



UNIVERSITY OF
WEST LONDON
The **Career** University



Student Handbook

Do you have Covid-19 symptoms, a positive test or are self-isolating?

Let the University know as soon as possible at [uwl.london/covid-19](https://www.uwl.ac.uk/covid-19)

You must not come to campus. Get in touch with the Student Welfare team at studentwelfare@uwl.ac.uk or **020 8231 2313** if you need help

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 about yours or another student's safety?

Call Emergency Services on **999** for immediate concerns.

Otherwise call the Samaritans on **116 123** or log on to togetherall.com and create an account using your UWL email address for 24/7 anonymous, private and confidential online support

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Introduction

I am pleased to welcome you as a student to the University of West London (UWL). We recognise this is a difficult time to be a student and aim to provide the education and support you deserve within government guidelines. We are 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; 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.

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



Section 1: Important 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 Illness or Injury

Illness or Injury on Campus

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

However, if you have Covid-19 symptoms, you should go home as soon as possible, avoiding public transport if you can. If you are too unwell to go home, let someone know and wait for help away from others.

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 [here](#).

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
- follow covid-19 secure guidance, including wearing face coverings

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

Coronavirus safety

We are committed to giving you the best possible student experience while keeping you safe. We have therefore instituted one-way systems around campus and expect all students to observe social distancing rules when moving around all University buildings. We operate a 2m social distancing rule for all communal areas and have socially distanced classrooms of 1m+.

Face coverings must be worn in buildings and communal areas. If you are exempt from wearing a face covering or have impaired mobility or health issues, you should contact the Wellbeing Team at wellbeing@uwl.ac.uk, who can help by giving you a personal route around the campus or a green lanyard to show that you are exempt from face covering rules.

Make sure you regularly wash your hands and use the hand sanitisers provided around campus. Keep up to date with government guidance and follow it at all times.

You must self-isolate if you or someone in your household has Covid-19 symptoms. If you feel unwell with Covid-19 symptoms, or you are self-isolating **do not enter the University buildings under any circumstances** and let us know at uwl.london/covid-19.

If you feel unwell with Covid-19 symptoms whilst on campus, you must go home immediately. If you do not feel well enough to go home immediately and need medical attention you should call **3333** and wait for help away from other people.

If you need support while self-isolating get in touch with studentwelfare@uwl.ac.uk.

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. Keep to the government rules about the number of people you can go out with, ie the 'rule of six'. 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

Due to the current circumstances, you might be spending more time online than ever before, so it's extra important that you stay safe online. Visit uwl.ac.uk/current-students/studying-campus for more information and advice.

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 anti-virus 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 uwl.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@uwl.ac.uk**

Student Services

 **020 8231 2345**

 **studentservices@uwl.ac.uk**

1.3 Helpful contacts

Student Services

☎ 020 8231 2345
✉ studentservices@uwl.ac.uk

Accommodation

☎ 020 8280 2335
✉ financehelp@uwl.ac.uk

Scholarships and Bursaries

☎ 020 8231 2679
✉ scholarships@uwl.ac.uk

Interfaith Advice

☎ 020 8231 2365
✉ faith@uwl.ac.uk

Money/Student Finance

☎ 020 8231 2591
✉ studentadvice@uwl.ac.uk

Disability and Mental Health Team

☎ 020 8231 2739
✉ wellbeing@uwl.ac.uk

Welfare Team

☎ 020 8231 2313
✉ studentwelfare@uwl.ac.uk

Counselling

☎ 020 8231 2218
✉ counsellor@uwl.ac.uk

Engagement Team – Academic Support

✉ Academic.Support@uwl.ac.uk

IT Services

☎ 2222 from a University phone
☎ 0300 111 4895
✉ ITServiceDesk@uwl.ac.uk

Library Services

☎ 020 8231 2405
✉ library@uwl.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, online, 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
- endangering others by not following guidelines on Covid-19
- 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 violence, abuse or harassment, and where their body, gender identity, ethnicity, religion, sexuality 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 forms of abuse or harassment. This includes sexual violence, abuse and harassment, and any violence, abuse or harassment as a result of racial or religious hatred or prejudice relating to sexuality or gender. Action must be taken where necessary to ensure all students and staff are able to enjoy University life without experiencing these.

Any harassment will not be tolerated by the University or the Students' Union, and those who commit or threaten acts of harassment should be stopped (i.e. 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, threats of violence or harassment based on race, religion or other protected characteristics such as gender identity or sexuality, can seek the help of Student Services. Student Services will offer appropriate support and also help report any issues as appropriate.

The University is aware that sexual violence and sexual harassment is predominantly aimed at women. However, the University recognises that all students may be the target of such behaviour and the University will aim to support all students regardless of gender or sexuality. All students who are the target of racial abuse and harassment will also be supported equally.

Students who wish to make a [complaint](#) about the behaviour of staff or students should follow the Dealing with Unacceptable Behaviour guidance available at uwl.ac.uk/policies

1.4.2 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.

1.5 Timetable and term dates

1.5.1 Induction

New students

October Induction starts:

Monday 21 September 2020

February Induction starts:

Monday 01 February 2021

1.5.2 Term Dates

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

Semester one

Teaching Starts: Monday 05 October 2020

Winter break: Monday 21 December 2020 - Sunday 03 January 2021

Teaching ends: Friday 22 January 2021

Semester two

Teaching Starts: Monday 15 February 2021

Easter Break: Monday 29 March - Monday 05 April 2021

Teaching Ends: Friday 11 June 2021

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

Semester one

Teaching Starts: Monday 05 October 2020

Winter break: Monday 21 December 2020 - Sunday 03 January 2021

Teaching ends: Friday 22 January 2021

Semester two

Teaching Starts: Monday 15 February 2021

Easter Break: Monday 29 March - Monday 05 April 2021

Teaching Ends: Friday 28 May 2021

Postgraduate students

Semester one

Teaching Starts: Monday 16 September 2020

Winter break: Monday 21 December 2020 - Sunday 03 January 2021

Teaching ends: Friday 20 December 2021

Semester two

Teaching Starts: Monday 15 February 2021

Easter Break: Monday 29 March - Monday 05 April 2021

Teaching Ends: Friday 28 May 2021

Semester three

Study Starts: Monday 14 June 2021

Study Ends: Friday 10 September 2021

*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 25 January - Saturday 06 February 2021

Semester one resits:

Monday 12 April - Saturday 24 April 2021

Semester two:

Tuesday 01 June - Saturday 12 June 2021

Semester two resits:

Monday 05 July - Saturday 31 July 2021

Level 6 students

Hand-in date for the dissertation: Tuesday 07 June 2021

Postgraduate students

Hand-in date for the dissertation: Monday 27 September 2021

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

1.6 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

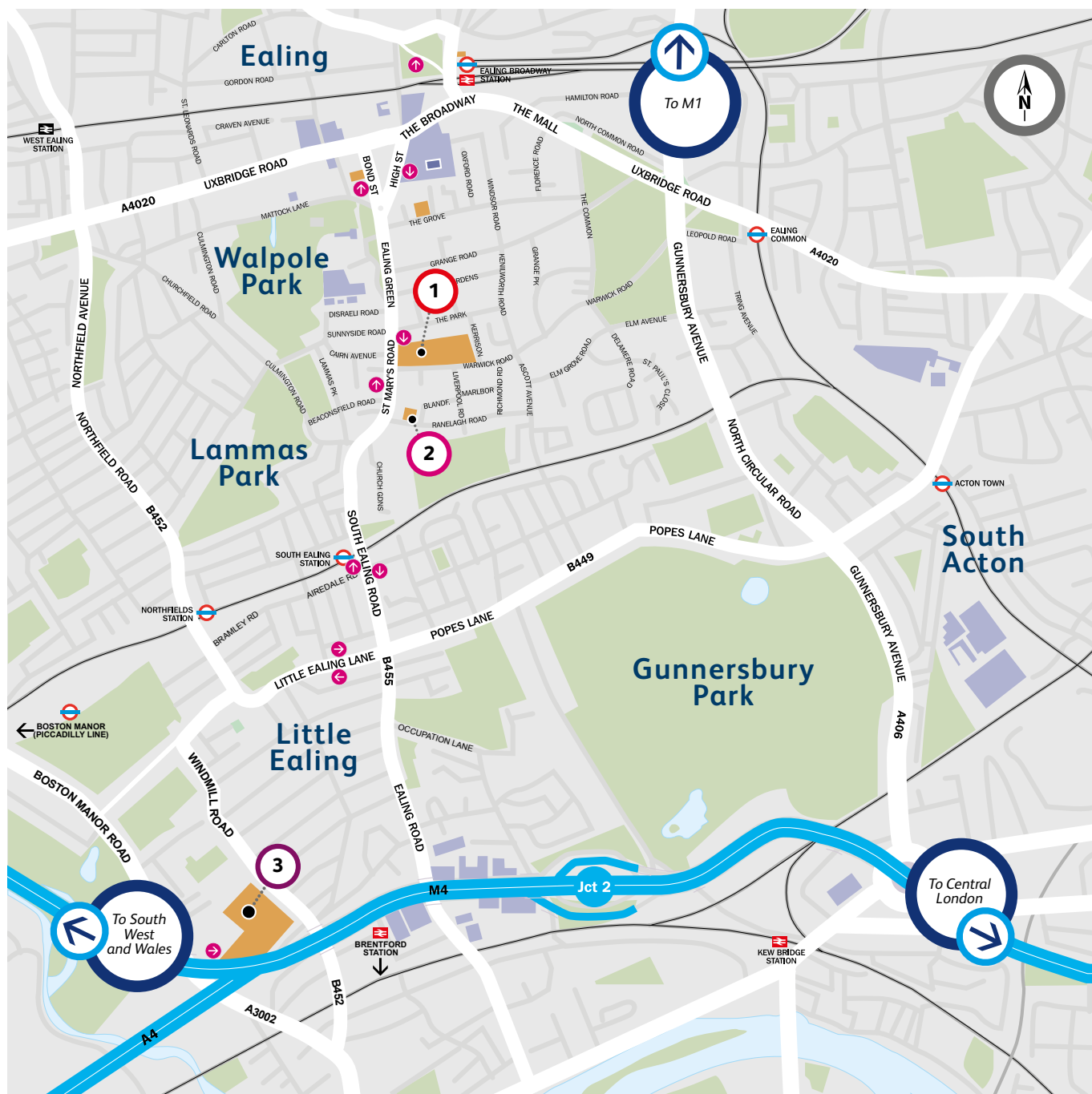
✉ FacilitiesHelpdesk@uwl.ac.uk

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: uwl.ac.uk/policies

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

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



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. We've arranged a special all-day price of £7.50 for our students. Make sure you visit Reception in Fountain House to get this rate. They also offer an 'Early Bird' rate of £7 if you park between 6am and 8am and leave later that same day. Hourly prices and more information can be found at: www.reading.gov.uk/transport/parking/car-parks/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.accessable.co.uk/organisations/university-of-west-london

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
- B** Central Library
- C** Abbey Ruins
- D** Royal Berkshire Hospital

- E** Cinema
- F** Police Station
- G** Civic Centre
- H** Central Swimming Pool

- I** Town Hall and Museum
- J** Tesco Extra
- K** The Hexagon
- P** Parking

1.7 Finances, Scholarships and Bursaries

1.7.1 Finance and Fee Payment

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 student or sponsored on the new student route, 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

1.7.2 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 2020 or February 2021.

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 2020 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 2020 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.

1.7.3 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

1.8 International students (additional information)

1.8.1 Visas and immigration

If you are a national of a country in the European Economic Area (EEA) or Switzerland, you currently do not need a visa to study at University of West London provided you were resident in the UK on or before the 30 December 2020. After this time you will need to apply for the new Student Immigration Route.

If you are studying or researching with us for 6 months you can study on your visitor visa.

All other non-UK students must have a valid 'Tier 4' Visa, be sponsored through the new immigration route, or have another immigration status. 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.

Please be aware that Covid-19 has affected how many casual jobs are available, and you may find it more difficult to find work than before the pandemic.

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

1.8.2 Importance of Attendance and Accurate Records

If you are sponsored for a Tier 4 visa or the new student route, the University's sponsorship duties include monitoring your attendance on a weekly basis both through turnstile and Student Attendance Monitoring (SAM) classroom swipes as well as your engagement with online sessions and use of other resources. 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. See the Attendance Monitoring and Engagement Policy at uwl.ac.uk/policies for more information.

If you are starting your course online in your home country we will monitor your engagement and this will be taken into account when we issue a Confirmation of Acceptance for Studies sponsoring your visa.

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 and engaging with online sessions**. 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.

1.8.3 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:

☎ 020 8231 2440

✉ international@uwl.ac.uk

1.8.4 How to contact the UKVI Compliance Team

Our compliance team is responsible for monitoring the attendance and circumstances of our international students as part of our sponsorship duties.

If you're an international student and your visa status changes, or you're thinking of changing your course, taking a break from your studies, or won't be able to study with us any longer, get in touch with the Compliance Team as soon as possible.

✉ int.compliance@uwl.ac.uk

1.9 On Campus

1.9.1 Your timetable

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

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.

We expect all undergraduate full-time students to be available to attend teaching from 9am to 9pm from Monday to Saturday. If you have any problems with your timetable, get in touch with your [School Administration Centre](#).

	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					PSYCHOLOGY: HUMAN AND SOCIAL SCIENCES 10:00 am to 11:00 am All Term/semester Teaching Activities Activities: PSY2002 (120) Lecture: PSY2002 (120) Lecture: PSY2002 (120)	FURTHER RESEARCH METHODS 10:00 am to 11:00 am All Term/semester Teaching Activities Activities: PSY2002 (120) Lecture: PSY2002 (120)	
11am			INDIVIDUAL DIFFERENCES 11:00 am to 12:00 pm All Term/semester Teaching Activities Activities: PSY2002 (120) Lecture: PSY2002 (120) Lecture: PSY2002 (120)		PSYCHOLOGY: BIOLOGICAL & PHYSICAL 11:00 am to 12:00 pm All Term/semester Teaching Activities Activities: PSY2002 (120) Lecture: PSY2002 (120)		
12pm							
1pm			INDIVIDUAL DIFFERENCES 1:00 pm to 2:00 pm All Term/semester Teaching Activities Activities: PSY2002 (120) Lecture: PSY2002 (120)		PSYCHOLOGY: BIOLOGICAL & PHYSICAL 1:00 pm to 2:00 pm All Term/semester Teaching Activities Activities: PSY2002 (120) Lecture: PSY2002 (120)		
2pm							
3pm							

Timetabled events last full update 7:09 am on 18 September 2019
See [University of West London](#) for further information. Subject to a variety of relevant business decisions and business context.

cmisgo About

1.9.2 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.

1.9.3 Shuttle bus timetable

We operate a free shuttle bus between Ealing Broadway Station, our Ealing Site (St Mary's Road), and our Brentford site (Paragon House). 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 Saturday, every 15 minutes until 6:40pm when there is a bus every 40 minutes.

Please note that bus capacity is limited due to Covid-19 so please be patient. If you're able, it may be quicker to walk or cycle. It takes around 10 minutes to cycle, or 30 minutes to walk from our Ealing Site (St Mary's Road) to our Brentford site (Paragon House). See our safe walking and cycling routes [here](#) or at uwl.ac.uk/brentford.

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 Euroam wireless network on-board.

Please ensure that you follow all safety measures on-board the buses especially in relation to Covid-19 safety procedures. Information about these measures will be provided on posters and notices. You may be directed further by the bus drivers or security staff.

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

1.9.4 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 = Lammas
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

1.9.5 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 handbook](#).

International Students (on a UKVI Tier 4 Visa)

International Students sponsored for a visa must engage with their studies at all times. The University is required to monitor attendance and engagement 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 uw.ac.uk/policies

Further Education Courses and Apprenticeships

The University is required to monitor attendance on Further Education courses and Apprenticeships 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.

1.9.6 Where to eat

Please note that due to Covid-19, offers, opening times, and payment methods are likely to change at short notice so that we can keep everyone safe.

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

Look out for our pre-order app! It will save you time and help us keep you safe.

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

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: 9am – 4pm

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

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

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

1.10 About your course

1.10.1 Module study guide

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.

1.10.2 Course handbook

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.

1.10.3 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

1.10.4 Blackboard

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

- a home page with useful links to support and study resources
- an activity stream with real-time updates on your courses and modules
- 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

To download the Blackboard App, please visit uwl.ac.uk/blackboardapp

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

1.10.5 UWL Flex

This is the name of the structure organising your teaching and learning in each module. It is made up of three parts: Investigate, Apply, and Consolidate. You will find these three parts every module week.

Investigate, the first weekly part, will provide you with the taught content for the week, in a video or narrated Power Point presentation from your lecturer. It may include a quick quiz or activity related to the content for you to complete. Investigate is most likely to appear as 'online session' in your module timetable.

Apply, the middle part, will normally take place in class, and include a debrief on any Investigate tasks as well as activities where you will use what you learnt in Investigate to problem solve. There will be discussions on your work in the activities and feedback on how you have done. Apply is most likely to appear as face-to-face session(s) in your module timetable.

Consolidate, the final part of the week, will ask you to do further activities, similar but possibly more difficult than those in Apply. Here you will likely work in your own time, individually or as a group, and will receive feedback on how you have done after the deadline for submitting your work.

Flex will give your learning the structure to succeed through continuous, weekly self-assessment, activities simulating professional practice, and your summative assessments, with lots of feedback from your module tutors.

1.10.6 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.

1.10.7 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 coordinating 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.

1.10.8 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.

1.10.9 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

1.10.10 School Administration Centre

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**
- **Your timetable**
- **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 second 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.

1.10.11 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!

Section 2: Getting the Most Out of UWL Facilities



2.1 Getting help and support

2.1.1 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 Leaders**.

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/current-students/library/staff-and-support-services

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

2.1.2 With Health and Wellbeing

The University has partnered with Togetherall, giving you access to 24/7 anonymous, private and confidential mental health and wellbeing support. Log on to togetherall.com and create an account using your UWL email address.

Student Hub

Get in touch, register, and book appointments with our specialist services to get all the advice and support you might need at studenthub.uwl.ac.uk.

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 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

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 can talk to the Disability and Mental Health Team about any reasonable adjustments that can be made to your course to support you during your pregnancy.

📞 020 8231 2739

✉️ wellbeing@uwl.ac.uk

You can also talk to Student Services for information on how your pregnancy or taking time out of your studies might affect your student funding, financial entitlements (eg benefits), or your immigration 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.



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 the our specialist services or external organisations. Register and book an appointment at studenthub.uwl.ac.uk

📞 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 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.

Disability and Mental Health

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 differences 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/current-students/support-current-students/disability-support or at portal.uwl.ac.uk in the 'Health and Wellbeing' category under the 'Student Services' tile. Register and book an appointment at studenthub.uwl.ac.uk

For information about campus accessibility visit www.accessable.co.uk/organisations/university-of-west-london

📞 020 8231 2739

✉️ wellbeing@uwl.ac.uk

📘 **UWL Wellbeing**

🐦 **@UWLWellbeing**

📷 **@UWLWellbeing**

Interfaith advice

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. She 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
- Online – by appointment

Please e-mail or call to make an appointment, find out about drop-ins and group workshops.

☎ 020 8231 2365

✉ faith@uwl.ac.uk

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

2.1.3 Academic Support With Your Studies

Academic Support

The Engagement Team is here to provide academic support, helping to build your skills and succeed. We offer:

One-to-one Academic Support

We offer loads of one-to-one academic support, including:

- Online Appointments
- Online Drop-ins
- Quick query 15-minute face-to-face appointments (appointments must be booked one day in advance).

Email us at Academic.Support@uwl.ac.uk to find out more or to book an appointment.

Academic Skills Workshops

We offer lots of different Academic Workshops to help you develop skills relevant to your degree. Workshops cover areas like; Essay Planning and Writing; Critical Thinking; Effective Reading and Note taking, Reflective Writing and Presenting.

E-mail us at Academic.Support@uwl.ac.uk for details of upcoming workshops or enrol with the Academic Support community on [Blackboard](#).

Summer Workshop Opportunities

The Engagement Team deliver Summer Workshops, giving new and returning students ways to prepare for your studies or develop your skills for the next semester or academic year. We 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 students to be paired with another student who has progressed further

on their course. A mentor shares their experience of UWL and studying on the course to help provide their mentee with a better understanding of what to expect, explore shared topic areas, and to enhance their mentees skills; socially and academically.

Students can volunteer to mentor after completing a year of their own study. We provide training so that mentors can best help their mentee to reach their full potential. Mentoring is an excellent way to develop transferable 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

For students that do not speak English as their first language or struggle with developing an academic writing style, one-to-one support and workshops are available. E-mail for more information.

✉ English.Support@uwl.ac.uk

Maths support

Maths support is available through one-to-one support sessions and workshops. You can seek advice and guidance with mathematics, numeracy and statistics by emailing us.

✉ Maths.Support@uwl.ac.uk

More Information

Find out more about the all support the Engagement Team offers at uwl.ac.uk/current-students/support-current-students/academic-support or follow us on twitter:

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

Royal Literary Fund Fellow:

For 2020/21 UWL is very fortunate to be able to offer the support of 3 Royal Literary Fund Fellows, offering students 50-minute one-to-one appointments to help improve their research and writing skills for essays and dissertations.

For London based students, please email:

- Lisa Evans (Available Mondays)
lisa.evans@rlfeducation.org.uk
- Nii Ayikwei Parkes (Available Tuesdays and Fridays)
nii.parkes@rlfeducation.org.uk

For Reading based students please e-mail:

- Becca Heddle (Available Wednesdays)
becca.heddle@rlfeducation.org.uk

Library Team - Academic Support

Library staff are available to support you in finding, evaluating and referencing material through one-to-one appointments and workshops. Within the library, just ask any member of Library staff for help. Support is available 24/7 through our online chat service at uwl.ac.uk/library

✉ library@uwl.ac.uk

2.1.4 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 are currently running a virtual drop-in service and offer advice on:

- **Delaying your Assessment**
- Appeals
- **Complaints**
- Academic offences
- Disciplinarys

2.2 IT Services

IT Services offer a wide range of applications, technology and services to help support you while at UWL. There are PCs and Apple Macs across all our sites that you can use. Each provides access to the Internet, printing, and the AppsAnywhere system which provides 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 Windows PCs and Apple Macs, printing facilities on every floor, power for you to charge your own devices in most seating areas and, collaborative spaces with audio-visual capability.

To speak to an academic advisor please email your full name, student ID number and phone number to **uwl.su@uwl.ac.uk** and we'll give you a call within 1 working day.

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/support**

☎ **020 8231 2276**

✉ **uwl.su@uwl.ac.uk**

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.

For Covid-19 safety reasons, we have had to reduce PC capacity to increase distancing, but there are still plenty of computers available for students. We are also introducing a booking system to ensure fair access to the facilities. Check online for details.

IT Support is always available. If you are on campus, ask one of our roving team. They wear a blue fleece or 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**

✉ **ITServices@uwl.ac.uk**

✉ **uwl.ac.uk/current-students/help/it-support**

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

2.2.1 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 app (eg MS Word) in the usual way
- Head over to the nearest MFD
- Touch your UWL ID card on the card reader to log in
- 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.

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

2.3 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://uwl.ac.uk/blackboard) 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/current-students/library/staff-and-support-services

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 9am-9pm, Monday to Saturday during term-time.
- 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 to Friday.

The Libraries have a range of spaces to suit how you prefer to study, and you can reserve a study space within the Paul Hamlyn Library and Reading site in advance of coming to campus. uwl.ac.uk/current-students/library/about-library-and-archive/book-study-space-library

We provide a range of IT services including PCs and Macs (Paul Hamlyn Library only), Multi-Function Devices (MFDs), and space to use your own mobile device, including large screens to present your work.

Support for your study

Library staff are available for one-to-one appointments and offer support throughout the library buildings and online. Just ask any member of Library staff for help. 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/current-students/library/finding-and-using-information/library-subject-guides

Disabled students 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, and alternative formats for their essential reading. Find out more at uwl.ac.uk/current-students/library/about-library-and-archive/library-services-disabled-students

Click and Collect Service

Our new service lets you order up to 3 books online and pick them up at the Ealing, Brentford or Reading sites. All you need to do is find the books in the library catalogue at

uwl.ac.uk/library and use the 'click and collect' link on the right-hand side of the screen, then pick a time to collect your books. Once they're ready to collect, just use the self-issue machines to check them out.

Collection arrangements and operating hours depend on where you choose to pick up your books. Find out more at uwl.ac.uk/current-students/library/about-library-and-archive/click-and-collect-service

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

2.4 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 (Ealing, Brentford and Reading); book now at studenthub.uwl.ac.uk. 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.

2.5 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!

Although some of our services and opportunities will need to be different this year in response to Covid-19 safety restrictions, we are still here to support you and deliver an excellent student experience.

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 have been ranked as the #1 SU in the UK for student satisfaction in the last two years!*

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 Gunnersbury Park Sports Centre, Ealing Fields, and our new on-site Sports and Fitness Centre.

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**

*National Student Survey, excluding small and specialist institutions

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 staff 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.

Course-based activities

We collaborate with students and academics to deliver course-based activities that add value to your student experience, such as trips and guest speakers. If you have an idea, let us know or talk to your course leader.

UWL Sport and Fitness Centre

UWLSU runs the state-of-the-art **UWL Sport and Fitness Centre** at the Ealing site (St Mary's Road). Located at the rear of the site by the Park Entrance, the centre includes two gyms, two fitness studios, and offers fitness classes. For membership details and opening times visit www.uwlsu.com.

Social events and other activities

UWLSU puts on some of the biggest and best events on campus and online; 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

2.6 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 uw.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.

2.7 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 uw.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 uw.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 uw.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 3: Assessments



3.1 Submission time

3.1.1 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

3.1.2 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.

3.1.3 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.

Library Services provides online skills workshops and drop-ins to improve your information skills, including finding and evaluating resources and referencing them. Check your subject guide for details at uwl.ac.uk/current-students/library/finding-and-using-information/library-subject-guides

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/current-

[students/library/staff-and-support-services](#)

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

We are here to support you – if you need help, just ask.

3.1.4 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

3.1.5 Need more time? – Delaying your Assessment

Graduating from UWL will open up a world of opportunities for you, but we understand that the journey to get there isn't always easy - especially when you're combining studying with work, caring for others or dealing with illness.

That's why we offer tons of support to help you meet your full potential and why we've been listening to you on what we can do to improve our processes around deadlines.

Don't struggle in silence. Whether it's your **Course or Module leaders, Your Personal Tutor** or any member of staff - speak to them so they can get you the support you need to succeed.

If your circumstances mean you don't think you can submit or pass an assignment, make sure you visit uwl.ac.uk/mitigation, too see what your options are and how we can help you succeed.

The **UWLSU Advice Service** will also be able to help you with any application to delay your assessment and any evidence you might need to provide.

3.2 Examinations

3.2.1 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

3.2.2 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.

3.3 Preparing for the next Semester

3.3.1 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 attend 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

3.3.2 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.

3.3.3 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.

3.4 When it doesn't go to plan?

3.4.1 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

3.4.2 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.

3.4.3 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, or sponsored on the new Student Immigration Route, you should contact the UKVI Compliance Office as there may be issues with your visa if you transfer.

✉ int.compliance@uwl.ac.uk

3.4.4 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.

3.4.5 Transferring to another institution

As you progress through your studies you will earn academic credit. This credit can be used to transfer to a different University or Higher Education provider.

If you want to transfer to another provider, talk to them and make sure that they are happy to accept you on to their course. You should also get in touch with our Student Services to find out how this might affect your student finance. You'll then need to **withdraw** from your course here.

Before you start at your new provider, they might want to see a transcript. This is a document issued by us which details what you've studied, and the academic credit you've earned with us. Transcripts are normally produced after your marks have been confirmed in February, June or August. If you need a copy sooner get in touch with your **School Administration Centre**.

More information can be found in the Credit Transfer Guide at uwl.ac.uk/policies

Section 4: Programme Specific Information



4.1 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

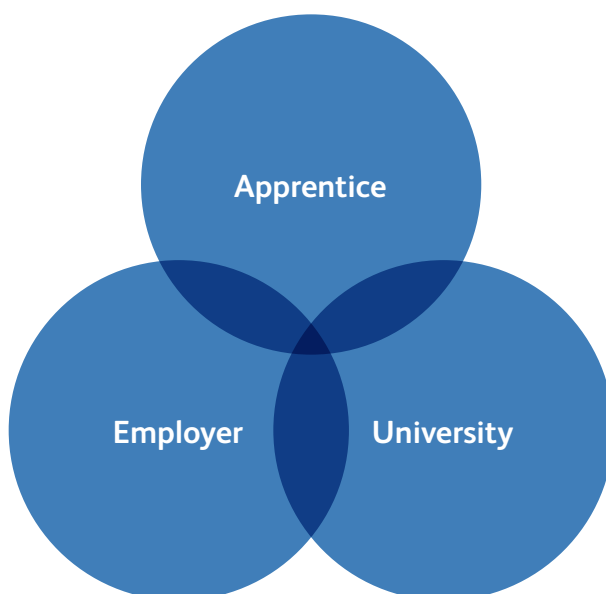
and teaching staff, with the added advantage of a year to hone your skills and adapt to University life. The course format is designed to support your progression to the first year of the undergraduate degree (Level 4), and teaching staff are experienced at supporting you on this particular route. Selecting 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.

4.2 Studying a degree apprenticeship

4.2.1 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

4.2.2 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.

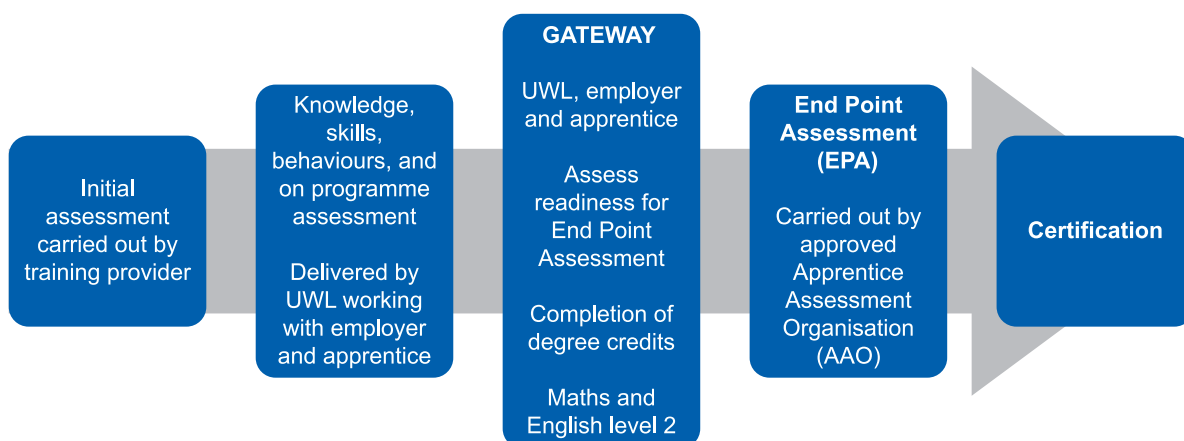
4.2.3 How am I assessed?

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

4.2.4 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.

4.2.5 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.

4.2.6 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.

Section 5: Preparing for the World of Work



5.1 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 quick query 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 'Careers, Placement, Jobs & Volunteering' tile on the Student Hub at studenthub.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, 11:30am – 3:30pm:

Quick Query face to face appointments (bookable on the day)

Monday – Saturday: longer, individual appointments by appointment. Book now at studenthub.uwl.ac.uk.

Evening appointments are available by arrangement for part-time 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

5.2 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 online and on 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 at studenthub.uwl.ac.uk by clicking 'Careers, Placement, Jobs & Volunteering'.

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

5.3 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 Leadership Award

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:

Book an appointment now at studenthub.uwl.ac.uk.

☎ 020 8231 2559

✉ thevteam@uwl.ac.uk

📘 www.facebook.com/uwlvolunteering

🐦 @the_vteam

5.4 Completing your studies

5.4.1 Alumni Association



By studying with us, you'll join our global community of more than 120,000 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 automatically become part of our alumni community. As a student you can attend our alumni events to network and learn from our alumni.

As a member of our alumni community you can enjoy a range of benefits:

- 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](https://www.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)

5.4.2 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 2020). For details on eligibility, and discounts available for overseas students and postgraduate research courses, please see [uwl.ac.uk/students/postgraduate/exclusive-alumni-discounts](https://www.uwl.ac.uk/students/postgraduate/exclusive-alumni-discounts) or get in touch with the Student Finance Team.

📞 020 8280 0283

✉️ financehelp@uwl.ac.uk

5.4.3 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@uwl.ac.uk

5.4.4 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@uwl.ac.uk**

You can also contact HESA directly with any further questions

 **01242 211 144**

 **liaison@hesa.ac.uk**

Section 6: Your Feedback



6.1 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!

6.1.1 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.

6.1.2 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

6.1.3 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 1 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

6.1.4 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.

6.1.5 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 [uwl.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 [uwl.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 [uwl.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@uwl.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.

6.1.6 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@uwl.ac.uk

Section 7: Your data



7.1 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, and a Privacy Notice for Students found at 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.

Alumni should update their contact details via their profile at alumni.uwl.ac.uk/profile

7.2 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. 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.

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