Registration
2018/19
Introduction

Fire exits and toilets

Introductions

Teams to present:
• Operations
• Research
• Taught Admissions
• Fees
• Funding
• Events
• Counter Services
Operations Team
Operations:
- Deal with all aspects of registration
- Communication to new UK students
- Communicating with Schools
- The online registration system
- Leavers
- Progression exercise
- Extensions to study
- Programme and Module Catalogue
Impact of Non-Registration

...for us as an HEI
- University’s funding model
- Inaccurate student records
- Legal Issues
- No agreement to Student Contract
- UKVI sponsor requirement

...for students

All of the above and in particular...
- Withdrawal from the University
- IT/Library accounts access removed
- Funding implications
- Overseas students (visa issues)
What schools need to do before registration

Schools preparation

New students:

Conditional offer students checks:
  • met all conditions
  • accepted their place
  • admissions notified/create the record

Returning students:

• Progression codes (June and September)
• Confirm returners from temporary leave (Medical notes for return)
• Change of programme (correct term!)
New students (UK & EU)
- Congratulations email to UK UG students once A-levels confirmed
- Welcome packs to UK UG students from late August
- Welcome letter to UK TP students from early August
- Welcome email to EU UG & TP students from early August

New students (Int)
- ‘Your Place’ guide sent via email after offer acceptance
- International Student Information Point in the Michael Sadler Building
  Every day (including weekends) from 13 - 28 September
- Collect an international welcome pack upon arrival from the welcome team

Central Welcome letter and email templates: Registration and Associated Processes - Staff Guide
New Student

Accept offer

Receive welcome email/letter containing ID

Present documents for qualifications checks

Retrieve username and password using ID (after offer acceptance and reg opening date)

Log in to Minerva

Complete online registration steps

Complete Identity check

Returning Student

Receive communication from School

Log in to Minerva

Complete online registration steps

END
When you enter your University student ID number and Date of Birth below, this page will give your username and starting password for your University of Leeds IT account. You need this to access the online steps of your registration, to become a student at the University of Leeds.

IMPORTANT: You must have accepted a firm offer of a place at the University before you can use this page.

SEPTEMBER 2016 STUDENTS:
New taught postgraduates: accounts live from 1st August.
New undergraduates: accounts live from 29th August.
Incoming study abroad accounts live from 1st August.
Those with a place through 'clearing': there may be a delay of one or two days in creating your account.

Throughout the rest of the year, accounts are generally made live for students to register approximately one month before their official start date.

If you have a problem getting your username and initial password, please try again in 24 hours.
If the problem persists please contact registration@leeds.ac.uk, stating your student ID number.
If you are a research student experiencing problems please contact rp_student@adm.leeds.ac.uk, stating your student ID number.

Student ID: [Enter your student ID here]

Date of Birth: [Choose your date of birth]

Submit
Registration step by step

Online registration

Registration Checklist

There are seven steps in this process, listed at the bottom of this page. You will find:
- A tick will appear on the checklist next to each step that you complete
- Each page has a HELP button in the top right hand corner
- You can exit and return at any time to complete these steps by clicking the Finish Later button (this saves the information in each section when you exit the system)

You must complete these steps before the start date of your programme of study, and if you are a new student you must also complete an identity check (after which you will receive your student ID card).

When you have completed the online registration steps, an email will be sent to your University email account (accessible through Minerva using the Email icon) and a Registration Certificate will be displayed on screen. New students will need to take an electronic or paper copy of the Registration Certificate to their identity check – please either print, save or ensure you will have an internet connected phone or tablet to present this page.

It is important that the information the University holds on you is accurate. New students are required to check their University. Your data is stored in the central student record system in accordance with the Data Protection Act.

For further information on registration and starting your course at the university please refer to the Student Services website.

If you have any queries during online registration, please contact the Registration Helpline (opening hours: 09:00 to 17:00)

Email: registration@leeds.ac.uk
Call: 0800 9150402 within the UK or +44 (0) 113 3437000 outside the UK

Your Programme of Study is Language for Business: Human Resource Management

Your Year of Study is First Year

1. Personal Details 1
2. Personal Details 2
3. Addresses, Telephone Numbers and Emergency Contacts
4. Sports Membership
5. Programme of Study Details
6. Fee Payment Arrangements
7. Declaration Statement

Registration Certificate

“Registration Walkthrough” at ses.leeds.ac.uk/registration from late July
Holds timeframes
- Records created from Admissions - students can access the system from 12 the next day
- QUAL / SO / ATAS - immediate
- All other holds - wait 3 hours
Status online  
(ARGOS reports, SWAREGS/SWATRAC or SWRDEPT report)

EL \rightarrow RE

Identity check  
(ARGOS report, SUAMAIL)

No “IDENTITY” entry \rightarrow Has “IDENTITY” entry

Returners need just RE status, new students need both.
ARGOS “Monthly Registration Chase Up”
• in General/Registration folders
• who has/has not registered **online** once registration is open
ARGOS “RE Students with no ID Checks”

- in General/Registration folders
- who has registered online but not completed ID check
Registration timeline

1. Registration opens
   - 1st August: Returning UG students
   - All TP students
   - New study abroad students
   - 29th August: New UG students

2. Warning (expectation that registered)
   - 12th October

3. Withdrawal
   - 29th October

3. Reinstatement
   - 12th November

See “September-start taught student registration timeline”
Best practice Schools:
- at least three contacts with returning students (summer, step 1 & 2)
- at least two contacts with new students (step 1 & 2)

Best practice Operations:
- at least one contact with all students year-round (five day warning)
- September: UK “welcome” contact, two extra contacts with returning students, one extra contact with new students

Interested in welcome communications?
“September-start taught student registration timeline” handout for more detailed timeline and “School example contact emails” handout for suggested templates
Useful contacts

Registration Helpline
registration@leeds.ac.uk

Telephone: 0800 9150402 (within UK) or +44 113 343 7000 (outside UK)
Ext 37000 (within the University)

Student pages: http://students.leeds.ac.uk/registration
Staff pages: http://ses.leeds.ac.uk/registration

If you are having difficulty understanding something yourself, or would like further advice contact Programmes and Assessment (Operations) studentrecords@adm.leeds.ac.uk

Neil Cockshaw (n.Cockshaw@adm.leeds.ac.uk)
Alice Hargreaves Jones (a.Hargreavesjones@leeds.ac.uk)
Postgraduate Research Team
New and returning students: contacted by their Graduate Schools regarding arrival and registration/re-registration.

Instructions on how to register and obtain an ID card can be found here: www.students.leeds.ac.uk/registration

Research Student and ODPL handbook, Summary of the Code of Practice for Research Degree Candidatures, Maintenance Payments from centrally-funded scholarships and further useful links and information can also be found at on the SES website.

Information/links to relevant pages can be found on the Research Student Guide (also includes the links to the registration pages) http://students.leeds.ac.uk/researchstudentguidance
New Students:

Registration open:
- September starters – 1st August
- October starters – 1st September

Schools will receive “peach coloured” registration report of new student to indicate that registration is open.
Applicants should also be told to check their offer letter to see if they need to show any documents.

Staff can check SWATRAC

R1 in hold box means Academic Qualification hold – refer to PGRO

LN – means English Language hold (unlikely to have) – refer to PGRO

AT means ATAS hold* – refer new person to PGRO

*If a Taught student requires ATAS, and the hold has not been removed, please ask them to email brp@leeds.ac.uk.
PGRO need to see these new students with holds.

PGRO view the original certificate and take a copy of this if we do not have already have one.

PGRO note on the copy that the original degree certificate has been seen by a particular member of staff and note the date. This is then added to the student’s file.

PGRO will then remove the hold and inform the student to complete online registration

(PGRO give the students a sheet of instructions)
Academic Technology Approval Scheme (ATAS)

Certain PGR students must apply for ATAS clearance from the Foreign and Commonwealth office (FCO).

For these students: no ATAS clearance, no Tier 4 visa should have been issued.

FCO tell PGRO when ATAS is granted so PGRO remove the hold that was put on at offer making.

Occasionally though students can appear at the counter without ATAS!

Sometimes a student may have the FCO notification but it was not sent to PGRO. Student may have it or we can contact FCO. If not they must apply for and receive ATAS clearance.

**Students must not start their programme of study without ATAS**

If a Taught student requires ATAS, and the hold has not been removed, please ask them to email brp@leeds.ac.uk.
No SWATRAC record means new student has not accepted their place – no 06 in SAADCRV.

Applicant needs to accept online or email rp_applications@adm.leeds.ac.uk. They will not be able to register until the next day.
**Returning students:**

PGRO will send a “blue registration report” to inform Schools that someone is eligible to register.

Schools notify students – having sent any Form 21/22’s through to Fees/Funding.

September registration open 1st August 2018
October registration open 1st September 2018

Schools remove any School holds.

Students entering overtime period have 1 month “grace period” to allow them to submit without having to re-register.

Re-registration new records for 18/19 may be created but student submits or completes before re-registration is due. They do not therefore have to re-register!
PGR

CONTACTS:

rp_student@adm.leeds.ac.uk or “sturpstu”

Please note Online registration system does have help text.

Queries about fees go to Fees, including if student is stuck at fee pages.

Log in problems go to IT – details on log in screen.
If student has not accepted their offer, this will be the cause of their log in problems!

Rp_applications@adm.leeds.ac.uk – queries about offer letter

Telephone: 0113 34 (35057)
Taught Admissions Team
Representatives from the Taught Admissions Team will be based in the Michael Sadler Building (Room LG16)

- From 13\textsuperscript{th} September until the 28\textsuperscript{th} September.
- 9am – 5pm each day.
Undergraduate Students

• All undergraduate students have their documents checked by the school or faculty so **do not** need to visit the Taught Admissions Team in the Michael Sadler building.

• However, if a UG student does come to the TA team, we will check the documents on behalf of the school / faculty and remove the hold.

Masters Students

• Masters students should come to the Michael Sadler Building to have their documents checked by the Taught Admissions Team (with the exception of LUBS students who report directly to the Business School).

• However, if a Masters student goes directly to their school or faculty then a member of the local admissions team should check the document and remove the hold, rather than sending the student away.
Verifying qualification documentation – What do we check?

- Do the documents match what is on the applicant’s record?
  - Date awarded / qualification level / subject studied / grade achieved / institution.

- Does the qualification look genuine?
  - Are we being presented original certificates, or certified copies (not photocopies)?
  - Does the format, alignment, language used, and spelling on the document look official?

- Do we need to see translations?
  - If the original documents is not in English we need to see a certified translation that contains a declaration of accuracy, date of translation, translator’s details and credentials.

Please note: The Taught Admissions Team can provide you with a detailed document verification checklist.
To request this please email ug_enquiry@leeds.ac.uk / tp_enquiry@leeds.ac.uk
Removing Qualification Holds

Once we are satisfied that a student’s qualification is genuine we can remove the qualification hold.

**Undergraduate students:**

- Holds removed in Banner by the Taught Admissions Team.
- Schools / faculties should email ug_enquiry@leeds.ac.uk to request hold removal once document has been seen & verified.
- TA team will aim to remove hold within an hour of receiving the request. However, the student should be advised to wait 24 hours before following up, in case of delay.

**Masters students:**

- Holds removed in CRM.
- Schools / Faculties do have permissions to remove holds themselves.
- Guide to removing qualification holds can be found on the CRM training section of the SES website.
- The hold will be removed instantly from CRM but it may take up to 30 mins before the student can register.
Under 18’s holds

• If the student will be under 18 on the 1\textsuperscript{st} October 2018, they will have automatically have had an under 18’s hold put on their admissions record.

• This hold will prevent the student from registering.

• Under 18 holds can only be removed once the school / faculty has received the consent form from the student’s parent or guardian.

• Only the Taught Admissions Team can remove the under 18 hold - once the consent form is received in faculty notification should be sent to \url{ug_enquiry@leeds.ac.uk} or \url{tp_enquiry@leeds.ac.uk}.

• We will aim to remove the hold within 1 hour of receiving the request but the student should be advised that it could take up to 24 hours before they can register, in case of delay.
Qualification holds removed but student still can not register

There are various scenarios in which a student will have had the qualification holds removed from their record but still won’t be able to register:

- **Student has not accepted their offer (PGT only)**
  - To resolve this the student should be advised to accept their offer through the portal. Once the offer has been accepted the student record will be generated by an automatic job which runs overnight. The student should therefore be advised that it can take up to 24 hours after accepting before they are able to register.

- **Student has multiple applications (PGT only)**
  - Some students will have multiple application records in the CRM. To ensure the student is able to register qualification holds will need to be removed from each application where the student has received an offer.

- **Offer still conditional (PGT and UG)**
  - To resolve this the student should be advised to take their original documents to their school / faculty so that their offer can be updated to unconditional.

- **ATAS hold on record (PGT and UG)**
  - ATAS holds are removed by the student services counter in the Ziff building.

If you are unsure as to why a student isn’t able to register please contact the Taught Admissions Team
 **Tel:** 33920  **Email:** ug_enquiry@leeds.ac.uk / tp_enquiry@leeds.ac.uk
Fees Team
Who are we?

• Based in the Student Services Centre – Tel 0113 343 6700

• Student Fees Manager – Sarah Fabron
• Deputy Student Fees Manager – Erica Johnson
• Undergraduate and Residence – Amanda Purchon (Team leader), Debbie Amos & Lynne Barrett – UGfees@Leeds.ac.uk
• Taught Postgraduate and Research – Debra Stocks (Team leader), Susan Williams & Hafsa Begum – PGfees@leeds.ac.uk
• Sponsors and Legal – Alison Gant (Team leader) and Robbie Tooth – Sponsors@leeds.ac.uk

• We now also have an email address for Form 21s – Form21@leeds.ac.uk
Fees

Prior to Registration

• Set up tuition fee “rate table” to charge tuition fees through Banner
• Process tuition fee scholarships and discounts via Form 21s (Form 10s or Form 22s are for maintenance payments)
• Make adjustments via Form R (to reduce fees) or Form Zs (to zero rate fees)
• Confirm sponsorship on receipt of valid sponsor letter
• Confirm “fees paid” information to the UKVI for international student visa applications
Fees
At Registration

• Answer fee queries by email, phone and at the Student Services Counter
• Make students aware of fee requirements before registration and action they need to take
• Take payments over the phone (Cashiers take face to face payments)
• Raise invoices for Sponsors
• Meet with students in financial difficulty
• Tuition fee for the academic session is displayed, queries about tuition fees should be raised with the Fees Team

• For SLC funded students, if Student Support Number is not showing check status of loan application on online application system or contact the Funding Team on 0113 343 2007, funding@leeds.ac.uk

• Tuition fee scholarships will only show once a valid Form 21 has been submitted and processed
# Fee issues

<table>
<thead>
<tr>
<th>Problem at step 6 (fee payment)</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong fee</td>
<td>Check don’t need reduction/contact Helpline</td>
</tr>
<tr>
<td>Sponsor not visible</td>
<td>Send original sponsor letter to Fees (email as pdf/image or present in person – with student ID!)</td>
</tr>
<tr>
<td>SLC Tuition Fee Loan not visible</td>
<td>Is loan approved? Contact Funding</td>
</tr>
<tr>
<td>Bank transfer not visible</td>
<td>Can take up to 10 working days</td>
</tr>
<tr>
<td>Cannot pay fees</td>
<td>Ask if can pay prior to withdrawal deadline (see later). If not visit Fees.</td>
</tr>
<tr>
<td>Scholarship not showing</td>
<td>Has Form 21 been submitted? Must be completed correctly and authorised. Two working days turnaround to process.</td>
</tr>
</tbody>
</table>

Once resolved: complete online registration!

Staff: [http://ses.leeds.ac.uk/info/21720/fees_and_charges](http://ses.leeds.ac.uk/info/21720/fees_and_charges)

Students: [http://students.leeds.ac.uk/info/10210/paying_fees_and_charges/619/how_to_pay](http://students.leeds.ac.uk/info/10210/paying_fees_and_charges/619/how_to_pay)
For self-funding students, payment options available vary depending on level of study and residency.

Full details of the payment options and methods are on our webpages:
http://students.leeds.ac.uk/info/10210/paying_fees_and_charges

Returning students must clear any outstanding tuition fee balance from the previous session before they are able to re-register.
## Fees

### Step 6 at Registration

<table>
<thead>
<tr>
<th>Payment method</th>
<th>Which students</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In full (by 31st October)</strong></td>
<td>Any</td>
</tr>
<tr>
<td><strong>In 2 equal instalments</strong></td>
<td>Any</td>
</tr>
<tr>
<td></td>
<td>(PG: 50% immediate, 50% Feb)</td>
</tr>
<tr>
<td></td>
<td>(UG: 50% November, 50% Feb)</td>
</tr>
<tr>
<td><strong>In 3 instalments</strong></td>
<td>Postgraduates with an approved student loan from the Student Loans Company (SLC)</td>
</tr>
<tr>
<td><strong>By sponsor</strong></td>
<td>Those with a sponsor funding their studies</td>
</tr>
<tr>
<td><strong>By university scholarship</strong></td>
<td>Those with a scholarship from within the university</td>
</tr>
<tr>
<td><strong>By Student Loans Company</strong></td>
<td>Undergraduates with an approved student loan from the Student Loans Company (SLC)</td>
</tr>
</tbody>
</table>
Funding Team
What we do…

• **Link the Student Loans Company (SLC) record to the Banner Student record**
  – Allows UG students to complete online registration and PG students to be offered the three instalment plan for their fees

• **Send confirmation of registration to the Student Loan Company (SLC)**
  – Confirmation will only be sent once a student has fully completed registration and had their ID checked
  – Confirmation triggers the release of the first Maintenance Loan instalment which will normally be received by the student within 3 working days

• **Inform the SLC of all individual students Changes of Circumstance**
  – Change of Circumstances includes: change of programme; tuition fee updates; transfers in
  – For the vast majority of students this will not impact on their ability to register at Leeds

• **Disburse maintenance payments to students at the request of faculties (F10/22 process)**
  – To receive payment students must be fully registered and have provided their bank account details
Issues UG students may encounter:

• Unable to progress past step 6 of online registration
  – Student Support Number (SSN) not linked to student record in Banner
    • For instance due to a name mismatch (Izzy instead of Isobel)
  – Student Support Number not on the University of Leeds SLC file
    • Usually where a student had expected to go to another university and has transferred to Leeds

• Student is fully registered but has not received their Maintenance Loan instalment
  – It takes 3-5 working days for the payment to be processed, so it might just be a case of waiting a day or so
  – The registration confirmation process is run daily from the 1\textsuperscript{st} September onwards
  – If the student has not submitted their SLC declaration the Maintenance Loan will not be released
  – There may be another reason we have not confirmed registration – course ineligible, SLC are not requesting confirmation, etc.
Funding

Issues PG students may encounter:

- **They are not being offered the 3 instalment plan for their fees**
  - this instalment plan is only offered as part of the online registration to students who have an approved SLC PG Loan

- **We have not confirmed registration for a student**
  - There can be a number of reasons for this, including:
    - Not having had their ID checked and confirmed
    - Being registered on an ineligible course
    - Switching mode of study after completing their SLC application (e.g. switched from FT to PT)
    - Selecting the wrong course when completing their application with the SLC

- **Not receiving their maintenance award payment (F10/22 process) when expected:**
  - New and returning students expect payment as soon as they have registered.
  - We can only process payments on a weekly basis and so this can be perceived as a delay.
  - Students must be **fully registered in the academic year that the award relates to**. We only make payments to students who are not fully registered at the request of the school/faculty
Funding

Please direct all queries to the Funding Team

Tel: 0113 343 2007

Email: funding@leeds.ac.uk
Counter Services Team
Counter Services

ID Checks
BRP Collection
Bank letters
Police registration
When can an ID check be done?

Receive your welcome letter and information on how to retrieve your username and password from the University → Complete online registration on Minerva → Bring your Passport (and immigration permission/visa if required), along with your Student ID number, to the ID check point. (You should collect your ID card at this point.) → Fully Registered

If a student is unable to complete online registration they can come to complete an ID check and obtain a student ID card before completing online registration. However, they will also need to complete online registration to be fully registered and avoid being withdrawn.

More information:
http://students.leeds.ac.uk/info/10102/registration/1055/what_you_will_need_to_register
Student ID check: What is required

- UK students – Passport

- EEA students – Passport or National ID Card

- International students – Passport and immigration permission (visa)
Counter Services
ID Check Flowchart (UK/EEA)

- Do you have a passport or national ID card with you?
  - yes
    - Please bring the required ID and your student ID number to the ID check point
  - no
    - Are you receiving student finance?
      - yes
        - Do you have a driving license?
          - yes
            - Get a passport or complete an ID verification form
          - no
            - ID check complete
      - no
        - Get a passport or complete an ID verification form

More information:
http://students.leeds.ac.uk/info/10102/registration/1055/what_you_will_need_to_register
Counter Services
ID Check Flowchart (International)

Do you require a Biometric Residence Permit (BRP)?

- **Yes**
  - Make sure you have your BRP and passport or wait for an email from brp@leeds.ac.uk and follow instructions to collect your BRP at the university.

- **No**
  - Bring your passport and your immigration permission/visa, with your student ID number, to the ID check point

ID Check complete

More information:
http://students.leeds.ac.uk/info/10102/registration/1055/what_you_will_need_to_register
The student will receive a decision letter from UKVI that has the location of collection printed on it (UoL or Post Office).

If students are collecting their BRP from a post office they will need to collect this before coming to the ID check.

If students are collecting their BRP from UoL then they need to wait for an email from brp@leeds.ac.uk and follow the instructions in the email.

When collecting the BRP students will need to bring their passport and should also bring their UKVI decision letter.

Students will be able to complete ID check and collect their student ID at the same.

More information: http://students.leeds.ac.uk/brpcollection
• International students may have other types of immigration permission. They will usually have this in their passport.

• Students need to have their Passport and immigration permission to complete ID check.

• Immigration permission should cover the length of the programme the student is studying. If not refer to International Student Advice (Ziff level 11).

• Any questions regarding immigration permissions should be directed to the International Student Advice (Ziff level 11).
Bank letters are now emailed to international students in bulk
- HSBC, Santander, Lloyds, Barclays
- Permanent home address outside the UK
- Term time address inside the UK
- Whenever a student changes their name or address they will have a new, updated bank letter emailed to them
- If a student requires a letter for a different bank they will need to collect this at the Student Services Counter
Police Registration

• Students from the following countries with immigration permission (a visa) in any category for a duration of **6 months or over**, are required to register with the police.

• Afghanistan, Algeria, Argentina, Armenia, Azerbaijan, Bahrain, Belarus, Bolivia, Brazil, China, Colombia, Cuba, Egypt, Georgia, Hong Kong, Iran, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Libya, Moldova, Morocco, North Korea, Oman, Palestine, Peru, Qatar, Russia, Saudi Arabia, Sudan, Syria, Tajikistan, Tunisia, Turkey, Turkmenistan, United Arab Emirates, Ukraine, Uzbekistan, Yemen.
Police Registration

- UKVI direct students to register within 7 days of arrival, however West Yorkshire Police give allow to 30 days to register with them at Pudsey Police Station.

- Students should only seek to register with the police after they have collected their Biometric Residence Permit (BRP), the visa which covers the full duration of their studies.

- University of Leeds students are permitted to register with the police on Tuesdays or Wednesdays only between 9am - 1pm and 2.15pm - 4pm.

- Police registration costs £34 which can only be paid in cash and Pudsey Police Station is the only Police station where registration can take place.

- Students should complete a police registration form and take it with them in advance of their visit, along with £34 in cash, their passport, their BRP and 1 passport sized photograph.

- Registration can be completed on the day of the visit, but the certificates themselves take several months to be produced and issued, students will be contacted by the police when the are ready to collect.
Police Registration

Any of the following changes during study must be reported to the police, for the certificate to be updated.

- Change of address
- Change of course, college, university or occupation
- Change of marital status
- The issuing of a new visa
- The issuing with a new passport
- Having a child born in the UK.

Further information can be viewed on our Police Registration page

Please e-mail: internationalstudents@leeds.ac.uk with any further queries.
The Events team are responsible for the logistics of the main Registration events on campus. We provide the space needed, the equipment needed and the staff needed to ensure that the events run as smoothly as possible and that the students have the best experience when they arrive.

We work closely with the International Student Office to recruit a team of temporary staff to help the students when they arrive on campus.

This year we are using the Great Hall as our main event space for the ID checking and ID card processes - 17 September - 5 October (weekdays only)
ID CHECKS

To have their ID checked students must bring their Passport. They must also book an appointment slot.

It is hoped that UK/EEA students will be able to book a slot using Eventbrite (still to be confirmed with IT). Slots will be available for a 3 week period so the students will be able to pick a slot that is suitable for them and their timetable.

It is a bit more difficult for International Students as they have to wait until their BRP arrives so they cannot just book slots. The plan is that we will have a marquee area available for them to go to, to collect a timeslot once they receive the email to confirm that their BRP is ready for collection.
Events

ID CARDS

A student must either have Registered online or had their ID checked (or both) to be able to collect their student ID card.

A photo will be taken of the student when they go to collect their student ID card.

The card is produced while they wait.

Once they have signed the card they can then leave the Parkinson Court.
Events

TEMPORARY STAFF

The staff we use for the event can be identified easily as they wear green T-shirts.

The staff are available to support all students, both UK and international, with getting started and navigating the Registration processes.

They are available to direct students, help with general enquiries, deal with any problems and to ensure that they have everything they need before joining a queue.
Student staff are recruited in April / May each year

- The Welcome team are here to support all students, both UK and international, with getting started and navigating the Registration processes.

- They are available at these locations during September:
  
  - **International Student Information Point, Michael Sadler Building.** Every day (including weekends) from 13 - 28 September
  
  - **Parkinson Court.** 17 September - 5 October (weekdays only). Also available outside Parkinson Court for general enquiries over the weekends during this time.

  - **Level 9 and 11, Marjorie and Arnold Ziff Building.** From 10 September
Useful contacts

Registration Helpline
registration@leeds.ac.uk

Telephone: 0800 9150402 (within UK) or +44 113 343 7000 (outside UK)
Ext 37000 (within the University)

Student pages: http://students.leeds.ac.uk/registration
Staff pages: http://ses.leeds.ac.uk/registration

If you are having difficulty understanding something yourself, or would like further advice contact Programmes and Assessment (Operations) studentrecords@adm.leeds.ac.uk

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