Registration
2019/20
Introduction

Fire exits and toilets

Teams to present:
• Operations
• Taught Admissions & Doctoral College Admissions
• Fees
• Funding
• Counter Services
• Events
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
• International student visa issues
New students:

Conditional offer student 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!)
Registration Communication

New students (British & EU)
• Congratulations email to British UG students once A-levels confirmed
• Welcome packs to British UG students from mid August
• Welcome letter to British TP students from early August
• Welcome email to EU & International (UG & TP) students from mid 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 12 - 27 September
• Collect an international welcome pack upon arrival from the welcome team
Student journey

Path to ‘RE’

**New Student**

1. Accept offer
2. Receive welcome email/letter containing ID
3. Present documents for qualifications checks
4. Retrieve username and password using ID (after offer acceptance and reg opening date)
5. Log in to Minerva
6. Complete online registration steps
7. Complete Identity check

**Returning Student**

1. Receive communication from School
2. Log in to Minerva
3. Complete online registration steps
4. END
Registration step by step

Accessing University IT account

Retrieve username & password

Common problems:

- Are they entering their university student ID number (not UCAS/CRM number)?

- Have they got a “current student” record yet/accepted an unconditional offer?

- Are they trying before their registration opening date?

- Do they have a hold?

If none of the above, refer to the Registration Helpline.
Registration step by step

Online registration

Registration Walkthrough at ses.leeds.ac.uk/registration from late July
Registration step by step

Online registration – Step 1

Personal Details 1

Confirming:

- Name(s)
- Gender
- Nationality

- Electoral registration

- Parent or Carer
### Personal Details 2

**Confirming:**
- Disability status
- Religion
- Careers position
- Work experience
- LUU membership opt-in or opt-out
Registration step by step

Online registration – Step 3

Addresses, Telephone Numbers and Emergency Contacts

Confirm details of each address

Home address (in permanent home country)

Term Time address

Emergency Contact address
Registration step by step

Online registration – Step 4

Step 4 - Edge/Sports Membership

Sports Membership (Step 4 of 7)

The Edge - Your Gym, Your Home!

Kicks start the University year by making a commitment to stay fit and healthy with an Edge membership.

This all-inclusive membership gives you access to our world-class facilities, located on campus, right here in the city centre.

Edge Membership gives full access to ALL our facilities including a 250 station gym, 25m swimming pool, 220+ exercise classes per week, climbing wall, squash courts, sports halls, outdoor playing fields, rock circuit and as much more.

The best thing is that Edge memberships start from as little as £20 per month! Buying online now is the easiest and cheapest way to start your membership fee and look great for the 2018/2019 year.

In University of Leeds Halls of Residence: Fit in your fitness?

If you live in University of Leeds halls of residence an Edge Club membership is automatically included in your accommodation contract. This gives you full access, but only at certain access times to the gym and swimming pool. You can upgrade your membership from as little as £20 per month to enjoy flexible access around your day on campus. Find out more information on your Hall membership and how to join it in your fitness.

Join and enjoy the extra benefits

As an Edge member not only do you get access to all our facilities, but you can enjoy:

- Free campus car parking at certain times
- A host of exclusive Member Benefits Discounts across city wide retail partners
- Discounted rates to our Cookery Education Courses
- Premium access to other University gyms for when you stay in your halls
- Access to other opportunities such as swimming lessons, climbing courses, personal training and a variety of ‘learn to’ courses, such as squash, weight training and self-defence.

More information:

For full details on all membership options and to see the full list of all University, sports, health and fitness opportunities, or to book a tour, please click here.

I would like to get started and buy an Edge membership.

Click here for more details.

I have already paid for my membership/upgrade and I wish to continue with online registration.

Click here for more details in the upgrade.

I do not wish to buy or upgrade an Edge membership and wish to continue with online registration.

Make Online Payment

Table Online Payment

Join the Refresh Loyalty Scheme

Refresh is the name of the University’s catering service loyalty scheme. It’s free and available for you to download before you get here! Simply download the refresh app to save 15% on selected products and to earn loyalty points and free hot drinks. The refresh app can be used in any of the Great Food at Leeds cafes and is a great way to help you budget for meals and save money. Download the ‘Refresh Loyalty Unleashed’ app from the App Store or Google Play.

WIN FREE LUNCH FOR A YEAR!

Download the app and spend £15 between 1st September – 31st October 2018 and you will be entered into the free prize draw worth £700! For more information visit the refresh website.

- Purchase Edge membership

- Refresh Loyalty Scheme sign-up information
## Programme of Study Details

Please confirm your Programme of Study details as shown below:

Please note that until you have completed registration, your registration status will be 'Eligible to Register'. If the programme of study details below are **CORRECT**, please tick the box, then choose 'Continue' to move to the next step or 'Checklist' to return to the checklist page.

If the programme of study details below are **INCORRECT**, please do **NOT** tick the box (this information affects your fees). You will need to contact or visit your Parent School for a Change of Programme Form. When this is submitted and approved, the School will update your student record and notify you when the change has been made. Until the system is updated you will not be able to complete registration. Please choose the 'Cancel' button on this screen, then the 'Finish Later' button on the menu page (to save all steps completed so far).

If you are an exchange student, pre-sessional student or on the Access to Leeds programme: your degree objective will be Non-Degree and your year of study will be First Year. This is correct for your time at Leeds/current registration and will not impact on any records at your Home Institution or future courses you may progress onto here at Leeds.

**You are an**:

- Undergraduate

**Your Degree Objective is**

- Bachelor of Science

**Your Parent School is**

- School of Mathematics

**Your Programme of Study is**

- Mathematics

**Your Year of Study is**

- First Year

**Your Registration Status is**

- Eligible to Register

**Your Expected Completion Date is**

- 01/07/2021

---

I confirm the programme of study details shown above are correct.

[Confirm]  [Checklist]  [Cancel]
Online registration – Step 6

Fee Payment Arrangements

- Displays tuition fees, overdue debts and Student Support Numbers
- Online payment facility
- Instalment plan set-up
- Sponsorship information
- Scholarship information
### Registration step by step

**Online registration – Step 7**

<table>
<thead>
<tr>
<th>Step 7 - Declaration Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Declaration Statement (Step 7 of 7)</strong></td>
</tr>
<tr>
<td><strong>Personal Details</strong></td>
</tr>
<tr>
<td>Title: Ms or Mr, Mrs, Miss, Mr, Ms</td>
</tr>
<tr>
<td>Family Name: Smith</td>
</tr>
<tr>
<td>First Name: John</td>
</tr>
<tr>
<td>Middle Name:</td>
</tr>
<tr>
<td>Legal Name:</td>
</tr>
<tr>
<td>Birth Date: 01/01/2000</td>
</tr>
<tr>
<td>Gender: Male</td>
</tr>
<tr>
<td>Nationality: British</td>
</tr>
<tr>
<td>Ethnicity: White</td>
</tr>
<tr>
<td>Disability: No</td>
</tr>
<tr>
<td>In receipt of Disabled Students Allowances (DSA): No</td>
</tr>
<tr>
<td>Wished to be a member of Leeds University Union: No</td>
</tr>
<tr>
<td>Your Term/Time Accommodation:</td>
</tr>
<tr>
<td>Religion:</td>
</tr>
<tr>
<td>Are you employed by the organisation who is paying your tuition fees: No</td>
</tr>
<tr>
<td>How would you describe your sexual orientation: Heterosexual/straight</td>
</tr>
<tr>
<td>Is your gender identity the same as the gender you were assigned at birth: Yes</td>
</tr>
<tr>
<td>Please select which statement best represents your current employment position:</td>
</tr>
<tr>
<td>I have some ideas about my career and am ready to start planning self-employment / running my own business</td>
</tr>
<tr>
<td>I have already gained work experience through (select all that apply):</td>
</tr>
<tr>
<td>Are you a Parent or Carer: No</td>
</tr>
<tr>
<td>Your Degree Objective:</td>
</tr>
<tr>
<td>Your Parent School:</td>
</tr>
<tr>
<td>Your Programme of Study:</td>
</tr>
<tr>
<td>Your Year of Study:</td>
</tr>
<tr>
<td>Your Registration Status:</td>
</tr>
<tr>
<td>Your Expected Completion Date: 01/07/2024</td>
</tr>
</tbody>
</table>

**Student’s Declaration - Student Contract and Data Protection**

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**Student Contract** - I confirm that the information I have provided is accurate and correct. I have read and agree to abide by the Terms and Conditions of the Student Contract. I will make payment and comply with University rules as specified under the Student Contract. I understand that I have a right to cancel my Student Contract with the University and further details concerning cancellation are described within the Student Contract.

**Privacy Notice** - The University will process your personal data for the administration of your position as a student, including the use of University services such as, residential services, lecture capture, attendance monitoring, the library and sports facilities. It will on limited occasions share your personal data with third parties such as MSE and other relevant educational providers. More information can be found at the University’s Student Privacy Notice. |

By ticking this box I confirm that I have read and agree to the above.

[Save and Continue to next step]

---

**Contents**

- Online registration
  - Step 7
  - Declaration Statement
    - Confirm all details
  - Read and agree to Student Contract and Privacy Notice
Registration step by step

Online registration – Certificate

Registration Certificate

Student ID: 200000000
Last Name: Student
First Name: A
Middle Name: Other
Legal Name: Anne Other Student
Nationality: United Kingdom (excluding the Channel Islands and the Isle of Man)
CAS Status: Yes CAS Status
Moodle Support No: 5FDU02123IG876T
Year of Study: Second Year

Print your Registration Certificate

Your Next Steps

New Students (including those progressing from an undergraduate to a postgraduate degree):
You should now complete an identity check to ensure you are registered. Visit our website for more information.

Student Loans Company: Note: Your UCLan student with a student loan must have their identity checked before the Student Loans Company can be informed that you have registered for your course and are in attendance (to release your loan as planned).

Returning Students:

The usual ID and list of documents will be needed for your registration for this academic year. If your Student ID Card has expired, please bring to the Student Services Centre for a replacement. If your old card is lost, you will be asked to pay a replacement fee.

If you are unsure of the requirements for your registration, please check the Student Services Centre for more information or visit our website.

Your Student ID Number is 200000000. If you have any queries, please contact our Student Services Centre.

Your Registration Certificate Confirms online registration complete.

UNIVERSITY OF LEEDS
Registration step by step

SWATRAC – Eligible to register

Holds timeframes
- Records created from Admissions - students can access the system around 12 the next day
- RG/QUAL / SO / ATAS hold removal - immediate
- All other hold(s) removal - wait 3 hours

Y – Identity checked
N – Identity not checked
E – Exempt from identity check

Further info: Registration and Associated Processes - Staff Guide 201920
Further info: Registration and Associated Processes - Staff Guide 201920
Registration step by step

SWATRAC – Fully registered

Further info: Registration and Associated Processes - Staff Guide 201920
Registration step by step

Registration completion

Online registration

EL → RE

Identity check

N → Y
E → E

Registered

Completed identity check in previous year(s) or is exempt from identity check

Online registration

EL → RE

Registered
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
ARGOS “RE Students with no ID Checks”
• in General/Registration folders
• who has registered online but not completed ID check

Check the final ‘Action Required’ column – if ‘School’, then School responsibility to prompt the student to complete identity check.
Registration timeline - deadlines

1. Registration opens
   - 1st August:
     - Returning UG students
     - All TP students
     - New study abroad/exchange students
   - 28th August:
     - New UG students

2. Early Warning Date
   (expectation that registered, School contact student)
   - 11th October

3. Five day warning
   (Ops contact student)
   - 21st October

4. Withdrawal
   if not fully registered
   - 28th October

5. Reinstatement
   - 11th 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)
Jo Nassor (PGR) (j.m.nassor@leeds.ac.uk)
Taught Admissions Team
Representatives from the Taught Admissions Team will be based in the Michael Sadler Building (Room LG16)

- 12\textsuperscript{th} September - 27\textsuperscript{th} September 2019.
Undergraduate Students

- All Undergraduate students have their documents checked by their own School or Faculty and therefore **do not** need to visit the Taught Admissions Team in the Michael Sadler building.
- If a UG student does visit 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 (the exception being 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?
  o Date awarded / qualification level / subject studied / grade achieved / institution.

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

• Do we need to see translations?
  o 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 1st October 2019, they will automatically have 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 School/Faculty, notification should be sent to ug_enquiry@leeds.ac.uk or tp_enquiry@leeds.ac.uk asking for the hold to be removed.

• 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.

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
Verifying qualification information and removing qualification Holds

Postgraduate researchers:

- Relevant to any PGR with a conditional offer or an offer subject to final verification of documents
- Verification of qualification(s) takes place at Student Services Counter by Doctoral College Admissions staff throughout the year
- Holds removed in Banner by the Doctoral College Admissions
- Graduate Schools can verify qualification(s) and request hold removal by email to rp_student@adm.leeds.ac.uk
Fees Team
Who are we?

Based in the Student Services Centre, Telephone: 0113 343 6700

**Student Fees Manager** – Sarah Fabron
**Deputy Student Fees Manager** – Alison Gant

**Undergraduate & Residence** – Amanda Purchon (Team leader), Debbie Amos, Robbie Tooth, Michelle Milner

*UGfees@leeds.ac.uk & Residencefees@leeds.ac.uk*

**Postgraduate & Sponsors** – Debra Stocks (Team leader), Susan Williams, Hafsa Begum, Rebecca Smolinski

*PGfees@leeds.ac.uk & Sponsors@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.
**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 Student Fees</td>
</tr>
<tr>
<td>Sponsor not visible</td>
<td>Send original sponsor letter to Student Fees (email as pdf/image or present in person)</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? 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 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 31(^{st}) October)</strong></td>
<td>Any</td>
</tr>
<tr>
<td><strong>In 2 equal instalments</strong></td>
<td>Any (PG: 50% immediate, 50% Feb) (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>
Student Fees

UGFees@leeds.ac.uk – Undergraduates

PGFees@leeds.ac.uk – Postgraduates

Sponsors@leeds.ac.uk – Sponsored students

Form21@leeds.ac.uk – all Form 21s and related queries

Tel: 0113 343 6700
Funding Team
Student Funding and Registration

Who Are We?

Managers
- Alison Jackson (Manager)
- Antony Back (Deputy Manager)

Support Team
- Sarah Metcalf
- Gail Friskney
- Tom Guilfoyle

Assessors
- Ray Macdonald
- Claire Handley
- Max Maddison
- Sue Allen
Student Funding and Registration

What do we do during Registration?

Student applies to Student Loans Company (SLC) and is assessed → UoL Download file from SLC, including their Student Support Number (SSN) and load into Banner → SSN fed into Online Registration (OLR) on Banner

If SSN exists, students can complete OLR with no upfront payment → Once RE/RO, and ID check complete (if required), UoL confirm registration to release Maintenance Loan on or after first day of term!

Ideal Situation – 95% of students experience this!
Common Problems at Registration

SSN not visible in Step 6 of Registration Screen?
• Therefore cannot complete registration

Visit or phone Funding
• 0113 343 2007
• SES – Ziff building level 9

We can manually match records
• Must bring official ID such as passport or driving licence

Common Funding Problems at Registration

Undergraduates

Student: Still No Money?!

Have they completed all 7 steps for registration? (every year)

Have they had their ID Check? (1st years only)

Still no money?! Have students signed the online SLC declaration of consent and returned? (every year)

Have students waited 3-5 working days since their assessment to be processed?

SFE may not have completed their assessment.

Some Courses are early starters – no need for registration to be confirmed! (Study abroad courses)
Common Problems at Registration

Postgraduate Loan

No Fee instalment plan appearing in step 6 of the registration page?

That’s because their current student loan application is not linked with their university account

But why?!

There is a discrepancy between the course chosen and their actual study course

Including a recent change in course intensity (i.e. FT to PT)

Doctoral Loan

Completed all steps but still no money?!

PhD students: UoL online survey to be completed
- We send this at first notification, approx. 1 month prior to course start.
SUSPENDING OR WITHDRAWING STUDENTS

Have they...

- Completed all registration steps?
- Had their ID checked? (1st year only)

Within 24hrs we will have notified SFE of their confirmation of registration

This means 1 complete year of funding has been used up if we do not notify SFE of a suspension/withdrawal date before the first day of term – refer to the 2 week rule in the leavers’ policy

What to do?

Students to come in person to Funding URGENTLY

The confirmation cannot be undone, and student needs to be aware of this and advised correctly.
Common Problems at Registration

No Money?!

- Fully registered in step 7 in the correct year?
- Bank details entered before disbursement?
- Award is on Banner? This requires us to receive award details from the School.

- Fixed monthly payment schedule? Paid on or before the 1st of every month. Always on a Friday!

University Maintenance Awards
Common Problems at Registration

Other Support

• Paper application requiring evidence
• All non SLC and NHS funded students will need to demonstrate a change to their planned financial circumstances.
• Can apply at the beginning of the year
  • But must have 1\textsuperscript{st} SLC instalment before applications are considered.

Leeds Hardship Fund

Leeds Hardship Fund

International Leeds Hardship Fund

• Expected to demonstrate that students had sufficient funds to complete the course at the start of their study, that sufficient funding remained in place at the start of the current academic year, and that they now face an unexpected financial crisis that could not have been reasonably foreseen.
• Where students are impacted by extreme world events, such as natural disaster, invasion or civil war a separate process will be considered by the University of Leeds.
• The Fund cannot be used to meet the cost of tuition fees.
• Apply by contacting LUUA on 0113 380 1290 or advice@luu.leeds.ac.uk
Students will be emailed their notification of eligibility for an award. Mostly between September-October.

FT – Fully automated providing Household Income data is shared with us from SFE.

PT – Paper application required. Download on our website or collect from SSC.
Student Funding and Registration

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
Ideal Registration Steps

1. Bring your Passport (and immigration permission/visa if required), along with your Student ID number, to the ID check point to complete your ID check and get your student ID card.

2. Receive your welcome letter and information on how to retrieve your username and password from the University.

3. Complete online registration on Minerva.

4. Bring your Passport (and immigration permission/visa if required), along with your Student ID number, to the ID check point to complete your ID check and get your student ID card.

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

- British students – Passport
- EEA students – Passport or National ID Card
- International students – Passport and immigration permission (visa)

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.

• Any questions regarding immigration permissions should be directed to the International Student Advice Team (Ziff level 11).

• More information: http://students.leeds.ac.uk/brpcollection
Bank Letters

• 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
• 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.
• Students need to have created an account online, uploaded their information and attempted to create an appointment within 7 days of arriving in the UK. [https://foreignnationals.westyorkshire.police.uk/](https://foreignnationals.westyorkshire.police.uk/)

• 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.

• Police registration costs **£34** which can only be paid by card at the appointment.

• Students need to take their: Passport; BRP; UoL offer letter or CAS; Proof of Address; A card to make the payment.

• More information: [https://students.leeds.ac.uk/policeregistration](https://students.leeds.ac.uk/policeregistration)
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: [https://students.leeds.ac.uk/policeregistration](https://students.leeds.ac.uk/policeregistration)

Please e-mail: [internationalstudents@leeds.ac.uk](mailto:internationalstudents@leeds.ac.uk) with any further queries.
The Events team is 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 - 12 September - 1 October (weekdays only)
ID CHECKS

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

All British/EEA students will be able to book a slot using Eventbrite. Slots will be available from 9th September 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. International students will go to the marquee area outside the Great Hall, to collect a timeslot once they receive the email to confirm that their BRP is ready for collection. This area is available from 16 – 27 September (including the weekend). Before and after these dates time slots will be available in the foyer of the Ziff Building.
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 Great Hall.
**WELCOME TEAM**

Student staff are recruited in April / May each year.

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 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.
They are available at these locations during September:

- **International Student Information Point, Michael Sadler Building.** Every day (including weekends) from 12 - 27 September

- **The Great Hall.** 12 September - 1 October (weekdays only). Also available outside Great Hall for general enquiries over the weekends during this time

- **Level 9, Marjorie and Arnold Ziff Building.** From 9 September

- **International Student appointments Marquee outside the Great Hall.** From 16 - 27 September every day (including the weekend 21 & 22 September)
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)
Jo Nassor (PGR) (j.m.nassor@leeds.ac.uk)
Faculty Registration Workshops Q&A
Questions & answers from 201819 and 201920 Faculty Registration Workshops

Registration

**Will new students be able to retrieve their username and password if there is a QUAL hold on their accepted unconditional offer?**
Yes, students can still retrieve a username and password with a QUAL hold on record. They can access Minerva and emails, but not complete online registration until the QUAL hold is removed.

**In previous years qual holds needed to be removed from all records with the same entry year, is that still the case for 2019?**
Yes this remains in place for 2019/20. This is because a QUAL hold is recorded against the record, not the offer (regardless of where the hold is applied in admissions).

**Which deadline for registration is communicated to the students?**
The only deadline for September starters is 28th Oct.

**Would you like us to tell study abroad students to register on 1st August or on 2nd August? There was a bit of a problem last year regarding timing of holds removed.**
2nd August please.

**Is the 2 week reinstatement period between 28 Oct and 11 Nov with applications submitted by a deadline of 11 Nov?**
Yes, the 2 week deadline (11 Nov) is when reinstatement request forms must be submitted by. After this date, students will also need to provide a statement to support their reinstatement.

**How do ID checks work for Online Distance Learning students? (Home and International)**
ODL courses are usually ID check exempt. For a list of exempt courses, please contact us.

**What does RW mean on Banner?**
RW is an RSTS code, which is related to modules - RW stands for web enrolled. Only ESTS statuses are related to registration, such as EL/RE. Other ESTS codes include NR, CS, SP, WD, WA.

**Can we have a ‘work in progress’ category for part time students who have applied late and their loan application is sitting with the SLC? This would mean no withdrawals, re-enrolments etc., chances of the SSN hold not being a thing - perhaps if the LLC can confirm that a student has made an application to SFE / have checked personal eligibility for tuition fee / ID check has been done?**
We cannot provide blanket extension rules for particular cohorts on a fees basis. Ops suggest that the week before the deadline, you email any unregistered students to ask whether they will be able to register by the deadline or not. If they cannot, and this is due to delayed SLC funding, you can enquire with the Fees team as to whether any arrangements can be made for specific students - in previous years, LLC have taken on the onus of tuition fees in lieu of prompt loan payment to ensure students can register, then the fees have been repaid to the LLC when the SLC loan was received by the student.
How long until students can register after holds being removed?

Records created from Admissions - students can access the system from 12 the next day.
RG / QUAL / SO / ATAS - immediate.
All other holds - wait 3 hours.

Is a RG hold the only hold that will prevent students getting a username/password? Can they still access uni email with a qualifications hold?

QUAL hold students are able to log in, access email, module enrolment etc. - the QUAL only prevents registration.

If a student is returning from temp leave in semester 2, what is the process for registering? What is process for form R?

The student record can be rolled in the usual way in April to allow the student access to module enrolment in August - the student will remain 'NR' (Not Eligible to Register) until the School confirm to Operations that the student is intending on returning in Semester 2 - this is usually confirmed around six weeks to a month prior to return. Form Rs can be submitted anytime prior to the student returning - for further information on how leaver fee implications, please see the Reduced Fees and Returners SES page.

Admissions

Who sends out Parent/Guardian consent forms for under 18s students?

This is School responsibility. If unsure, please email faculty or central admissions.

Is it just UG admissions staff member that can check docs?

Any admissions staff can check these. If unsure, contact central admissions.

What happens if a conditional offer holder wants to be made unconditional late on, but the programme is full?

We would have no choice but to honour the offer given.

If the admissions office is not in the School, can the school photocopy the students' qualification documents and send the documents to the admissions team, or do we need to send the student down to the School admissions office?

If the school are confident the documents are what the offer was made and are the originals (plus translations as required) they can scan and email the documents to the admissions office stating they have seen the originals. If they are in any doubt over the documents or are generally unsure, send the applicant to the admissions team.

Where are quals checks taking place?

http://students.leeds.ac.uk/info/10102/registration/982/qualifications_checks-where_to_take_your_documents

Fees

Will we need to complete Form 21 for students due to complete in October 2019?

No, for all students with a short extension until the end of October, they would not be required to re-register, therefore no Form 21s are required. Operations must be informed of the student’s extension in order for the account to remain active for the extension period.

Are international students required to have a UK bank account to complete tep 6 of registration?

No, overseas students who want to pay tuition fees in two instalments are no longer required to provide UK bank details for payment of the second instalment at registration. They can pay the first 50%, select to pay the second 50% later and agree to provide us with bank details once they have managed to open a bank account.

If a student has already registered and the fees were showing incorrectly (e.g because they’re going on a placement year but the record wasn’t showing this) will fees be automatically adjusted once this is updated or does a form R need to be completed?

Fees will be updated automatically with overnight processes.
**Funding**

Is it only completion of online registration that means the SLC loan is released? Is ID check not required?

For new students, an ID check is also required alongside online registration to prompt the Funding team to confirm registration to the SLC. Returning students do not need to complete another ID check for their registration to be confirmed to the SLC.

What makes a course ineligible for SLC funding?

There are many reasons, including courses already funded by the NHS etc. The SLC decide which programmes are eligible for SLC funding, not the university.

Why is there a 2 week delay in funding for part time students?

This goes back to when part-time students got tuition fees and course grants paid directly to them – there were many instances of these students applying for funding but not turning up for their course. The loan arrangements have been changed since then, but the delay is still in place for part time students by SLC regulation – the University can do nothing about this.

**Events**

Do UK/EU students have to book on Eventbrite before going to complete an ID Check?

Yes, all UK/EEA students should book a slot on Eventbrite prior to queueing to complete an ID check.

Will a student be turned away if they just drop in for their ID card at the event? Can we book a slot for our School?

If a student were to turn up at the event without a slot on Eventbrite, they would not be able to walk in but would be assisted in booking a slot via Eventbrite by the event staff. Schools cannot book slots on Eventbrite, the students must do this individually.

**PRGO**

Are temporary staff made aware that PGRs have qualifications checks done at Student Services Centre (not at the School)?

Yes, we endeavour to ensure all temporary staff have the full range of information for signposting students to the correct place, including PGRs to SSC for qualifications checks.

How long does the ATAS clearance generally take to be approved? I.e. if a student arrives with tier 4 but no ATAS, how long will they have to wait before starting studies?

ATAS takes up to 20 working days though at busy times up to 6 weeks.

**Misc**

Are we allowed to email the students in their personal emails?

You are allowed, as the student will have had to provide this email address. However it’s best to email the University account and then send a prompt to the personal address. See final template on “School example contact emails” handout for an example of what Ops send to personal email addresses.

Are new students provided with a link to the skills@library flying start page?

In the Your Arrival guide sent to new students, there is information on page 6 on 'Preparing to study' under 'Academic skills support' – it links off to https://library.leeds.ac.uk/info/1401/academic_skills which provides information on lots of resources, including Skills@Library and Flying Start. The Your Arrival guides can be downloaded at the bottom of the page: http://ses.leeds.ac.uk/registration
Last year we received lots of emails/calls from incoming UG students on the week of results asking why they hadn't heard anything from us yet (ie congratulations email and welcome pack). Why do we do it later than other institutions? We would stop a lot of emails and calls if these went out as soon as the student record is created (they are created from a-level results day)

Records will be triggered on Thursday 15th/Friday 16th Aug and IT accounts created fully by the end of day Friday, all being well. We will be sending the “Congratulations” email to all new UG students after this, starting from Monday 19th August, to ensure they have a full IT account and can access all links etc. Welcome Pack distribution schedule has moved earlier in August, around a week earlier than in previous years.