PLEASE NOTE

The information given in this publication is accurate at the time of going to press, but amendments may be made without notice, both in relation to individual courses and the facilities or services available from or provided by the University. Please check online for the latest version of this Handbook at uwl.ac.uk/studenthandbook

If you need this Handbook in an alternative format or if you want to contact Student Services, please email studentservices@uwl.ac.uk
Introduction

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

The Student Handbook has been prepared to provide an easy reference guide to help you find your way around the University facilities, services, policies and current regulations. 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 the University.

The Handbook will provide 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. 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
# Contents

**Section I – Student Advice, Help, and Support**

1. **Student Advice, Help and Support**
   - 1.1 Your Student ID
   - 1.2 Student e-mail Account
   - 1.3 Student Portal
   - 1.4 MyRegistry
   - 1.5 IT Services
   - 1.6 Central Reprographics Unit
   - 1.7 Royal Literary Fund Fellow

2. **Course-related matters**
   - 2.1 Re-enrolment
   - 2.2 Blackboard
   - 2.3 Student Attendance Monitoring System
   - 2.4 School Administration Centre
   - 2.5 Confirmation of Student Status
   - 2.6 Library Services

3. **University of West London Students’ Union**
   - 3.1 Student Participation and Representation
   - 3.2 Freddie’s Bar and Coffeehouse
   - 3.3 Freshers

4. **The William Brake Student Services Centre**
   - 4.1 Student Advice
   - 4.2 Student Engagement Service
   - 4.3 Childcare Advice
   - 4.4 Counselling
   - 4.5 Disability
   - 4.6 Interfaith Services
   - 4.7 Health

5. **Housing**
   - 5.1 Accommodation Service
   - 5.2 Halls of Residence
   - 5.3 Private Rented Sector
   - 5.4 Housing Advice (including Homelessness)
   - 5.5 Rent
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td><strong>Careers Service</strong></td>
<td>46</td>
</tr>
<tr>
<td></td>
<td>6.1 Careers Service</td>
<td>46</td>
</tr>
<tr>
<td></td>
<td>6.2 Placement and Employment Services</td>
<td>47</td>
</tr>
<tr>
<td></td>
<td>6.3 Placements</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>6.4 Volunteering</td>
<td>49</td>
</tr>
<tr>
<td>7.</td>
<td><strong>Money matters</strong></td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>7.1 The Aspire Bursary Scheme</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>7.2 Discretionary Support Fund (DSF)</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>7.3 Benefits</td>
<td>51</td>
</tr>
<tr>
<td></td>
<td>7.4 University of West London Bursaries/Scholarships</td>
<td>51</td>
</tr>
<tr>
<td></td>
<td>7.5 Council Tax</td>
<td>51</td>
</tr>
<tr>
<td></td>
<td>7.6 Financial Advice</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td>7.7 Disabled Students Allowance (DSA)</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td>7.8 Fee Status Assessment Appeals</td>
<td>53</td>
</tr>
<tr>
<td></td>
<td>7.9 Fees – Problems with Paying</td>
<td>53</td>
</tr>
<tr>
<td></td>
<td>7.10 Funding – Home-UK only Students</td>
<td>53</td>
</tr>
<tr>
<td></td>
<td>7.11 Money Management</td>
<td>54</td>
</tr>
<tr>
<td></td>
<td>7.12 NHS Student Bursary</td>
<td>54</td>
</tr>
<tr>
<td></td>
<td>7.13 Student Loans – ‘Home’ students</td>
<td>54</td>
</tr>
<tr>
<td></td>
<td>7.14 Study Loans</td>
<td>54</td>
</tr>
<tr>
<td></td>
<td>7.15 Tax Credits</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>7.16 Transport Costs</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>7.17 Cash Machines</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>7.18 Fee Payment and Debt Collection</td>
<td>56</td>
</tr>
<tr>
<td>8.</td>
<td><strong>International Services</strong></td>
<td>60</td>
</tr>
<tr>
<td></td>
<td>8.1 International Students</td>
<td>60</td>
</tr>
<tr>
<td>9.</td>
<td><strong>Safety and Security</strong></td>
<td>64</td>
</tr>
<tr>
<td></td>
<td>9.1 Health and Safety</td>
<td>64</td>
</tr>
<tr>
<td></td>
<td>9.2 First Aid</td>
<td>65</td>
</tr>
<tr>
<td></td>
<td>9.3 Accident and Incident Reporting Procedures</td>
<td>65</td>
</tr>
<tr>
<td></td>
<td>9.4 Security</td>
<td>66</td>
</tr>
<tr>
<td></td>
<td>9.5 Facilities for students</td>
<td>67</td>
</tr>
<tr>
<td>10.</td>
<td><strong>Other</strong></td>
<td>76</td>
</tr>
<tr>
<td></td>
<td>10.1 University of West London Alumni Association</td>
<td>76</td>
</tr>
<tr>
<td></td>
<td>10.2 UCAS</td>
<td>77</td>
</tr>
</tbody>
</table>
Section II – University Policies

11. Key Policies 79
   11.1 Academic Regulations 79
   11.2 Key Policies 79
   11.3 Other Policies 80
   11.4 The University Community 80
   11.5 Student Complaints 82

Section III – General Information

12. Semester and term dates 84

13. Campus Maps 87
   13.1 Ealing site 87
   13.2 Brentford site 88
   13.3 Site locations – West London Campus 89
   13.4 Site locations – Berkshire Institute for Health, Fountain House, Reading 90

14. Index 91
Section I –
Student Advice, Help and Support
1 Student Advice, Help and Support

1.1 Your Student ID Number

1.1.1 Your Student ID Number

The Student ID Number is an individual number given to every student. This number is allocated to you when you first make an enquiry or when you apply to study at UWL (this is not the same as your UCAS number).

Your Student ID Number is in the form of eight digits eg 21912345. You can find your Student ID Number on your UWL Student ID Card.

You will find this number on all correspondence that the University of West London sends out to you.

Your Student ID Number is exclusive to you and is used for various reasons:

i) Your student e-mail account is based on your Student ID Number
   eg 21912345@student.uwl.ac.uk

ii) Your UWL Student ID Card contains your Student ID Number

iii) Any payments made to the University are allocated to your student account which is your Student ID Number

iv) Where possible, your assessments are anonymously marked with your Student ID Number being the key identifier

v) Your book loans are allocated to your Library account

vi) Access to MyRegistry for re-enrolment, change of address etc is via your Student ID Number
1.1.2 Your UWL Student ID Card

Upon enrolment, all students will be issued with a UWL Student ID Card. This is a multifunctional campus card, which can be used for the following:

i) Proof of identity
ii) Access to University campus
iii) Borrow books and media equipment
iv) Access to computing and printing facilities
v) Electronic attendance recording on the Student Attendance Monitoring System (SAM)
vi) National benefits

If your card needs to be replaced through loss or damage you will be charged a replacement fee of £10. If your card has been stolen it will be replaced free of charge on presentation of a crime report/number from the Police (not a ‘property lost in street’ report).

Do not lend your card to anybody else.

A change of the authorised ID holder’s name on the card is a free of charge service (providing that this has been first updated on the University records, before contacting the UWL Card Centre).

For production, distribution and general enquiries please visit one of our UWL Card Centres:

**Ealing site**
The UWL Card Centre is located in The Street on the Ground Floor of the St Mary’s Road campus.
Email: idcardservices@uwl.ac.uk
Telephone: 020 8231 2070

**Reading site**
The UWL Card Centre is located at Reception on the 10th Floor of Fountain House.
Telephone: 020 8209 4200

For more information, please visit [http://unique.uwl.ac.uk](http://unique.uwl.ac.uk)
1.1.3 **Identification**

You may be asked at any time by a member of staff to produce your UWL Student ID Card to prove your identity within the University. Failure to produce your card or proof of identity as a UWL student may result in you having to leave the University premises. You will need your card to attend exams and classes, where card checks for attendance will be undertaken. The Students’ Union will need to see your card before issuing you with your NUS card.

Possession of the UWL Student ID Card is a proof of identity, not a proof of entitlement. Whenever your card is swiped or scanned, the computer system that is reading from it will identify your entitlements.

1.1.4 **Access Control**

Your UWL Student ID Card provides automatic access into the University.

Please remember that without your UWL Student ID Card you will be unable to enter University buildings. If you forget your card and require temporary access, you will need to obtain a one day temporary pass from your School Administration Office, or have a member of staff sign you in at the reception area to that building.

1.1.5 **Printing and Photocopying**

All printing and photocopying is carried out on self-service MFDs (Multi-Function Devices) which are accessible with a UWL Student ID card. There is a charge for all printing and photocopying within the University.
1.2 Student E-mail Account

As a University of West London student, you are given your own University e-mail account. Your default email address is based on your eight digit Student ID Number, eg \texttt{21912345@student.uwl.ac.uk}. You are also provided with an email alias which is based on your name, eg \texttt{jane.smith@student.uwl.ac.uk}. Please check with the IT Service Desk for your actual alias before attempting to use it, because there are some duplicated names, for example. You can contact the IT Service Desk by emailing \texttt{itservicedesk@uwl.ac.uk} or by calling \texttt{020 8231 2310}.

Various University services, your tutors and/or the Students’ Union will be sending important e-mails to your student e-mail account, so you need to ensure you can access it and use it to your advantage.

As a student, you are responsible for checking your student e-mail account. You will be expected to read and respond to information delivered to your student e-mail account from us. The University will send important communication to this account and it is therefore very important that you check it on a regular basis.

You may already have a personal e-mail account (with Hotmail, Gmail etc) but you should use your student e-mail account for all e-mail correspondence with the University. The system has all the standard features you will have come to expect: a calendar, contact list and address book, task list and a very large amount of storage space (50GB).

1.2.1 Password Setup

**STEP 1:**
You will have been sent an e-mail from \texttt{mysecurity@uwl.ac.uk} with the subject “UWL Student Information”. This e-mail contains your initial password to set up your new UWL IT User Account and UWL student e-mail account. The password is in a random alpha-numeric format; please note this is a temporary password and you are required to change it.

**STEP 2:**
Please change the temporary password at the following website: \texttt{mypassword.uwl.ac.uk}.

**STEP 3:**
Please chose a new memorable password of your choice – try to choose a password which has a combination of letters and numbers. A good way to choose a strong password is to combine three random words, chosen from a book and then add a number. Please do not share your password with anybody.
For further help on how to setup your new IT and e-mail accounts, please visit it.uwl.ac.uk/selfservice. If you do have questions or problems, contact the IT Service Desk. IT support is also available when you come to enrol at the University.

1.2.2 **How to access your UWL Student E-mail Account**

To connect to your student e-mail, use a web browser to go to portal.uwl.ac.uk. Enter your Student ID Number and your password. You can access your e-mail from any computer connected to the Internet, either within or outside the University.

Student e-mail can also be accessed directly from email.uwl.ac.uk
1.2.3 **Telephones**

There are various internal phones available within classrooms, reception areas and corridors throughout the University, which can be used to contact members of staff, University services and helplines. You can quickly connect to various central services such as Security, Switchboard, the Facilities help desk and IT Services using the quick dial buttons on the phones. Help phones are also provided in the Paul Hamlyn Library at the St Mary’s Road campus, in the Berkshire Institute for Health Library at the Fountain House campus and in the 2nd Floor Social Space at the Paragon House campus.

**Useful Numbers**

IT Service Desk **2222** (*0300 111 4895* from outside the University)

Student Services **2345** (*020 8231 2345* from outside the University)

Operator **100**

Security Emergencies **3333**

For Security Emergencies if calling from outside of the University, contact:

St Marys Road **020 8231 2572**

Vestry Hall **020 8231 2572**

Villiers House **020 8231 2112**

Fountain House **020 8209 4200**

Paragon House **020 8209 4057**
1.3 Student Portal

The University has an award-winning Student Portal based on Microsoft Office 365. It is a single place for you to find and access nearly all the online services and information sources you may need. To access the Student Portal simply visit portal.uwl.ac.uk.

The main features of the Student Portal are outlined below:

1.3.1 My Timetable

My Timetable will give you all the information relating to class timetables, such as location and times.

1.3.2 My Blackboard

My Blackboard is the online home for your studies. It contains:

i) Module study guides
ii) Learning materials
iii) Announcements
iv) Grades and feedback from your tutors
v) Assignment submission areas (including Turnitin)
vi) Online discussions and other learning activities
1.3.3 **My Email**

My Email provides quick access to your student e-mail account, which comes with 50 GB of space. The University will also send communications to your student e-mail account and it is very important that you check this on a regular basis.

1.3.4 **My UWL One Drive**

My UWL One Drive offers a way for you to keep all of your documents in a place that’s easy for you to access from any computer that has an Internet connection. There are apps available so you can also access My UWL One Drive from your mobile device.

You can also share these files quickly and easily to other users; to work collaboratively on projects, for example.

1.3.5 **My School**

My School gives you access to all the useful contacts for your School or College, including information and contact details for your student representatives.

1.4 **MyRegistry**

MyRegistry is a web service for all UWL students which shows your student record, including your personal details and assessment marks.

You will need to login to MyRegistry to keep your personal details and your contact details (addresses and mobile telephone numbers) up to date. You will also use the MyRegistry website when you come to re-enrol for the next year of your course. MyRegistry can be accessed directly from [uwl.ac.uk/myregistry](http://uwl.ac.uk/myregistry)

1.4.1 **How to access the MyRegistry Website**

If you have accepted an offer to start on a new course you will receive an e-mail a few weeks before the course starts inviting you to go to [uwl.ac.uk/myregistry](http://uwl.ac.uk/myregistry) to enrol on your course. When you get there you will need to follow the process outlined below.
1.4.2 New Students Only

You will need to set up your MyRegistry Account if you have never used MyRegistry before. Make sure you know your eight digit Student ID Number, (eg 21912345) which is at the top of any correspondence that the University has sent you previously.

Go to [uwl.ac.uk/myregistry](http://uwl.ac.uk/myregistry) and select the service you require by clicking the links (eg ‘Personal Details’)

Enter your Student ID Number in the box provided.

Select the option “No, I am enrolling onto a new course and have not set up an account yet”. Click on the “Setup Account” button.

![MyRegistry - Login](image)

You will then be taken to a webpage where you will be asked to fill in a number of questions about yourself in order to setup your MyRegistry Account (please note if you are unable to see the first question, you may need to scroll down the web page).

The University will match the answers you provide with your application details. Please wait approximately five minutes and return to the “Login or setup an Account” screen and login using your newly created password.

An e-mail will be sent to the e-mail address you enter confirming that your details
have been matched and your MyRegistry Account has been successfully created. If the University is unable to match the answers you provide with your application details, you will be asked to enter the name of the course you applied for and your telephone contact details. You will then be contacted within a period of five working days once your application has been checked.

1.4.3 Returning Students Only

Students who are returning to UWL should already have a MyRegistry Account. You need to enter your Student ID Number and your MyRegistry Password in the login box.

Make sure you know your eight digit Student ID Number, (eg 21912345) which can be found on your UWL Student ID Card. Enter your Student ID Number in the box provided. Select the option “Yes, I have a MyRegistry account”. Click on the “Login” button.

If you cannot remember your password please click “Have you forgotten your MyRegistry password?” and enter your Student ID Number. A new password will be e-mailed to you. You should copy and paste this into the password box.

1.4.4 Updating Your Details

You will need to login to the MyRegistry website (see above).

It is important that you keep your contact details (addresses and mobile telephone numbers) up to date, as the University will need to write to you, and may send a text message to your mobile telephone.

The MyRegistry website enables you to keep the following personal details up to date:

1.4.4.1 Contact Details

i) Address during study (term-time address) and telephone number
ii) Permanent home address and telephone number
iii) Emergency contact address and telephone number
iv) Mobile telephone number

Your ‘address during study’ is where you are living while you are studying. The University will contact you at the telephone number or your address during study if we are unable to contact you on your mobile telephone (or if you do not own a mobile telephone).

Your ‘permanent home address’ is what you consider to be your home address and this may be the same as your address during study. Your permanent home address might also be the address of your parental home. This address might also be your emergency contact address.
1.5 IT Services

IT Services offers a wide range of applications, technology and services to help support you while at UWL. There are over 1100 PCs and over 200 Apple Macs across all the University sites that you can use. Each provides access to the Internet, e-mail, and a whole suite of applications from Microsoft Office and Adobe Creative Suite to specialist teaching applications.

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

A high-speed wireless network is provided at many locations throughout the campus. You can login to ‘Eduroam’ using your IT User Account details from your laptop, tablet or Smartphone. Details on how to set up your device can be found at it.uwl.ac.uk/eduroam.

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

Getting started

To access the various IT services and resources at UWL, including the campus PCs, the wireless network, and most online services, you will need a valid IT User Account.

For more information on the IT Services offered at UWL, please see the IT user guide at https://it.uwl.ac.uk/Pages/IT-User-guides.aspx or contact the IT Service Desk by emailing itservicedesk@uwl.ac.uk or by calling 020 8231 2310. You can also follow us on Twitter @UWL_IT.
1.6 Central Reprographics Unit

Offering a full range of reprographic services to staff and students:

i) Copy, print, and finishing
ii) Large format printing
iii) Presentation and visual impact
iv) Visualisation – 3D printing, 3D scanning, augmented reality and virtual reality

To discuss your print requirements or our full range of services please contact UWL Print: 0208 231 2295

Alternatively please come to our desk located in The Street. A student price list is available on request.

1.7 Royal Literary Fund Fellow

The University of West London will be hosting a Royal Literary Fund Fellow, Jonny Wright, for the next academic year for two days a week, Tuesdays and Wednesdays. Jonny’s role will be to help students, of all levels, develop their writing practice.

For more information and to book an initial appointment with the Royal Literary Fund Fellow, please email RLF@uwl.ac.uk.
2 Course-related matters

2.1 Re-enrolment

What is re-enrolment?
This is the process where you confirm that you intend to return to years 2, 3, 4 etc, of a course you are already studying at UWL.

Why do I need to re-enrol?
You need to re-enrol so you can continue to use University facilities, have access to University buildings, Blackboard, your student e-mail account and Library materials, etc.

Your information and circumstances may change from one year to the next. The University is required to send your up-to-date details each year to relevant government departments and funding bodies.

The University also needs to confirm your attendance for each year so you can access student support and the Student Loans Company fee and maintenance payments (if applicable).

It is important that we have your up-to-date details as we will need to send you important communications, including your assessment results and all other correspondence.

When should I re-enrol?
The University will contact you when you need to re-enrol by e-mail (to your UWL student e-mail account). This will normally be a few weeks before the anniversary of your course start. For example, if your course starts in September 2017 then you would re-start your course in September 2018. You will be able to re-enrol online once the assessment boards have confirmed your results – this is usually at the end of July 2018 onwards. If your course started in January 2017 then you would be eligible to re-enrol from December 2017 onwards.

Full-time undergraduate students have to meet progression regulations at UWL. Please check the Academic Regulations for further details. If you have concerns about your progression please seek academic advice from your tutors at the earliest opportunity, as they will be able to support you.
How do I re-enrol?
You can re-enrol online from any PC with Internet access by going to uwl.ac.uk/myregistry. Re-enrolment is only available online.

Please note you will only be able to re-enrol online if you have activated your MyRegistry online account. Please refer to “MyRegistry” on page 15 for details on how to do this.

2.2 Blackboard

Blackboard is the online home for your studies. It contains:

i) Module study guides
ii) Learning materials
iii) Announcements
iv) Grades and feedback from your tutors
v) Assignment submission areas (including Turnitin)
vi) Online discussions and other learning activities

There are a wide variety of features and tools in Blackboard. Not all modules will use all of the tools. Your lecturer will explain which ones you need to use for each module.

Note: some modules may not be available until your course begins. If you are missing any of your modules in Blackboard please wait until Week 1 and check with your lecturer.
2.2.1 Coursework & Portfolios

Blackboard is used for assessment and other learning activities. For example you will need to submit coursework via Blackboard. Turnitin is an assessment tool that is used to collect coursework and to provide ‘Similarity Reports’ which highlight the text in your document that matches sources elsewhere on the Internet such as websites and online journals, as well as other assignments submitted to Turnitin.

See the Blackboard Help for Students Website uwl.ac.uk/blackboardhelp to learn more about Similarity Reports.

PebblePad & CampusPress are personal portfolio tools which can be used for recording achievements, showcasing your work or reflecting on what you have learnt. On some modules portfolios will be used as a form of assessment.

2.2.2 Accessing Blackboard

Log on to Blackboard through the Student Portal portal.uwl.ac.uk using your Student ID Number and password, then click on the ‘My Blackboard’ tile.

2.2.3 Blackboard App

Blackboard has an App for Android and Apple IOS smartphones and tablets. To find out more and download the Blackboard App, please visit uwl.ac.uk/mobilelearn

2.2.4 Help Using Blackboard

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

If you have a technical problem, such as logging in to Blackboard, please contact the IT Service Desk (see page 13).

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

UWL Replay is the University’s lecture recording service. It is available in selected classrooms, with more rooms being added each year. See uwl.ac.uk/uwlreplay for the latest information.

UWL Replay records audio and the computer screen and in some locations, a video of the lecturer. If you are having lectures in a room with UWL Replay you will be able to watch the recordings via Blackboard.

Getting the most from UWL Replay

i)  Find out if your lectures are recorded – UWL Replay is available in selected rooms. It is only used to record lectures so other types of classes (eg seminars) will not be recorded. Your lecturer can confirm if your class is being recorded.

ii)  Attend your lectures and take notes – It’s really important that you go to your lectures. You must attend to listen, take notes, ask questions and engage in discussions and activities with other students. Not everything can be recorded. The recordings are a supplement not a substitute.

iii) Review the recordings promptly – The recording of your lecture should be available soon after class. You will find it on your module in Blackboard. Use the recordings to review specific aspects of the lecture. You can review parts of the lecture that you did not fully understand or need to clarify. Check and update your notes as you review the lecture.

iv)  Use the Player controls – As well as play and pause UWL Replay has a skip back (10 seconds) button and a progress bar making it easy to move around the recording. You can also change the picture quality; switch to medium if you have a slow Internet connection.

v)  Go mobile (but beware!) – If you are accessing recordings from your phone remember that audio and video uses a lot of data. If you have a limited data allowance we recommend you only watch UWL Replay recordings on Wi-Fi.

vi)  Revisit recordings at revision time – UWL Replay will also be useful for revision. You will be able to review essential aspects of the course by watching the recordings. But remember that, for long term memory, listening to a lecture is less effective than reading and making notes, and discussing with other students.

vii) Lectures are a starting point – Lectures never cover all of the knowledge needed to fully understand a topic, that is why lecturers also give you a list of books, and other resources that you need to read or view. Use UWL Replay as an opportunity to stay in charge of your learning, remembering at all times that it is just one of many ways you will have to learn at the University.
UWL Replay App – You can use UWL Replay on the free Panopto App. It’s available for your Android or Apple smartphones and tablets. With the Panopto App you can view UWL Replay recordings and upload video assignments. To find out more and download the Panopto app go to: uwl.ac.uk/uwlreplay

2.2.6 Online Module Evaluation

Twice a year you will be asked to evaluate your modules online. It is very important that we collect your views about your learning experience so that we can make continuous improvements. You will be notified by e-mail and via Blackboard when this is available.

2.3 Student Attendance Monitoring System

All students are required to record their engagement with their studies using the Student Attendance Monitoring System (SAM). Card readers like the one below are located in all of the timetabled teaching rooms and lecture theatres, and students are required to ‘touch-in’ with their UWL Student ID Card at each scheduled teaching session shown on their timetable.

Please note that is it very important for all students to attend the lectures, workshops and seminars which they have been allocated on their personal timetable. Students will not normally be permitted to move between class groups as they will be required to touch-in at every allocated scheduled teaching session to record their attendance. If students attend the wrong class group, they may be recorded as absent for that session.
The University will use the data provided by SAM to monitor student attendance. For more details on this, please see the Student Attendance and Engagement Monitoring Policy which is available at [uwl.ac.uk/policies](http://uwl.ac.uk/policies).

### 2.3.1 Mandatory attendance requirements

#### Courses leading to professional registration

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

#### UKVI Tier 4 Students

International Students on UKVI Tier 4 visas are required to be engaging with their studies at all times. The University is required to monitor attendance closely and report unauthorised absences to the Home Office. Non-attendance may result in students being withdrawn from their course. For more information see the Attendance and Engagement Policy available at [uwl.ac.uk/policies](http://uwl.ac.uk/policies).

#### Further Education Courses

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

The University uses learning analytics to support you in your studies and help you achieve your learning goals. We have partnered with a company called Civitas Learning to implement a learning analytics system here at UWL. The system uses data that we already hold about you. It uses state-of-the-art data modelling techniques to predict your likely success, taking into account data about you and also 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 the 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 Student Engagement Service. Using this information, these teams and your tutor will now 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 new 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.
2.4 School Administration Centres

There are School Administration Centres at each of the University’s main teaching sites, they are sometimes called the School Office. The School Administration Centre you use most frequently depends on the course you are taking.

The School Administration Centres are students’ first point of contact for administrative issues relating to their courses. They deal with queries relating to:
- Enrolment
- Timetables
- Module Documents
- Assessment
- Progression
- Graduation

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

Please note that the opening times listed below 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 on the doors.

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

**St Mary’s Road campus**
Monday to Thursday 9am – 7pm  
Friday 9am – 5pm  
For the first 3 weeks of the semester only:  
Saturday 10.30am – 1.30pm

**Paragon House campus**
Monday to Friday 9am – 5pm
2.5 Confirmation of Student Status

Various external bodies and internal departments may require documentary proof that you are a student. Please contact your School Administration Centre if you require a Confirmation of Student Status letter.

2.6 Library Services

Using the Library Services is central to your success as a student at UWL. We provide a wide range of books, journals and e-resources to help you learn more about your topics, as well as different types of study spaces, computers, plus multiple ways of requesting help. Our Paul Hamlyn Library is accessible 24/7 during term-time and our e-resources can be accessed off campus at any time.

You will receive an induction at the start of your course on how best to use the Library. This will be followed up by information skills training in your modules throughout your course. Your School’s dedicated Academic Support Librarian (ASL) also provides 1-2-1 appointments, drop-in sessions and workshops. There is also a 24/7 online chat facility available from the Library website.

Your reading list for each module can be found via the Reading List link in Blackboard or via the search box on the Library home page. You can search for additional material via our dedicated search tool: Summon. Summon can be searched via keyword, title or author and will list all relevant results for you. All e-books and e-resources can be read via their link in Summon, you will need your UWL username and password to access them, and for all physical books you will be given a shelfmark for where to find it in the physical library.

Your UWL Student ID Card is also your Library card and allows you to borrow materials, renew them, place reservations, and pay any Library charges online. To activate and use your Library account, you would need your ‘P’ number (on your UWL Student ID Card) and also a PIN. You will be able to set a PIN when you first activate your account.

Your library subject guide can be accessed via the library website and provides information and guidance to help you succeed in your studies.
There are two physical libraries at UWL:

- The Paul Hamlyn Library is located in the Peter John building at the St Mary’s Road campus. This Library is spread across four floors providing different study environments to suit your own particular study style, from flexible group study areas to individual study pods in quieter zones on the upper floors. It contains study material for all courses based at the Ealing and Brentford sites.

- The Berkshire Institute for Health Library is on the 9th Floor of Fountain House at the Reading site providing support to our nursing and midwifery students.

Access your electronic library, search tools, subject guides and help options via uwl.ac.uk/library.


Library Contact Information:
St Mary’s Road, Ealing: 020 8231 2405
Fountain House, Reading: 020 8209 4434
e-mail: library@uwl.ac.uk
Twitter: @UWL_Library
Web chat: via Library website
3 University of West London Students’ Union

A Message from UWLSU

We are UWLSU, the official union of every student at the University of West London. Each year, you’ll get to elect a new team of presidents and vice-presidents to lead your Students’ Union and represent your academic interests both locally and nationally.

You’ll even get the opportunity to run for election yourself. We have a gym, bar, and coffeehouse at the Ealing site, an advice service at our Brentford campus, and touring activities at our Reading site.

We are everything you need to succeed and make the most of student life at UWL. From support to ace your course, to new things to try that help you pick up skills and meet new people.

We are here to help you save cash, have a great time, and get ready for graduation. We’ll listen to your views and help you out when times are tough. Because you run us, we could be absolutely anything else you want us to be.
For all the up to date information regarding UWLSU, visit our website at uwlsu.com. Follow us on Twitter/Instagram: @UWL_SU and like us on Facebook: fb.com/westlondonsu.

Location of UWLSU:

**Ealing site**
Ground Floor, Park Building, St Mary’s Road campus
Contact details: 020 8231 2276
UWL.SU@uwl.ac.uk

**Brentford site**
2nd Floor, Paragon House campus
Contact details: 020 8231 2623

**Reading site**
9th Floor, Fountain House campus
Contact details: 020 8231 2276
3.1  Student Participation and Representation

Each student will get the chance to run in elections to represent their fellow students and have their say in how the Students’ Union should be representing other students; both locally and nationally.

In addition to this, you’ll also get the chance to be a course rep; your opportunity to have your say on how your course is run and to provide constructive feedback to others, ensuring you get the most out of your course. If you are a course rep, you will receive HEAR (Higher Education Achievement Report) credits to add to your university transcript.

You’ll also get the opportunity to nominate course reps and staff for a STAR award, a way of saying thank you to staff members who have gone above and beyond in their service.

3.2  Freddie’s Bar and Coffeehouse

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

Freddie’s Coffeehouse is also located in the Park Building at the Ealing site and serves a range of quality food and drinks at great value prices. Your Students’ Union is an independent charity, so every penny you spend with us goes back to directly improving your student experience. Whether you eat in our café, come to one of our events, join the gym or become a member of one of our sports clubs or societies, there is something for everyone at UWL.

Visit our website (uwlsu.com) to see the latest offers, events and opening times.
We are open:

**Freddies Coffeehouse**
*Term-time*
Monday to Friday 8am – 8pm
Saturday 9am – 4pm

*Out of Term-time*
Monday to Friday 9am – 4pm

**Freddie’s Bar**
*Term-time only*
Monday to Friday 11am – 11pm

### 3.3 Freshers

At the beginning of the year, the Students’ Union arranges a number of events to welcome new and returning students to the University.

There are seven amazing wrist-banded events giving you late night access to our nights across London. We also have a great line up of amazing Freshers events.

Make sure you keep checking the website for the latest information! #UWLSUFreshers17 – and follow us on [Facebook](https://www.facebook.com), [Twitter](https://twitter.com) and [Instagram](https://www.instagram.com).
4 The William Brake Student Services Centre

The William Brake Student Services Centre is for all UWL students whose course provision is based at St Mary’s Road, Paragon House or Fountain House. It is also available to students of some partner colleges; if you are studying at a partner college then your college will confirm to you what services are available.

Services provided to students are listed below:

i) Accommodation
ii) Careers Service
iii) Counselling
iv) Disability and Mental Health Advice
v) Interfaith Services
vi) Visa Advice for International Students
vii) Drop-In Support and Mentoring
viii) Student Advice, Information and Guidance
ix) Student Finance
x) Scholarships & Bursaries
xi) Placement & Employment Services
xii) Volunteering
xiii) Welfare

The William Brake Student Services Centre offers students studying at UWL a free, confidential and professional service in support of their academic studies. The teams are based at the Ealing site in The Street, with a satellite service to Paragon House campus and the Fountain House campus.

Contact details:

020 8231 2345
studentservices@uwl.ac.uk
4.1 Student Advice

The Student Advisers offer a professional advice and advocacy service covering practical issues such as:

i) sources of funding – including fee status, eligibility, and the effect on funding of changing course or previous study

ii) problems with fees and funding

iii) money management

iv) immigration (visas) and other issues relevant to international students

v) entitlement to state benefits and tax credits

vi) housing rights.

The service is free and confidential.

The Student Advisers can be contacted through the William Brake Student Services Centre, or you can e-mail: student.advice@uwl.ac.uk

Information sheets on funding and immigration matters are available at uwl.ac.uk/studentadvice

4.2 Student Engagement Service

The Student Engagement Service is there to support every student throughout their time at UWL from enrolment to graduation. All the elements of the Student Engagement Service are designed to ensure each student has a positive university experience and achieve the most successful outcome possible.

The Student Engagement Service provides information, guidance, reassurance and support for all student experience related questions or concerns; academic, personal or social.
4.2.1 **Drop-in Support Sessions**

One to One – Available Daily – No Appointment Necessary.

The Drop-in Support Sessions are run by experienced staff members who are available daily to offer guidance and support to help with any aspect of a student’s experience. These sessions provide students with an easily available space and opportunity to seek solutions and gain personal academic advice whenever needed.

Students attend to overcome challenges and to build on their successes. Many report that attending a drop-in has helped to dramatically reduce their stress and raise their confidence.

E-mail drop-in.support@uwl.ac.uk for weekly timetables, or to make an appointment call 0208 209 4172.

4.2.2 **Academic Skills Workshops**

The Student Engagement Service runs a series of workshops throughout the year. These aim to provide students with additional opportunities to develop study skills and develop academic writing techniques. Workshops cover topics such as: essay writing, time management, effective note taking, report writing, group work, and presentations, among others.

For further details and a list of current workshops available, please e-mail engagement.team@uwl.ac.uk or call 0208 209 4382.
4.2.3  **Peer Mentoring – Students Supporting Students**

Having a mentor is one of the best ways to help you acclimatise to university life and maximise your student experience, academically and socially.

You can apply to be paired with a student mentor who will be able to provide on-going support through regular meetings. They can share their experience of university life and their course to help you gain a greater understanding of what is required.

If you would like to be mentored or if you are interested in volunteering to become a mentor, please e-mail mentoring.service@uwl.ac.uk, call 0208 209 2902, or ask a member of the team at one of our drop-in sessions.
Section I – Student Advice, Help and Support

4.3 Childcare advice

Full-time undergraduate ‘Home – UK only’ students in receipt of student support (e.g., student loan, NHS Bursary etc) may also be eligible to receive supplementary allowances for dependants, including help with the costs of childcare, and can apply to the Discretionary Support Fund, which is administered by the University for the benefit of students in financial hardship.

For further information see the website: uwl.ac.uk/studentadvice

Student parents under the age of 20 on the day their course begins, who are studying on an eligible further education course, can get financial help with childcare costs through the Care to Learn scheme. To qualify you must use a childcare provider which is registered with Ofsted.

gov.uk/help-with-childcare-costs/support-while-you-study

Students who are eligible for Working Tax Credit (WTC) may qualify for help towards childcare costs through the childcare element of Working Tax Credit (WTC).

gov.uk/childcare-tax-credits

gov.uk/working-tax-credit

The London Borough of Ealing has an extensive list of childcare-related information and advice for families with children from 0-19 years.

ealing.gov.uk/info/201022/childcare_and_early_years/170/childcare_options
Section I – Student Advice, Help and Support

4.4 Counselling

Counselling offers you the opportunity to talk to someone about the issues in your life which are of most concern to you, in a private and confidential setting. Talking through these issues with a counsellor can help you to manage and cope with your problems better, and work towards possible solutions. You can talk to a counsellor about any sort of issue, no matter how big or small. You will be offered up to six sessions of counselling which are held weekly and last approximately 50 minutes each. The counselling service is offered Monday to Friday both face-to-face and via Skype.

Throughout the year the Counselling Service also offers workshops and short courses on subjects such as Developing your Confidence, Delivering Presentations, and Assertiveness. To see a counsellor you will need to register with the Counselling Service. You can do this in person, by e-mailing counsello@uwl.ac.uk or by telephoning 0208 231 2218.

Location: Paragon House campus, First Floor, Brentford site.
4.5 Disability

The Wellbeing Advisers offer a professional and confidential service to all prospective and current students who are disabled or think that they may have a Specific Learning Difficulty. The Wellbeing Advisers have experience of working with students with a wide range of disabilities including:

i) Specific Learning Difficulties (eg dyslexia, dyspraxia)
ii) Mental Health difficulties (eg depression, bi-polar disorder)
iii) Sensory impairments (eg visual, hearing)
iv) Long term medical conditions (eg HIV, cancer, multiple sclerosis)
v) Unseen disabilities (eg diabetes, asthma, epilepsy)
vi) Mobility or physical impairments (eg paralysis)

The Wellbeing Advisers can provide:

i) Advice and information on disability support
ii) Advice and information on additional funding for disabled students
iii) Individual Support Plans and recommendations for reasonable adjustments
iv) Liaison with the Exams Office and Schools to implement recommended exam provisions
v) Loan equipment (as applicable)
vi) Liaison with Schools
vii) Assistance in arranging support workers, eg note-takers, dyslexia tutors, communication support workers, etc.
viii) Advice and information on arranging a diagnostic assessment for a Specific Learning Difficulty with an Educational Psychologist

Students can make an appointment to see the Wellbeing Advisers at any time during their studies and there are regular drop-in sessions available for face to face queries.
4.5.1 Disability Information

We are developing an inclusive approach to learning, so that all students, including those with a disability, can become part of an integrated learning community within the University.

We are aiming towards making the University of West London accessible by design so that wherever possible provisions are accessible without the individual having to ask for adjustments. In addition, we try to meet all student requests for reasonable adjustments to enable an equal opportunity of access for all students.

For the purposes of this statement, disability is understood in the broadest sense and, in addition to mobility and sensory impairments, includes mental health problems, specific learning difficulties and medical conditions which may have a significant impact on a student’s studies.

If you would like an opportunity to discuss any specific needs you may have relating to your disability, or you would like a copy of the University of West London Disability Handbook, please contact the Wellbeing Team. We encourage early enquiries from all students. This helps to avoid gaps or delays in setting up provision.

Tel: 020 8231 2739
e-mail: wellbeing.team@uwl.ac.uk

4.6 Interfaith Services

The University recognises the importance of faith and spirituality to many of our students and there are Contemplation Rooms available for individual and collective prayer, reflection and contemplation at each site. We offer an interfaith service which can support students of all faiths and none, for example by providing support in relation to questions about spirituality, faith, religion or ethics.

For more information about interfaith provision, please contact the Interfaith Adviser.
e-mail: chaplaincy2@uwl.ac.uk
4.7  Health

A local medical surgery, the Florence Road/Bramley Road Surgery offers a good, student-focused service including dedicated appointment times for UWL students. For more information on registering with them, please see their website florenceandbramleyroadsurgeries.nhs.uk or telephone 020 8567 2111.

Students requiring urgent medical attention should contact main reception on 020 8231 2231/2 or dial 3333 from an internal phone.

4.7.1  Meningitis

The Chief Medical Officer of the Department of Health has recommended that all students under the age of 25 receive immunisation against meningitis. If you have not been vaccinated, please contact your GP before arriving at University or register with a GP and ask them for the vaccination as soon as you can. All students are actively encouraged to protect themselves by having immunisations. Greater immunisation protects the community.

For more information contact your GP or visit the NHS Choices website: nhs.uk/Conditions/meningitis/Pages/Introduction.aspx

For a video explaining the symptoms to look out for, please visit: meningitisnow.org/meningitis-explained/signs-and-symptoms/signs-and-symptoms-video/
4.7.2 **Pregnancy**

If you are pregnant, then in addition to speaking to your doctor, you should notify your tutor or course leader, as your health or the health of your unborn baby could be affected by your studies. An assessment will be made of any risk so that appropriate action can be taken to protect you and your baby whilst you continue your studies.

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 Safety Office on **020 8231 2745** or e-mail us at **health.safety@uwl.ac.uk**

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

Tel: **020 8231 2573**  
e-mail: **student.advice@uwl.ac.uk**
5 Housing

5.1 Accommodation Service

The staff in Student Services can assist you to find secure suitable accommodation in the Paragon Halls of Residence, or the private rented sector.

Tel: 020 8231 2335/2573
e-mail: studentservices@uwl.ac.uk

5.2 Halls of Residence

The Paragon Halls of Residence located at the Brentford site, is an award-winning building which was opened in September 2006 and provides purpose built student accommodation. Paragon Notting Hill Student Lets is the trading name for Touareg Trust, who own and manage the Paragon Halls of Residence.

The site consists of four blocks of accommodation arranged as single study bedrooms in cluster flats and studios. All are en-suite; the single study bedrooms have a communal fitted kitchen/dining room and the studios are equipped with a fitted integral kitchen area. The Brentford site is located 1.5 miles from the Ealing site. Served by the University shuttle bus (uwl.ac.uk/travel), there are also excellent bus and rail services close by.

For further information please visit uwl.ac.uk/accommodation.
5.3 **Private Rented Sector**

Student Services also offers information about accommodation in the private rented sector, including details of letting agencies, hostels, guest houses and hotels.

5.4 **Housing Advice (including Homelessness)**

Advice is available on all housing matters including tenancy agreements, successful return of deposits, difficulties with landlords, disrepair, and eviction/repossession procedures.

If you become homeless, or are concerned that you may become homeless, you can receive advice on your rights and options from the Student Advisers.

5.5 **Rent**

Rent is one of the most important items of your expenditure. If you do not keep up with your rent, you could lose your home. If you would like advice regarding rent payments or financial matters including money management advice, please contact the Student Advisers.
6 Careers Service

6.1 Careers Service

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

We offer:

i) advice and guidance on a wide range of careers issues, including CVs, job hunting, assessment and selection procedures

ii) careers workshops on topics like preparing your CV, interviews and job sector information

iii) careers resources, hand-outs, reference materials, employer directories

When and where:

St Mary’s Road campus, The Street:
• Monday – Thursday: 1pm – 4pm: Drop-in (no appointment necessary)
• Monday – Friday: longer, individual appointments by arrangement
• Evening appointments available by arrangement for part-time and Saturday students.

Paragon House campus, Mezzanine M02:
• Thursday: appointments available throughout the day, by arrangement

Contact us:
To register for work, events, workshops: uwl.ac.uk/work
Tel: 0208 231 2701
uwl.ac.uk/careers
e-mail: careers@uwl.ac.uk
Facebook: facebook.com/uwlcareers
Twitter: @UWLCareers
6.2 Placement and Employment Services

Placement and Employment Services (World of Work) is here to help you find work whilst studying and after you graduate. We also provide opportunities for you to meet with employers by organising placement, graduate, and part-time careers fairs and employer presentations.

We offer:

i) Access to paid part-time vacancies on and off campus
ii) Access to local, regional and national graduate opportunities
iii) Recruitment events and employer presentations on campus
iv) Weekly e-mail notification of new vacancies
v) e-mail notification of careers related activities on and off campus

When:
Monday – Friday, 9am – 5pm

Where:
The Street, St Mary’s Road campus

How to register with us:
You can register with the student careers lounge and get access to: part time work both on and off campus; careers information; graduate opportunities and much more, all of which will help you to enhance and develop your employability skills.
Register online at uwl.ac.uk/work

Contact us:
Tel: 0208 231 2700
e-mail: employmentservices@uwl.ac.uk
Facebook: facebook.com/uwlpes
Twitter: @UWLPES
6.3 Placements

Engagement with employers, for example through a placement or work experience, will help you to develop many skills that graduate employers look for and enable you to put theory into practice. Placement and Employment Services (World of Work) can support you by providing access to a range of relevant placement opportunities in the UK and abroad. We organise employer events including company presentations and School/College-specific placement and graduate fairs throughout the year.

Please note that there are separate placement teams for Nursing and Midwifery students in the College of Nursing, Midwifery and Healthcare, and Social Work students in the School of Human and Social Sciences.

When:
Monday – Friday, 9am – 5pm

Where:
The Street, St Mary’s Road campus

Contact us:
Tel: 020 8231 2379
e-mail: Placements@uwl.ac.uk
Facebook: UWLPES
Twitter: @UWLpes
6.4 Volunteering

We can help you find interesting and exciting volunteering opportunities that can help you build on your employability skills and benefit the local community.

We work closely with local and national organisations to provide you with a variety of opportunities from long term to one day projects. We will give you all the information you need to get started, as well as advice and support along the way. The range of volunteering opportunities available is so diverse, there is something for everyone.

When:
Monday – Friday, 10.30am – 6pm

Where:
Room PR203, Paragon House campus

Contact us:
Tel: 020 8231 2559
uwl.ac.uk/volunteering
e-mail: thevteam@uwl.ac.uk
Facebook: University of West London Volunteering
Twitter: @the_vteam
7 Money matters

7.1 The Aspire Bursary Scheme

The UWL Aspire Bursary has been set up to help you make the very best of your time at the University by improving access to the learning tools you need to support your studies. All eligible students will either receive an introductory bursary sum to be loaded onto an account that you can spend at John Smith’s Bookshop, Ground Floor, St Mary’s Road campus or a ‘book bundle’ for your course.

You can use your bursary funds in the bookshop (or online) to help with the purchase of your required textbooks and learning materials. For more information please visit: johnsmith.co.uk/uwl

7.2 Discretionary Support Fund (DSF)

The Discretionary Support Fund is a discretionary fund administered by Student Services, to help ‘home’ full-time and part-time undergraduate, postgraduate and NHS students access and remain in higher education. The purpose of the fund is to support vulnerable students by:

• helping those who need additional financial support to meet certain costs not covered by statutory funding
• helping students in financial hardship
• providing emergency payment for any unexpected financial crises
• assisting students who may otherwise have to leave university as a result of financial difficulties.

For more information visit the Student Services area of the Student Portal, click on Money Matters, then select Hardship Fund from the drop down menu.
7.3 Benefits

Studying may affect your eligibility for, and entitlement to, state benefits, particularly if you study on a full-time course. Several types of benefit may be affected. Even if you remain eligible to claim, entitlement to certain elements of student funding may still reduce the amount of your (or your partner’s) benefits. You have a duty to inform the relevant authority about becoming a full-time student and being entitled to student funding. It is recommended that you seek advice about your benefits as early as possible. Contact the Student Advisers in Student Services or see the website: uwl.ac.uk/studentadvice

7.4 University of West London Bursaries/Scholarships

7.4.1 University of West London Scholarship Programme

The University will be allocating 600 full-time Undergraduate Bursaries in total. All applicants meeting the eligibility criteria will be awarded the bursary until the limit of 600 awards has been reached. The value of the bursary is £3,000 and is paid over the course of three years.

Eligibility

Full eligibility criteria are available from the Student Advice Team. Students must be UK/EU undergraduate students and have a household income of less than £25,000 per year.

7.5 Council Tax

The Confirmation of Student Status letter can be used to get a discount on, or exemption from, your Council Tax in most cases, if you study on a full-time course. You will need to submit this letter to your Local Authority. This form can be obtained from your School Administration Centre: uwl.ac.uk/MyRegistryContacts

Please note that there is usually a two-day turnaround time for these letters.
Section I – Student Advice, Help and Support

7.6  Financial Advice

If you are experiencing financial difficulties, the Student Advisers in The Street 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. Examples of the advice that can be given includes:

- help in 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

For further information visit the website: uwl.ac.uk/studentadvice

7.7  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: gov.uk/studentfinance

Students in receipt of an NHS Bursary should visit the website: nhsbsa.nhs.uk/nhs-bursary-students

The disability advisers can provide students with advice and information about DSA and can be contacted on 020 8231 2739, wellbeing.team@uwl.ac.uk.
7.8  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 specify 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 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 Office.

7.9  Fees – Problems with Paying

If you are having problems with paying your fees, it is a good idea to contact the Student Finance Centre on 020 8280 0283

7.10  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.

For information on what funding might be available to you and how to apply, contact Student Advice or visit the website: uwl.ac.uk/studentadvice
7.11 **Money Management**

The Student Advice Team of Welfare Services offers money management skills that students need to successfully negotiate their 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.

7.12 **NHS Student Bursary**

If you are studying an NHS funded course such as Nursing, Midwifery, or Operating Department Practitioner you may be eligible for a means tested student bursary.

For further information please see the NHS Student Bursaries website: [nhsbsa.nhs.uk/nhs-bursary-students](nhsbsa.nhs.uk/nhs-bursary-students)

7.13 **Student Loans – ‘Home’ students**

If you are eligible for student support funding, you can expect to receive your student maintenance loan in three equal instalments [at the start of the academic year, and then near the beginning of the other two terms].

To apply for student finance online or to get more information online, please see the website: [gov.uk/apply-online-for-student-finance](gov.uk/apply-online-for-student-finance)

Once you have enrolled and successfully completed the financial procedures the University will advise the SLC (Student Loan Company) that your Loan can be activated.

If you are liable to pay any part of the tuition fee you can apply for a Tuition Fee Loan. You should send your Student Finance Entitlement letter to the Finance Department at UWL.

7.14 **Study Loans**

If there is no statutory (government) support available to you for your course, you may be able to take out a loan to help cover your tuition fees or living costs/course costs. You are advised to check the terms and conditions carefully. Loans taken out for living costs may affect your (or your partner’s) benefits. Contact the Student Advisers in The Street or see the website: [uwl.ac.uk/studentadvice](uwl.ac.uk/studentadvice).
7.15 **Tax Credits**

Studying should not affect your eligibility for child tax credit, and most student funding is ignored when calculating your (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. The University recommends that you inform the relevant authority if you become a student and if you are entitled to student funding.

More information about this is available from the Student Advisers in Student Services or visit: [uwl.ac.uk/studentadvice](http://uwl.ac.uk/studentadvice)

7.16 **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 ([uwlsu.com](http://uwlsu.com)) or visit the Transport for London website: [tfl.gov.uk](http://tfl.gov.uk) for more details.

The University also offers a free Shuttle Bus Service between the Ealing and Brentford sites, as well as Ealing Broadway and South Ealing stations. For the current timetable visit [uwl.ac.uk/travel](http://uwl.ac.uk/travel)

7.17 **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. The site is near the main shopping centre where all the major high street banks and building societies can be found.

**Brentford site**

There is a cash machine in the Co-Op store on the Brentford site. A transaction charge may apply when using this machine.
7.18  Fee Payment and Debt Collection

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.

The Government requires that no tuition fees be charged to 16-18 year old ‘home’ students on Education Funding Agency (EFA) funded courses. Students must be aged 16 years prior to commencement of a learning course and under 19 years on 31 August in the calendar year the course starts. Such students may be expected to pay for material or equipment.

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.

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.

Self-payers
You may pay your fees upfront or otherwise enter into an instalment plan as outlined in the Fees Policy.

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 Fee Policy available at uwl.ac.uk/policies.

Please note that you will be required to pay your fees up until your official withdrawal and refunds will not normally be backdated. All refunds are subject to an administration fee.

There are no refunds on Further Education short courses, single modules, courses lasting less than an academic year (less than 30 teaching weeks) or for fees of £250 or less except where the University cancels a course.

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. In order to transfer you will need to complete the official transfer form and submit this to your School Administration Centre.

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

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 Officer.

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

Late Enrolment Fee
All students will be required to complete their enrolment during the designated enrolment period prior to the start of the academic year. All students failing to enrol prior to the start of teaching will be deemed to be late enrollers and charged the late enrolment fee payable in advance of enrolment.

i) Enrolment during week one of teaching £10 late enrolment fee payable.

ii) Enrolment after week one of teaching £20 late enrolment fee payable.
Section I – Student Advice, Help and Support

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.

Students who have not completed the financial part of their enrolment will have a part enrolled status and their student status will be time limited. The University will not issue student status letters or release student loans prior to students completing the enrolment process. Students who have not completed their enrolment by the deadline given will have their access temporarily suspended resulting in no access to the University buildings or its facilities. Students will then have seven days to contact the Student Finance team (see below) in order to address this issue. Students who fail to contact Student Finance will be withdrawn from their course.

Prior year debtors: a prior year debtor is a student who has attended the University during a previous academic year and whose fees, in full or in part, have remained unpaid. Prior year debtors cannot enrol on any course under any circumstances until such time as all debts have been paid. Students who have previously defaulted on a payment plan may be refused the opportunity to pay by instalments (at the sole discretion of the University).

Where a student has not paid an instalment by the due date, the student must immediately contact the Credit Control team (see below), to advise the University why the debt has not been paid. Access to the University buildings and facilities will be temporarily suspended two weeks after a missed instalment date and immediately following a dishonoured payment.

In the event of a debt remaining unpaid at the start of the second semester, following a period of suspension, students will be withdrawn from their course.

If a student fails to contact Student Finance, avoids contact from Student Finance, or defaults on a revised payment plan, they will be recorded on the system as a debtor, and access to the University and facilities will be temporarily suspended until the situation has been resolved. In these circumstances, the University reserves the right to withhold final assessment marks. Students will only be notified of any resit requirements.

A student who has tuition fee debts to the University will not be permitted to attend any graduation or awards ceremonies and certificates will be withheld until all debts to the University are paid in full.

In exceptional circumstances only, it may be possible to reschedule the debt via a payment plan. A £20 administration fee is payable for all missed/declined instalments.

A County Court Summons will be issued to recover all outstanding debts. The University will seek to recover all additional costs.
Finance contacts
If you need to contact the Finance Team about a payment or other query you should contact one of the following:

Engin Eryilmaz – Income Manager
020 8280 0239

Kelly Hardie – Student Finance Officer (A-J)
020 8280 0285

Rashpal Chana – Student Finance Officer (K-S)
020 8280 0285

Sharon Smith – Deputy Income Manager (T-Z and sponsors)
020 8280 0284

e-mail: financehelp@uwl.ac.uk

If you have a query about financial hardship or other personal matters you should contact Student Services.
8 International Services

8.1 International Students

The Student Advice Team will be able to advise you on issues relating to your immigration (visa) status in the UK including making applications to extend your visa. They will also be able to help you with related matters such as working legally, police registration, making trips abroad, and bringing dependants to the UK.

The Student Advisers are authorised to provide immigration advice on such matters and are available to answer any questions you may have.

Further details can also be found on the website at [uwl.ac.uk/international](http://uwl.ac.uk/international) and [uwl.ac.uk/studentadvice](http://uwl.ac.uk/studentadvice) e-mail: student.advice@uwl.ac.uk or call: 020 8231 2573/2991

8.1.1 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.

8.1.2 Further help

As well as help provided by Student Services, the UK Council for International Student Affairs also provides very useful information on being an international student in the UK. You can find the (UKCISA) website at: [ukcisa.org.uk](http://ukcisa.org.uk)
8.1.3 **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), and two passport-size photographs of yourself.

**Where to register:**

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

Students not living in London should register with their local police force. For more information consult the Overseas Visitors Records Office website: met.police.uk/advice-and-information/registering-as-an-overseas-visitor/

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

8.1.4 **Healthcare**

If you are on a course lasting six months or more 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: gov.uk/healthcare-immigration-application/overview

You may also have to pay for some dental treatment and a standard charge for medicines prescribed by a doctor, depending on your income.

The UK Council for International Student Affairs (UKCISA) have published leaflet ‘Keeping Healthy’. This provides information on looking after yourself, as well as practical information on how to obtain medical treatment. It also explains students’ entitlement to free medical treatment under the UK state health system. This can be viewed from the UKCISA website: ukcisa.org.uk
8.1.5 **Visa issues**

Your ‘visa’ is your permission to stay in the UK, and is usually given in the form of a passport stamp, sticker or on an identity (ID) card. Your visa states the period of time that you are allowed to stay in the UK (it will show a specific date) and the conditions attached to your stay.

It is important that you have the correct type of visa that allows you to study at the University. If you have any concerns about your visa or your immigration status in the UK, seek advice from a Student Adviser in Student Services as soon as possible.

In addition, please talk to an adviser if you need to extend your stay in the UK in order to complete your studies.

Further details can also be found on the website at: [uwl.ac.uk/international](http://uwl.ac.uk/international) and [uwl.ac.uk/studentadvice](http://uwl.ac.uk/studentadvice)

8.1.6 **Record keeping**

Under the UKVI Immigration Rules, the University has a responsibility to undertake certain duties in respect of international students, or any students who requires a visa to remain in the UK. These include keeping records of students’ visas, biometric residence permits, and contact details. You will be asked at regular intervals for an update of your contact details by the UKVI Compliance Team: Senior Compliance Officer – Jackie Forbes, and Compliance Assistant – Amanda Saunders.

8.1.7 **Attendance monitoring for UKVI Tier 4 students**

The University is required to monitor the attendance of all Tier 4 students to ensure that they are engaged with their studies. You should therefore ensure that you:

i) Attend all classes

ii) Touch-in every time you attend a scheduled teaching session

iii) Report any absences to your School Administration Office

iv) Make sure you submit all assessments on time

If you cannot attend for sickness or any other reason, you should provide evidence of this to the School Office. If you need to take time off during term-time, you should first contact the UKVI Compliance Office for advice.

E-mail: [INT.compliance@uwl.ac.uk](mailto:INT.compliance@uwl.ac.uk) or call: **0208 231 2368 or 2338**

Please note that if you are in breach of the terms of your visa, the University will stop sponsoring you and will notify the Home Office. This will mean that you will need to leave the UK.
8.1.8 **Visa extensions**

The Student Services Advice Team will be able to help you apply for an extension of your visa. Under the UKVI Tier 4 regulations, you must meet certain requirements relating to your course and finances. Full information on these requirements is available from Student Services in The Street: student.advice@uwl.ac.uk or 020 8231 2573/2991

Please note that Tier 4 extensions made in the UK, are submitted by the University through the Student Batch Scheme.

8.1.9 **Working – International Students**

Your visa will state whether or not you can work in the UK and usually for how many hours during term-time. During the vacation you can work full-time if permitted to work. It is very important that you do not undertake any work other than that which is permitted under the terms of your visa, as this could affect your right to stay in the UK.

If you get a job at the University, we will monitor the number of hours you undertake to ensure that you abide by the conditions of your visa. If you take employment outside the University it is your responsibility to ensure you remain within the terms of your visa.

Further details can also be found on the website at uwl.ac.uk/international and uwl.ac.uk/studentadvice
9 Safety and Security

9.1 Health and Safety Office

As a member of the University Community you have certain responsibilities in respect of Health and Safety. While attending the University or University activities, you must take personal responsibility for your own safety and ensure that you act safely towards fellow students, staff and visitors to the premises.

You must co-operate with the lecturing and support staff and adhere to any instructions given for your safety or the safety of others. Students must follow any relevant health and safety policies, procedures, arrangements, and rules; these may be specific to their School or relate to the University as a whole.

Where you are required to undertake activities that require particular clothing such as laboratory work or movement classes, your clothing and footwear must be appropriate and in accordance with course requirements so that it does not put your safety and that of others at risk.

Items provided for your safety must be made full and proper use of, and must never be intentionally misused or damaged. All defects to the items provided, or equipment being issued or used must be reported to a member of the University staff. Any students found misusing equipment provided for their safety and that of others will be subject to the University’s disciplinary procedures.

If there is a fire alarm or an evacuation, you must ensure that you leave the building as instructed.

You must never bring substances that are hazardous to health on to the University premises.
Contacts
The University’s Health and Safety Office is based at Villiers House, and provides support and guidance to all University students and staff.

Telephone number **020 8231 2745**
Confidential e-mail service: **health.safety@uwl.ac.uk**
Address:
Health and Safety Office
Villiers House
Haven Green
Ealing, London
W5 2NU

9.2 First Aid

To summon a first aider, please contact either Reception or Security or dial **3333** from any University telephone.

9.3 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. You must report all occurrences or incidents even if no one was injured.

Accident/Incident Forms are available from Reception and Security desks, and can be downloaded via the Student Portal. If the accident is not reported at the time of the incident, it must be reported on the next working day. Accident/Incident forms must be returned to Reception, Security, and the Safety Office or e-mailed to **health.safety@uwl.ac.uk** once completed.

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 occur at off-site locations should be reported to the owners/occupier of the site as well as the University as soon as possible.

If you need to report a serious incident or require assistance completing the Accident/Incident form, please contact the Health and Safety Office on **020 8231 2745**.
9.4 Security

The University offers its staff and students a comprehensive security service consisting of Security Officers, CCTV and Access Control Swipe Card Systems. Most of the security provision is in the form of Security Officers who are positioned at key points (often Reception Desks) and patrolling campuses throughout the University.

**Ealing site**
St Marys Road 020 8231 2572
Vestry Hall 020 8231 2572
Villiers House 020 8231 2112

**Reading site**
Fountain House 020 8209 4200

**Brentford site**
Paragon House 020 8209 4057

Please note: you can ring the emergency telephone number 3333 from any in-house telephone.
9.5 Facilities for students

9.5.1 Car Parking

The University operates a Green Transport Policy and actively promotes alternative modes of transport such as subsidised bus schemes, car sharing, and the use of cycles. Ample cycle racks and motorcycle parking is available and special car parking spaces are provided for the disabled.

The University does not provide student car parking at any of the Ealing sites between Monday – Friday 8am-5pm, other than disabled parking.

Student parking is only available during the times listed below; there is no student parking available outside of these hours. Spaces are allocated on a first-come first-park basis.

St Mary’s Road campus (Park entrance) car park – Controlled access to car park and a £60 annual parking charge during the following times:
Monday – Friday: 5pm – 10pm*
Saturday – Sunday: 8am – 6pm*

Paragon House campus car park – Controlled access to car park and a £60 annual parking charge during the following times:
Monday – Friday: 5pm – 10pm*
Saturday – Sunday: 8am – 6pm*

A £10 administrative charge will be levied to register all motorbike users

To apply for a parking permit, students should contact Facilities Helpdesk on extension 2099 or email facilitieshelpdesk@uwl.ac.uk for an application form. Please note that the permit is per vehicle and must not be transferred to another vehicle.

* These times may vary according to the academic calendar. There is a five mile per hour speed limit in all car parks. ID Cards may be required to access the car park barriers even during the permitted periods.

Motor vehicles should not be left on campus overnight without permission.
9.5.1.1 Disabled parking

Three disabled parking bays are available at St Mary’s Road and Paragon House campus. Disabled parking is available at all times, including during the day time, while the campus is open.

Students must present either their blue disabled badge or the red disabled badge issued by Student Services on entry to the car park in order to use the disabled parking facilities.

9.5.1.2 Action required by individuals who park on site

To ensure that University users and neighbours are not disturbed, audio equipment must not be played at excessive volume in University car parks. Anyone found in breach of this will be asked to remove their vehicle from the car park and parking concessions may be withdrawn. Any individual using threatening or abusive language or behaviour towards security staff will be reported to the University in accordance with the Student Code of Conduct.

All users parking on University premises do so at their own risk. The University does not accept liability for loss, damage or theft to any vehicle or cycle. Parking times/restrictions/charges may be amended at any time by the University.

Car park users are reminded to note the published car park opening and closing times and ensure all vehicles are removed before the gates are closed; as security will not reopen these gates until the following morning, due chiefly to a binding agreement between the University, local council and the local resident association.

If you have any queries relating to parking or transport please contact:
E-Mail: facilitieshelpdesk@uwl.ac.uk
Tel: 020 8231 2099
9.5.2  Catering at Ealing and Brentford sites

Catering services are available at both the Ealing and Brentford sites. These catering outlets offer a wide range of products including a selection of hot meals, snacks, sandwiches, deli items, cakes, breakfasts, and hot drinks.

9.5.2.1  Ealing site

The Heart – St Mary's Road campus

The Heart at St Mary’s Road campus has a wide selection of food and soft drinks. It’s a good place for a group discussion over a bite to eat or a coffee. There’s a hot breakfast service, followed by a choice of hot and cold lunches and dinner service most evenings. Either sit down to a cooked meal or grab a quick salad or sandwich. Plus healthy snacks, specialty fair-trade coffee, juices and soft drinks, and freshly baked products are on offer all day. These are available to take away if you’re eating on the go. All the dishes are made on-site using local sustainable and quality products.

Term-time opening hours:
Monday – Thursday: 8am – 8pm
Friday: 8am – 4pm
Saturday: 8.30am – 3.30pm

Out of term opening hours:
Monday – Friday: 8am – 4pm

Illy Coffee Pod – in main reception

Located in the St Mary’s Road campus reception, the Illy Coffee Pod welcomes you with a selection of luxury hot drinks as well as a range of sandwiches, cakes and a selection of high class retail products. The Illy Coffee Pod is perfect for any coffee lover.

Monday – Friday: 8.30am – 4pm
Closed out of term-times.

Go-Sasa Deli – in The Street

This outlet is located in The Street at the St Mary’s Road campus. Finally no more long walks into the high street for a sandwich. We have created this concept for the busy bees, with the idea of having it all under the same outlet. We serve the full range of the Starbucks brand as well as a range of freshly made subs, hot snacks and a cold Grab and Go selection.

Monday – Friday: 8.30am – 4pm
Closed out of term-times.
9.5.2.2  Brentford site

The Canteen – Paragon House campus
Located in the reception area, the main counter offers a selection of fair-trade coffee and tea drinks and a delicious selection of homemade meals. It provides a hot breakfast service and a selection of freshly baked pastries followed by a choice of hot lunches with a daily offer. In addition to the concept of the day there is a selection of sandwiches, hot snacks and jacket potatoes with hot filling of the day.

Term-time opening hours:
Monday – Thursday: 8am – 5pm
Friday: 8am – 4pm

Out of term opening hours:
Monday – Friday: 8am – 4pm

Opening hours are subject to change. All changes in opening hours or services will be advertised around the University and across social media.

Starbucks coffee pod
Located in the social seating space next to the canteen, the Starbucks coffee pod serves the full range of the Starbucks brand, as well as a range of paninis, homemade cakes and a selection of morning pastries all of which are freshly prepared.

Term-time opening hours:
Monday – Friday: 8.30am – 2.30pm

Closed out of term-times.

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

Ealing site – in Heart and the Paul Hamlyn Library
Brentford site – in the canteen
Reading site – in the coffee area

Twitter: @elior_uwl
Facebook: UWLfood
9.5.2.4  **Freddie’s Coffeehouse**

Freddie’s Coffeehouse, run by the Students’ Union, is located in the Park Building at the Ealing site and serves a range of quality food and drinks at great value prices.

Monday – Friday (term-time):  8am – 8pm  
Saturday (term-time):  9am – 4pm  
(out of term-time):    9am – 4pm  
(out of term-time):    closed

9.5.3  **Sports Facilities**

9.5.3.1  **Ealing site**

Here at the gym you will find a great, friendly and safe environment for you to achieve your fitness goals whatever they may be. We pride ourselves on being the cheapest gym in the area with prices you won’t find anywhere else and when it comes to value for money and convenience we are certainly at the top of the pile.

The gym is regularly monitored and cleaned to a high standard, and our onsite fitness instructor can often be found giving free advice or helping you out should you need that extra little bit of encouragement on those days where you struggle (which we all have at some point or other). All of the members we have are supportive towards each other and it really does ooze with belief and motivation that everyone can work together to achieve their individual goals.

We also have Be Sport, Go Elite and Sports Club – our sports programmes which are tailored to you and the way you study.

9.5.4  **Social Learning areas**

9.5.4.1  **Brentford site**

There is a social learning area for students on the Mezzanine and second floor at our Brentford site. This facility includes a mixture of hard and soft seating, study desks, IT and AV equipment as well as Student Services and Students’ Union offices.

9.5.4.2  **Ealing site**

The Paul Hamlyn Library at the Ealing site offers a variety of social learning areas from collaborative group work areas to individual study spaces plus IT and AV facilities.

9.5.5  **Lost Property**

Contact reception for any lost property. Personal property brought onto University premises is the responsibility of the student and the University accepts no liability for loss or damage to personal items. Personal items should not be left unattended on University premises.

Please note proof of ownership may be required to re-claim lost items.
9.5.6  Reception Services

The role of our Front of House Team is to be the caring first point of contact for all University students, visitors and staff; providing a professional customer-centric service; to meet and greet everyone with a smile; give any assistance people may need and, where necessary, direct to the appropriate department to obtain further advice or information on every aspect of our University. At all sites there is information about University services, location maps, course literature, and events taking place.

If you have any queries, please speak to any of the Front of House Team who will be happy to assist you.

9.5.6.1  Reception Services – Opening times

Ealing MAIN site – St. Mary’s Road

Both Lady Byron Main Reception and The Park Receptions are staffed 24/7 during term-time.

St Mary’s Road Entrance – Lady Byron Main Reception

Term-time opening times:
Monday – Friday: 24/7 (Library Access)
Saturday: 24/7 (Library Access)
Sunday: 24/7 (Library Access)

* During term-time, students are required to sign an attendance register at Lady Byron reception when visiting out-of-hours between these times: Mon – Fri 10pm to 8am, Sat – Sun 5pm to 8am and 24hrs on Bank holidays.

Address: St Mary’s Road Campus, Ealing, London W5 5RF.
Tel: 020 8231 2231/2232
Section I – Student Advice, Help and Support

Park Road Entrance – The Park Reception

Term-time opening times:
Monday – Friday: 8am – 10.30pm
Saturday: 8am – 6pm
Sunday: 8am – 6pm

Ealing Broadway Site – Villiers House (Administration)

Monday – Friday: 8am – 6.30pm

Tel: 020 8231 2112

Brentford site – Paragon House

Opening times:
Monday – Friday: 8am – 10pm
Saturday: 8.30am – 4pm

Address: Paragon House campus, Boston Manor Road, Brentford, TW8 9GA.
Tel: 020 8280 4210/4280

Reading site – Fountain House

Opening times:
Monday – Friday: 8am – 6.30pm

Address: Fountain House campus, Queens Walk, Reading, RG1 7QF.
Tel: 020 8209 4200

9.5.6.2 Reception during vacation periods:

During vacations there is a limited service at all sites in accordance with the requirements of any organised activities. Opening times during vacation periods will be announced as necessary to any scheduled programmes.
9.5.7 **Shuttle Bus**

The UWL shuttle service is provided for students, staff and visitors to UWL and connects Ealing Broadway and South Ealing stations with Ealing and Brentford sites. The Shuttle is provided to enable students to use the facilities available at each site without the burden of additional cost.

During term-time, the service operates from 7:40am to 10pm Monday to Friday, every 15 minutes, on a route between Paragon House campus (Brentford site) and Ealing Broadway.

Vehicles stop at Paragon House campus (Brentford site) Little Ealing Lane, South Ealing Station, St Mary’s Road campus (Ealing site) and Ealing Broadway (Villiers House).

Timetables are available at receptions, on the travel section of the UWL website and on board the shuttle vehicles. Due to local authority restrictions, the vehicles are only permitted to stop at designated stops.

The **UWL Bus Live** App is a live web app that provides real-time information on the Shuttle Bus services between Ealing and Brentford sites. This allows you to find out exactly when the next shuttle bus is due at all stops on the route. The link: [uwlshuttle.utrack.com](http://uwlshuttle.utrack.com) can be accessed from smartphones and web browsers.

All vehicles used on the service are wheelchair accessible and are fully compliant with the London Low Emissions requirements.

The vehicles offer a number of features and the University Wi-Fi service, eduroam.

Passengers using University shuttle buses are reminded:

i) Do not talk to or distract the driver whilst the vehicle is in motion

ii) Do ensure that your seat belt is fastened.

iii) You must swipe your UWL ID card to travel on this service.

iv) Routes and timetables are subject to occasional review.

If you have any queries about the shuttle service, please contact the service administrator on extension **2099** or **020 8231 2099** (from outside the University) or via e-mail at **facilitieshelpdesk@uwl.ac.uk**
9.5.8 **Student Training Restaurants**

London Geller College of Hospitality and Tourism Educational Training Restaurants:

9.5.8.1 **Pillars Restaurant – Ealing site, St Mary’s Road campus**

An Educational Dining Experience

The London Geller College School of Hospitality and Tourism (LGCHT) would be delighted to welcome you to Pillars Restaurant with its bright and modern décor. This facility is where students, the future generation of the hospitality industry, learn the finer arts of food preparation and service.

The restaurant is located at our Ealing site and is open to all staff, students, and their guests, as well as the general public. The menu changes weekly and includes classical and contemporary dishes. The menu usually consists of three courses but if you are not that hungry, each course is priced separately at very reasonable prices. The restaurant is open for lunch and dinner Monday to Friday. In addition, there are often themed dinners as well as ‘pop up’ events. Check your student community areas on Blackboard, as well as internal marketing posters, for information.

Pillars is a perfect location to celebrate a birthday or any other special occasion, as you can book out the whole restaurant or make bookings for large groups of over 6 people. The restaurant operates on a walk in basis; however you are encouraged to make reservations to avoid disappointment. Enjoy!

Reservations **020 8231 2200**

The London Geller College of Hospitality and Tourism
The University of West London
St Mary’s Road
Ealing
London W5 5RF

9.5.8.2 **Café Feast – Ealing site**

This is a quick self-service brasserie run by students of the LGCHT. The café is open every lunch during term-time and offers great-value and a menu to suit all appetites. The emphasis is on healthy eating and cooking from fresh; there is always a good range of salads and soups to either eat in or take away.
10 Other

10.1 University of West London Alumni Association

By choosing to study at UWL you will join a global network of over 110,000 graduates found in over 60 countries. Wherever your studies and career take you, your link to the University will stay with you.

The University of West London Alumni Association works to support former and current students in a wide range of ways, including networking events, careers advice and volunteering opportunities. This helps facilitate your lifelong relationship with the University, a relationship that begins the day you become a member of the UWL community.

Upon completion of your studies you will automatically become a member of the University of West London Alumni Association, and with it, gain exclusive access to these benefits and services:

i) A quarterly e-newsletter
ii) Bespoke alumni events and activities
iii) The University’s Careers and Employment Services
iv) An Alumni Card* to gain continued access to the campus, Library and SU Gym, as well as an alumni discount on LCM Live tickets
v) An annual magazine
vi) Exclusive benefits and discounts on a wide variety of products and services, such as car rental, holiday accommodation and postgraduate study
vii) Our alumni communities on Facebook, Twitter, Instagram and LinkedIn.

* Fee applies. For more information, please visit uwl.ac.uk/alumni
10.2 UCAS

Applications

Students based at the Ealing or Brentford sites will be offered support regarding the use of ‘Apply’: the UCAS online application system. Further information is also available on [ucas.com](http://ucas.com)

Please contact the Careers Service on 0208 231 2701 or e-mail [careers@uwl.ac.uk](mailto:careers@uwl.ac.uk) for the UWL UCAS ‘Apply’ buzzword and for further information about making your application online.
11 Key Policies

11.1 Academic Regulations

It is important that you read the Academic Regulations which govern your studies; they can be located at: uwl.ac.uk/sites/default/files/Departments/About-us/Web/PDF/policies/academic_regulations_17-18.pdf

11.2 Key Policies

It is also important that you take some time to familiarise yourself with the following key policies. All policies can be viewed at the following webpage: uwl.ac.uk/policies

i) The Student Charter
ii) Student Data Collection Notice and Data Protection Policy
iii) Freedom of Speech and ‘No Platform’ Policy
iv) Equality and Diversity Statement
v) Student Intellectual Property Policy
vi) Information Security Policy
11.3 Other Policies

Other key student-facing policies are located at: uwl.ac.uk/policies

These policies include:

i) Academic Offences – Cheating and Plagiarism
ii) Appeals
iii) Student Attendance Monitoring Policy
iv) Student Code of Conduct
v) Student Complaints Procedure
vi) Dealing with Unacceptable Behaviour (Students)
vii) Disciplinary Regulations (Students)
viii) Erasmus+ Exchange Policy for Grade Translation/Conversion
ix) Extension form – Assessment/Assignment
x) Fitness to Practise
xi) UWL Learning Analytics Policy
xii) Mitigation Policy and Regulations
xiii) Tuition Fee Policy

11.4 The University Community

11.4.1 Student Code of Conduct

The University is committed to providing a positive experience for all students, where individuals are treated with courtesy and consideration, 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 our students, whether on University premises or elsewhere. All members of the University should be aware of their own behaviour and how it impacts on others. The Student Code of Conduct 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. The full Code of Conduct is available at uwl.ac.uk/policies.
11.4.2 **Policy statement on violence, abuse and harassment**

All students and staff have the right to live, study, work and relax in an environment where they are free from any form of sexual violence, physical violence, abuse and harassment, and where their body and personal boundaries are respected. No student or staff member should be forced to just ‘put up’ with violent behaviour from others or any forms of abuse or harassment, and action must be taken where necessary to ensure all students and staff are able to enjoy the campus/student life without experiencing these.

Any harassment will not be tolerated by the University or the Students’ Union, and those who commit acts of harassment should be stopped (i.e. their behaviour challenged) and disciplined as appropriate for their actions.

The University is aware that sexual violence and sexual harassment is predominantly aimed at women. However, men are also affected by such behaviour and the University will aim to support all students regardless of gender or sexuality.

11.4.3 **Dealing with unacceptable behaviour**

Students who have been the victims of any form of violence, abuse or harassment, including sexual violence, sexual assault or harassment can seek the help of Student Services. Student Services will offer appropriate support and also help report any issues as appropriate. Students should also make a complaint, if appropriate. Guidance on how to deal with these issues is available at [uwl.ac.uk/policies](http://uwl.ac.uk/policies).

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](http://uwl.ac.uk/policies).

Any complaints of unacceptable behaviour made by students will be taken seriously and, if substantiated, may provide grounds for action under the Student Disciplinary Regulations or the Staff Disciplinary Procedure as appropriate.
Section II – University Policies

11.5 Student Complaints

The University seeks to maintain high standards in its provision of courses, services and facilities to students. However, 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, prompt and efficient manner.

All complaints will be dealt with without recrimination and no student will be disadvantaged on account of raising a complaint. Students may complain individually or collectively, where appropriate. Complaints will be investigated objectively. Anonymous complaints will not be accepted.

All complaints will be dealt with constructively and the student will be informed of the outcome. Where a complaint is upheld, the University will make an appropriate response including taking any necessary corrective action. Means of redress include an explanation of actions taken or planned and written or oral apologies.

Where a student has an issue they should aim to raise it informally in the first instance with their module leader, course leader or personal tutor. They may also raise an informal complaint with the Head of School or Service.

If an informal approach does not solve the matter, the student may raise it as a formal complaint using the Student Complaints Procedure which is available at uwl.ac.uk/policies. It helps if students use the forms available for this purpose, clearly stating the outcome they are seeking.

The University subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome of a complaint, you may be able to apply for a review of your appeal to the Office of the Independent Adjudicator for Higher Education (OIA) provided that the complaint you take to the OIA is eligible under its rules. More information on the OIA is available oiahe.org.uk.
Section III –
General information
## 12 Semester and term dates

Undergraduate Levels 3 and 4 – 2017/2018

<table>
<thead>
<tr>
<th>Activities</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment for September starts</td>
<td>From Monday 11 September 2017</td>
</tr>
<tr>
<td>Semester one teaching and assessment points commence</td>
<td>Monday 18 September 2017</td>
</tr>
<tr>
<td>Semester one teaching ends</td>
<td>Friday 22 December 2017</td>
</tr>
<tr>
<td>Winter break (inclusive dates)</td>
<td>Monday 25 December 2017 to Sunday 7 January 2018</td>
</tr>
<tr>
<td>Semester one teaching and assessment points</td>
<td>Week ending Friday 19 January 2018</td>
</tr>
<tr>
<td>Enrolment for January starts</td>
<td>Monday 22 January 2018</td>
</tr>
<tr>
<td>Semester two teaching and assessment points commence</td>
<td>Monday 29 January 2018</td>
</tr>
<tr>
<td>Semester two teaching and assessment points end</td>
<td>Friday 18 May 2018</td>
</tr>
</tbody>
</table>
### Undergraduate Levels 5 and 6 – 2017/2018

<table>
<thead>
<tr>
<th>Activities</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic advice and re-enrolment available for Level 5 and 6 students and academic advice</td>
<td>From Monday 4 September 2017</td>
</tr>
<tr>
<td>Academic advice for all students and enrolment for new students</td>
<td>Monday 11 September 2017</td>
</tr>
<tr>
<td>Semester one teaching and assessment commence</td>
<td>Monday 18 September 2017</td>
</tr>
<tr>
<td>Semester one teaching ends</td>
<td>Friday 22 December 2017</td>
</tr>
<tr>
<td>Winter break (inclusive dates)</td>
<td>Monday 25 December 2017 to Sunday 7 January 2018</td>
</tr>
<tr>
<td>Semester one assessment and examinations</td>
<td>Monday 8 January 2018 to Saturday 20 January 2018</td>
</tr>
<tr>
<td>Enrolment for January starts</td>
<td>Monday 22 January 2018</td>
</tr>
<tr>
<td>Semester two teaching and assessment commence</td>
<td>Monday 29 January 2018</td>
</tr>
<tr>
<td>Semester two teaching ends</td>
<td>Friday 4 May 2018</td>
</tr>
<tr>
<td>Semester two assessment and examinations</td>
<td>Monday 7 May 2018 to Saturday 19 May 2018</td>
</tr>
</tbody>
</table>
### Section III – General information

**Postgraduate – 2017/2018**

<table>
<thead>
<tr>
<th>Activities</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment for September starts</td>
<td>From Monday 11 September 2017</td>
</tr>
<tr>
<td>Semester one teaching and assessment points commence</td>
<td>Monday 18 September 2017</td>
</tr>
<tr>
<td>Semester one teaching ends</td>
<td>Friday 22 December 2017</td>
</tr>
<tr>
<td>Winter break (inclusive dates)</td>
<td>Monday 25 December 2017 to Sunday 7 January 2018</td>
</tr>
<tr>
<td>Semester one assessment and examinations</td>
<td>Monday 8 January 2018 to Saturday 20 January 2018</td>
</tr>
<tr>
<td>Enrolment for January starts</td>
<td>Monday 22 January 2018</td>
</tr>
<tr>
<td>Semester two teaching and assessment begin</td>
<td>Monday 29 January 2018</td>
</tr>
<tr>
<td>Semester two teaching ends</td>
<td>Friday 4 May 2018</td>
</tr>
<tr>
<td>Semester two assessment and examinations</td>
<td>Monday 7 May 2018 to Saturday 19 May 2018</td>
</tr>
<tr>
<td>Semester three supervision, writing and self-study</td>
<td>Monday 21 May 2018 to Friday 31 August 2018</td>
</tr>
<tr>
<td>Hand-in date for the Dissertation</td>
<td>Friday 14 September 2018 (Extensions cannot go beyond 18 October to comply with the ‘13 calendar months’ completion requirement)</td>
</tr>
</tbody>
</table>
13 Campus Maps

13.1 Ealing site – St Mary’s Road, Ealing, London, W5 5RF

Room numbers at the Ealing site are made up of three fields of information: zone, floor and room number. For example, **BY.03.015** is: Lady Byron (BY) – Third floor (03) – Room (015).

**Zone**
- BY – Lady Byron
- ST – Street
- WK – Warwick
- HT – Heart
- LA – Lammas
- PE – Peter John
- PK – Park
- KE – Kerrison

**Floor**
- B1 – Basement level
- GF – Ground floor
- 01 – First floor
- 02 – Second floor
- 03 – Third floor
- 04 – Fourth floor
13.2 **Brentford site** – Paragon House, Boston Manor Road, TW8 9GB

[Diagram of Paragon House with key to blocks and facilities]

**Key to Paragon**

- **Blocks C, D, E & F**
  - Student Accommodation

- **Block I**
  - Common Room for Students in Accommodation

- **Block G**
  - Teaching Centre

- **Block H**
  - Convenience Store
13.3 Site locations – West London Campus

- West London Campus
- South Acton
- Gunnersbury Park
- Little Ealing
- Walpole Park
- Lammas Park

**Ealing Site**
- Academic Office
- Administration
- Bookshop
- 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

**Westry Hall**
- London College of Music

**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**
13.4 Site locations – Berkshire Institute for Health, Fountain House, Reading

The Map of Reading Town Centre

**University Building**
- Berkshire Institute for Health
- Tenth Floor
- Fountain House
- 2 Queens Walk
- Reading
- RG1 7QF
- Garrard Street Car Park

**Additional Information**
- The Oracle Shopping Centre
- Central Library
- Abbey Ruins
- Royal Berkshire Hospital
- Cinema
- Police Station
- Civic Centre
- Central Swimming Pool
- Town Hall and Museum
- Tesco Extra
- The Hexagon
- Parking
## Index

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018 Teaching Calendar</td>
<td>84</td>
</tr>
<tr>
<td>Accommodation</td>
<td>44</td>
</tr>
<tr>
<td>Alumni Association</td>
<td>76</td>
</tr>
<tr>
<td>Benefits</td>
<td>50</td>
</tr>
<tr>
<td>Blackboard</td>
<td>21</td>
</tr>
<tr>
<td>Campus Maps</td>
<td>87</td>
</tr>
<tr>
<td>Car Parking</td>
<td>67</td>
</tr>
<tr>
<td>Careers and Employment Service</td>
<td>46</td>
</tr>
<tr>
<td>Cash Machines</td>
<td>55</td>
</tr>
<tr>
<td>Catering</td>
<td>69</td>
</tr>
<tr>
<td>Childcare advice</td>
<td>38</td>
</tr>
<tr>
<td>Confirmation of Student Status</td>
<td>28</td>
</tr>
<tr>
<td>Council Tax</td>
<td>51</td>
</tr>
<tr>
<td>Counselling</td>
<td>39</td>
</tr>
<tr>
<td>Disability</td>
<td>40</td>
</tr>
<tr>
<td>Disability Information</td>
<td>41</td>
</tr>
<tr>
<td>Disabled Students Allowance</td>
<td>52</td>
</tr>
<tr>
<td>e-mail Account</td>
<td>11</td>
</tr>
<tr>
<td>Fee Payment and Debt Collection</td>
<td>56</td>
</tr>
<tr>
<td>Fee Status Assessment Appeals</td>
<td>53</td>
</tr>
<tr>
<td>Financial Difficulties</td>
<td>52</td>
</tr>
<tr>
<td>Funding</td>
<td>53</td>
</tr>
<tr>
<td>Halls of Residence</td>
<td>44</td>
</tr>
<tr>
<td>Health</td>
<td>42</td>
</tr>
<tr>
<td>Health and Safety Office</td>
<td>64</td>
</tr>
<tr>
<td>Housing Advice (including Homelessness)</td>
<td>45</td>
</tr>
<tr>
<td>Interfaith Services</td>
<td>41</td>
</tr>
<tr>
<td>International Students</td>
<td>60</td>
</tr>
<tr>
<td>IT Services</td>
<td>18</td>
</tr>
<tr>
<td>Library Services</td>
<td>28</td>
</tr>
<tr>
<td>Lost Property</td>
<td>71</td>
</tr>
<tr>
<td>Money matters</td>
<td>50</td>
</tr>
<tr>
<td>Policies</td>
<td>79</td>
</tr>
<tr>
<td>Pregnancy</td>
<td>43</td>
</tr>
<tr>
<td>Reception Services</td>
<td>72</td>
</tr>
<tr>
<td>Regulations</td>
<td>79</td>
</tr>
<tr>
<td>Rent</td>
<td>45</td>
</tr>
<tr>
<td>School Administration Centre</td>
<td>27</td>
</tr>
<tr>
<td>Security</td>
<td>66</td>
</tr>
<tr>
<td>Shuttle Bus</td>
<td>74</td>
</tr>
<tr>
<td>Sports Facilities</td>
<td>71</td>
</tr>
<tr>
<td>Student Code of Conduct</td>
<td>80</td>
</tr>
<tr>
<td>Student Loans</td>
<td>54</td>
</tr>
<tr>
<td>Student Training Restaurants</td>
<td>75</td>
</tr>
<tr>
<td>Students’ Union</td>
<td>30</td>
</tr>
<tr>
<td>UCAS</td>
<td>77</td>
</tr>
<tr>
<td>UWL Student ID Card</td>
<td>8</td>
</tr>
<tr>
<td>Visa issues</td>
<td>62</td>
</tr>
<tr>
<td>Volunteering</td>
<td>49</td>
</tr>
<tr>
<td>Web Based Services – MyRegistry</td>
<td>15</td>
</tr>
<tr>
<td>Working – International Students</td>
<td>63</td>
</tr>
</tbody>
</table>

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