



UNIVERSITY OF
WEST LONDON
The *Career* University



Student Handbook

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Welcome

I am pleased to welcome you as a student to the University of West London (UWL). We are committed to delivering the best student experience, and this means ensuring all students are valued, celebrated, and respected. We aim to provide excellent education opportunities by offering the highest standards of teaching in a friendly and professional environment.

We are very proud of our industry-standard facilities, which reflect our passion for delivering a first class educational experience and developing students with industry-ready skills..

We hope you enjoy your course and take advantage of the wider opportunities offered by the University.

The Student Handbook has been prepared to provide an easy reference guide to help you find your way around our facilities, services, policies, and current regulations. It has been structured around your student journey, during the academic year and beyond. It also sets out our expectations we have of you in terms of engagement with your studies and your behaviour. Please ensure that you read it, as it will help you to experience university life to the full at UWL.

The Handbook provides answers to some frequently asked 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 sets out what to do if you have been ill for your assessments, where to seek advice about money matters, or even to make a complaint. There is much more detail on the website and the Student Portal at studenthub.uwl.ac.uk. You can find more information, including policies and procedures at the University of West London, on the University's website, uwl.ac.uk/policies

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 CBE
Vice-Chancellor and President



Section 1: Important Information



1.1 Help in an emergency

1.1.1 Security

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

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

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

Ealing site

Lady Byron and Park entrances, St Mary's Road, Ealing

 020 8231 2572

Ground floor, Century House, Uxbridge Road, Ealing

 020 8231 2010

Brentford site

Ground floor, Paragon House


 020 8209 4057

Berkshire Institute of Health, Reading

3rd and 10th Floor, Fountain House, Reading

 020 8209 4200

24hr Emergencies

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

1.1.2 Illness or Injury

Illness or Injury on Campus

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

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

Accident and Incident Reporting Procedures

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

 020 8231 2099 (24 Hours)

 FacilitiesHelpdesk@uwl.ac.uk

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

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


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

1.1.3 Emergency Support

What do I do if?


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

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

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

I am worried I might hurt myself:

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

 116 123 for the Samaritans
999 for the Emergency Services

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

Reach out to Student Services, who can help you with practical advice and support. You can visit them at 'The Street' at the Ealing Site, St Mary's Road; on the 2nd floor at the Brentford Site, Paragon House; or talk to the Student Liaison assistant available at the Berkshire Institute of Health

 020 8231 2345

 Student.Services2@uwl.ac.uk

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

Reach out to the [Welfare Team](#), who are skilled in supporting students who are worried about university life and offer intervention and support in case of a crisis. You can visit them at 'The Street' at the Ealing Site, St Mary's Road; on the 2nd floor at the Brentford Site, Paragon House; or talk to the Student Liaison assistant available at the Berkshire Institute of Health.

 020 8231 2313

 studentwelfare@uwl.ac.uk

Whatever happens, we are here for you.

1.2 Staying safe and secure


1.2.1 At University

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

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

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

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

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

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

Maintaining a healthy campus

We are committed to giving you the best possible student experience while keeping you safe. We are therefore requesting that you follow the University's guidance on hygiene. Make sure you regularly wash your hands and use the hand sanitisers provided around campus. We would encourage you to get vaccinated as we think this is the best way for us to keep the campus healthy at this time.

If you feel unwell with Covid-19 or any infectious disease symptoms **do not enter the University buildings under any circumstances.**

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

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

1.2.2 Away from University

Register with a Doctor and Dentist

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

There are plenty of dental practices in Ealing, Brentford, and Reading. However, we recommend that you remain

registered with your home dentist if this is possible, as there can be long waiting lists for NHS dentists.

You can find local GPs and NHS dentists accepting new patients on the NHS Choices website; www.nhs.uk

Nights out

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

Call a taxi

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

Protect your possessions

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

1.2.3 Online

Today, we spend more time online than ever before, so it is extra important that you stay safe. Visit uwl.ac.uk/student-life/building-uwl-community/be-safe-online for more information and advice.

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

Your UWL IT user account gives you access to many important services, and you are responsible for everything that is done using that account. Protect it with a strong, unique password and never tell anyone your password, let them borrow your account, or use a computer that is logged on as you. If you think anyone might know your password, change it immediately and let IT services know. To choose a strong but memorable password, use three random words, using both upper and lower case, separated with a punctuation mark. For example, Battery-Horse-Staple

Protect your computer and phone by turning on automatic updates so they always have the latest security fixes. Use password, PIN, or fingerprint scanner to secure your devices and turn on "Find My Phone". Modern Windows and Mac laptops come with anti-virus built in.

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

Get in touch with [IT Services](#) if you need help.

Social Media

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

Read our Social Media Guidelines for Students at uwl.ac.uk/policies for more advice on how to avoid the downsides of online and [how to be safe online](#).

If you are the victim of cybercrime or have experienced cyberbullying, please contact Student Services.

1.3 Helpful contacts

Student Services

☎ 020 8231 2345

✉ Student.Services2@uwl.ac.uk

Accommodation

☎ 020 8280 2335

✉ financehelp@uwl.ac.uk

Bursaries

☎ 020 8231 2214

✉ bursaries@uwl.ac.uk

Interfaith advice

☎ 020 8231 2365

✉ faith@uwl.ac.uk

Money/Student Finance

☎ 020 8231 2591

✉ studentadvice@uwl.ac.uk

Student Visa advice

☎ 020 8231 2591

✉ studentadvice@uwl.ac.uk

Disability and Mental Health Team

☎ 020 8231 2739

✉ wellbeing@uwl.ac.uk

Welfare Team

☎ 020 8231 2313

✉ studentwelfare@uwl.ac.uk

Student Counselling

☎ 020 8231 2218

✉ counsellor@uwl.ac.uk

Study Support Team

✉ study.support@uwl.ac.uk

Student Experience

☎ 020 8152 4874

✉ student.experience@uwl.ac.uk

IT Services

☎ 2222 from a University phone

☎ 0300 111 4895

✉ ITServiceDesk@uwl.ac.uk

Library Services

☎ 020 8231 2405

✉ library@uwl.ac.uk

Blackboard Support

☎ 020 8209 4455

✉ CELT@uwl.ac.uk

Students' Union

☎ 020 8231 2276

✉ uwl.su@uwl.ac.uk

Not sure who to call?

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

☎ 020 8231 2345

✉ Student.Services2@uwl.ac.uk

1.4 Student Code of Conduct

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

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

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

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

Students can also report any unacceptable behaviour confidentially and anonymously via our 'Report and Support' online platform, reportandsupport.uwl.ac.uk.

Behaviour towards others

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

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

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

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

Safety and Security

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

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

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

Care of property

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

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

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

Smoking

Smoking or vaping is prohibited inside any building operated by the University (including corridors, foyers, toilets, and entrances etc), and within 5 meters of the outside of any building operated by the University. You should make sure that you do not smoke or vape near doors and outside areas where it is clearly designated as No Smoking.

Drugs and Alcohol

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

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

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

Students should abide by any separate disciplinary policies applied in University managed accommodation. This includes the banning of illegal drugs.

Compliance with Policies and Regulations

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

- Academic Regulations, particularly the Academic Offences Regulations
- Internet and email codes of practice
- The Equality, Diversity, and Inclusion Policy
- Information Security and Acceptable Use of Information Assets Policies
- Health and safety regulations and fire regulations,
- Code of practice on freedom of speech
- Students' Union's constitution and rules.

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

Discipline

Disciplinary procedures may be invoked if it is alleged that a student has breached the Student Code of Conduct, examples of which may include the following:

- Abusive, threatening, or unreasonable behaviour or assault and/or behaviour which causes fear or distress to others
- sexual violence, abuse, or harassment
- racist activity or behaviour
- damage to University property or the property of any student or member of staff
- any action likely to cause injury to any person or impairing the safety of the premises; including fighting on University premises
- endangering others by not following guidelines on Covid-19
- conduct that interferes with the academic or administrative activities of the University, such as disruption of teaching, research, examinations, working of staff and other campus services
- falsification or misuse of qualifications including University records, including award certificates
- misappropriation or misuse of University funds or assets or those of others
- false pretence or impersonation of others within or without the University, in connection with academic attainments or financial awards
- offering, promising, giving, receiving, or soliciting a financial, academic, or other advantage or favour as a means to influencing the actions of others
- conduct, either on or off campus, which brings the University into disrepute

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

1.4.1 Violence, abuse, and harassment

All students and staff have the right to live, study, work and relax in an environment where they are free from any form of violence, abuse, or harassment, and where their body, gender identity, sex, ethnicity, religion, sexuality, and personal boundaries are respected.

No student or staff member should be forced to just 'put up' with violent or abusive behaviour from others, threats of such behaviour or any forms of abuse or harassment. This includes sexual violence, abuse and harassment, and any violence or harassment as a result of racial or religious hatred or prejudice relating to sexuality, sex, or gender identity. Action must be taken where necessary to ensure all students and staff are able to enjoy University life without experiencing these.

Any harassment will not be tolerated by the University or the Students' Union, and those who commit or threaten

acts of harassment should be stopped (ie their behaviour challenged) and disciplined as appropriate for their actions.

Students who have been the victims of any form of violence, abuse, or harassment, including sexual violence, sexual assault, domestic violence, threats of violence or harassment based on race, religion, or other protected characteristics such as gender identity, sex, or sexuality, can seek the help of Student Services. Student Services will offer appropriate support and also help report any issues as appropriate.

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

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

Students can also report any unacceptable behaviour confidentially and anonymously via our 'Report and Support' online platform, reportandsupport.uwl.ac.uk.

1.4.2 Terms and conditions

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

1.4.3 Children on Campus

The University is an adult environment, so children under the age of 18 should not regularly be brought on to campus unless they are part of an organised activity.

If you have to bring your child in to University, make sure you sign them in at the reception desk, and complete the Children on University Premises form for each child. Children are only allowed on campus:

- Monday to Friday from 08:30am to 8:00pm
- Saturday and Sunday from 08:30am to 6:00pm

You will be responsible for their behaviour and safety, and children must not be left unsupervised. Children are not allowed in lectures, seminars or classes, and shouldn't be taken into any specialised or hazardous rooms such as labs, libraries, print rooms, or kitchens. If children are found in unsafe areas or considered to be excessively noisy or disruptive, you may be asked to leave.

You can find out more in the Children on University Premises: Policy and Procedures document at uwl.ac.uk/policies, under the Safeguarding heading.

1.5 Timetable and term dates

1.5.1 Induction

New students

Apprenticeship Induction

11th September 2024

September Induction starts:

16 September 2024

February Induction starts:

3 February 2025

1.5.2 Term Dates

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

Semester one: 30 September 2024 – 1 February 2025

Winter break: 23 December 2024 – 5 January 2025

(teaching continues 6 January 2025)

Semester one enhancement weeks: 20 January 2025 – 1 February 2025

Induction for all new February starters: 3 February 2025 – 7 February 2025

Semester two: 10 February 2025 – 7 June 2025

Spring break: 14 April 2025 – 21 April 2025 (teaching continues 22 April 2025)

Semester two enhancement weeks: 26 May 2025 – 7 June 2025

Summer break: 9 June 2025 – 28 September 2025

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

Semester one: 30 September 2024 – 1 February 2025

Winter break: 23 December 2024 – 5 January 2025 (teaching continues 6 January 2025)

Semester one - assessment and examinations: 6 January – 18 January 2025

Hand-in date for the Dissertation or Capstone Project for February-start students: 17 January 2025

Semester one enhancement weeks: 20 January 2025 – 1 February 2025

Semester one - resit assessment and examinations: 17 March 2025 – 29 March 2025

Induction for all new February starters: 3 February 2025 – 7 February 2025

Semester two: 10 February 2025 – 7 June 2025

Spring break: 14 April 2025 – 21 April 2025 (teaching continues 22 April 2025)

Semester two - assessment and examinations: 12 May – 24 May 2025

Hand-in date for the Dissertation or Capstone Project for October-start students: 23 May 2025

Semester two enhancement weeks: 26 May 2025 – 7 June 2025

Semester two - resit assessment and examinations: 21 July – 2 August 2025

End of Year - resit assessment and examinations: 8 September – 13 September 2025

Summer break: 9 June 2025 – 28 September 2025
Semester two

Postgraduate students

Semester one: 30 September 2024 – 1 February 2025

Winter break: 23 December 2024 – 5 January 2025 (teaching continues 6 January 2025)

Semester one - assessment and examinations: 6 January – 18 January 2025

Hand-in date for the Dissertation or Capstone Project for February-start students: 17 January 2024

Semester one enhancement weeks: 20 January 2025 – 1 February 2025

Semester one - resit assessment and examinations: 17 March 2025 – 29 March 2025

Induction for all new February starters: 3 February 2025 – 7 February 2025

Semester two: 10 February 2025 – 7 June 2025

Spring break: 14 April 2025 – 21 April 2025 (teaching continues 22 April 2025)

Semester two - assessment and examinations: 12 May – 24 May 2025

Semester two enhancement weeks: 26 May 2025 – 7 June 2025

Semester two - resit assessment and examinations: 21 July – 2 August 2025

Semester three: 9 June 2025 – 27 September 2025

Hand-in date for the Dissertation or Capstone Project for October-start students: 26 September 2025

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

📧 undergraduate.admissions@uwl.ac.uk

1.5.3 Assessment and Exam Dates

Levels 3 and 4 (foundation and first year students)

Assessment is course specific and takes place within each Semester.

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

Semester one: 06 January - 18 January 2025

Semester one resits: 17 March - 29 March 2025

Semester two: 12 May - 24 May 2025

Semester two resits: 21 July - 2 August 2025

End of year resit assessment and examinations:

08 September – 13 September 2025

The full semester and term dates can be found at

uwl.ac.uk/students/current-students/semester-and-term-dates

1.6 Getting Here – Ealing, Brentford, and Reading

Ealing site – St Mary’s Road

Our Ealing site has state-of-the-art student facilities including the Students’ Union, Student Services, IT facilities, music studios, an auditorium, laboratories, FlightPad, Westmont Enterprise Hub, the Paul Hamlyn Library, five academic Schools / Colleges, as well as restaurants and cafés, and much more.

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

By bus

Students and staff can catch the free **UWL Shuttle Bus**, from Ealing Broadway station, running to both the Ealing and Brentford sites.

A regular bus service (number 65) runs from outside Ealing Broadway Station to the Ealing campus. There are a number of London buses in the area, many 24 hours, which serve both local routes and the city centre.

By underground and train

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

By road

Sat Nav postcode: W5 5RF

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

See the Transport for London website, www.tfl.gov.uk, for more local travel options and to plan your journey

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

Ealing site - Uxbridge Road (Cavendish House and Century House)

The Uxbridge road site, comprising of Century house and Cavendish house, is situated in a vibrant part of Ealing close to the town centre and all its amenities.

Century house is home to brand new performance spaces, teaching spaces to cater for all types of teaching and specialist subjects.

Cavendish house is home to the institute of policing studies and has a crime suite.

Century House
61–63 Uxbridge Road
Ealing
London W5 5SA

By bus

As well as the **UWL Shuttle Bus** stops on Bond Street and the High Street, there are several bus routes that run close to the Ealing site, Bus services 207, 483 and SL8 also stop outside the buildings and ample cycle parking is available.

By underground and train

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

By road

Sat Nav postcode: W5 5SA

The Ealing site lies on the A4020 between the B452 and the B455. The M4 motorway is a few minutes’ drive away from Ealing (Junction 2), and the A40, M40 and M25 are all easily accessible as well.

Please note that there is no car park available at the University site. Please use the public car parks within the Ealing area.

See the Transport for London website, www.tfl.gov.uk, for more local travel options and to plan your journey

Brentford site – Paragon House

The Brentford site of our West London campus is home to our cutting-edge simulation centre, crime-scene room, music studios, three of the University's academic Schools / Colleges, and a canteen and coffee stand.

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

By bus

As well as the [UWL Shuttle Bus](#), there are several bus routes that run close to the Brentford site, which are the E2, E8 and H91.

By underground and train

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

By road

Sat Nav postcode: TW8 9GB

Our Brentford site is located on the A3002, Boston Manor Road, only 1.5 miles south of the St Mary's Road, Ealing site.

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

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

Parking at Ealing and Brentford sites

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

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

 020 8231 2099

 FacilitiesHelpdesk@uwl.ac.uk

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

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

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

Reading site – Berkshire Institute for Health

The Berkshire Institute for Health at Fountain House is situated in Reading, housing our specialist education centre to deliver our nursing and midwifery programmes across

the region in partnership with the NHS Reading boasts beautiful unspoilt stretches of river and some of the best shopping, dining and theatre outside of London.

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

By bus

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

By train

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

By foot

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

By road

Sat Nav postcode: RG1 7QF

Parking

There is no dedicated student parking at Fountain House, Reading. The Broad Street Mall (RG1 7QE) has a multi-storey car park open to the public. We have arranged a special all-day price of £7.50 for our students. Make sure you validate your ticket at the Reception on Level 10 of Fountain House to get this rate. They also offer an 'Early Bird' rate of £7 if you park between 6am and 8am and leave later that same day. Hourly prices and more information can be found at: www.reading.gov.uk/transport/parking/car-parks/broad-street-mall-car-park

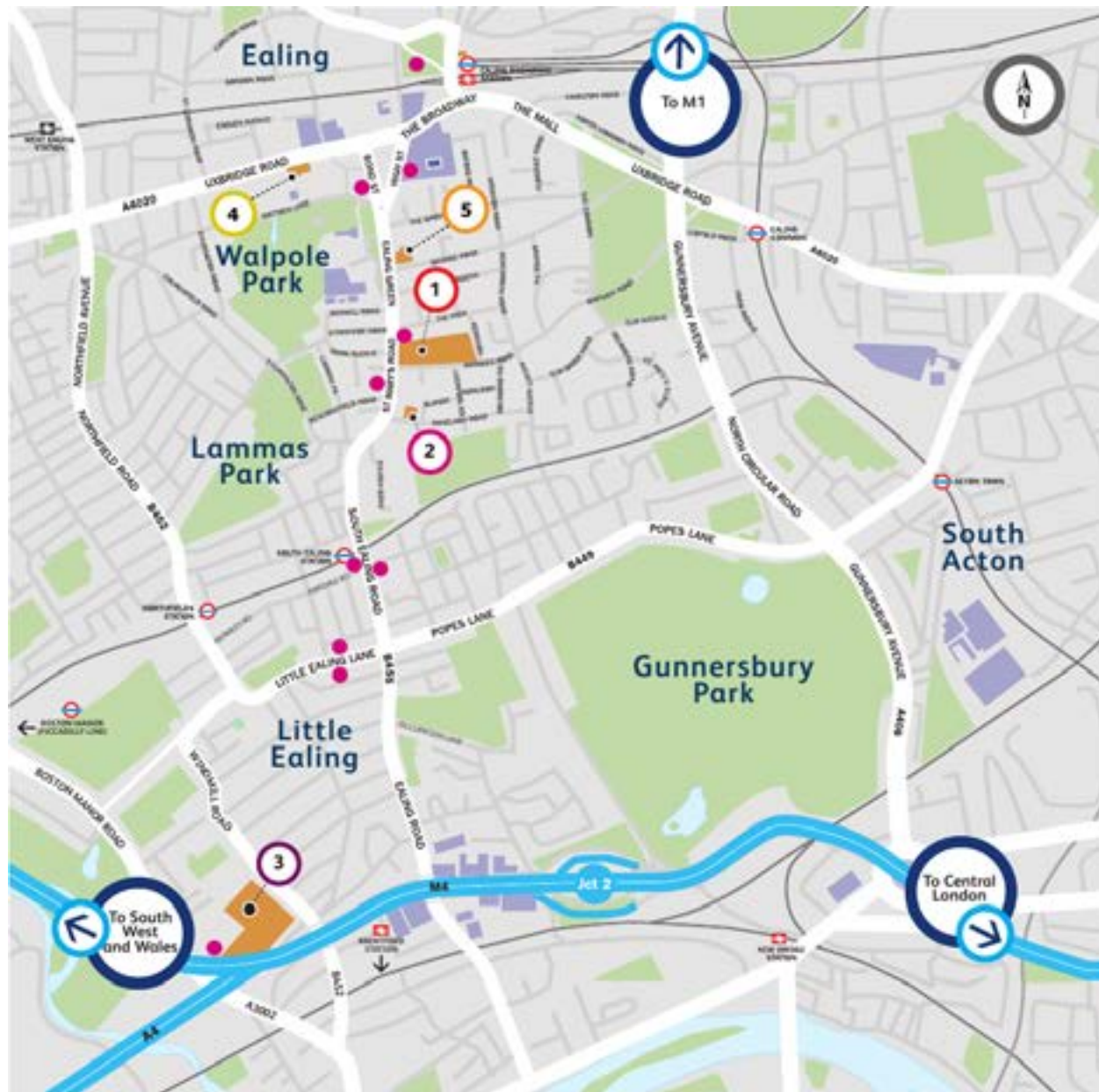
If you need more advice about parking near Fountain House, Reading, you can contact the 10th floor reception desk on **020 8209 4200**.

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

Accessible Facilities

There are disabled toilet facilities and lifts in every campus building as well as wheelchair access on our shuttle bus. For further information on accessibility, visit www.accessable.co.uk/organisations/university-of-west-london

Ealing and Brentford site map



1 Ealing Site

- School of Law
- London School of Film, Media and Design
- London College of Music
- London Geller College of Hospitality and Tourism
- Pilgrims Restaurant
- School of Computing and Engineering
- Student Services
- Students' Union
- Teaching Centre
- School of Biomedical Sciences
- Paul Hamlyn Library

2 Vestry Hall

- London College of Music

3 Brentford Site

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

- Shuttle bus stop

4 Century House

- Institute for Policing Studies

5 Drama Studio London

Reading site map



University Building

1

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

Additional Information

- A** The Oracle Shopping Centre
- B** Central Library
- C** Abbey Ruins
- D** Royal Berkshire Hospital

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

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

1.7 Finances, Scholarships and Bursaries

1.7.1 Finance and Fee Payment

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

Fee status, assessment and appeals

Your fee status (ie whether you pay home fees or international fees) will have been checked at admissions stage. If there are any changes to your circumstances that you think will affect your status you should contact the Student Advice team in Student Services. Issues that might affect your fee status include being granted refugee status.

If you do not agree with your assessed fee region (which determines the level of tuition fee you are expected to pay, i.e. 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 Fee Assessment Form and you must specify the category that applies to your circumstances and why you satisfy these requirements. You must also submit original evidence that supports the grounds for the appeal. You should submit the form to the Student Money & Immigration Advice team:

☎ 020 8231 2591

✉ studentadvice@uwl.ac.uk

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

Student Loans Company (SLC) funding

If you have a tuition fee loan from the SLC we will collect your fees direct from the SLC. We will require confirmation from the SLC that you have secured your funding by the time you enrol.

Self-funding

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

Sponsored students

You will be required to provide a purchase order 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 unable to 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 [Academic Administrative Support Centre](#). Once your

withdrawal has been approved, you will be given a refund if you are eligible for one according to the Tuition Fee Policy available at uwl.ac.uk/policies.

Transfers and deferrals

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

Please note that if you are a Student Visa Holder, you must contact the UKVI Compliance Office as there may be issues with your visa if you transfer.

✉ int.compliance@uwl.ac.uk

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

☎ 020 8280 0283

✉ financehelp@uwl.ac.uk

Retake Modules

If you are required to retake modules there is a fee that must be paid at enrolment.

Non-payment of fees

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

If you are not able to complete the financial part of your enrolment you will be given a time-limited 'part-enrolled' status. While part-enrolled you will not be able to get student loan payments, or letters to prove your student status. If you do not complete your enrolment by the deadline we give you, then your access to university buildings and facilities will be stopped. Following this, if you do not contact the Student Finance Team within a week, you will be withdrawn from your course. Full details can be found in the Tuition Fee Policy at uwl.ac.uk/policies.

Problems paying your fees

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

☎ 020 8280 0283

✉ financehelp@uwl.ac.uk

You should also speak to Student Money and Immigration Advice to see if you are entitled to any additional financial support

📞 020 8231 2591

✉️ studentadvice@uwl.ac.uk

1.7.2 Bursaries and Scholarships

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

✉️ bursaries@uwl.ac.uk

UWL Full time Undergraduate bursary

We will provide bursaries for full time undergraduate students who start their course in September 2024.

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

To be eligible for the bursary, you must be a full-time home undergraduate student from a household with an income of less than £28,000 a year. Students eligible for NHS Learning Support Fund support are not eligible.

Path to Success Bursary

Our Path to Success Scholarship is offered to all new home students starting in September 2024 who are studying a full-time undergraduate degree with a foundation year. This scholarship is awarded automatically (subject to attendance, engagement, and submission to assessment) and is designed to help towards the cost of studying. Students eligible for NHS Learning Support Fund support are not eligible.

Top-up Bursary

Our Top-Up Bursary is for new home students starting in September 2024 on Level 6 of a full-time undergraduate top-up degree (who have not previously studied with us and are coming from another institution in the previous academic year). Again, there is no need to apply as the University automatically checks eligibility.

Philanthropic Awards

In addition to the above bursaries, philanthropic bursaries and scholarships are also available to undergraduate students beginning their studies this academic year. Philanthropic bursaries and scholarships are funded by charitable organisations, private or corporate donors. The number, value and eligibility criteria of these awards vary. For more details about any of these philanthropic awards, please contact Alumni and Development at alumni@uwl.ac.uk.

1.7.3 UWL Aspire Bursary and Free Books

Most UWL undergraduate students are entitled to the UWL Aspire Bursary. You will receive a £100 worth of free books in your first year of study and two further payments of £100 in later years. For part-time students, the free books and payments are worth £50 per year up to a maximum of £300 across your full course. Apprenticeship students will receive the free books only.

The Free Books scheme may be changed to providing you with equipment if this is felt to be beneficial by the course leader.

Free Books

The books or equipment, have been chosen by your course leaders as essential resources for core aspects of your course. You will receive details of the ebooks, print books or equipment at induction.

The funds are added to your Aspire account, which you will be informed about at induction, and can be spent at the Aspire Portal at www.uwlaspire.co.uk/uwl. You need your normal UWL IT username and password to log into the portal.

For more information visit uwl.ac.uk/uwl-aspire-bursary

1.8 International students (additional information)

1.8.1 Visas and immigration

If you are a national of a country in the European Economic Area (EEA) or Switzerland and you do not currently hold or have applied for settled / pre-settled status through the EU Settlement Scheme, then you will need to apply for a student visa.

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

All other non-UK students must have a valid immigration status that permits them to study in the UK. This may be a student visa sponsored by UWL, or another type of immigration status. Your visa or Biometric Residence Permit (BRP) or eVisa is your permission to stay in the UK. Your visa states the length of time that you are allowed to stay in the UK (it will show a specific date) and any conditions attached to your stay (eg if/how many hours you are allowed to work per week). It is important that you have

the correct type of visa that allows you to study at the University.

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

The UK government are digitalising all visas and will be implementing eVisas for all students in 2025 and BRP cards will no longer be issued as you will be able to view and prove your immigration status on-line. For more information on the eVisa Online immigration status (eVisa) - GOV.UK (www.gov.uk)

Student Money and Immigration Advice can advise you on issues relating to your immigration and visa status in the UK including making applications to extend your visa. They can answer any questions you might have about working legally, police registration, making trips abroad, and bringing dependants to the UK.

☎ 020 8231 2591

✉ studentadvice@uwl.ac.uk

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

Applying for a bank account

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

Healthcare

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

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

Working

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

If you get a job at the University, we'll make sure you do not work too many hours. If you get a job outside of the

University, you are responsible for making sure you do not work more hours than allowed.

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

1.8.2 Importance of Attendance and Accurate Records

If you are sponsored for a Student visa, the University's sponsorship duties include monitoring your attendance on a weekly basis both through turnstile and SEATs classroom swipes as well as other resources. It is therefore very important that you swipe your UWL student card on the SEATs reader for every scheduled lecture/seminar/workshop that you attend. See the Attendance Monitoring and Engagement Policy at uwl.ac.uk/policies for more information.

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

Let us know if you are unable to come to class by following the procedure at uwl.ac.uk/current-students/policies-and-regulations/student-attendance

If you are required to return home unexpectedly during term-time then you must, before making any arrangements, obtain approval from your Course Leader/Personal Tutor and ensure that you complete an 'Authorised Absence form' available at uwl.ac.uk/current-students/policies-and-regulations/student-attendance

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

☎ 020 8231 2345

✉ studentadvice@uwl.ac.uk

✉ int.compliance@uwl.ac.uk

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

Record Keeping

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

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

1.8.3 How to contact the UKVI Compliance Team

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

If you are an international student and your visa status changes, taking a break from your studies, or will not be able to study with us any longer, get in touch with the Compliance Team as soon as possible.

📧 Int.compliance@uwl.ac.uk

1.9 On Campus

1.9.1 The new UWL Student App

We are delighted to announce the new UWL Student App which will provide easy access to your timetable, real time shuttle bus information, access to the Student Hub, campus navigation, and more. Watch out for the announcement of the App launch date. The new UWL Student App will be downloadable from the Apple Store (for iOS devices) or the Google Play Store (for Android devices). Just search for "UWL Student App".

1.9.2 Your timetable

Your personalised timetable is available through your Student Portal at portal.uwl.ac.uk. click on the 'My TimeTable' tile to see your timetable.

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

During the year, it may be necessary for changes to be made to your timetable. It is important that you check your timetable for any updates regularly. Whilst we do our best to minimise timetable disruption, in the first month of your study it is possible your timetable will need to be adjusted to accommodate changes in class sizes.

We expect all undergraduate full-time students to be available to attend teaching from 9am to 9pm from Monday to Saturday.

If you have any queries or concerns about your timetable, please contact your [Academic Administrative Support Centre](#) (located in the Heartspace at St Mary's Road or on the 2nd floor at Paragon House, Brentford).

If you have problems logging in or accessing your timetable online, or problems downloading and synchronising it to your mobile device, please contact the IT Service Desk on extension: **2222** or externally on: **0300 111 4895**

The screenshot shows a digital timetable interface. At the top, it displays the date range '2 October 2021 - 8 October 2021 - Semester 1 Week 1'. The interface is organized into columns for each day: Sunday (2 October 2021), Monday (3 October 2021), Tuesday (4 October 2021), Wednesday (3 October 2021), and Thursday (4 October 2021). The rows represent time slots from 9:00 to 18:00. Several modules are visible, including 'FUNDAMENTALS OF BUSINESS COMMUNICATIONS' and 'PERSONAL UWL STUDENT APP TRAINING'. A '60 60' badge is present in the bottom right corner of the grid.

1.9.3 Your Student ID card

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

- as Proof of identity
- to gain access to the University campus
- to borrow library books and media equipment
- to access printing facilities and top up your printer credits
- to record your attendance at classes when touch in to SEAtS.
- to access the [UWL Shuttle Bus](#)

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

Your UWL Student ID card is set up for printing on campus. If you lose your ID card, visit student services for instruction on how to get a replacement. Alternatively, you can contact us by e-mail at idcardservices@uwl.ac.uk or by phone on **020 8231 2070**.

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

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

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

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

If you have any issues with your ID card, please go to Student Services located at:

- Ealing site: the Student Services front desk in The Street on the Ground Floor, St Mary's Road
- Brentford site: the Student Services desk on the 2nd floor, Paragon House
- Berkshire Institute of Health: the Reception desk on the 10th Floor of Fountain House.

📧 idcardservices@uwl.ac.uk

Remember: Do not lend your ID card to anyone else, and always show it on request.

1.9.4 Shuttle bus timetable

We operate a free shuttle bus between Ealing Broadway Station, our Ealing Site (St Mary's Road), and our Brentford site (Paragon House). You will need your Student ID Card to tap in when you board the bus.

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

Top Tip: Please download UWLTravel App or The new UWL Student App, "UWL Student App" for live updates of the shuttle Bus movement. Both can be downloadable from the Apple Store (for iOS devices) or the Google Play Store (for Android devices).

If you are able, it may be quicker to walk or cycle. It takes around 10 minutes to cycle, or 30 minutes to walk from our Ealing Site (St Mary's Road) to our Brentford site (Paragon House). See our safe walking and cycling routes at uwl.ac.uk/ealing or uwl.ac.uk/brentford.

Timetables are available at uwl.ac.uk/student-life/our-campus-and-sites/uwl-shuttle-bus-service.

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

Please ensure that you follow all safety measures on-board the buses, including the use of face coverings. Information about these measures will be provided on posters and notices. You may be directed further by the bus drivers or security staff.

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

1.9.5 Finding your class (room numbers)

The room numbers in your personalised timetable show where your classes will take place. Each code is made up of abbreviations for the zone, level, and room.

Ealing

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

BY = Lady Byron
CA = Cavendish House (Uxbridge Road)
CE = Century House (Uxbridge Road)
KE = Kerrison
LA = Lammas
PE = Peter John
PK = Park
WK = Warwick
VH = Vestry Hall (Ranelagh Road)

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

B1 means basement level, GF is ground floor.

Brentford (Paragon)

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

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

G means ground floor.

Reading (Fountain House)

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

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

1.9.6 Touching into class

We expect you to touch-in to SEAtS attendance monitoring system with your UWL Student ID Card at the start of each teaching session. SEAtS looks like this:



You must attend all the lectures, workshops and seminars shown on your timetable.

If you have two consecutive classes in the same classroom or theatre, you will be required to swipe in twice to register for each class. Your class tutor should remind you to touch in. Look out for the blue “Tap in here” discs:



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

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

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

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

Important: Mandatory attendance requirements

Courses leading to professional registration

Your course maybe accredited by a Professional Statutory Regulatory Body which means you will have to meet additional responsibilities as part of your course. 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 your **Course handbook**.

International Students (on a Student Visa)

International Students sponsored for a visa must always engage with their studies. The University is required to monitor attendance and engagement closely and report unauthorised absences to the Home Office. Non-attendance may result in students being withdrawn from their course and losing their right to stay in the UK. For more information see the Attendance and Engagement Policy available at uwl.ac.uk/policies

Further Education Courses and Apprenticeships

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

Scholarships and Bursaries

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

1.9.7 Places to eat and drink on site

Whether you need a quick pit-stop between lectures, a fuel break during a library session, or want to catch up with friends over lunch, our cafes, bar and restaurant around the West London Campus - the Ealing and Brentford sites - offer a great range of food and drinks.

There are also vending machines offering hot and cold beverages, confectionery, crisps and snacks

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

Brentford site: In the canteen second floor.

Berkshire Institute of Health: In the coffee area

Little Coffee Union is now available at our Century and Cavendish House site, situated in the front car park.

The Pillars Restaurant

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

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

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

Reservations:

 020 8231 2200

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

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

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

Ealing Site

Main Canteen

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

Monday to Thursday: 8am – 8pm Friday: 8am – 4pm

Brentford Site

Main Canteen

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

Monday to Thursday: 8am – 8pm Friday: 8am – 4pm

Costa Coffee Pod

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

Monday to Friday: 8am - 4pm

You can pay by card, contactless, or cash and .You can find more information on all the facilities located at the Ealing Site at uwl.ac.uk/student-life/places-eat-and-drink

1.10 About your course

1.10.1 Module Study Guide

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

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

1.10.2 Course Handbook

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

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

1.10.3 Academic Regulations

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

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

1.10.4 Blackboard

Blackboard is our 'virtual learning environment', the online home for your studies. On Blackboard you will find:

- Home page with useful links to support and study resources
- Activity stream with real-time updates on your courses and modules
- Module Study Guides (MSG)
- Learning Materials for guided independent study
- Structured guidance to support your learning outside of the classroom (ie how to prepare for class and how to consolidate your learning after class)
- Announcements relating to your course
- Coursework submission areas (including Turnitin)
- Feedback and provisional grades
- Online discussions and other learning activities to help you engage with your learning materials and other students on your course

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

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

Help Using Blackboard and other Learning Technologies

You can get help and more information about Blackboard, Turnitin, UWL Replay (lecture recordings) and CampusPress (blogging, portfolios, and website creation) on the Blackboard Help for Students website uwl.ac.uk/current-students/online-learning-tools

If you have questions relating to your course material or the learning activities in Blackboard, please ask your lecturer. If you have a technical problem, such as logging in to Blackboard, please contact the IT Service Desk

 2222 from a University phone

 0300 111 4895

 ITServiceDesk@uwl.ac.uk

1.10.5 UWL Flex

"UWL Flex" is the University's tried and tested pedagogic model. UWL Flex materials have been designed to help you achieve your learning outcomes and prepare you for assessments. Your online learning materials (on Blackboard) will be structured in line with this model into three parts:

1. Activities to engage with before and in preparation for your class (Investigate)
2. Your face-to-face class activity (Apply)
3. Activities to engage with after class to help you apply and deepen your learning (Consolidate)

You will find these three parts in every module week:

Investigate, the first weekly section, will introduce you to the topic for the week. This could be a video or narrated Power Point presentation from your lecturer, or a reading task, for example. It may include a quick quiz or activity related to the content for you to complete. Engaging with your Investigate materials is important as it will enable you to make the most of the time in your face-to-face (Apply) session.

Apply, the middle section, will be activities that you will use in class with your lecturer. There may be discussions of your work in the activities and reflections and/or feedback on how you have done. Apply will most likely appear as face-to-face session(s) in your module timetable.

Consolidate, the final section of the week, will ask you to complete further tasks. Here you will work in your own time, individually or as a group, engaging in activities to help you apply and deepen your learning from the in-class session.

UWL Flex will give your learning the structure to succeed by offering you opportunities to learn both online and face-to-face in class.

Personal Tutor

Every student will be allocated a Personal Tutor. If you are studying an Apprenticeship course, you will be allocated a dedicated apprenticeship support link tutor. Your personal tutor is an academic staff member within your School, personally assigned to you to help you make the most of your studies and to help ensure that you are on track. They will e-mail you in week 3 introducing themselves and providing information about how to contact them. Please let your Course Leader know if you do not know who your Personal Tutor is.

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

- meeting you regularly for group tutorials to provide guidance and support to help you progress academically
- helping you to reflect on your learning
- being your first point of contact-signposting you for expert support from our student services team..

Your Personal Tutor will contact you regularly during the academic year via email.

You can also arrange additional 1-1 meetings with your Personal Tutor if you require further support.

Meeting your personal tutor regularly is an important part of your studies, and students who engage with their personal tutors tend to do better on their courses.

In addition to meeting with your Personal Tutor, UWL have developed a Blackboard Module "Personal Tutoring" with independent study materials to support you academically and pastorally. These materials are optional, however we would encourage you to engage with these materials as they have been designed to support you not only during

your time here at UWL but also beyond in your future careers. These materials cover topics such as

- career development,
- academic skills,
- health and wellbeing,
- roles and responsibilities at the University and in the workplace.

1.10.6 Course and Module Leaders

Course Leader

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

Module Leaders

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

If something happens that means you cannot hand your work in on time, your Module Leader should be the first person you contact. They can advise you on how to apply for an extension or mitigation if your circumstances mean you cannot meet the original submission deadline.

1.10.7 Course Reps (SU)

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

Course Representatives speak for fellow students on their course and year of study and are an important part of the project groups and semesterly course committees, which help shape the academic experience for you and future students. We have an amazing 500+ course reps at UWL, representing every course.

To become a course rep, you just need to get involved in the course rep election. A member of the UWLSU Representation Team will run an election in your course lecture in the first few weeks of the semester, if you want to nominate yourself for your course, simply stand up in your lecture and tell your classmates why you would be a great representative for them. Your course will then vote for the candidate of their choice!

1.10.8 Student Charter

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

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

1.10.9 Academic Administrative Support Centre

There are Academic Administrative Support Centres at each of the University's main teaching sites; they are staffed by professional support staff who can give you guidance on administrative issues relating to your course and signpost you to other support services. They can help you with questions about:

- Enrolment
- **Your timetable**
- **Module Documents**
- **Assessments**
- Progression
- Graduation

When coursework needs to be submitted in hard copy, it will usually need to be submitted to the Academic Administrative Support Centre. Academic Administrative Support 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.

Get the contact details for your course administrator and find out more at uwl.ac.uk/current-students/new-students/academic-administrative-support-centre

During term-time the Academic Administrative Support Centre will be open from:

Ealing Site – St Mary's Road

located in the Heartspace

Institute for Policing Studies (IPS)
London College of Music (LCM),
London Geller College of Hospitality and Tourism (LGCHT),
London School of Film, Media and Design (LSFMD),
School of Biomedical Sciences (SBMS)
School of Computing and Engineering (SCE),
School of Law (SOL)

Monday to Friday 9am – 5pm

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

Brentford Site – Paragon House

located on the second floor.

The Claude Littner Business School (CLBS),
College of Nursing, Midwifery and Healthcare (CNMH),
School of Human and Social Sciences (SHSS)

Monday to Friday 9am – 5pm

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

1.10.10 Staying in touch

It is very important that you let us know when you feel like you are struggling. We are here to help you and can offer a range of support and advice to get you back on track.

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

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

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

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

Section 2: Getting the Most Out of UWL Facilities



2.1 Getting help and support

2.1.1 With assessments

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

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

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

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

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

Engaging with the Study Support Team (study.support@uwl.ac.uk) can help you enhance your academic writing and build your study skills through workshops and one-to-one appointments. The team is made up of experienced study support advisors who are friendly, empathetic, and approachable so you can feel comfortable asking any question about your study skills.

The Study Support team also offer English language support to help you develop your use of English in an academic setting (English.Support@uwl.ac.uk). Our maths and IT skills support will help you get to grips with maths topics you need to understand to support your studies and help build your confidence whilst using IT at university (Maths.Support@uwl.ac.uk).

You can see all the opportunities we have on offer and book study skills workshops and appointments, via the Student Hub. Visit: uwlacademicsupport.targetconnect.net

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

For more general help improving your academic skills and understanding, please see the **Study Support** section below.

2.1.2 With Health and Wellbeing

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

Student Hub

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

Student Counselling

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

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

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

- being a new student
- managing assignment and exam stress
- coping with anxiety
- practicing mindfulness

Get in Touch

The quickest and easiest way to see a counsellor is to book via the Student Hub at studenthub.uwl.ac.uk, where you can select what day and time suits you.

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

 020 8231 2218

 counsellor@uwl.ac.uk

Useful Resources

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

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

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

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

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

Emergency/Confidential Contacts

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

Ealing Hospital: **020 8967 5000**

Wexham Park Hospital: **01753 633 000**

Royal Berkshire Hospital: **0118 322 5111**

Pregnancy

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

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

☎ **020 8231 2745**

✉ health.safety@uwl.ac.uk

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

✉ studenthub.uwl.ac.uk - to book an appointment

☎ **020 8231 2739**

✉ wellbeing@uwl.ac.uk

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

✉ studenthub.uwl.ac.uk - to book an appointment

☎ **020 8231 2591**

✉ studentadvice@uwl.ac.uk

Student Services

The University's support services for students are located in 'The Street' at the Ealing site, St Mary's Road; 2nd Floor, Paragon site; and at the Berkshire Institute of Health there is a Student Liaison assistant available. This is where we can help you with any questions you may have regarding your Health and Wellbeing while at University.



Student Welfare

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

☎ **020 8231 2313**

✉ studentwelfare@uwl.ac.uk

Support for care experienced and estranged students

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

- Designated point of contact from the Welfare team for any questions about your study, accommodation, finances, or university life in general
- 51-week accommodation for care leavers, which means you can live in university residences during winter, spring, and summer breaks
- Financial support and bursaries.
- Employment, Placement, and careers support
- Mentoring

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

Disability and Mental Health

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

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

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

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

You can find out more about the specific support available for disabled students at uwl.ac.uk/current-students/support-current-students/disability-support or by visiting our Wellbeing Service page on Blackboard Communities. Register and book an appointment at studenthub.uwl.ac.uk

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

☎ 020 8231 2739

✉ wellbeing@uwl.ac.uk

📘 UWL Wellbeing

🐦 @UWLWellbeing

📷 @UWLWellbeing

Interfaith advice

We recognise that faith is an important part of life for many students and staff and want to support you during your time with us. The University has devised a Interfaith Awareness Calendar to identify religious observation days, which can be accessed at uwl.ac.uk/student-life/faith.

Should you need to talk to someone about anything going on with your life, whether you practice a faith or not, you can get in touch with our Interfaith Advisor. Please e-mail or call to make an appointment, or to find out about drop-ins and group workshops.

☎ 020 8231 2365

✉ faith@uwl.ac.uk

There are student societies for all students, find out more at www.uwlsu.com

Student Money and Immigration Advice

The Student Money and Immigration Advice team can help, support, and guide you with all matters relating to your student funding, Student Support fund, emergency funds, and Bursaries.

The Student Advice team also has specialist immigration advisors who are there to help international students with any queries regarding their visa, dependence, post study visa etc.

The team offer appointments via telephone, video call and face-to-face at both SMR and Paragon campuses.

All appointments can be booked via the Student Hub at studenthub.uwl.ac.uk

✉ studentadvice@uwl.ac.uk

☎ 020 8231 2591

2.1.3 Study Support

Getting help with your studies

The Study Support Team is here to help you build and develop your study skills and enhance your academic writing. We offer:

Study Skills Support (Appointments and Workshops)

Study skills support is available to all UWL students who wish to improve their academic writing and develop their study technique. With appointments, students can get support with breaking down their assignments, understanding their tutors' feedback and more. With workshops, students can develop skills such as planning an assignment, essay writing, critical thinking and more.

E-mail us at study.support@uwl.ac.uk or you can book an appointment or workshop via the Student Hub: uwlacademicsupport.targetconnect.net

English language support

For students that do not speak English as their first language or struggle with developing an academic writing style, one-to-one support and workshops are available to help you develop your use of English in an academic setting.

E-mail us at English.Support@uwl.ac.uk for more information, or book an appointment via: uwlacademicsupport.targetconnect.net

Maths and IT skills support

Maths skills support is available through one-to-one support sessions and workshops. You can seek advice and guidance with mathematics, numeracy, and statistics to help you get to grips with topics you need to understand to support your study.

IT skills support focuses on helping you build your confidence when using IT at University. If you lack confidence navigating a computer, using word processing programs or browsing the internet, then we can support you.

Email us at Maths.Support@uwl.ac.uk for more information, or book an appointment via: uwlacademicsupport.targetconnect.net

Peer Mentoring Scheme

The Peer Mentoring Service gives you the opportunity to develop your skills and boost your confidence; whether you want to receive the support of a Peer Mentor or volunteer to be a Peer Mentor you can get involved!

Volunteering as a Peer Mentor enables you to use your student experience to guide and support another student, helping them settle into the university and their course. As a Mentor you are able to enhance your skills and ultimately feel a part of the UWL community. As a Mentee you will have the opportunity to have sessions with another student who is studying at a level above you who can help you overcome potential obstacles.

There are three mentoring programmes available to UWL students, these include:

- Traditional Peer Mentoring which pairs students based on studying a similar course or within the same school/college.
- Shared Lived Experience Peer Mentoring which pairs students on the following branches International, Wellbeing, Mature Learners, Black and Mixed Heritage.
- Final Year Mentoring which pairs Level 6 and 7 students with a UWL Graduate Mentor.

If you are interested in receiving the support of a Mentor or would like to volunteer as a Peer Mentor, please fill in the application form below:

Peer Mentoring Application Form 2024/25 (<https://forms.office.com/e/vNSg4pegFq>)

If you have any questions, please email Peer.Mentoring@uwl.ac.uk or call 02082094382.

Functional Skills

We offer free Functional Skills Level 1 and 2 courses in Maths and English. Achieving a Level 2 qualification will give you the equivalent of a grade C/4 at GCSE.

To check if you meet the eligibility requirements and to register your interest, visit uwl.ac.uk/functionalskills, or for more information email functionalskills@uwl.ac.uk

Find out more

You can find out more about all the Study Support Team offers at uwl.ac.uk/studysupport

All workshops and appointments can be viewed and booked at uwlacademicsupport.targetconnect.net

To contact us email study.support@uwl.ac.uk

Royal Literary Fund Fellow:

For 2024/25 UWL is very fortunate to be able to offer the support of 3 Royal Literary Fund Fellows, offering students 50-minute one-to-one appointments to help improve their writing skills for essays and dissertations.

For London based students, please email:

- Katharine Quarmby: katherine.quarmby@rleducation.org.uk
- Satinder Chohan: satinder.chohan@rleducation.org.uk

For Reading based students please e-mail:

- Becca Heddle: becca.heddle@rleducation.org.uk

Library Team - Academic Support

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

 library@uwl.ac.uk

2.1.4 UWLSU Advice Service

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

We are currently running a fully flexible advice service which offers in-person, virtual and telephone appointments for our students needing academic advice or advocacy support.

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

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

 020 8231 2276

 uwl.su@uwl.ac.uk

If we cannot help you with your issue, we will point you in the right direction, whether this is within the university or outside, so you can always get the support you need. We will be all over the university making sure you are aware of the different university processes. We can offer advice and guide you on mitigation, appeals, complaints, academic offences and help you prepare your statements.

2.2 IT Services

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

St Mary's Road

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

Paragon House

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

Fountain House

- 9th and 10th floor

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

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

The Paul Hamlyn Library contains Windows PCs and Apple Macs, printing facilities on every floor, power for you to charge your own devices in most seating areas and, collaborative spaces with audio-visual capability.

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

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

☎ 2222 from a University phone

☎ 0300 111 4895

✉ ITServices@uwl.ac.uk

🌐 uwl.ac.uk/current-students/help/it-support

2.2.1 Printing

Multi-Function Devices (MFDs)

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

Before you print, make sure that you have:

- a valid UWL ID card
- chosen whether to print in colour or black-and-white

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

1. Print from your app (eg MS Word) in the usual way
2. Head over to the nearest MFD
3. Touch your UWL ID card on the card reader to log in
4. Press 'Release Documents'
5. Check your account balance on the screen
6. Press to select the document(s) that you want to print
7. Press print

To print from a device running Apple iOS or Android, you will need to download uniFLOW Online Print and Scan for free from the App Store or Google Play Store.

Printing Charges

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

You should only print what you need, and your printing must be for academic purposes. Make sure that you read the Printing and Photocopying Policy and Guidance for Students available at uwl.ac.uk/policies, for tips for how to reduce your printing, and the rules regarding reasonable academic use.

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

Scanning or emailing documents from an MFD is always free.

UWL Print

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

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

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

☎ 020 8231 2295

✉ uwlprint@uwl.ac.uk

2.3 Library Services

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

You will receive an introduction to the Library at the start of your course, and your Subject Librarian will support you with information skills teaching throughout your course. Your reading list for each module can be found on **Blackboard** or by using the search box on the Library home page, uwl.ac.uk/library.

Your reading list is split up into Essential, Recommended and Further Reading, helping you to navigate the list and prioritise your reading. You can search for additional material via our dedicated search tool, LibSearch on the Library website. We provide a wide range of books and e-books, journals and databases, data sources, music scores and more to help you research your topics.

Each course has a librarian who can help you with finding, evaluating, and referencing material for your studies.

uwl.ac.uk/current-students/library/staff-and-support-services

Your Libraries and Services

UWL has two libraries:

- The Paul Hamlyn Library is located in the Peter John building at the Ealing site and is open continuously during term-time from:
 - **Monday 8am to Friday 9.30pm and from 8am to 9.30pm at weekends with revised hours during vacations.**
- The Reading site library is on the 9th Floor of Fountain House in Reading, providing support to the College of Nursing, Midwifery and Healthcare, and is open from:
 - **Monday 8:30am to Friday 6:30pm.**

The Libraries have a range of spaces to suit how you prefer to study, and we provide a range of IT services including PCs and Macs (Paul Hamlyn Library only), Multi-Function Devices (MFDs), and space to use your own mobile device.

Support for your study

Library staff are available for one-to-one appointments and offer support throughout the library buildings and online. Just ask any member of Library staff for help. Support is available through our online chat service at uwl.ac.uk/library which operates during staffed hours.

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

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

[about-library-and-archive/library-services-disabled-students](http://uwl.ac.uk/about-library-and-archive/library-services-disabled-students)

Our reservation scheme lets you order books via LibSearch to pick up at the Ealing, Brentford and Reading sites. The scheme can also be used to reserve items on loan to other staff and students. Once you have reserved an item, look out for the email to let you know when it is ready to collect.

Our “Scan it 4 me” service enables you to obtain digital copies of material we only hold in the physical library. You can request 5% of a book or a chapter to be scanned as part of this service. You can request 3 scans at a time, and we will aim to email you the digital copy within 3 working days. The scan will be emailed to your UWL email address. Find out more at <https://www.uwl.ac.uk/current-students/library/about-library-and-archive/your-library-account-borrowing-and-renewals#scanit4me>

Library Contact Information

 **020 8231 2405** (Ealing site)

 **020 8209 4434** (Reading site)

 **library@uwl.ac.uk**

 **@UWL_Library**

2.4 Money Matters

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

Student Money and Immigration Advice offers workshops on money management skills you will need to successfully negotiate your finances whilst at university and beyond. Workshops, presentations, and information on student finance related topics are produced by the Student Advisors located in The Street, St Mary's Road campus and the 2nd floor at Paragon House.

If you are experiencing financial difficulties, our Student Advisors may be able to help with useful advice and guidance. We would recommend that you make an appointment with one of the advisors to discuss your situation, even if you feel that it's not yet significant; evidence shows that seeking support at an early stage makes it more likely that a solution can be found to the problem. They can help you with:

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

We offer appointments in-person at our Ealing and Brentford sites as well as telephone and video call appointments to all UWL students, which can be booked on the Student Hub. book now at studenthub.uwl.ac.uk. For further information visit the website at uwl.ac.uk/current-students/support-current-students/money-advice, or get in touch with Student Advice:

☎ 020 8231 2591

✉ studentadvice@uwl.ac.uk

Benefits

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

Childcare Grant

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

Council Tax

In most cases, if you study on a full-time course, the Confirmation of Student Status letter obtained from your **Academic Administrative Support Centre** can be used to get a discount or exemption from your Council Tax. You will need to submit this letter to your Local Authority. Please note if you are studying a Degree Apprenticeship course it is generally unlikely that you will be eligible for council tax relief

Request a confirmation of Student Status letter by emailing:

✉ studentletters@uwl.ac.uk

Disabled Students Allowance (DSA)

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

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

☎ 020 8231 2739

✉ wellbeing@uwl.ac.uk

Student Support Fund – Higher Education Students

This is a discretionary fund for 'Home' fee region students on full-time undergraduate, part-time undergraduate, and postgraduate courses. The fund supports those who are assessed as being in unforeseen financial hardship or experiencing financial crises out of their control. Funds are provided at the University's discretion, taking into account availability of funds and evidence that the student has taken reasonable steps to avoid the financial difficulty. Get in touch with ssf@uwl.ac.uk for more information.

☎ 020 8231 2214

✉ ssf@uwl.ac.uk

Tax Credits

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

and if you are entitled to student funding. Get in touch with Student Advice for more information.

☎ 020 8231 2591

✉ studentadvice@uwl.ac.uk

Transport Costs

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

Cash Machines

Ealing site

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

Brentford site

There is a cash machine outside the Co-Op store on the Brentford site. It accepts all major credit and debit cards, although you may be charged for withdrawing money using a credit card.

2.5 UWLSU: sports, social and other activities

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

We try to make sure that the opportunities we offer students are inclusive and diverse, so no matter who you are, which site you study at, or what's happening in your life, we want to help make your experience at UWL truly transformative. That's why we have been ranked as the #1 SU in London for student satisfaction in the last five years!*

As a Course Rep you can create a positive change on your course and gain vital life skills and make new friends for life, if you want to represent students' views then run for election. Student leaders and **Course Reps** make sure that your views are heard by the University and nationally, and you will have plenty of opportunities to have your say about your UWL experience throughout the year.

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

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

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

☎ 020 8231 2276

✉ uwl.su@uwl.ac.uk

*National Student Survey, excluding small and specialist institutions

UWLSU Sports

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

Sport Clubs at UWLSU are student-led and take part in activities on campus and at our local facilities. They are run by student committees and are supported by the staff at UWLSU.

Course Enhancement Activities

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

UWL Sport Centre

UWLSU runs the state-of-the-art **UWL Sport Centre** at the Ealing site (St Mary's Road). Located at the rear of the site by the Park Entrance, the centre includes a spacious gym space, complete with up-to-date equipment and a fitness studio. For membership details and opening times visit www.uwlsu.com/opportunities/gym.

Social events and other activities

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

We help over 40 different student groups put on exciting activities. You can get involved in interest groups like gaming or chess, academic and course-based groups like

Psychology or Forensic Science, and faith and liberation groups like the Islamic, Afro-Caribbean, or LGBTQIA+ Societies!

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

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

Working with us

Students make up most of our workforce and are an integral part of the UWLSU, delivering excellent services

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

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

2.6 Freedom of Speech at UWL

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

The principle of freedom of speech and expression within the law is one of fundamental founding principles of universities in the UK. We have a duty to make sure all our students and staff have freedom to question, test and to put forward new ideas and controversial or unpopular opinions, without placing themselves at any risk.

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

2.7 Environment and Sustainability

The University is working hard to embed a culture of sustainability and become a net-zero carbon campus by 2030. We are committed to protecting the environment and tackling climate change by reducing the environmental impact of its activities.

During the student induction process, all students will be given an overview of how you can support us in our sustainability efforts and 'Go Green'.

We all have a responsibility to behave in a way that seeks to enhance the environment, and everyone can "play their part" by adopting the following behaviours during their time at University:

- Switch off lights, computer monitors, printers, and other equipment (where it is safe to do so) when you have finished using them
- Read documents on screen, only print when necessary and choose the option to print on both sides of the paper. More information about printing can be found in the [Printing](#) and photocopying policy and guidance for students
- Try and minimise waste by re-using or re-purposing items where possible
- Use the recycling facilities available throughout the campus to dispose of waste. Refer to our [Recycling Guide](#) to get more information about where to put your waste
- Reduce disposables, e.g. coffee cups and bottles, and instead choose re-usable options, re-usable water bottles and coffee cups are available from both the SU cafe and Elixir.
- Ensure taps are turned off to reduce water consumption
- Save carbon emissions whilst also getting fit and saving money by biking, walking or running to UWL.
- Consider the wide range of vegetarian or vegan food options available at our on-site canteen and cafés to further reduce carbon emissions

Check out our Sustainability web page at <https://www.uwl.ac.uk/about-us/sustainability-campus> to learn more about the University's sustainability plans and how you can get involved. Consider joining our [Student Union's Sustainability Network](#) to play an active role in environmental sustainability initiatives on campus.

A copy of our Sustainability Strategy and associated policies can be found at uwl.ac.uk/about-us/how-university-works/sustainability/environmental-policy-and-strategy.

Section 3: Assessments



3.1 Submission time

3.1.1 Overview of assessment types

Your modules will be assessed in many ways.

Types of coursework include:

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

Exams are formal tests of your knowledge and skills.

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

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

3.1.2 Academic Integrity

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

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

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

Poor Academic Practice

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

Academic Practice, and you will normally be referred for further support and guidance.

Turnitin Similarity Reports

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

3.1.3 Finding help and building your skills

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

The **Study Support** Team provide study skills and academic writing support throughout the year so there is help and guidance available while you prepare your work for submission or if you find that you need to resubmit work or retake an exam.

You can find out more about all the Study Support Team offers by emailing study.support@uwl.ac.uk or visiting uwl.ac.uk/studysupport.

You can view all the appointments and workshops on offer and book at uwlacademicsupport.targetconnect.net.

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

Your Subject Librarian can provide personalised, one-to-one help. Find your Subject Librarian's details and get in touch with them at uwl.ac.uk/current-students/library/staff-and-support-services

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

3.1.4 Submitting Coursework Online

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

You will find the submission requirements for each coursework assessment on the Assessments page in your

module information on Blackboard and in your Module Study Guides.

Help submitting coursework

You can get help with Blackboard, Turnitin (including Similarity Reports), UWL Replay, and CampusPress on the Blackboard Help for Students website:

uwl.ac.uk/blackboardhelp

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

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

☎ 2222 from a University phone

☎ 0300 111 4895

✉ ITServiceDesk@uwl.ac.uk

3.1.5 Need more time? – Delaying your Assessment

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

That is why we offer lots of support to help you meet your full potential and why we have been listening to you on what we can do to improve our processes around deadlines.

Do not struggle in silence. Whether it is your [Course and Module Leaders](#), your [Personal Tutor](#), or any member of staff or the SU - speak to them so they can get you the support you need to succeed.

Late Submission

You should always try your best to submit your work on time. If you submit coursework late, up to 10 calendar days of the original deadline, then the maximum mark you will be able to get for that work will be the pass mark. Anything submitted after this would be counted as a non-submission.

We understand that there may be times when you experience circumstances outside of your control that mean you are not able to submit on time. It is a good idea to talk your [Module Leaders](#) if you're not going to be able to submit on time so that they can support you and make you aware of any services that can help.

Extension

Where exceptional circumstances mean you will be submitting your coursework late, you can request an extension before your original deadline. An extension means that the penalty for submitting up to 10 calendar days late will not apply. Apply online at uwl.ac.uk/extension

Mitigation

If your circumstances are so serious that you are not able to submit at all or are unable to attend an in-person assessment like an exam or in-class test, then you can request mitigation for the assessment. Mitigation means that you can submit work at the next available attempt instead. Apply online at uwl.ac.uk/mitigation

Self-Certification

You can request an extension or mitigation before the original deadline by self-certifying, meaning that you do not have to provide evidence, so long as you provide a valid reason for the request. You can only self-certify three assessments per academic year. If you have used all your self-certification opportunities, or requested mitigation after the deadline, you will need to provide evidence of your exceptional circumstances for your request to be granted.

You can also self-certify if you are unable to attend or submit assessment because of a religious festival listed in the interfaith awareness calendar found at uwl.ac.uk/student-life/faith

Need help applying?

The [UWLSU Advice Service](#) will also be able to help you with your application and any evidence you might need to provide.

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

3.2 Examinations

3.2.1 Exam Rules/Guidance

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

Here are a few quick do's and don'ts:

Do:

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

Don't:

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

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

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

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

Missing an exam

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

Exam timetable clashes

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

☎ 020 8231 2641

☎ 020 8231 2786

✉ examinations@uwl.ac.uk

3.2.2 Getting your marks

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

You will get provisional marks for your coursework on the **Blackboard** page for your module including when to expect your marks to be published.

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

If your mark is showing as 'indicative only' it might change. You will need to check back in a few days for your final grade.

If you have any other queries about your marks, get in touch with your **Academic Administrative Support Centre**, or contact your Course Administrator.

3.3 Preparing for the next Semester

3.3.1 Things to think about through the break

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

- Reading lists for the next semester at uwl.rl.talis.com
- Guides for Success at uwl.libguides.com/studysupport/guides
- **Study Support** Team opportunities
- Support available from **Student Services**
- Support available from the **UWLSU Advice Service**

Why not attend one of the Study Support Team's Summer Workshops?

At the end of the semester, the Study Support Team will be offering workshops aimed at helping you to reflect on your study and prepare for the new semester and academic year. Email the Study Support Team for more information:

✉ study.support@uwl.ac.uk

You can find out more about all the Study Support Team offers throughout the year by visiting uwl.ac.uk/studysupport

3.3.2 Updating your contact details

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

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

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

3.3.3 Academic advice

To move on to the next year of your course, you need to meet the progression requirements as detailed in the Academic Regulations, found at uwl.ac.uk/policies. Please reach out to your **Personal Tutor** or **Course Leader** as soon as possible if you are worried about your progression.

3.4 When it doesn't go to plan?

3.4.1 Resits and retakes

Resits

Undergraduate students must get an average mark of 40% and postgraduate students must get an average mark of 50% to pass a module.

If you do not pass a module on the first attempt, then you will be allowed to repeat any failed or not-submitted assessments; this is called a resit. The mark received for a resit cannot be higher than the minimum pass mark.

You don't have to re-enrol or attend classes to resit an assessment, but it's a good idea to reach out for help to your **Personal Tutor** and the **Study Support** Team. They can help you reflect on how you can improve your grade.

Retakes

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

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

Important Exceptions

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

Foundation Year Students

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

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

3.4.2 Deferring your studies

Sometimes circumstances beyond your control (eg illness) will mean you need to take a longer break from your studies. If this happens, and you think that you will not be able to attend University or submit your assessments for the rest of the semester / year, you should apply to defer your studies. If you are studying as an Apprentice you may take a break in learning providing your employer supports it.

To defer your studies, you need to:

- Speak to your **Personal Tutor** or **Course Leader**
- Speak to Student Services for advice on how deferral will affect your Student Loan and Finances
- Complete and return the official deferral form available from your **Academic Administrative Support Centre**

☎ 020 8231 2345

✉ Student.Services2@uwl.ac.uk

Deferring from your studies means you are deferring from the whole course and not just a single module. If you defer your studies, the University may be able to use tuition fee payments already made towards your fees on your return. The longest you can defer your studies for is two academic years, if you need longer than this you will need to **withdraw** from the course and reapply for the course when you are ready.

Please note that if you are a Student Visa holder, your visa will end once you have deferred, and you will have to return to your home country and apply for a new visa to continue your course.

3.4.3 Transferring to another course

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

- Get in touch with the Admissions Tutor or Course Leader for the course you are interested in, and confirm they will be able to offer you a place and you meet any entry requirements
- Let your current **Course Leader** know your plans
- Complete and return the official transfer form available from your **Academic Administrative Support Centre**

If you think you want to change course you should talk to us about this as soon as possible so that you don't miss too much of the new 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 or refunded, as necessary.

Please note that if you are a Student Visa holder, you should contact the UKVI Compliance Office as there may be issues with your visa if you transfer.

✉ int.compliance@uwl.ac.uk

3.4.4 Withdrawals (options, advice, and support)

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

- Your **Personal Tutor**
- Your **Course Leader**
- Your Head of School/Dean of College

Student Experience Team

The Student Experience Team are an approachable, friendly and responsive team who can help you to find the support you need to re-engage with your studies.

✉ student.experience@uwl.ac.uk

Student Services

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

☎ 020 8231 2345

✉ Student.Services2@uwl.ac.uk

Study Support Team

Book an appointment at uwlacademicsupport.targetconnect.net

☎ 020 8209 4172

✉ study.support@uwl.ac.uk

Student Finance Team

The Student Finance Team, can discuss a payment plan with you.

☎ 020 8231 0283

✉ financehelp@uwl.ac.uk

If you still wish to withdraw from the University, you must do so on the official withdrawal form and submit this to your **Academic Administrative Support Centre**.

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

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

Please refer to Student Money & Immigration Advice for advice on how your deferral or withdrawal might affect your student finance or visa; Student Hub + 020 8231 2591 + studentadvice@uwl.ac.uk

3.4.5 Transferring to another institution

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

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

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

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

Not sure what to do? Get in touch with UWLSU!

If you are not sure what the best option is for you, then contact the **UWLSU Advice Service** who can give you confidential, impartial advice. Find out more at www.uwlsu.com/support

☎ 020 8231 2276

✉ uwl.su@uwl.ac.uk

Section 4: Information about Apprenticeships and Foundation Levels



4.1 Studying at Foundation Level (Level 3)

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

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

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

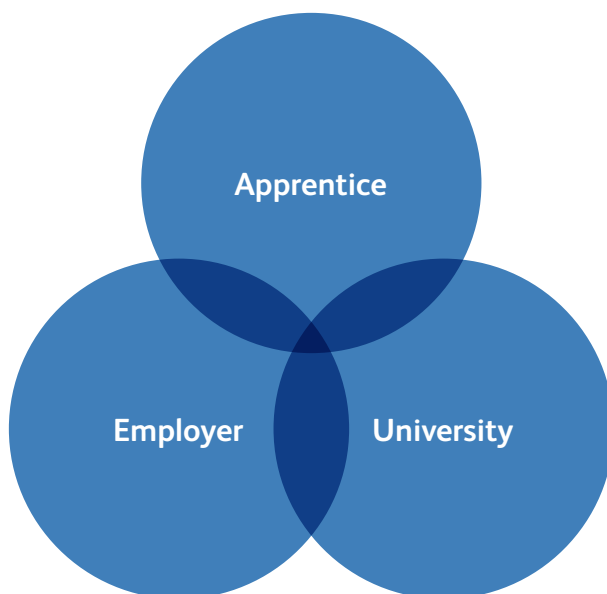
Selecting this pathway to your chosen degree means you will gain not only in essential academic skills, but also gain confidence and the ability to reflect on your own learning.

4.2 Studying a degree apprenticeship

4.2.1 What is it and how does it work?

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

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



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

4.2.2 How is the apprenticeship delivered?

Part of your working week will be "off the Job" this will mean studying at the university or a blended approach. It should be a minimum of 6 hours per week, and you will be

responsible for recording this activity every 4 weeks while on the apprenticeship.

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

4.2.3 Progress Reviews

As part of your progress on the apprenticeship you must take part in a progress review with your apprenticeship support link tutor and your mentor/line manager every 12 weeks. These meetings are generally conducted online via teams, but we may visit you in your workplace as well.

4.2.4 How am I assessed?

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

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

Integrated Degree Apprenticeships

In some cases, if you are studying on an integrated degree apprenticeship your final project will be the basis of the End Point Assessment, and this will be marked by the EPAO.

English and Maths requirements

As part of the 'GATEWAY' requirement for Level 3 or higher apprenticeships you must hold approved Level 2 English and Maths qualifications as part of the entry criteria of your course. This will normally be a GCSE at A-C or 4-9 or a pass in Level 2 functional skills for both subjects.

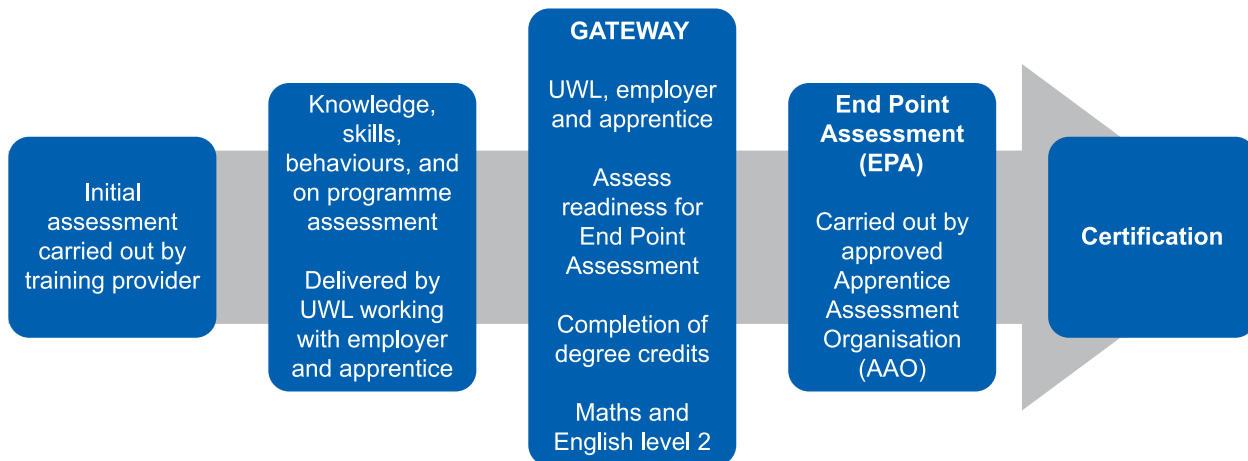
A full list of approved qualifications can be found in the document 'Apprenticeship standards: list of acceptable current and prior qualifications for English and maths requirements in apprenticeship standards at level 2 and

above' on www.gov.uk/government/publications/qualifications-getting-approval-for-funding

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

Dismissal/Resignation

If you leave your job or are dismissed, then the funding for your apprenticeship will stop. You will have 30 days to find a new employer if you wish to continue your apprenticeship.



4.2.5 How is my apprenticeship funded?

Apprenticeships are funded in two ways:

- through the employers' apprenticeship levy directly to the University
- through co-funding between the employer and the Education and Skills Funding Agency (ESFA)

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

4.2.6 What if I need some time off?

You can take a break in your apprenticeship as long as you plan to return to the same programme, and your employer agrees to it; this is known as a break in learning. Further guidance can be found here www.gov.uk/guidance/apprenticeship-funding-rules-for-training-providers/changes-in-circumstances.

4.2.7 What happens if I lose my job?

Redundancy

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

If you are made redundant within six months of the end of the practical part of your apprenticeship, or you have already covered three quarters of the practical training you may continue your apprenticeship training without being employed.

Section 5: Preparing for the Future You



5.1 Careers Service

5.1.1 Careers: Your Future Your Service

You are at the beginning of an exciting journey, and it's never too early to start thinking about your future career. Our welcoming and professional careers team is here to help you every step of the way. We offer personalised, one-on-one advice and guidance on all the practical things you need help with, including:

- how to find and apply for a job, creating a CV (Curriculum Vitae), filling out application forms, preparing for interviews and psychometric tests, including considering further study
- exploring career options with your degree, to planning your career
- identifying your skills and strengths, and building your experience through activities outside of the classroom, and gaining work opportunities
- finding work as an international student
- diversity matters and disability information when applying for job opportunities

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

Our service is available to all UWL students and graduates. Whether you're an undergraduate or postgraduate, studying full time, or part time from any course. Our service offer is lifelong! Even after you graduate you can still use the careers service.

Using Student Hub:

Look at the 'Careers & Volunteering and, Placement & Employment Service', jobs section on the Student Hub to explore job opportunities. Here, you can book events and workshops, arrange one-to-one appointments, and see what job offers are available.

Where to find us:

You can find us on The Street at our Ealing site and at our Brentford site or, access us remotely through the Student Hub. We offer a welcoming, supportive, and confidential environment where you can discuss your career options and make informed decisions about your future.

Contact us:

Ealing site, The Street:

Information Hub: Monday – Friday, 10am – 3pm:

One-to-one individual appointments: Monday – Saturday: by appointment only. Book via studenthub.uwl.ac.uk.

Brentford site, Paragon House

Appointments: Bookable appointments available: Tuesday and Thursday.

Reading site, Fountain House:

Appointments by arrangement to suit you

 **020 8231 2701**

 **careers@uwl.ac.uk**

 **uwl.ac.uk/careers**

 **www.facebook.com/uwlcareers**

 **@UWLCareers**

5.2 Placement and Employment Services

Placement and Employment Services are here to help you find work whilst studying, offering access to a wide range of part-time, placement and graduate work experience opportunities in the UK and abroad.

We provide:

- A dedicated university jobs board for students and graduate to access employment opportunities
- Access to paid part-time vacancies off campus
- Access to paid vacancies on campus (Talent Bank)

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

- Part-Time Jobs Fairs
- Employer Insight Sessions
- Employer Presentations and Workshops
- Industry Careers Fairs for your Academic School/ College

Careers Fairs

Semester one

Autumn Part-time Jobs Fair - Thursday 3rd October 2024 - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

Business, Computing and Engineering Fair- Tuesday 8th October 2024 - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

Law and Social Sciences Fair - Tuesday 22nd October 2024 - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

Volunteering Fair - Thursday 24th October 2024 - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

Inclusive Futures - Wednesday 6th November - 11am-3pm - Online

Future You Diversity Matters Event - Monday 11th November - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

International Connect: Meet UK Employers - Tuesday 19th November 2024 - 12pm-2pm - Weston Hall

Semester two

Hospitality & Tourism Careers Fair - Tuesday 4th March 2025 - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

Spring Part-time Jobs Fair - Tuesday 11th March 2025 - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

Creative Careers Fair - Thursday 13th March 2025 - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

Graduate Careers Fair - Thursday 27th March 2025 - 12pm-2pm (11:30am-12pm quiet session) - Weston Hall

Summer Careers Fest - June 2025 - Online

Find out more at studenthub.uwl.ac.uk by clicking 'Careers, Placement, Jobs & Volunteering'.

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

Contact us

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

 020 8231 2700

 pes@uwl.ac.uk

 @UWLPES

5.3 Volunteering

The Volunteering Team offer a range of services to help you to build new skills, increase your confidence and make a difference within your university and local community.

With us, you can get involved in:

- One-off opportunities
- Micro-volunteering
- External/Community Volunteering
- The Leadership Programme
- Social Hackathons
- Volunteering Fair

Volunteer if you want to:

- Make a difference to the lives of others
- Help the environment and support communities
- Gain confidence and improve self-esteem
- Meet people and make new friends
- Get to know the local community
- Attend our annual Volunteering Awards ceremony

Volunteering as a route to employment:

- Gain new skills, knowledge, and experience
- Enhance your CV
- Improve your employment prospects
- Use your professional skills and knowledge to benefit others
- Find out more at uwl.ac.uk/volunteering.

Contact us:

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

☎ 020 8231 2559

✉ thevteam@uwl.ac.uk

📘 www.facebook.com/uwlvolunteering

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

5.4 Completing your studies

5.4.1 Graduation

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

During your final term we'll e-mail you with an invitation to register online for your graduation ceremony. You don't have to pay to attend graduation yourself, but you'll need to make sure you complete your online registration by the date shown in the e-mail to make sure you can attend.

You can bring two guests with you to the graduation ceremony and can request the tickets when you complete your registration (payment will be taken at a later date). Make sure that your guests are available and they have any permissions or visas needed to join you, as guest tickets are not refundable. If you or your guests have any access requirements, let us know during your online registration. Please note that babies and children under the age of 6 will not be allowed in the graduation venue. Children aged 6-15 must have their own tickets, and must be accompanied by a responsible adult guest at all times.

An important part of the ceremony is the tradition of academic dress. You will need to order your gown, hood and hat at least 21 days before your graduation ceremony. Our preferred supplier is from Ede & Ravenscroft; you can find out more at www.edeandravenscroft.com

Ede & Ravenscroft will also be offering an official graduation photo on the day, you can order these at the same time as your academic dress or speak to them on your graduation day before the ceremony. Anyone in the official photograph will need to have a ticket, so make sure this is in place before booking group photography.

If you are not able to attend for any reason, you may be able to defer your graduation ceremony for up to one year. This is normally to the next graduation session (Summer if you are deferring from Winter, Winter if you are deferring from Summer). Please e-mail your deferral request to us at graduation@uwl.ac.uk at least three weeks before your ceremony is due to take place.

For more information about graduation please visit the Graduation page at uwl.ac.uk/graduation

5.4.2 Alumni Network



By studying with us, you will be a part of our community connecting graduates, alumni, volunteers, supporters, staff, and students across the globe. When you complete your studies, wherever your career takes you, you will always be part of the University of West London.

The Alumni Network works to support your lifelong relationship with the University. When you complete your studies, you will automatically become part of our alumni community. As a student you can attend our alumni events to network and learn from our alumni.

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

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

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

☎ 020 8231 0188

✉ alumni@uwl.ac.uk

📘 [UWLAlumniAssoc](#)

🐦 [@UWLAlumni](#)

📷 [@UWLAlumni](#)

5.4.3 Discounts on further study

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

We currently offer a £2000 alumni bursary (for UWL graduates who join a taught postgraduate course in September 2024). For details on eligibility, and discounts available for overseas students and postgraduate research courses, please see uwl.ac.uk/students/postgraduate/exclusive-alumni-discounts or get in touch with the Student Finance Team.

☎ 020 8280 0283

✉ financehelp@uwl.ac.uk

5.4.4 Keeping in touch (updating your contact information)

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

Whenever you change address or contact details, please remember to log in to alumni.uwl.ac.uk/profile and let us know. If you have any problems, get in touch with our Alumni Team.

✉ alumni@uwl.ac.uk

5.4.5 Graduate Outcomes Survey

The Graduate Outcomes Survey is the biggest UK annual social survey and captures the views of recent graduates and what they are doing. As a UWL graduate, your response to this survey is particularly important as it will:

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

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



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

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

☎ 020 8231 0188

✉ alumni@uwl.ac.uk

You can also contact HESA directly with any further questions

☎ 01242 388 513

✉ info@graduateoutcomes.ac.uk

Section 6: Your Feedback



6.1 Tell us what you think

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

6.1.1 Module Evaluation Survey

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

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

6.1.2 Student Survey

Towards the end of your studies, you will be invited to take part in a survey about your experience of your course and UWL. This is your opportunity to tell us what it is really like to be a student here, what you enjoyed most and what we could improve.

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

We will e-mail you when the survey opens, and you'll be reminded by your Course Team to take part and have your voice heard.

6.1.3 Student reps

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

SU Sabbatical Officers

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

Course Reps

Course Reps are elected in the first few weeks to represent their course mates on course committees and project groups; providing feedback to your course team on what is working well and what could be better. Being a Course Rep

is a great way to make sure your voice is heard, build your communication skills, make friends, and enhance your CV. UWLSU provides all the training and support you need to become an effective representative for your course mates.

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

6.1.4 Course committees

Course Committee meetings take place each semester, when your **Course Reps** will have the chance to tell your Course Team how you feel about the course so far and where things can be improved. It gives the course team the opportunity to respond to any academic issues as they happen.

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

6.1.5 Complaints

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

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

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

Complaints can be about:

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

Complaints cannot be about:

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

The complaints procedure is set out as follows:

Informal Complaints, resolved with your **Personal Tutor**, or **Course and Module Leaders**.

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

Formal Complaints, set out in three stages as detailed below:

Stage I: Formal Complaint to Head of School/College of Service Department

If you have an issue that you could not resolve informally, you should raise it with the Head of your School/College or Service Department. You should make this complaint in writing by submitting an appropriate form available at uwl.ac.uk/policies, normally within ten working days of a specific incident or the outcome of the informal resolution. Completed form and supporting evidence must be submitted to university.secretary@uwl.ac.uk.

The Head or their nominee will investigate the complaint, and a response will be made to you by e-mail, usually within ten working days.

Stage II: Formal Complaint to UWL Complaints Department

If the issue has not been resolved at stage I, you can raise it as a formal complaint to the UWL Complaints Department. You should make this complaint in writing by submitting an appropriate form available at uwl.ac.uk/policies. You should make this complaint within twenty working days of the outcome of your stage I formal complaint. Completed form and supporting evidence must be submitted to university.secretary@uwl.ac.uk

The Complaints department will investigate your complaint, and an outcome detailing the investigation will be sent to you in writing, normally within twenty-five working days.

Stage III: Review

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

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

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

Referral to the Office of the Independent Adjudicator

If you remain unsatisfied with the outcome of the review of your complaint, you can contact the Office for the Independent Adjudicator for Higher Education (OIA) for an external review. More information on the OIA is available at www.oiahe.org.uk.

6.1.6 Any other issues

Remember, if you have any issues with your course, you can speak to your **Personal Tutor**. For any personal issues, the Student Welfare Team are always there to support you.

📧 studenthub.uwl.ac.uk - to book an appointment

☎ 020 8231 2313

📧 studentwelfare@uwl.ac.uk

Section 7: Your data



7.1 Data privacy

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

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

You should update your contact details on the My Personal Details page of MyRegistry at onlineregistry.uwl.ac.uk/MyRegistry

7.2 Learning analytics

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

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

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

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

University of West London

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Ealing
London W5 5RF

University of West London

Century House
61-63 Uxbridge Road
Ealing
London W5 5SA

University of West London

Paragon House,
Boston Manor Road,
Brentford
Middlesex TW8 9GA

uwl.ac.uk

0800 036 8888

Ruskin College

Dunstan Road
Old Headington
Oxford OX3 9BZ

University of West London

Tenth Floor, Fountain House
2 Queen's Walk
Reading RG1 7QF

Drama Studio London

Grand Court, 1 Grange Road
Ealing
London W5 5QN