within twenty working days of the outcome of your informal complaint. As well as completing the form in full you should provide a copy of any relevant documentary evidence. Completed forms and evidence must be submitted to complaints@uw.ac.uk.

Once you've provided all the information needed, we will investigate your complaint, and an outcome detailing the investigation will be sent to you in writing within twenty-five working days. If we're unable to resolve a complaint within that time we'll contact you with an explanation, and expected outcome date.

Stage III: Review

If you don't think that the Stage II Complaint has been handled fairly, objectively, or in accordance with our procedures, you can write to the University Secretary requesting a review of the case. You'll need to request a review within 15 working days of the outcome of your complaint, detailing your reasons for requesting a review, and providing relevant evidence. Valid reasons for a Stage III review are:

- procedural irregularities in the investigation of the Stage II complaint
- Fresh evidence can be presented which could not reasonably have been made available with submission of the Stage II form
- the outcome of the investigation wasn't reasonable in all the circumstances

The University Secretary will review the handling of the complaint and respond to you within 20 days. If the University Secretary does not change the decision you will be given a Completion of Procedures Letter which you can use to contact the Office of the Independent Adjudicator (OIA). You can also request a Completion of Procedures letter if we have upheld your complaint but you still wish to complain to the OIA.

Referral to the Office of the Independent Adjudicator

If you're still not happy with the outcome of your complaint, you can contact the Office for the Independent Adjudicator for Higher Education (OIA) for an external review. More information on the OIA is available at www.oiahe.org.uk.

8.1.6 Any other issues

Remember, if you have any issues with your course, you can speak to your [Personal Tutor](#). For any personal issues Student Services are always there to support you.

 **020 8231 2345**

 **studentservices@uw.ac.uk**

Section 9: Your data



9.1 Data privacy

We are committed to protecting your rights and privacy. The University has a comprehensive Data Protection Policy which can be found at [uwl.ac.uk/policies](https://www.uwl.ac.uk/policies), and a Privacy Notice for Students found at [uwl.ac.uk/about-us/policies-and-regulations/privacy-and-data-protection](https://www.uwl.ac.uk/about-us/policies-and-regulations/privacy-and-data-protection). In these policies we describe how we collect your data and what we do with it.

Under our Data Protection Policy, you have the responsibility to check that any information you provide us with is accurate and up to date, and to let us know whenever that information changes (eg you change address or contact number).

Current students should update their contact details on the My Personal Details page of MyRegistry at [uwl.ac.uk/MyRegistry](https://www.uwl.ac.uk/MyRegistry).

Alumni should update their contact details via their profile at [alumni.uwl.ac.uk/profile](https://www.alumni.uwl.ac.uk/profile)

9.2 Learning analytics

The University uses learning analytics to support you in your studies and help you achieve your learning goals. We use data that we already hold about you and state-of-the-art data modelling techniques to predict your likely success, taking into account data about you and your engagement with your studies. It will try and identify the factors that will have most impact on that prediction, which in turn will allow the University to improve the advice and support it can offer you.

This means that the University uses data about you including your age, ethnicity and gender and also your study behaviours drawn from your attendance and usage of [Blackboard](#) to predict which students may need additional support.

This information will be used primarily by your [Personal Tutor](#) and will also be available to Student Services and the [Engagement Team](#). Using this information, these teams and your tutor will be able to reach out to you with targeted messages, invite you to specialist drop-in sessions and offer other kinds of practical support.

So that you can be clear about how we will use your data, we have developed a Learning Analytics Policy, a copy can be found on the University's website at [uwl.ac.uk/policies](https://www.uwl.ac.uk/policies). The policy defines a set of principles to inform the ethical use of learning analytics at UWL. In addition, we have put together answers to some commonly asked questions, which are also available via the link.

Section 10: Glossary



10.1 Glossary

Academic Board: The Academic Board is responsible for academic governance, academic standards and quality and the student experience.

Academic Credit: see [Credit](#).

Academic Judgment: a judgment where only the opinion of an academic expert is sufficient, for example decisions on assessment, degree classification, fitness to practice, research methodology, course content and outcomes.

Academic Level: The relative complexity, depth of study, and learner autonomy required in relation to a module in the context of its discipline. Levels are determined by National Frameworks: the Framework for Higher Education Qualifications and the Regulated Qualifications Framework. Each module is assigned a level from the following scale:

Level 3: Foundation or pre-degree level

Level 4: Introductory

Level 5: Intermediate

Level 6: Final

Level 7: Masters

Level 8: Research level

Academic Misconduct: see Academic Offence

Academic Offence: any attempt to gain an unfair advantage in assessed work – whether examination, practical or coursework – by deception or fraudulent means. See also [Plagiarism](#).

Academic Quality: refers to how and how well a higher education provider supports students to enable them to achieve their award. It covers learning, teaching and assessment, and all the different resources and processes a provider puts in place to help students progress and fulfil their potential.

Academic Quality Office: the professional central service responsible for overseeing the assurance and maintenance of the University's academic standards and the quality of its higher education provision to ensure it meets agreed expectations, including those of its academic partnerships, for example by approval, monitoring and review of modules and courses.

Academic Registry: the professional service overseeing the governance of academic administration within the University, for example the academic regulations, mitigation and academic offences, and School and College governance.

Academic Regulations: guarantee the standards of all of the University's awards. The Regulations are the responsibility of the Academic Board, and are reviewed and revised annually through the Academic Regulations Review Committee.

Academic Standards are the standards that individual degree-awarding bodies set and maintain for the award of their academic credit or qualifications. These may exceed the threshold academic standards. They include the standards of performance that a student needs to demonstrate to achieve a particular classification of a qualification, such as a first-class honours degree classification in a certain subject or the award of merit or distinction in a master's degree.

Academic Year: The Higher Education Statistics Agency (HESA) defines an Academic Year as a period running from 1 August to 31 July. This is the period of time used by the University to frame its activities, with policies and regulations normally written by academic year. For students, the definition of an Academic Year will vary, depending on their course of study. Students commencing an undergraduate course will typically commence study in September and end their year the following June. Undergraduate students who commence their studies in January will typically have an academic year which runs from January to December. Many Masters courses run for a full calendar year which may cross two academic years. See also [Calendar Year](#).

Advanced Standing: Prior, certificated study from another institution deemed equivalent to the University modules from which exemption is sought. Can only be applied at the point of admission.

Aegrotat Award: An aegrotat award for incomplete study is an award that may be conferred in exceptional circumstances, such as in cases where a student's ability to complete an award is permanently compromised by severe illness.

Alternative Provider: organisations that offer HE courses but do not receive annual public funding.



Artefact: a single piece of coursework, of a visual, audio, software, composition, design, culinary or artistic output.

Assessment (Assessed coursework): Coursework that students are required to complete and submit, and which contributes in whole or in part to module marks and awards.

Assessment Board: The University operates a two-tier Assessment Board system where definitive decisions on matters related to student attainment, progression and awards are made by Module Assessment Boards and Student Progress Boards and Award Boards, each with specified remits in relation to assessment standards.

Associate Pro Vice-Chancellor: senior University executive who supports the Vice-Chancellor in leading the University, with additional responsibility for management of a large service or of a School/College. Find out about them at uwl.ac.uk/about-us/how-university-works/our-people/deputy-vice-chancellor-and-pro-vice-chancellors

Average Mark: The weighted average of a student's performance, calculated in accordance with the regulations for the award, on which the classification of the award is based. It is rounded up or down to the nearest whole number.

Award: Awards are the academic qualifications determined by National Frameworks that may be awarded on completion of a course of study, including Undergraduate, graduate, and postgraduate certificates and diplomas, Bachelor's degrees, Bachelor's degrees with Honours, undergraduate and postgraduate Masters degrees and Doctoral degrees.

Board of Governors: responsible for the strategic direction of the University; the Board of Governors has 20 members, both independent and from within the University. Find out more at uwl.ac.uk/about-us/how-university-works/governance/board-governors

Calendar Year: A twelve month period, January – December. See also [Academic Year](#)

Capstone Project: See [Dissertation](#)

Chair: leads and manages a meeting, committee or assessment board to ensure it runs smoothly and efficiently and operates within the authorised Terms of Reference. Chairs of Assessment Boards are trained and licensed annually by the University.

Chancellor: a role typically held by a distinguished individual who holds no other University office. The Chancellor is the ceremonial head of the University. Find out about them at uwl.ac.uk/about-us/how-university-works/chancellor

Chief Invigilator: responsible for the supervision of an examination.

Compensation: Compensation of failed academic credits is a measure to reduce the need for referral of assessment (i.e. resit or retake) where the student has demonstrated academic ability through achieving a specified average mark.

Completion of Procedures (COP) Letter: If a student has no further avenues to pursue in relation to an issue or complaint raised, a Completion of Procedures Letter is issued by the University.

Core Module: A module that must be taken and passed to meet requirements for progression or award.

Course: A course is an approved and validated combination of modules leading to a named award by the University of West London.

Course Administrator: A Course Administrator assists the students, lecturers, Module Leaders and Course Leaders in running academic courses. They are located in the Academic Schools offices in the Heartspace at St Mary's Road and at Level 4 of Paragon House.

Course Handbook: The Course Handbook contains detailed information about how a course is taught and managed, and how students will be assessed. They are available to students on the University's VLE, accessed via the Student Portal at portal.uwl.ac.uk. See also [Student Portal](#) and [VLE](#).

Course Leader: A Course Leader provides academic leadership for a course of study; they also resolve issues relating to the course.

Coursework: Coursework is written or practical work produced by a student during a course of study, usually assessed in order to count towards a final mark or grade.

Credit(s): academic credit is a means of measuring and recognising learning, as outlined in the Higher Education credit framework for England. A number of credits is normally assigned to each module, which indicates the amount of learning undertaken, and a specified credit level indicates the relative depth of learning involved. Credit is awarded in recognition of the amount and depth of learning which has been achieved once a student has successfully completed a module. Credits are then accumulated towards the total credit required for a named course of study and a qualification, for example, BA (Hons). A full-time undergraduate course of study with Honours normally consists of 360 credits in total. Credits gained may be transferred between institutions, on application and provided they remain current. See also [European Credit Transfer and Accumulation System](#) and [Recognition of Prior Learning](#).

Dean of College: The Dean of College has responsibility to lead and manage for all matters relating to their College within the University.

Deferral of Studies: a temporary postponement of studies, between one to four semesters, agreed between the student and their School or College or decided upon by the School or College.

Delegated Authority: Where the authority invested in an individual or body is delegated to another individual or body for a specified purpose.

Deputy Vice-Chancellor (DVC): senior University executive who deputises for and supports the Vice-Chancellor in leading the University, with a remit to drive research and enterprise across the University. Find out about them at uwl.ac.uk/about-us/how-university-works/our-people/deputy-vice-chancellor-and-pro-vice-chancellors

Discontinuation of Studies: a penalty for serious academic misconduct, where a student is no longer permitted to continue studying at the University.

Dissertation: An extended piece of independent study assessed by an output report, an extended essay or a capstone project. The dissertation or capstone project comprises a significant part of most Masters courses. There is also a dissertation as part of the Honours award in many first degrees.

Element of Assessment: An individual item of assessment. The assessment for a module may comprise several elements of assessment.

Erasmus+: a student and staff mobility programme funded by the EU and overseen by the European Commission. It supports students to undertake a semester or a year abroad and staff to spend a period of time teaching, job shadowing or undertaking training abroad. Find out more at uwl.ac.uk/international/erasmus

European Credit Transfer and Accumulation System (ECTS) a student-centred system based on the student workload required to achieve the objectives of a programme of study. Its aim is to facilitate the recognition of study periods undertaken by mobile students through the transfer of credits. A full-time undergraduate academic workload is deemed to be 60 ECTS, normally equivalent to 120 UK credits.

Exceptional Circumstances: The University recognises that there may be times when students will encounter difficulties (exceptional circumstances) during their course of study and provisions are made to support the student in continuing to study.

ExPERT Academy: supports professional practice in relation to learning, teaching and Higher Education pedagogic research within the University.

Extended Degree: An honours degree with foundation year (480 credits).

Extended Masters Degree: a Masters degree that commences with completion of an additional 60-credits at Level 6, to enable students without a good Honours degree to meet admissions criteria for a Masters course.

Extension: An extension may be given when unexpected and unanticipated difficulties adversely impact a student's ability to complete assessments on time.

External Examiner: A professional academic from outside the University who monitors the assessment process. The role has four elements: maintain academic standards, check processes, act as a guardian of national standards and also to act as a critical friend to the University or School/College.

Note: The definition and remit of External Examiners for all undergraduate and postgraduate courses is not applicable to research programmes covered by the Postgraduate Research Regulations which have their own examiner/External Examiner arrangements in place.

Fitness to Practise: 'fit to practise' means that a student has the skills, knowledge and character to practise their profession safely and effectively.



Formative Assessment: an assessment that provides students with feedback on progress and informs their development. It does not normally contribute to the overall assessment mark.

Foundation Year: an additional year of a Bachelor's degree at Level 3, to support development of academic skills.

Governor: see [Board of Governors](#).

Graduate School: the University School that supports postgraduate research students and supervisors and promotes scholarly activity, including the publication of the University's New Vistas journal.

Head of School/College: The Head of School/College has responsibility to lead and manage all matters relating to their School or College within the University.

Head of Subject: The Head of Subject has responsibility for an academic subject within a School or College.

Higher Education Provider: the publicly and privately funded Universities and other HE institutions and the alternative organisations that offer HE courses in the UK. See also [Alternative Provider](#).

Higher Education Statistics Agency (HESA) the designated data body for England: collects, processes and publishes data about higher education in the UK.

Individual Support Plan (ISP): All students who have registered with the Disability and Mental Health Team and provided evidence of their disability, long term medical condition or specific learning difficulty will be provided with an ISP. The ISP summarises the support requirements for an individual student; the ISP applies from the point it is issued and cannot be applied retrospectively. Find out more at uwl.ac.uk/students/support-services-for-students/disability-and-mental-health-support

Integrated Masters: a four-year degree that combines an undergraduate bachelor's degree course with an extra year at master's level.

Invigilated Examination: an examination conducted under formal examination conditions and supervised by an examination invigilator.

Learning Outcomes: statements that describe and emphasise the application and integration of the knowledge or skills that students should acquire by the end of a particular assignment, class or course.

Level: see [Academic Level](#).

Mitigating Circumstances (Mitigation):

Circumstances that are outside a student's control which may have an adverse impact on a student's ability to undertake or complete an assessment so as to cast doubt on the likely validity of the assessment as a measure of the student's achievement.

Module: An approved block of teaching and learning leading to the award of academic credit and forming part of a course of study.

Module Assessment: assessment of the performance of a student on a module. This may include a variety of elements and forms, including coursework, dissertations, practical assignments, presentations and exams.

Module Leader: A Module Leader provides academic leadership for a module of study; they also resolve issues relating to the module.

Module Mark: The overall module result. This may be an aggregate of marks from several elements of assessment, which may be weighted.

Module Specification: the validated (approved) document outlining how a module is taught and assessed and its intended learning outcomes for the student. Students can access this information through the Module Study Guide.

Module Study Guide (MSG): a guide for students with detailed information about how the module will be taught and assessed, where to access support and the learning resources recommended for the module.

MyRegistry: 'MyRegistry' is the website provided for students which enables them to access their student record in order to enrol, re-enrol, update personal details and view their results, etc

National Student Survey (NSS): an independent survey of final-year undergraduates that aims to establish a broad picture of the overall student experience and the quality of education offered by HEIs and alternative providers.

New Vistas: the University's academic journal, addressing higher education policy, practice and scholarship. See also [Graduate School](#) and uwl.ac.uk/research/new-vistas-journal

Non Submission: If a student does not submit their assessment, it is considered a 'Non Submission'. If a student submits an assessment over ten working days later than the original or agreed extended deadline, the piece of work will also be deemed as a 'Non Submission'. A 'Non Submission' is counted as an assessment attempt.

Notional Study Hours: The number of hours required to complete an academic credit, module, or course. For example a 20-credit module will have 200 notional study hours attached to it. These may be completed via attendance at a combination of lectures, seminars, workshops or other forms of tuition, group or individual study and placement learning.

Office for Students (OfS): the new (2018) regulator of Higher Education providers in England. An independent body that reports to Parliament through the Department of Education. www.officeforstudents.org.uk

Office of the Independent Adjudicator (OIA): an independent body set up to review student complaints. Students may take a case to the OIA following the completion of all avenues of complaint open to them within their institution. See also [Completion of Procedures \(COP\) Letter](#) and www.oiahe.org.uk

Option Module: A module which may be chosen from a list of alternatives, allowing variation and student choice in the curriculum.

OSCE – Objective Structured Clinical Examination: an assessment method that tests clinical skills and competence in communication in a healthcare setting.

Pecha Kucha an oral assessment method of a presentation of 20 slides each for 20 seconds.

Personal Tutor: the initial source of support for a student in all areas of academic life. The Personal Tutor's role is to offer support and guidance if there are problems with the course of study or personal welfare.

Plagiarism: the practice of taking someone else's work and/or ideas and passing it/them off as their own or where a student represents someone else's work as their own irrespective of whether this was intended. Plagiarism also encompasses a student using their own work where it has already been submitted for assessment in another module or course of study. Plagiarism may be detected through the submission of written work through an online detection system. See also [Academic Offence](#).

Portal: see [Student Portal](#)

Portfolio Assessment: assessed coursework consisting of a set or series of short written, creative, linguistic or mathematical tasks or artefacts collected and submitted as a single assignment.

Posthumous Award: an award made to an enrolled student who dies prior to being able to complete their course of study, or prior to a completed award being conferred.

Prerequisite Module: A specified module that must be taken before a second specified module can be taken.

Pro-Chancellor: acts as a deputy to the Chancellor. See also **Chancellor**. Find out about them at uw.ac.uk/about-us/how-university-works/chancellor

Professional, Statutory and Regulatory Bodies: a diverse group of professional and employer bodies, regulators and those with statutory authority over a profession or group of professionals. PSRBs provide membership services and promote the interests of people working in professions; accredit or endorse courses that meet professional standards, provide a route through to the professions or are recognised by employers.

Progression: The process of moving from one level of study to the next, or from the taught element to the dissertation, placement or project element of a course.

Pro Vice-Chancellor (PVC): senior University executive who supports the Vice-Chancellor in leading the University, and works to drive strategy and policy within the University in specialised areas such as research or student experience. Find out about them at uw.ac.uk/about-us/how-university-works/our-people/deputy-vice-chancellor-and-pro-vice-chancellors

Quality Handbook: The Quality Handbook is produced by the University's Academic Quality Office and documents all academic quality-related procedures.

Reasonable Adjustments: the support requirements for an individual student, summarised in the Individual Support Plan (see ISP above).

Recognition of Prior Learning (RPL): the generic term for the recognition of prior learning, whether the result of a formal course, certified (or certificated) learning (RPCL) or learning through experience (RPEL). An applicant who has their relevant prior qualification or certified learning accepted may be admitted onto a course of study with advanced standing credit.



Registration: process by which a student signs up for modules of a course of study.

Registry: the central University service responsible for many aspects of the student journey: enrolment to graduation, maintaining the curriculum, assessment administration, School and College governance, the Academic Regulations, academic administration and policy.

Registry Operations: the section within the Registry responsible for Student Records and Data, Conferments and Awards, and Timetabling. Processes and records matters relating to a student's journey from enrolment through to graduation, sets and amends the timetable and rooming arrangements and maintains the record of the University's curriculum and awards.

Regulatory Casework Panel: a panel comprised of senior Registry and Academic Quality Office staff. The Panel is convened to consider individual student cases that may fall outside the Academic Regulations.

Research Excellence Framework (REF): the system for assessing the quality of research in UK higher education institutions. It is conducted by expert panels for each of 34 subject-based units of assessment, assessing research output quality and impact and the research environment.

Research Students: registered for a course of study specifically designated as a research course. Research courses have separate Academic Regulations.

Resit: the repeat of all or part of a module's assessments, following module failure at a previous attempt, including non-submission. Resits do not involve the repeat of attendance for the module. The assessment mark is normally capped at the pass mark.

Retake: the repeat of a module following failure at a previous attempt, including non-submission. Retakes normally involve attendance, payment of tuition fee and completion of all elements of the module, and the submission of all assessments (summative and formative). They count towards the value of academic credit for which students must normally be registered in an academic year. The assessment mark(s) for a retake of a module is not capped. One resit attempt is available for each element of a retake module (see [Resit](#) above).

Schools Administration: the section within the Registry responsible for many of the student-facing administrative aspects of the student journey including module enrolment and curriculum checking and the administration of assessment. Works closely with students, the Schools and Colleges and the central services.

Senior Management Group: the principal management team of the University, consisting of the Heads, Directors or Managers of the University's Schools and Colleges and Central Services. Find out about them at uwl.ac.uk/about-us/how-university-works/our-people/senior-management-group

Special Regulations (PSRB): Special Regulations are academic regulations for individual courses of study that diverge from the standard Academic Regulations for the University where there is a legitimate academic rationale, or a specific requirement set down by a Professional Statutory or Regulatory Body, or a joint or collaborative course requires it. Special regulations shall be designated as such through the course approval process, and approved by the Academic Board or its delegated authority.

Student Disciplinary: the Disciplinary Regulations (Students) are available at uwl.ac.uk/policies

Student Handbook: reference guide to help students find their way around the University's facilities, services and policies. It's what you're reading! The most recent version can always be found at uwl.ac.uk/students/current-students/student-handbook

Student Portal: the online dashboard that enables students to access sources of information relevant to the studies and time at University. Access the portal at portal.uwl.ac.uk

Students' Union: the University of West London Students' Union is the official union for all students of the University. Find out more at uwlsu.com

Summative Assessment: formally measures a student's achievement in relation to the learning outcomes of a module and contributes to the module mark.

Teaching Excellence Framework (TEF): a system that aims to assess the quality of teaching in universities in England (and some in Scotland and Wales), via the analysis of six core metrics (quantifiable measurements) a written submission from the University and six core metrics (quantifiable measurements). Universities are ranked bronze, silver and gold based on the outcomes of the analysis.

Threshold: a specified minimum mark which is prescribed by a Professional, Statutory and Regulatory Body that must be obtained in one or more elements of assessment in order to pass a module. This is in addition to, and distinct from, the requirement to achieve a pass in the overall module mark to pass the module.

Threshold Academic Standards: the minimum acceptable level of achievement that a student has to demonstrate to be eligible for the award of academic credit or a qualification. For equivalent qualifications, the threshold level of achievement is agreed across the UK.

Tier 4 Compliance: the UK Home Office (Visas and Immigration) requirements under Tier 4 of the points-based system (PBS) relating to student immigration legislation.

UKVI: UK Visas and Immigration which is part of the Home Office. See also [Tier 4 Compliance](#).

University: the University of West London, unless otherwise specified.

University Secretary: senior advisor on governance-related issues and associated legislative matters. The University Secretary reports directly to the Vice-Chancellor and is also the University's Chief Compliance Officer. Find out more about them at uwl.ac.uk/about-us/how-university-works/our-people/vice-chancellor-executive

Vice-Chancellor (VC): The Vice-Chancellor is the Chief Executive of the University. Find out more about them at uwl.ac.uk/about-us/how-university-works/office-vice-chancellor/vice-chancellor

Vice-Chancellor's Executive (VCE): advises and supports the Vice-Chancellor in fulfilling his responsibilities to the University. Find out more about them at uwl.ac.uk/about-us/how-university-works/our-people/vice-chancellor-executive

Virtual Learning Environment: educational technology that allows course content to be delivered through a web-based platform. In UWL, this is done via the BlackBoard sites accessible through the Student Portal. See also [Student Portal](#).

Viva: See [Viva Voce](#)

Viva Voce: an oral examination, typically for the assessment of a Doctoral degree, or to clarify a student's coursework on any other award.

Wellbeing Team: part of the Student Services Team supporting students through their studies. Find out more at uwl.ac.uk/students/support-services-for-students/disability-and-mental-health-support

Withdrawal from Studies: the decision of a student to leave a course of study completely, with no intention of returning at a later date; or the decision by an Assessment Board to remove a student permanently from a course of study.



10.2 Acronyms and Abbreviations

ACCA	Association of Chartered Certified Accountants	HESA	Higher Education Statistics Agency
AHRC	Arts and Humanities Research Council	ISP	Individual Support Plan
AP	Alternative Provider	LCM	London College of Music
APC	Academic Partnerships Committee	LGCHT	London Geller College of Hospitality and Tourism
AQO	Academic Quality Office	LLB (Hons)	Bachelor of Laws (with Honours)
AQSC	Academic Quality and Standards Committee	LLM	Master of Laws
ARRC	Academic Regulations Review Committee	LSFMD	London School of Film, Media and Design
BA (Hons)	Bachelor of Arts (with Honours)	LTAC	Learning, Teaching and Assessment Committee
BEng (Hons)	Bachelor of Engineering (with Honours)	MA	Master of Arts
BMus (Hons)	Bachelor of Music (with Honours)	MBA	Master of Business Administration
BNurs (Hons)	Bachelor of Nursing (with Honours)	MMus	Master of Music
BSc (Hons)	Bachelor of Science (with Honours)	MPhil	Master of Philosophy
CertHE	Certificate of Higher Education	MSci	Master of Science (Integrated Degree)
CIM	Chartered Institute of Marketing	MSG	Module Study Guide
CIMA	Chartered Institute of Management Accountants	NMC	Nursing and Midwifery Council
CIPD	Chartered Institute of Personnel and Development	NSS	National Student Survey
CLBS	Claude Littner Business School	OfS	Office for Students
CMA	Competition and Markets Authority	OIA	Office of the Independent Adjudicator
CNMH	College of Nursing, Midwifery and Healthcare	OSCE	Objective structured clinical examination
COP	Completion of Procedures letter	PFHEA	Principal Fellow of the Higher Education Academy
CPD	Continuing Professional Development	PhD	Doctor of Philosophy
DAP	Degree Awarding Powers	PG	Postgraduate
DBA	Doctor of Business Administration	PG Cert	Postgraduate Certificate
DBS	Disclosure and Barring Service	PG Dip	Postgraduate Diploma
DfE	Department for Education	Prep CertHE	Preparatory Certificate in Higher Education
DHSc	Doctor of Health Studies	PSRB	Professional, Statutory and Regulatory Body
DipHE	Diploma in Higher Education	PVC	Pro Vice-Chancellor
DMid	Doctor of Midwifery	QAA	Quality Assurance Agency
DMus	Doctor of Music	REF	Research Excellence Framework
DNurs	Doctor of Nursing	RPCL	Recognition of Prior Certificated Learning
DPS	Doctor of Policing and Society	RPEL	Recognition of Prior Experiential Learning
DVC	Deputy Vice-Chancellor	RPL	Recognition of Prior Learning
EdD	Doctor of Education	SCE	School of Computing and Engineering
EEAC	External Examiners Appointments Committee	SHSS	School of Human and Social Sciences
ECTS	European Credit Transfer and Accumulation System	SLC	Student Loans Company
ESRC	Economic and Social Research Council	SMG	Senior Management Group
EThOS	British Library Electronic Theses Online Service	SOL	School of Law
FdA	Foundation Degree in Arts	SU	Students' Union
FdEng	Foundation Degree in Engineering	TEF	Teaching Excellence Framework
FdSc	Foundation Degree in Science	TNE	Transnational Education
FE	Further Education	UCAS	Universities and Colleges Admissions Service
FHEA	Fellow of the Higher Education Academy	UG	Undergraduate
FHEQ	Framework for Higher Education Qualifications	UKVI	UK Visas and Immigration
HCPC	Health and Care Professions Council	UUK	Universities UK
HE	Higher Education	UWL	University of West London
HEA	Higher Education Academy	VC	Vice-Chancellor
HECoS	Higher Education Classification of Subjects	VCE	Vice-Chancellor's Executive
HEI	Higher Education Institution	VLE	Virtual Learning Environment
HEP	Higher Education Provider		

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University of West London – Ealing site

St Mary's Road, Ealing, London, W5 5RF

University of West London – Brentford site

Paragon House, Boston Manor Road, Brentford, Middlesex, TW8 9GA

University of West London – Reading site

Tenth Floor, Fountain House, 2 Queen's Walk, Reading, RG1 7QF