

UWS UNIVERSITY OF THE
WEST *of* SCOTLAND

London Campus Student Handbook

2022/2023



A photograph of three people sitting around a dark wooden table in a modern office or meeting room. On the left, a man with curly hair and glasses wears a bright red blazer over a dark shirt and a patterned bow tie. In the center, a woman with long brown hair wears a light blue button-down shirt and is looking at a laptop. On the right, a man with short dark hair and glasses wears a dark blue jacket. The room has light-colored wooden floors, a large window on the right, and a wooden cabinet in the background.

Part One: Getting Started at UWS London Campus

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Welcome to UWS London Campus!

It is a pleasure to welcome you to the University of the West of Scotland London Campus. We hope you are excited to start your student journey with us and we look forward to supporting you every step of the way. We hope UWS London will be a remarkable place for you to develop new skills, knowledge, and a sense of community.

We have designed the Handbook to help you through the process of becoming a UWS student. It is split into two parts: in Part One we will guide you in the enrolment process and on how to access the UWS systems you will need as a student; and in Part Two we will provide you with information on your studies and what support is available to you as a UWS student.

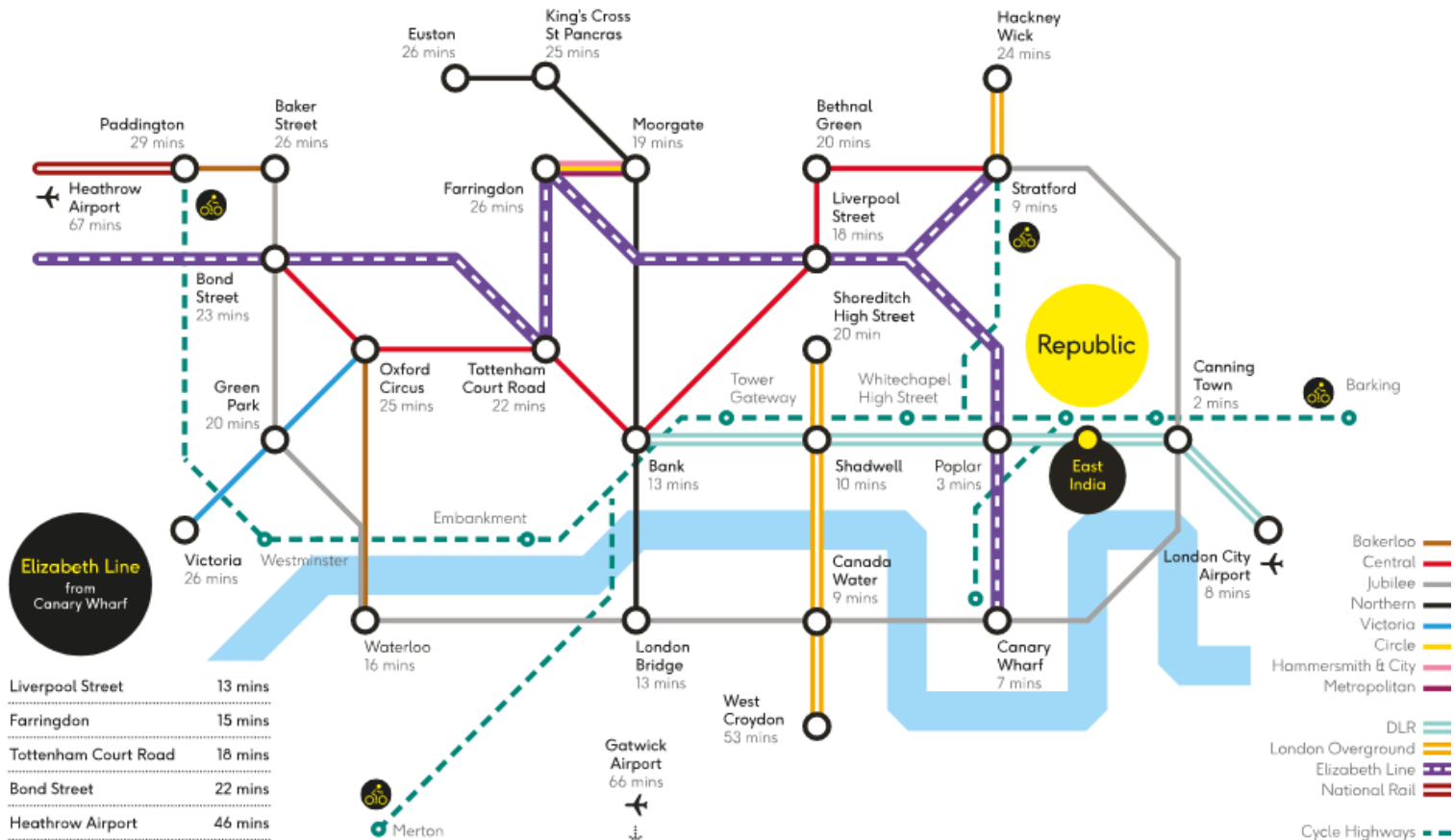
This Handbook has been designed to not only support you in your first few weeks at UWS, but also for you to refer to throughout your studies whenever you require support. We recommend keeping this to hand during your induction sessions, when much of the information included here will be covered.

In the meantime, we wish you the best with your studies and welcome you to our UWS London community.

How to find UWS London Campus

The London Campus can be found on the 7th floor of both the Republic Export and Import Buildings at 1 & 2 Clove Crescent, East India, London, E14 2BE.

The Campus is well-connected, with the closest station being East India DLR which has trains to Bank, Tower Gateway, Beckton and Woolwich Arsenal. You can see the map below for some of the possible routes you can take to the Campus on public transport.



Campus Opening Hours

Mon-Fri

8:30am – 7:00pm

(Students must have their ID card to access the campus before 9:00am and after 5:00pm)

For Student Support queries, please visit the campus between the following times:

Mon-Fri

9:00am – 5:00pm

Enrolment and Induction Checklist

During enrolment and induction, complete the below list to ensure you have covered all the areas you will need to get started on your programme:

My Programme is

My Programme Leader is

My Personal Tutor is

I have:

- ☐ Set up my student emails
- ☐ Completed online enrolment
- ☐ Taken my BRP to the London Campus (International Students ONLY)
- ☐ Collected my student ID card
- ☐ Checked my timetable and induction schedule
- ☐ Learnt where and how to access IT support

Useful Contacts

Team	Email	Phone
London Campus Support	London@uws.ac.uk	0141 848 3047
Student Hub	Hub@uws.ac.uk	0141 848 3800
IT Support	Helpdesk@uws.ac.uk	0141 848 3999
Finance Enquiries	Fees@uws.ac.uk	Email Only
Student Loan Enquiries	SAASSLC@uws.ac.uk	Email Only

The UWS London Glossary

In this list are a range of terms that are useful to know as a UWS London Student.

Academic Year	In the UK, the academic year is different to the ordinary year and is used primarily by teaching institutions. The academic year runs from September to August, and for students who start their studies in September 2022, their academic year is 2022/23.
Assessment Only (AO)	When you have outstanding assessments, which you need to pass to either move to your next level of study or complete your programme.
AULA	AULA is an education platform used to communicate with teachers and students, and share updates and learning material.
Banner ID	This is your unique student identification number and can be found on your offer letter and/or CAS
Biometric Residency Permit (BRP)	This is a card given to International Students which confirms their identity, right to study and right to public services and benefits.
CELCAT	This is the system used for your UWS Timetable, and can be accessed here: timetables.uws.ac.uk
Cohort	Your cohort is the group of students you started your studies with.
Correspondence Address	This is the address any physical letters to you will be sent.
Credit	This is recognition for having completed a module and is accumulated throughout your studies as evidence that you have completed the required number of modules to graduate.
Defer	If a student is deferring, they will not be starting their course when they initially agreed to do so and would instead be starting in a later term.
Home Address	Your address in your Home Country i.e., the country you lived in before arriving to the UK to study.
Induction	An induction is an opportunity to learn more about your course and university before you begin your classes. Inductions run in the weeks before teaching commences.
Module	This is an independent unit of study that when combined with other modules forms your degree programme.
Interrupt	Interruption of studies means you have stopped studying as a student of the university for a specific period of time, after which you will return.
Module Leader	A Module Leader is the academic coordinator of a single module.
Programme Leader	Your Programme Leader is responsible for your degree programme. You will be invited to an induction session in the first week of term where you will be able to meet your Programme Leader.
Reattend	If a student is reattending a module, they will take the module again, attending the classes and completing the assignments in the next term of their course.
Resit	If a student is resitting a module, they will not be required to attend classes but will submit the assignments.
Student Union	A student union is independent from the university and represents the best interests of all students. The UWS Student Union's website can be found here: www.uwsunion.org.uk
Teams	Microsoft Teams is the software application where your online classes will be held, you can also message students and staff, and access study materials here. You can access Teams in the same way as you access your student emails.
Term/Trimester	This is the period in which teaching and exams take place, which alternate with vacation periods. The UWS London Campus has three terms each academic year, which start in September, January, and May.
Term Address	Your address whilst studying in the UK.
Withdraw	Withdrawal means you have stopped your studies with the university with no intention of returning to complete the programme.

Step-By-Step Guide to Enrolment

You have now accepted your offer and have been given a Banner ID e.g., B01234567

This is your unique UWS identifier – it will give you access to your timetable, your UWS email account, the UWS Student app, and UWS online learning platforms, to name just a few UWS systems.

Your Banner ID will be the same throughout your time at UWS and you will need to use it to log into all our systems. So now you have your Banner ID – what do you need to do next?

For a step-by-step enrolment journey, [click here](#).

Step One: Creating your UWS Account

Before you log into your emails or any other UWS system, you must set up your password.

To do this, go to passwordmanager.uws.ac.uk and select 'Set/Reset Password'.



Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

Type in your student email address in 'Email or Username' and complete the Captcha task before clicking 'Next'. Your email address is your ID (e.g. B00123456@studentmail.uws.ac.uk).

You will then be required to authenticate using either the email address or mobile number you provided when you applied to study at UWS.

If both have changed, you will need to contact The Hub for assistance.

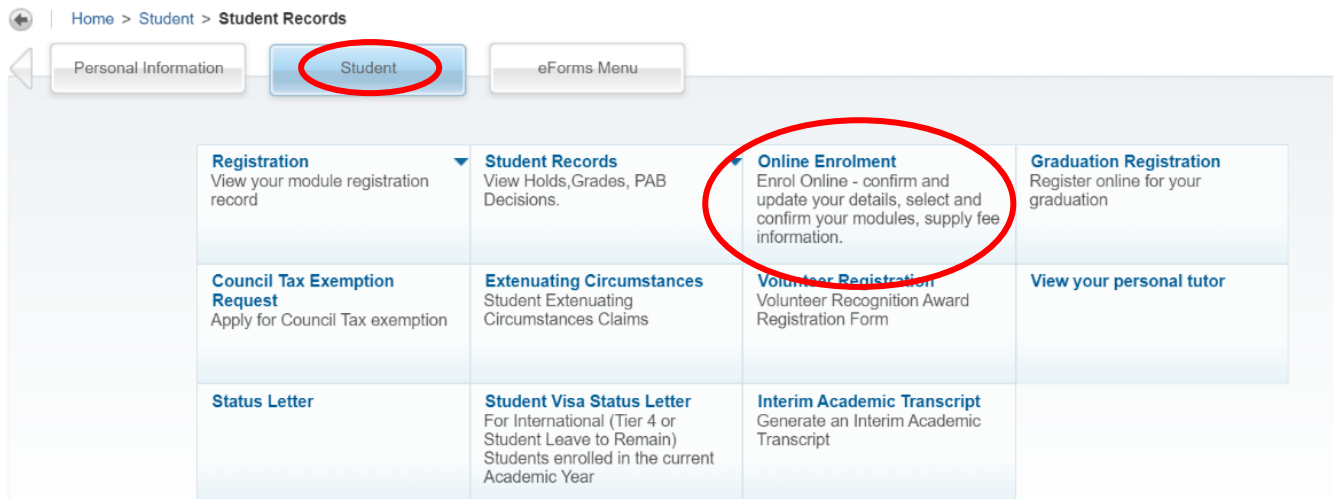
Once you have authenticated using the options above, you can then set your password. Ensure you select a secure password that you can remember and will not be easily copied.

Step Two: Completing Online Enrolment

To complete enrolment, you will visit Self-Service Banner, which is your student records system, and can be found here: ssb8sso.uws.ac.uk

The website will request your Username, which is your Banner ID, and your Password, which is the password you set up in Step One.

Once you have logged in, go to 'Student' from the top menu, and then click 'Online Enrolment'.



You will now need to complete each section. Do this in order, starting with 'Personal Details'.



Top Tips for completing online enrolment:

- Your Home Address is where you are living when not studying and your Term Address is where you live whilst studying with UWS.
- Ensure you have a photo to hand when you start the enrolment process – without a photo, we cannot print your student ID card.
- In the Fees section, your anticipated fees and the deposit will be stated. If you believe the fee is incorrect or are unsure, please contact the Finance Office directly on +44 (0) 141 848-3271 (Monday to Friday, 8.45am to 4.45pm) or by email at Fees@uws.ac.uk
- Bank transfers can take up to 48 hours to appear on your enrolment Fees section. If it has been over 48 hours and your fees have not updated, please email London@uws.ac.uk and do not make any further transfers.

Congratulations! Your enrolment has now been completed!

Step Three: Accessing Your Student Emails



Sign in

BannerID@uws.ac.uk

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next

To login to your student emails, visit www.office.com/?auth=2 and sign in with your student email address and password set up in Step One of this guide.

Top Tips for using your Student Email Account:

- Always send emails from your student email account as our firewall may block any emails sent from your personal account
- What are you emailing for? Many answers to common questions will be available on the UWS website, AULA or the UWS Student App. Searching for the answer may be quicker than asking via email.
- Staff may take up to 3 days to respond to your email.
- Write your email in clear, plain English.

UWS will communicate with students via:

UWS student email – You should ensure you have set up your UWS email and check it regularly as this is the primary communication channel for UWS.

AULA – You can access class links, receive communications from your tutors and lecturers, and submit assignments on AULA.

Student UWS app - Here, you can access support information, your emails and the latest UWS news. Download the app on the Android or Apple Store by searching 'Student UWS' and logging in with your student email details.

@UWS_LNDsupport UWS Twitter and @uwslondoncampus Instagram – The UWS London Campus shares news, events, competitions, and opportunities for students, past and present.

Basic Rules when emailing UWS:

1. Make sure that the subject of your email makes sense to the reader – don't write help!, or attention, but 'absence from class' or 'advice needed with assignment', for example.
2. If you are requesting information then make sure that you have looked for it yourself first e.g., you have gone to the UWS website and still cannot find the information you need. Staff like to know that you are resourceful and have tried to investigate yourself.
3. Try to stay short and focused – staff receive a lot of emails, so they prefer to read short ones, but also provide enough detail e.g., if you need to be absent from class explain which classes.
4. Only use capital letters when it is a name, date etc, please do not use capitals for a whole sentence as this gives the impression that you are angry when you probably are not.
5. Sign off with Best wishes or Many thanks, and your name.

Step Four: Getting Used to UWS Systems

You've now completed the enrolment process and are an official UWS student!

In the next few pages, we will introduce you to a few more UWS systems which you will need to start your studies with us. These are outlined below:

UWS System	Why you need to use it	Link
UWS Self Service Banner (SSB)	Banner is the University's student record system. All your marks and academic progress decisions will be found in Banner. Banner is where you will need to enrol as a student at UWS and includes your personal information such as name and address.	https://ssb8sso.uws.ac.uk
UWS Office 365 Email	All communications from the University will come to your university email account – you must make sure that you use this account. You also access Microsoft Teams with this account, which is where online lectures and tutorials will take place.	www.office.com
UWS Student App	This is your portal to all other University systems. You can log in to the Student App and then access all the other systems.	https://studentapp.uws.ac.uk/
AULA	A platform used by our Schools with course content, material, group/forum chats and a section to submit your assignments.	https://general.aula.education/#/
Timetable	Your personalised academic timetable can be viewed by using the CELCAT Calendar	https://timetables.uws.ac.uk/calendar

Using AULA

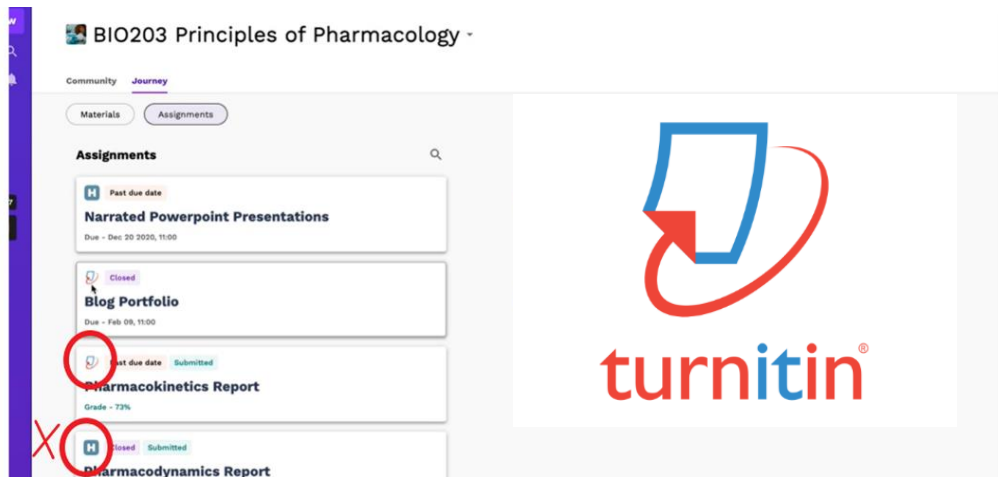
Enter Aula

Email
Email address...

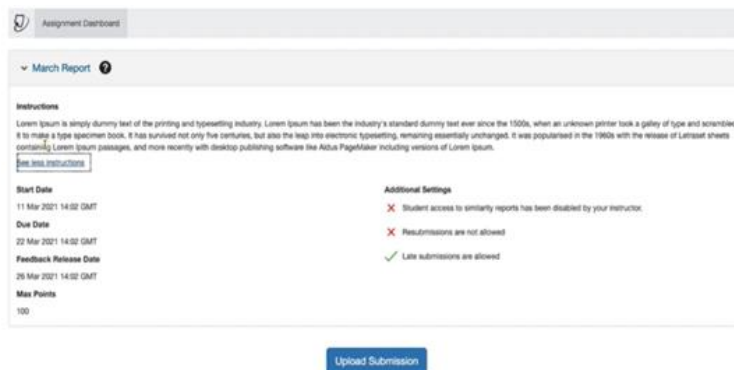
Enter

Log in to Aula on this page <http://general.aula.education> with your student email address and password.

To submit an assignment, go to the 'Journey' of your module and click 'Assignments'. If the Assignment title has the Turnitin symbol next to it, you can submit the assignment.

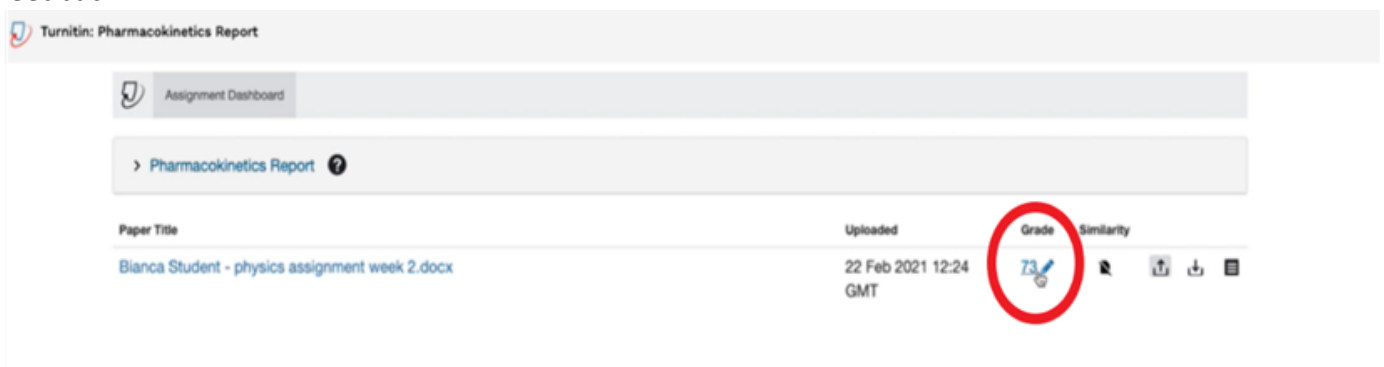


Click the assignment you want to submit and on the next page click 'Upload Submission'. Once you've selected the assignment you can click 'Submit to Turnitin'.



Remember: You cannot submit assignments on your phone, you must submit on your computer.

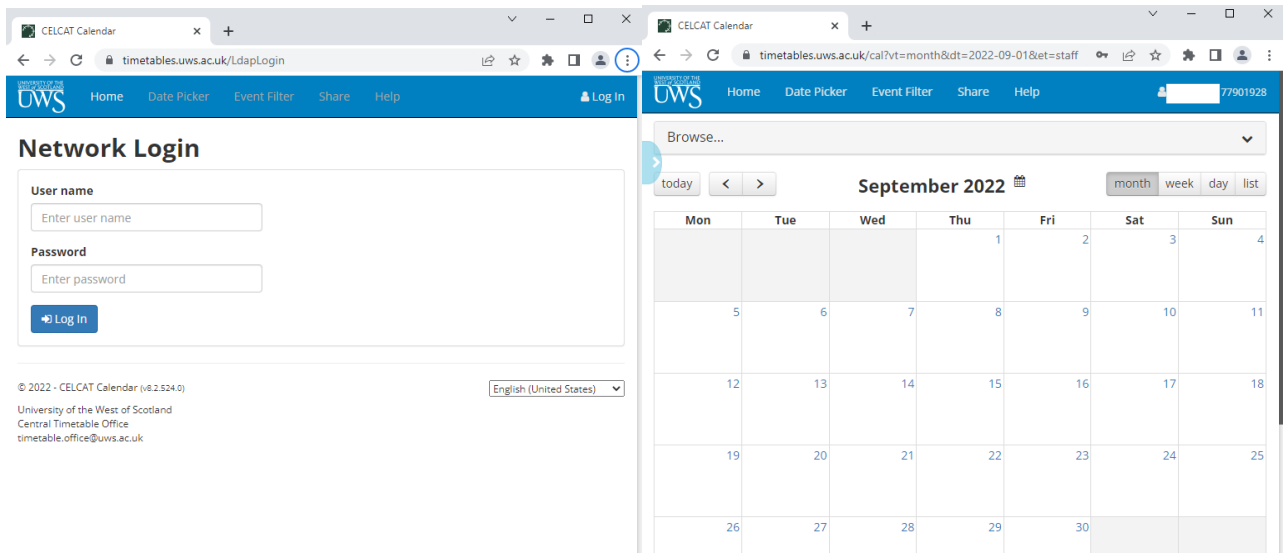
To access feedback after submitting an assignment, return to the Assignments tab and click the assignment you would like your feedback on. When you click the grade, you will have access to your Instructor Feedback.



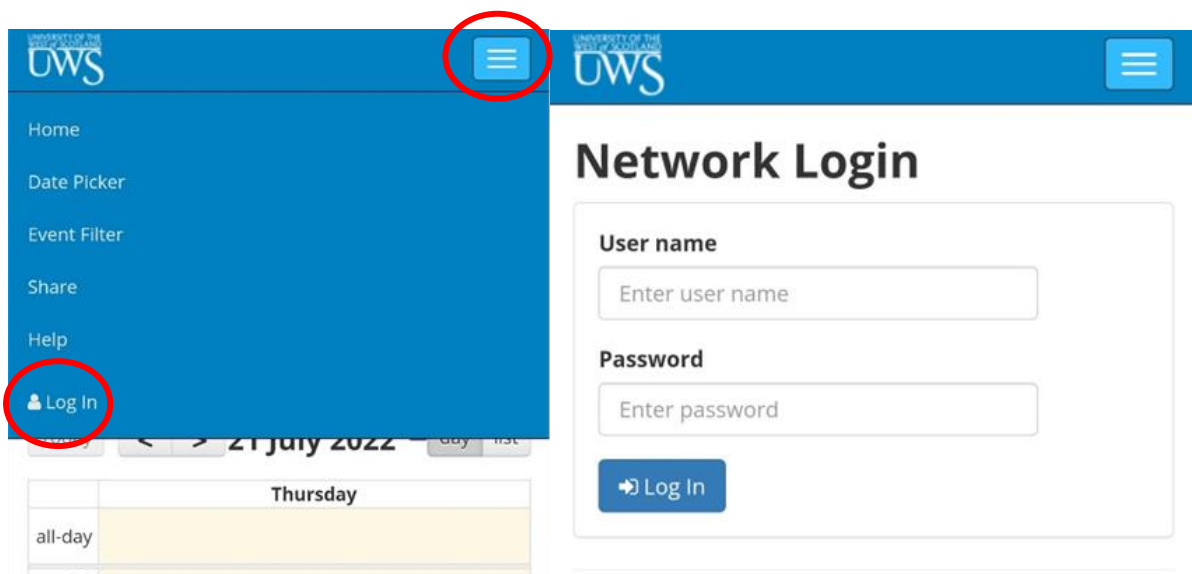
Accessing Your Timetable



On your computer/laptop, the [timetables@uws.ac.uk](https://timetables.uws.ac.uk) page will look like below. You can click 'Log in' on the top right-hand corner to take you to the login page. Login with your student email address and password to access your timetable.



On your phone, timetables@uws.ac.uk looks like the images below. You find the login page by clicking the three white lines in the top right-hand corner.



Key Words to Know to Understand your Timetable

CELCAT	This is the system used for your UWS Timetable, and can be accessed here: timetables.uws.ac.uk
Online Scheduled Delivery	Your Timetable will say this when your class is online, such as on Microsoft Teams.
LR_Export	You will find this on your Timetable when your class is in the Export Building.
LR_Import	You will find this on your Timetable when your class is in the Import Building.
Module	This is an independent unit of study that when combined with other modules forms your degree programme.

Enrolment Review

I have set my UWS password	
I have completed online enrolment	
I have accessed my student emails	
I have checked my timetable	
I know how to access AULA	

Enrolment: Frequently Asked Questions



Top tips for contacting UWS with an enrolment enquiry:

- Always quote your Student Banner ID (which starts with B0).
- Once you have access to your student email account, always email using your UWS email account.
- Check your inbox and junk mail regularly for replies.
- Only email once, we will get back to you.
- Use the subject headings given below, to allow your enquiry to be processed as quickly as possible.

I have not received my welcome email.

Your welcome email will be sent to your personal email address and includes information on how to enrol, which is also available here: <https://www.uws.ac.uk/about-uws/student-information-portal/induction-and-enrolment-202223/>

You can also set-up your student password by visiting <https://www.passwordmanager.uws.ac.uk>

I cannot login to Banner.

You must create your password on Password Manager before logging into Banner. If you still cannot login to Banner, contact the IT team by emailing at helpdesk@uws.ac.uk or phone at 0141 848 3999.

I have logged into Banner, but I have a 'hold' and am unable to enrol.

If you have a 'hold' and unable to start your enrolment processes, please contact enrol@uws.ac.uk with a screenshot of the Banner page and using subject heading **'Hold Issue'**

The Enrolment Team will notify you when your record has been updated and you can continue your enrolment.

I do not have modules listed on Banner and am unable to enrol.

Please send an email to London@uws.ac.uk with the subject heading **'No modules listed on Banner'**.

The admin team will email you when modules have been added, and you can continue your enrolment.

I am being asked to pay 50% of my fees (I have already paid my deposit)

You may be asked to pay your CAS deposit if you made this payment before accepting your offer

Please contact London@uws.ac.uk with the subject heading **'Fee issue'**

The admin team will email you when your record has been amended and you can continue your enrolment.

I cannot find my timetable.

You can find your UWS timetable by visiting timetables.uws.ac.uk and clicking 'log in' on the right hand corner. Login with your Banner ID and Network Password. *You can also refer to the Accessing Timetables section of the handbook for a guide on how to login.*

It can take up to 24 hours for your timetable to become available, but if it is not available after 24 hours, please contact London@uws.ac.uk with the subject heading **'I cannot see my timetable'**.

The admin team will email you when your timetable is available to view.

I cannot access Microsoft Teams

You can login to Microsoft Teams with your student email address and Network password. Before your lectures and tutorials begin, ensure you have access to your module channels. *You can also refer to the Accessing Microsoft Teams section of the handbook for a guide on how to login.*

It can take up to 24 hours from enrolling for your Microsoft teams account to be activated. If you still cannot access Microsoft teams after 24 hours, please email Helpdesk@uws.ac.uk with the subject heading **'I cannot access Microsoft Teams'**.

I cannot access AULA

You can login to AULA by following this link <https://general.aula.education/> and logging in with your student email address and Network password. *You can also refer to the Accessing Aula section of the handbook for a guide on how to login.* Before your lectures and tutorials begin, ensure you have access to your modules and class links.

If you cannot access AULA, please contact Helpdesk@uws.ac.uk using the subject heading **'I cannot access AULA'**.

There are no modules listed on AULA.

If you have completed enrolment and cannot find your modules or class links on AULA, please contact London@uws.ac.uk with the subject heading **'No modules on AULA'**.

The admin team will email you when AULA has been updated.

Enrolment Issue	Email	Subject Heading
Haven't received enrolment email.	London@uws.ac.uk	I have not received my enrolment email
Online enrolment is on 'hold'.	Enrol@uws.ac.uk	Hold Issue
Modules are not listed on Banner	London@uws.ac.uk	No modules listed on Banner
I am being asked to pay 50% of my fees (I have already paid my deposit)	London@uws.ac.uk	Fee Issue
I cannot see my timetable	London@uws.ac.uk	I cannot see my timetable
I cannot access Microsoft Teams	Helpdesk@uws.ac.uk	I cannot access Microsoft Teams
I cannot access AULA	Helpdesk@uws.ac.uk	I cannot access AULA
There are no modules listed on AULA	London@uws.ac.uk	No modules on AULA

Part Two: Life as a UWS London Student

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My Campus



To visit the London Campus, you should always bring your student ID to access the building and mark your attendance for lectures and tutorials. When tapping in to the group floor gates, take care to go one-at-a-time and ensure you are tapping both in and out throughout the day.

If you lose your ID, you should purchase a replacement via the UWS shop at shop.uws.ac.uk. The cost of replacement is £10, and you should come to the Campus with proof of payment to collect your new ID card.

Bringing family, friends, and children onto campus.

Students are welcome to bring family and friends to Republic, however, unfortunately for health and safety reasons they cannot access the 7th floor. Family and friends can benefit from a 10% discount at Gentleman's Barista while they wait for you.

In line with the [University Policy](#), children must be directly supervised by the parent at all times. If you must bring your child/children onto campus, you must make an appointment first. To make an appointment, please contact Reception on +44 141 848 2047. Children are to remain in social areas only (e.g., the library, open learning spaces) and are not permitted to enter classrooms. If children are noisy or disruptive, they will be asked to leave.

Prayer Room

If you need to access the Prayer Room whilst at the Campus, please go to the Export Building Basement. For more information, please speak to the reception staff on the Ground Floor of the Export Building.

Forgotten Passes

If you forget your Student ID card, please go to the Republic reception to receive a temporary visitor pass. Please note that these temporary passes do not register your attendance when tapped. At the end of the day, please return your temporary pass. Please note that your student ID card is essential for tracking your attendance – try not to forget it!

Please do not jump over the gates by the elevators or attempt to follow someone through, as this could cause damage to the gates. Get yourself a temporary ID card from the building reception, this will be a lot easier!

Bikes and Scooters

Bikes and scooters are not permitted in the Republic reception areas. All students have access to the basement below Import Building for the storage of bikes and scooters. If you are not sure how to find the basement, don't be afraid to ask the Republic reception team or any of your UWS staff.

Student Oyster Cards and Railcards

Students are eligible to apply for a Student Oyster card, which saves 30% on adult travel fares. You can apply for a Student Oyster if you are over 18, live in a London borough during term time, and are fully enrolled at UWS. For more information and to apply for a Student Oyster, visit [18+ Student Oyster photocard - Transport for London \(tfl.gov.uk\)](#)

Railcards also allow you to save up to 1/3rd on eligible train tickets. The relevant types of UK Railcards are 16-25 Railcard and the 26-30 Railcard. Railcards cost £30 initially, but will save you money if you use the trains often. For more information, or to check out other types of Railcards, visit [UK Digital Railcards for £30 | Buy Online with Trainline \(thetrainline.com\)](#)

You can also link your Railcard to an Oyster card. Please note that if you have a Student Oyster, the savings remain at 30%, but if you have an adult Oyster, this will add the Railcard discount to your Oyster card. To add your Railcard to your Oyster, visit an Underground, Overground, or National Rail ticket office and ask the clerk to add your discount entitlement to your Oyster. For more information, visit [Oyster and National Rail » Railcard Discounts \(oyster-rail.org.uk\)](#)

Student Parcels and Letters

Please note that students cannot have their post delivered to the Import or Export Buildings. There are occasions where legitimate post is sent to the University for students, which is acceptable. Otherwise, please have your parcels and letters sent to your term time address.

Community

Students can access a wide range of events which are on offer in the Import and Export Buildings. Keep an eye out for posts advertising upcoming events!

Students also have access to the basement, found in the Export Building. Here, you can find bike and scooter storage, as well as the shower rooms. You can use the Republic showers and drying room – body wash available onsite (you just need to bring your own towel). There are also bike pumps and maintenance stands available for students.

Council Tax and Bank Letters

Students can receive an exemption from paying council tax through the university. Please note that if there are other people over the age of 18 living with you, who are not students, this means that you will still receive a council tax bill – but you may qualify for a discount. For more information, please see the Government website [here](#), or contact your council directly.

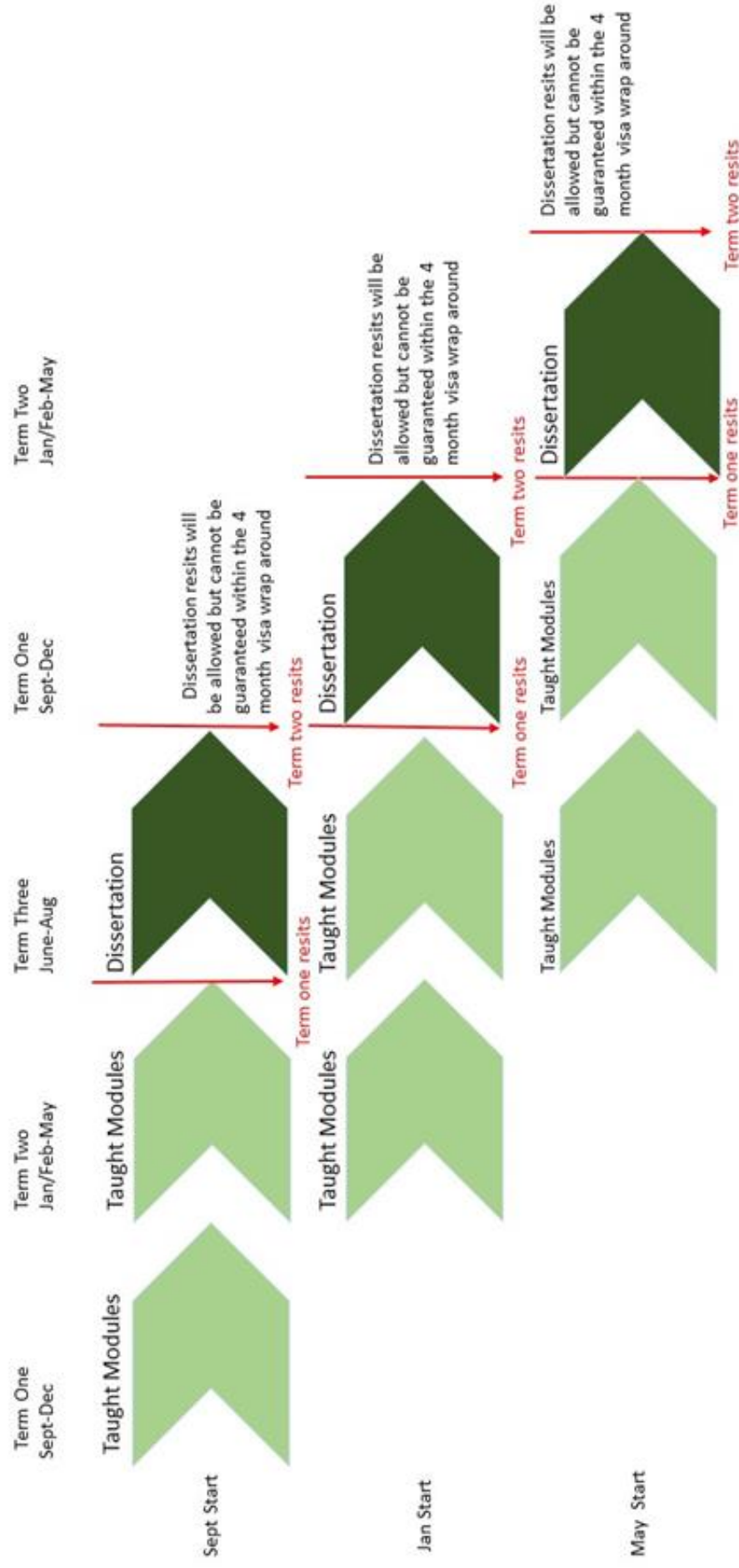
When you arrive in the UK, you will need to set up a UK bank account. Banks will request letters from the university confirming that you are a student at UWS.

To be issued with a both a council tax exemption letter and a bank letter, please contact London@uws.ac.uk

My Programme

Programmes		School	Dean	Email Address
BAIB	Bachelor of Arts (BA) (Hons) in International Business	School of Business & Creative Industries	Julie Edgar	BCI@uws.ac.uk
IFP	International Foundation Programme			
MBA	Master of Business Administration			
MSc Accounting	Master of Science Accounting and Finance			
MScIT	Master of Science Information Technology	School of Computing, Engineering & Physical Sciences	Professor Gordon Morison	CEPS@uws.ac.uk
PM	Master of Science Project Management			
MEd	Master of Education Education Studies	School of Education & Social Sciences	Dr Eric Baumgartner	ESS@uws.ac.uk
MPA	Master of Public Administration			
PHS	Bachelor of Arts (BA) (Hons) Professional Health Studies	School of Health, Nursing & Midwifery	Dr Claire Chalmers	HLS@uws.ac.uk

Academic Timeline for Postgraduate Students



UWS regulations only permit one resit attempt per module.

Term Dates

For students studying ESS and CEPS programmes

Term 1 Commences	Monday 23 January
Term 1 Ends	Saturday 17 December
Term 2 Commences	Monday 9 January
Spring Break	Monday 3 – Saturday 15 April
Term 2 Ends	Saturday 6 May
Term 3 Commences	Monday 8 May
Term 3 Ends	Saturday 19 August

For students studying BCI programmes

Term 1 Commences	Monday 23 January
Term 1 Ends	Saturday 26 November
Term 2 Commences	Monday 9 January
Spring Break	Monday 3 – Saturday 15 April
Term 2 Ends	Saturday 6 May (To Be Confirmed)
Term 3 Commences	Monday 8 May
Term 3 Ends	Saturday 19 August (To Be Confirmed)

For students studying PHS

Term 1 Commences	Monday 23 January
Term 1 Ends	Saturday 17 December
Term 2 Commences	Monday 9 January
Spring Break	Monday 3 – Saturday 15 April
Term 2 Ends	Saturday 6 May

Engagement and Attendance Policy

The University uses the following definition of Academic Engagement:

Students are academically engaged if they are regularly engaged with timetabled on-campus and online teaching sessions, asynchronous online learning activities, course-related learning resources, and complete assessments and submit these on time.

Students must have satisfactory engagement throughout the academic year. Students who are unable to attend timetabled sessions, must have justifiable reasons and report their absence to their programme leader and/or their personal tutor.

The University will monitor each student's attendance individually and any students who are disengaged with their programme of study will be dealt with according to the University's Attendance Monitoring Policy. The aim of this process is to assist and support students to improve their engagement and to integrate them with their study.

For international students, one of the main visa requirements is to engage with their study. Any non-engagement issues can lead to the curtailment of their visa. We aim to support all our international students to stay compliant with their visa regulation and assist them to integrate with their study.

Right of Appeal

Any students who face curtailment of their visa due to a non-engagement issue have the right to appeal against a decision to withdraw through the University's Student Appeals Procedure.

Grounds for appeal may include new evidence from the student of alternative forms of engagement that demonstrate attainment of learning objectives, or pressing personal circumstances not previously noted that provide a reasonable explanation for the lack of engagement. Students will be entitled to continue with their studies until their appeal is resolved.



Engagement and Attendance

As an international student visa holder, the UWS is required by UKVI to monitor your attendance at all in-person classes as well as your engagement with the online elements of your course. We are currently developing an App to make it as easy as possible for you to record your attendance on campus. In the meantime, you are required to check in with your electronic student ID at any time during the day of your on-campus timetabled event. You can also record your attendance on-campus if you are there for other reasons than a timetabled event.

What do I have to do?

On the day you are scheduled for on-campus activities or are on-campus for another reason, please go to the nearest location above and tap your student ID off the scanner. This will register that you are on-campus and attending your class. If you have multiple classes on the same day, you just need to tap once.

Examples

You have a 10am and a 1pm activity on Tuesdays.

You must tap your student ID at the Import or Export Reception on Tuesdays

You have timetabled activities on Monday, Wednesday and Friday.

You must tap your student ID at the Import or Export Reception on Monday, Wednesday and Friday.

It does not matter when you scan, your attendance will be taken for the whole day. This could be anytime before or after your session.

How do I scan my student ID?

1. Open up your Student ID and make sure the barcode is visible on the screen.
2. Hold up the screen to the scanner.

Student ID



Barcode Scanner



What happens if I forget to tap in?

If you forget to tap in, please email your school contact (shown below) to let them know the time and date that you forgot to tap in. Please continue to tap in for all other events. However, you are expected to always have your student ID card with you.

What happens if I don't tap in?

The University is required to report any students who miss expected points of contacts. If you do not tap in, we will email you to remind you to tap in. If you continue not to tap in, we are required to contact UKVI about your missed contact points and this may put your visa at risk.

Who is my school contact?

Business & Creative Industries	Mark.thomson@uws.ac.uk Julie.brown@uws.ac.uk
Computing, Engineering & Physical Sciences	cepsukvi@uws.ac.uk Emma.mcmillan@uws.ac.uk
Education & Social Sciences	Sharon.smith@uws.ac.uk Faye.duncan@uws.ac.uk
Health and Life Sciences	Ellie.Morris@uws.ac.uk
London Campus – to be confirmed	london.ukvi@uws.ac.uk

Student Support

Studying at a UK University

If you have never studied in the UK or at higher education level before, you may find the transition daunting. However, UWS is here to help, and you should never feel alone in your journey with us.

In the UK, academic study involves a significant amount of independent study and writing, requiring you to develop your own ideas and express them. If you have not had the opportunity to do this before, you may not know where to start. If you feel like this, speak to your lecturers, tutors, and Programme Leader, and take the opportunity to book a study skills session, more information on which can be found later in this section.

Submitting your work

At the start of each trimester, it is important that you know when your assessment deadlines are. Start preparing and working on your assessments as soon as possible, as you may have multiple assessments due on the same day.



Important facts about submitting academic work:

- Depending on the circumstances, if you are unable to submit your work on time, you should speak to your lecturer who may grant an academic extension. Please refer to your School handbook, as you may lose a percentage from your overall mark if an academic extension is granted.
- If you fail on your first attempt, you will have one more attempt to pass. This is called 'second attempt'. If you do not pass on your second attempt, you have no further attempts to pass the module.
- If you do not submit any work, you will need to re-attend the module. This means you will need to attend all the lectures and tutorial sessions and resubmit all your assessments. You will also need to pay a fee to re-attend the module.
- If you feel you cannot submit your work at the best of your ability and an academic extension will not help, you can submit an Extenuating Circumstance Submission (ECS). More information on ECS can be found here: <https://www.uws.ac.uk/current-students/supporting-your-studies/exams-assessment-appeals/academic-appeals-extenuating-circumstances/>

International Advice

UWS has a dedicated team of International Student Advisors (ISAs). The ISA team offers information, help and advice to all our international students on topics such as:

- Applying for a student visa
- Protecting Tier 4/Student visa status
- Bringing dependants to the UK
- Working during and after your studies
- Experiencing the history and culture that the UK has to offer
- Working after your studies including the Doctorate Extension Scheme (DES) and the Start-up Visa

You can book an appointment with an ISA by:

Emailing hub@uws.ac.uk

Phoning 0141 848 3800

Booking through Office365:

<https://outlook.office365.com/owa/calendar/UWS2011515@studentmailuwsac.onmicrosoft.com/bookings/>

Visiting the London Campus on Thursdays
between 1-2pm for a drop-in session with our
London ISA

Skills and Careers

The Careers and Academic Skills teams offer a wide range of resources to students such as the CV checker and Plagiarism guides on <https://uws.careercentre.me/>

Book an appointment with an Academic Skills Adviser to talk about how to improve your study skills and succeed in your programme by visiting [University of the West of Scotland \(careercentre.me\)](https://uws.careercentre.me/)

Book an appointment with a Careers Adviser to discuss your plans post-UWS and how to get a head-start on your career by visiting [University of the West of Scotland \(careercentre.me\)](https://uws.careercentre.me/)

Student Services



For Academic Skills enquiries email: skills@uws.ac.uk

For Careers enquiries email: careers@uws.ac.uk

Wellbeing

If personal and emotional problems are making your life difficult, the counselling service at UWS can help.

The counselling service is student focused and offers single therapeutic Wellbeing Appointments for one hour, booked on a session-by-session basis. By offering appointments one-at-a-time, we aim to provide flexibility in availability and frequency of sessions to accommodate the differing needs of individuals.

You can talk to us about anything that's affecting your wellbeing, big or small. Counsellors aren't there to judge you, but to help you make sense of your particular situation and to support you throughout your journey at UWS.

More information on our counselling and wellbeing services and how to book an appointment can be found here: [Counselling | UWS | University of the West of Scotland](#)



SilverCloud offers secure, immediate access to interactive CBT (cognitive behavioural therapy) modules.

Programmes include:

-Space from stress

-Space from Anxiety

-Space from Depression

-Space for Positive Body Image

It is easy to use, interesting and motivational. Access it anywhere on your computer, tablet or mobile.

[Learn more and sign up online.](#)

Disability

Every student should be able to experience the full range of the university's activities. If you have a disability, a long-standing medical condition, or a specific learning difficulty, the Disability Service can help you make the most of your time at UWS London Campus.

Please be aware that the Disability Service will require evidence of your disability. This can be a letter from your GP or consultant, an Educational Psychologist report, prior Needs Assessment report etc. Where possible please return your evidence along with your completed Support Request form. Please note that an English translation will be required if the evidence is in another language.

To arrange a meeting with an Adviser please contact us by completing the [Student Support Request Form \(Word\)](#). Please return your completed form to: disabilityservice@uws.ac.uk

Personalised Support

UWS Disability advisers can work with you to develop the right support for lectures, individual study, and assessments. Support is flexible: it can be adapted to the changing demands of your course.

We can:

- liaise with academic staff about any reasonable adjustments you need
- recommend exam support, such as extra time or use of a PC
- make a referral to the university's occupational therapist
- make arrangements in other areas, such as library support
- access funding for equipment or support.

Specific Learning Difficulties

Specific learning difficulties include conditions such as dyslexia, dyscalculia, and dyspraxia.

UWS London campus is an inclusive and modern campus. All students can make use of facilities here such as:

- lecture capture (where lectures are recorded, usually the slideshow plus audio)
- lecture materials provided in advance on AULA
- student laptops that are available to be borrowed in both import and export building. All laptops have assistive software, with packages for mind-mapping, read-aloud and enhanced spelling and grammar checking
- online skills development advisers to help improve your study skills.
- Most students with a specific learning difficulty will find these resources meet their needs. But if you feel you need extra support, please contact us by completing a [request form](#).

Study resources and Assistive technology

You can find more information on our [Study Support tools guide](#).

If you require further support in using any of the tools, you are welcome to book an appointment with an Academic Skills Adviser via the Online Calendar in the [Online Careers & Academic Skills Centre](#). (Note that you may need to log in with your UWS Office365 log in details if you're not already logged in.)

Online accessibility

Many websites provide help on how to get the most out of the accessibility features and assistive technologies available for your computer. Here are a few we would recommend.

- [My Web My Way](#)
- [How to change text size or colours \(W3C Web Accessibility Initiative\)](#)
- [Microsoft accessibility](#)
- [Apple accessibility](#)
- [Jisc guide](#)

Key contacts:

Disability Service Team: disabilityservice@uws.ac.uk

London Campus Disability Coordinator: Naffisa.Ayub@uws.ac.uk

You can see our [full Disability Service Privacy Statement here](#).

Life as a UWS London Student Review

I understand the attendance policy at UWS.	
I know which teams to go to when I have concerns about my studies.	
I know who to go to when I need additional support.	
I have made use of some of the services available to UWS students.	
I understand campus policies.	

Finance: Frequently Asked Questions

When do I need to pay?

If you are on an instalment plan, please pay according to the plan you have been given. If you are not on an instalment plan and started your studies at UWS in January 2023 as an International Student, your payment schedule is as follows:

- 1st payment - 50% of the tuition fee payable to enable a CAS to be issued - due in January & prior to enrolment
- 2nd payment – 50% of the remaining fee - due by 30 January
- 3rd payment – All remaining fees - due by 30 April

Follow this link for the London Online Payment Facility: <https://epayments.uws.ac.uk/lc>.

Where is my receipt?

You will receive a receipt within 72 hours of payment. If you do not receive one within this window, please email Fees@uws.ac.uk

How can I pay?

To pay please use this page: <https://epayments.uws.ac.uk/lc>

I'm in financial difficulty and cannot pay my fees. What do I do?

Please visit the Funding & Advice page here <https://www.uws.ac.uk/about-uws/student-information-portal/money-fees-and-funding/> for answers to common questions such as discretionary and childcare funds.

Students can also book drop-in meetings with the Funding & Advice Team by contacting The Hub on hub@uws.ac.uk or by calling them on 0141 848 3800.

How much money do I have left to pay?

This will be your total fees due minus any payments you have made (including your deposit and any scholarships). If you are not sure, please email Fees@uws.ac.uk

How do I get a refund?

You can download the University's refund procedure here: <https://www.uws.ac.uk/about-uws/policies-procedures-guidance/#!/#finance>