Registration - 2019/20
Programmes and Assessment

Guide for School staff

Last review: 23/07/2019

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Part 1: Registration

1.1 Staff and student resources

The Registration Helpline deals with general and complex registration queries. During September the team expands from one to about four staff members, dedicated to dealing with calls and emails:

registration@leeds.ac.uk
+44 (0)113 343 7000 (outside UK and internal call transfers) // 0800 915 0402 (within UK)

For clearly specific queries, students can be directed to the below areas help answer their queries:

- **Registration processes and basic troubleshooting**: registration homepage
- **Arrival information**: arrival homepage
- **Username/password retrieval**: basic troubleshooting in 1.8, then Registration Helpline
- **Qualifications checks**: where to take your documents page
- **Online registration**: use registration walkthrough download, then Registration Helpline
- **Fees**: payments homepage, or 0113 343 6700  
  - UGfees@leeds.ac.uk
  - PGfees@leeds.ac.uk
  - Sponsors@leeds.ac.uk (for sponsored student queries)
- **University bursaries/funds**: University funds page, funding@leeds.ac.uk or 0113 343 2007
- **Student loan/NHS/other funding**: external funding page, funding@leeds.ac.uk or 0113 343 2007
- **Accommodation**: accommodation pages, accom@leeds.ac.uk or 0113 343 7777
- **Module enrolment**: module guide page, see also Part 2 - Module enrolment
- **Discovery modules**: discovery module page, see also Part 2 - Module enrolment
- **International students**: Int welcome page, internationalstudents@leeds.ac.uk or 0113 343 3930
- **Study Abroad Office**: sao@adm.leeds.ac.uk or 0113 343 7900
- **International Foundation Year**: intfyear@leeds.ac.uk or 0113 343 3320
- **Postgraduate Research and Operations**: rp_student@adm.leeds.ac.uk or 0113 343 5057
- **UG/TP admissions (central)**: tp_enquiry@leeds.ac.uk; ug_enquiry@leeds.ac.uk; 0113 343 3999

This document contains key registration information, download more detail here including:

- **Registration Online Steps Walkthrough**… (troubleshooting online registration)
- **Registration Timeline September-start**… (timelines of deadlines and contact for September)
- **Registration Timeline Schools Example Contact emails**… (template emails for above timelines)
- **Registration Deadlines Year-Round**… (timelines of deadlines and contact for year-round)
- **Registration reinstatement form**… (for schools to submit in cases where reinstatement required)

If you still have registration questions after reading this document and the resources above, contact registration@leeds.ac.uk.

**Website links:**

Student Registration: https://students.leeds.ac.uk/registration
SES Registration: https://ses.leeds.ac.uk/registration
1.2 Registration dates, deadlines and locations

Students are required to register within the University deadlines – failure to do so results in the student being withdrawn from their course and the University. These deadlines are set out each year in a similar format (see section 1.5).

<table>
<thead>
<tr>
<th>Registration opening dates (September cohort)</th>
<th>From</th>
</tr>
</thead>
<tbody>
<tr>
<td>All returning taught students (undergraduate and postgraduate)</td>
<td>1 August 2019</td>
</tr>
<tr>
<td>NB: Incoming study abroad/exchange/Erasmus students continuing their studies should be registered automatically by Operations.</td>
<td></td>
</tr>
<tr>
<td>New taught postgraduate students*</td>
<td>1 August 2019</td>
</tr>
<tr>
<td>New incoming study abroad/exchange/Erasmus students</td>
<td>1 August 2019</td>
</tr>
<tr>
<td>New undergraduate students*</td>
<td>28 August 2019</td>
</tr>
<tr>
<td>Research students</td>
<td>one month before start date</td>
</tr>
<tr>
<td>*New International students (not study abroad/exchange)</td>
<td>register after they arrive (and after the dates above)</td>
</tr>
</tbody>
</table>

Research students must register by the end of their start month. Taught students must register by the deadline dates set out in “Registration Deadlines Year-Round…” document (as a guide roughly by the end of their start month). As an example, September taught cohort key dates are:

- Step 1 (Registration opens): 1 or 28 August 2019 or on arrival (see above)
- Step 2 (Warning date - Expectation for completing registration): 9am 11 October 2019
- Step 3 (Withdrawal due to Failure to Register): 9am 28 October 2019
- Reinstatement deadline: 11 November 2019

See section 1.5 for further information on timelines.

In-person registration processes will take place at the following locations:

<table>
<thead>
<tr>
<th>Process</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>General enquiries</td>
<td>Student Services Counter</td>
</tr>
<tr>
<td>Central services help (i.e. Fees, Funding, Accommodation)</td>
<td>Student Services Counter</td>
</tr>
<tr>
<td>Identity checks, student ID card production, BRP collection</td>
<td>12 Sept - 1 Oct 2019: Great Hall All other times: Student Services Counter</td>
</tr>
</tbody>
</table>

The Student Services Counter is on level 9 of the Marjorie & Arnold Ziff Building. Opening hours for the Student Services Centre Counter during Freshers’ Week will be Monday to Friday, 9am – 5pm. Outside of this time of year, on Wednesdays the counter opens at 10am.
1.3 Registration for new students

Registration criteria
At registration, all students must complete the online registration steps. This is where they:

- confirm we have the correct personal details and course information. This data can then be used by staff with the knowledge these details have a level of accuracy, as the student has checked their basic details at the start of the academic year.
- agree to the “Student Contract”. This can then hold students to account in occasions of misconduct.
- agree payment arrangements for fees as appropriate¹. This ensures that the University has agreements in place to receive the relevant money due.

New students must also complete an identity check (NB: see Part B for details of exceptions). New students are defined as those who are “beginning” a course (Banner Student Type “B” or “S”), usually coming through admissions. This ensures we know the people studying with us are who they say they are. This is also important for immigration permissions for international students, for whom we have to report back to the Home Office. Identity checks will be linked in with BRP collection, and student ID cards will be available in the same location immediately after completing the identity check. For locations of identity checks/BRP collection/ID card collection see 1.2.

Related processes
- All new students will have their qualifications checked before registering (see preregistration requirements below). This is an admissions team process to ensure that we have a reasonable level of verification on entry requirements. For those completing A-levels within the year directly prior to entry, these are confirmed electronically to us via exam boards, otherwise the original paper certificates must be provided by the student.
- After registration has been completed to the relevant requirements (see 1.6), the Funding team can confirm to the Student Loans Company that a student has fully registered for their course, which is a requirement for the release of UK government student loans. For more information see 1.6.
- Students can collect a student ID card after the identity check, however the student ID card itself is not a requirement of registration. The student ID card is still required for accessing the Library and other restricted access areas, accessing some healthcare placements and completing examinations.

Pre-registration requirements
New students will need to:

- Wait until the allocated “accounts live” date (see 1.2)
- accept their unconditional offer before their general student account is generated
- if requested, present their academic qualifications in person (list of where to take these on students.leeds.ac.uk here)

¹ Payment arrangements for accommodation are not required at registration.
**Part A: Online registration steps (via Minerva)**

Students complete the online element of registration through Minerva. The online registration steps confirm details about the student, their studies and fee payment, as well as confirming their agreement to the Student Contract.

The final stage has the “Registration Certificate” (this is NOT confirmation of completing FULL registration).

For new students, the Registration Certificate will be checked at the next step of identity check/student ID card collection, either electronically (on a phone or tablet) or in person.

For staff, our full walkthrough of online registration titled “Registration Online Steps Walkthrough” can be downloaded from ses.leeds.ac.uk/registration from August 2019.

See 1.8 for troubleshooting tips on retrieving a username and password and logging in to Minerva.
Part B: Identity checks (also student ID cards and BRP)

New students need to complete an identity check, normally after completing the online registration steps. Student ID cards will be issued in the same location immediately after completing the identity check. Information about how to book an appointment (if applicable) will be on the student identity check page: [https://students.leeds.ac.uk/idcheck](https://students.leeds.ac.uk/idcheck)

Some international students will also need to collect a BRP (Biometric Residence Permit) from the University once they have received a BRP collection email – this collection will be from the same area as the identity check and ideally will be made after the student has completed the online registration steps (if this is not possible they should contact the Registration Helpline).

Students should always be asked to complete their identity check in person. Only if a student is absolutely unable to attend campus during office hours should a remote application be suggested. This is a longer process, increases workload for counter, and is slower and more hassle for students. In this scenario, students apply remotely using the student ID card application form (found at the student page titled Obtaining a Student ID card remotely). The identity check can then be completed within the student ID card application form.

There is a small exceptions list of courses where the identity check is not required, and instead only online registration needs to be completed to be considered fully registered. This covers courses with minimal campus contact time (under ~30 days), principally distance learning courses, or staff. The list is available from the Argos report “RE students with no ID check” under the “Exempted Programmes” tab (report found under General>Registration). However, if anyone on such a course has a UK government student loan, they WILL still need to complete the identity check regardless of this caveat, for the Funding team to confirm their registration and attendance to the Student Loans Company.

Locations for the identity checks/BRP collection/student ID card collection are in section 1.2.

Documents required for the identity check are:

- **UK/EEA** - passport/national identity card & registration certificate (electronic/paper)
  
  If a UK Student Does Not Own a Passport: apply for a passport, if unable to then complete an Identification Verification Form. This needs to be countersigned by a professional and presented with a copy of their birth/adoption certificate along with it. A download of the form can be found at: [http://students.leeds.ac.uk/download/2873/identification_verification](http://students.leeds.ac.uk/download/2873/identification_verification)

- **International** – passport, immigration permissions (inclusive BRP or BRP collection email if required) & registration certificate (electronic/paper)

  **NB:** Although students are strongly encouraged to complete online registration first, if this is not possible (because they are waiting to resolve significant issues with online registration, such as fees etc.), they can complete the identity check first by providing their student ID number instead of their “registration certificate”. They will be given a warning statement at the check, reminding them that their registration is still incomplete. They will also be issued with a student ID card.

Once students are fully registered, the Funding team can then inform the Student Loans Company that those students are in attendance, so any loan payments can be made, if appropriate.
**Exceptions and groups with unusual situations**

- **External students**: these students do not register until they return as an internal student – this is part of the conditions of external student regulations as shown in the download [here](#). This is found on the students.leeds.ac.uk page on external and carried module resits.

- **Incoming Study Abroad/Exchange/Erasmus**: these students can register before they arrive (unlike other international students), and will receive communications from the Study Abroad Office on how to register. Module enrolment is also managed by the Study Abroad Office.

- **International Foundation Year**: Some of these students may be completing a “study group” course with a partner institution – these students have a 7 digit ID number and should be directed to the International Foundation Year office on x33209.

- **Exceptions list to ID check**: these are courses with minimal campus contact, often but not exclusively distance learners, see “Part B” earlier in 1.3.

- **International students**: See below for additional support on offer. These students generally need to arrive to complete a qualifications check before they start registration.

- **Research postgraduates**: These students register in a similar manner, however they will complete qualifications checks at the Student Services Counter with the Research Postgraduate team.

- **Students who have previously studied with us**: these students will have their old password still active, so if they retrieve a default password with their username, this will not work. If they do not remember their old password they will need to reset their password (see 1.8).

**International students**

The International Student Office (ISO) asks that international students collect their welcome pack (and read the international “Your Arrival” guide in it) from the International Student Information Point (or the ISO main reception outside September) before they start registration. International students have:

- **The International Student Information Point** (Michael Sadler Building) which will be running from Thursday 12 - Friday 27 September 2019 every day, including weekends. They can collect their international welcome pack, sign up for introductory talks, tours and ask any questions.

- **The international welcome talks** (sign-up at the International Student Information Point) which will give an overview of the registration process.

- **The International Student Office** which has a reception on Level 11 of the Marjorie and Arnold Ziff Building for use particularly outside September. They are open Monday to Friday 9am - 5pm, excepting Wednesday from 10am. The international student arrival pages are at [http://students.leeds.ac.uk/info/21503/welcome_and_arrival](http://students.leeds.ac.uk/info/21503/welcome_and_arrival)

Those at Leeds for Study Abroad/Exchange/Erasmus+ will have their application managed by the Study Abroad Team (as well as being welcomed by the International Student Office).

**Students with a disability**

While our campus has facilities for physically disabled students, we also seek to be considerate of less visible disabilities. Staff will keep an eye out at all times to ensure students are fine in the main registration venues. Specific requests for additional support, though rare, will be handled on a case by case basis by staff in Great Hall Registration event and Student Services Centre, or in the Registration Helpline call centre. If you have any students who request specific support, please contact studentrecords@adm.leeds.ac.uk in the first instance.
1.4 Registration for returners

Returning students only need to complete part A (the online registration steps), as their qualifications and identity have been verified at the start of their course.

For returning undergraduates, the Schools progression exercise controls whether a student can register online. **It is vital that progression codes are accurately and promptly input by parent Schools** for all undergraduates expected to return next session and updated where relevant after the resit period.

**Students undertaking a year abroad/year in industry in the current academic year:**
This group of students will be expected to register online from 1 August 2019 as with all other returning students – this is a common source of confusion.

**Temporary leavers due to return in September:**
Schools should start the returner process using SWATSLF in Banner or notify Operations (studentrecords@adm.leeds.ac.uk) who will build a record for the student in the new term. If the withdrawal was on health grounds the student must supply written evidence from a doctor stating that they are fit to return to their studies before being re-admitted.

*Returning September-start students: to be able to complete module enrolment in May for the coming September, Schools need to complete the notification of return from leave by the end of the prior April.*
For more information see [http://ses.leeds.ac.uk/info/21640/student_leavers](http://ses.leeds.ac.uk/info/21640/student_leavers).

1.5 Registration timeline

The registration timeline uses the following steps:

1. **Registration opens**: Schools contact returners twice about registration, new students once
2. **Warning date**: Operations will prompt Schools contact all students who are not yet registered.
   
   Operations will also issue a five day warning email to students 5 days prior to step 3.
3. **Withdrawal**: Student accounts are updated to “withdrawn due to failure to register” – reinstatement request forms (found at ses.leeds.ac.uk/registration) can be made by Schools in subsequent two weeks, after which students must also provide a written statement.

Emails from Operations to Schools correspond with these deadlines. **The above information and more is presented in our summary documents**, downloadable at ses.leeds.ac.uk/registration:

- “Registration Timeline September-start” (detailing September cohort deadlines and highlighting the points of communication with students by different departments)
- “Registration timeline schools example contact emails” (supplementary document containing useful email templates to match timelines, for all cohorts)
- “Registration Deadlines Year-Round” (for cohorts starting outside of September)
1.6 Student Loans for UK and EU students

Notes on student loan terminology

The Student Loans Company (SLC): the umbrella organisation that covers the student loan companies for England (Student Finance England), Wales (Student Finance Wales), Scotland (Student Awards Agency Scotland) and Northern Ireland (Student Finance Northern Ireland). Students will often know the company under the general name “Student Finance”.

The Student Support Number (SSN): one of two identification numbers a student will receive from the SLC, the other is the “customer reference number” but this is not the number that the University requires. The student will need to find the exact document outlined below to find their SSN.

NB: it is possible (though uncommon) for students to gain student loans from external private companies, however we do not have the same agreements in place as below regarding fee payment.

Note, it is important that the student has an approved loan - their online student loan application will clearly be marked “approved” when they log in (this is not something Schools can see). The University will not receive the SSN until the loan is approved. If the student is having difficulty gaining approval on their loan and wishes to gain further advice about the circumstances of this, please ask the student to contact funding@leeds.ac.uk using their University email account and stating their University Student ID number, or transfer the student over to Funding on x32007.

Student Loans Company maintenance payments

In order for the maintenance loan payments to be released, students commencing their studies from 2017/18 onwards must have had an Identity Check carried out. Students who commenced study prior to 2017/18 must have collected their student ID card. Operations can see if the student has collected their student ID card in the SUAMAIL screen in Banner.

The University receives a daily file from the Student Loan Company and - provided all of the required elements are in place - the Funding team will confirm student registration.

As well as completing registration (including online registration and the Identity Check), students must have:

- returned their signed declaration to SFE (or the equivalent awarding body)
- had their National Insurance No. checked by SFE (or the equivalent awarding body)
- provided their bank details to SFE (or the equivalent awarding body)

Further Funding links:

http://students.leeds.ac.uk/info/21508/student_loans/677/if_your_student_loan_is_delayed

http://students.leeds.ac.uk/info/21508/student_loans/1004/eligibility_and_applications

http://students.leeds.ac.uk/info/21508/student_loans/764/changes_in_circumstances

For tuition fee loans, please see next section.
1.7 Fees payment

All students must ensure they make arrangements for their tuition fees to be paid. They can make arrangements as part of the online registration process.

Schools can see the student's tuition fee on SWATRAC in the “Fee” field – this is the total fee that the student is responsible for, and won’t change even when they have made a payment towards it. Only manually amended charges or overdue prior academic year charges will show in the “Overdue Debt” field on SWATRAC, not the balance for the current session still to pay. See 1.9 Banner screen SWATRAC section for more detail.

There are many different ways that a student can arrange for their fees to be paid. The Fees “tuition fee payment” page is full of information regarding all aspects of fee payment:

http://students.leeds.ac.uk/tuitionfees

Tuition Scholarships

If tuition fees are being paid (in full or part) by a University of Leeds scholarship the student should be sent a scholarship award letter and Student Fees require a Form 21 (sent to Form21@leeds.ac.uk) before the student attempts registration. More information and the Form 21 template are on the “Tuition fee scholarships and awards” staff page:

http://ses.leeds.ac.uk/info/21720/fees_and_charges/839/tuition_fee_scholarships_and_awards

Sponsored students

Students with a sponsor must send their sponsor letter to Sponsors@leeds.ac.uk or bring it in person at the SSC Counter (Marjorie and Arnold Ziff Building). When Fees have processed the form, this will update the student’s record and we will be able to see the confirmed sponsor details on SWATRAC. Only after this can the student complete the Fee Payment Arrangements section of Registration.

Payment by More than One Method

Each student is responsible for making arrangements for their entire fee, they may need to make payment using multiple methods as listed on the student “how to pay” pages.

For example, if a student is receiving partial funding from a sponsor or the SLC, they must make arrangements to pay the remainder. They can do this by either making a one off payment or setting up an instalment plan. For the standard instalment plan, each instalment will be for 50% of the remainder of their fee.

To put the example in figures: if an undergraduate student’s total fee is £9250 and the SLC are paying £5000 towards it, the remaining fee is £4250 and so each instalment will be for £2125.

Students with an approved Postgraduate Student Loan are allowed to pay in three equal instalments.
## 1.8 Top questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What do I need to register?</td>
<td>A full list is at: <a href="http://students.leeds.ac.uk/info/10102/registration/647/what_you_will_need_to_register">http://students.leeds.ac.uk/info/10102/registration/647/what_you_will_need_to_register</a></td>
</tr>
<tr>
<td>2. Why do I need to register if I have already chosen my modules?</td>
<td>Module enrolment is not confirming you wish to register and agree to the terms and conditions of study for the academic year (as in the Student Contract).</td>
</tr>
<tr>
<td>3. I can't retrieve my username and password.</td>
<td>Ask the following to see if these resolve the query first: * Are they entering their university ID (not their UCAS number)? * Have they got a “current student” record yet/accepted an unconditional offer? * Are they attempting to retrieve their log in before their registration opening date? (see 1.2) * Do they have a hold (if so refer to relevant team in list of holds in guide)?</td>
</tr>
<tr>
<td></td>
<td>If the issue remains, refer to the Registration Helpline.</td>
</tr>
<tr>
<td>4. My username and password won't let me log in.</td>
<td>a) Check they are at the Minerva homepage and not the accommodation portal/application portal \b) Check they have entered specifically their username and not ID number \c) Check if they studied with us before – if so, the password will be their old password and will need to request IT reset this if they do not remember it. \d) Check they have copied the password exactly (we do not want to know the password!) \e) Ask if it states they need to wait 30 minutes and if so, ask them to try again in 30 minutes \f) Check SWATRAC to see if there are any holds and refer to holds list if so (in 1.9)</td>
</tr>
<tr>
<td></td>
<td>If the above does not help ask them to reset their password, they can either visit <a href="http://passwordreset.leeds.ac.uk/">http://passwordreset.leeds.ac.uk/</a> or contact the IT Service Desk. Password reset information can be found at this link.</td>
</tr>
<tr>
<td>5. I can log in but it says I can't register (holds)</td>
<td>This can be a whole host of different reasons, the particular reason will be specified on the screen. Please see “Registration holds” in section 1.9.</td>
</tr>
<tr>
<td>6. I can't get past Step 6 - fee payment arrangements</td>
<td>Common reasons for this include delayed bank transfer, students awaiting sponsor letters and delays with Student Finance confirmation. Registration queries should be sent to the Registration Helpline for query volume to be monitored (contact details at start of document).</td>
</tr>
<tr>
<td>7. Where do I get a bank letter to open a UK bank account?</td>
<td>Please provide information as at <a href="http://students.leeds.ac.uk/info/21503/welcome_and_arrival/671/opening_a_uk_bank_account">http://students.leeds.ac.uk/info/21503/welcome_and_arrival/671/opening_a_uk_bank_account</a></td>
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<tr>
<td></td>
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<td>---</td>
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</tr>
<tr>
<td><strong>The International Your Arrival Guide</strong> download also has a useful section on opening a bank.</td>
<td></td>
</tr>
<tr>
<td><strong>8. I haven't got my Student Finance loan – why?</strong></td>
<td>The student must complete registration fully (inclusive of identity check if new) for the Funding team to confirm the student has registered. This confirmation is the trigger the Student Loans Company (SLC) use to release the student’s maintenance loans. Providing the student has satisfied all of the SLC conditions, the first instalment should arrive within 3-5 working days or on their first instalment date, whichever is later. The instalment dates are provided to all students when their loan is approved (see <a href="http://students.leeds.ac.uk/info/21508/student_loans/677/if_your_student_loan_is_delayed">http://students.leeds.ac.uk/info/21508/student_loans/677/if_your_student_loan_is_delayed</a>). If the student isn’t sure whether they have satisfied the conditions of their loan, the above page provides details on how to check their account status.</td>
</tr>
<tr>
<td><strong>9. Where and how do I get my BRP (Biometric Residence Permit)?</strong></td>
<td>Please provide information as at <a href="http://students.leeds.ac.uk/info/21506/your_visa/974/collecting_your_biometric_residence_permit">http://students.leeds.ac.uk/info/21506/your_visa/974/collecting_your_biometric_residence_permit</a></td>
</tr>
</tbody>
</table>
| **10. What documents do I need for my identity check and how do I queue for this?** | **UK/EEA** - passport/national identity card & registration certificate (electronic/paper)  
*If a UK Student Does Not Own a Passport: apply for a passport or complete the Identification Verification Form* (latter only if absolutely necessary). This needs to be countersigned by a professional and presented with a copy of their birth/adoptions certificate along with it. A download of the form can be found at: [http://students.leeds.ac.uk/download/2873/identification_verification](http://students.leeds.ac.uk/download/2873/identification_verification)  
**International** – passport, visa & registration certificate (electronic/paper)/BRP collection email |
| **11. I need a replacement student ID card** | Please provide information as at: [http://students.leeds.ac.uk/info/10105/official_documentation/848/student_id_card](http://students.leeds.ac.uk/info/10105/official_documentation/848/student_id_card) |
1.9 Technical tips

**Student registration statuses**

Student status can be seen on both SWATRAC, and indicates the student’s eligibility to register online. Below is a table of all the student statuses you might see, and what they mean.

*Tip: The most common statuses will be EL (eligible to register), RE (registered online) and NR (not eligible to register). Students who took August resits will be NR until the School has received marks and entered a progression code.*

<table>
<thead>
<tr>
<th>Status</th>
<th>Full title</th>
<th>What does it mean?</th>
<th>Steps to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>EL</td>
<td>Eligible to register</td>
<td>The students should be able to proceed through registration (unless they have holds – see holds table on page 16).</td>
<td>Check for holds – follow advice on holds table (page 16). Troubleshoot the registration step where the student is having problems (see “online steps walkthrough...” doc).</td>
</tr>
<tr>
<td>RE/RO</td>
<td>Registered</td>
<td>The student has completed the online registration process. <strong>They may or may not have completed their identity check.</strong></td>
<td>If the student doesn’t remember completing the process: check SWATRAC on Banner, or ask Operations to check the record. If the student hasn’t completed identity check: provide guidance as in 1.3.</td>
</tr>
<tr>
<td>NR</td>
<td>Not eligible to register</td>
<td>The School has indicated the student should not be able to register at this time (often due to pending August resit results).</td>
<td>Enquiry to be dealt with by parent School.</td>
</tr>
<tr>
<td>EF</td>
<td>External full year</td>
<td>The student is resitting/resubmitting assessment(s) without attending teaching. They do not need to register online, but they do need to apply for their resits.</td>
<td>If the student has not applied for their resits: enquiry to be dealt with by the contact assigned to the student’s department in Examinations.</td>
</tr>
<tr>
<td>EP</td>
<td>External part year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NA/SP/CS/SF</td>
<td>Temporarily withdrawn</td>
<td>The student is on a period of temporary leave and is not expected to re-register at this time.</td>
<td>If student is returning now: enquiry to be dealt with by the parent School who will need to confirm the student’s return to Operations.</td>
</tr>
<tr>
<td>NS</td>
<td>No show</td>
<td>The School has informed us the student has not arrived for the course.</td>
<td>If student is here and ready to attend: enquiry to be dealt with by the parent School (who could request reinstatement).</td>
</tr>
<tr>
<td>WD/ WA</td>
<td>Withdrawn</td>
<td>Student permanently withdrawn from the university – not expected to register.</td>
<td>If student thinks this is incorrect – ask Operations to check record.</td>
</tr>
</tbody>
</table>
Banner screen SWATRAC

To view an individual student and details on how far the student has progressed with the online registration steps (view only).

SWATRAC shows you:

- full fee for that student
- overdue debts they may have (from previous academic years)
- whether they have a hold preventing them from completing registration (see holds section)
- sponsorship and scholarship information
- instalment plans the student has set up
- their Student Support Number (if applicable) – this needs to be present for a Student Loans Company tuition fee loan to be acknowledged on step 6 (fee payment) of registration.

The most common queries you will be asked will relate to Fees and Holds (both covered in more detail above and below).
**Holds on student records**

Holds are a way of preventing students from proceeding past a certain point of the Registration process, or from being able to log in to their account at all. **Only the RG hold locks new student accounts, meaning they can’t even get their username and password. Other holds display a message on the student’s registration page explaining why registration is blocked.**

Holds are administered by different teams depending on what they are for. Below is a table of hold codes you may see (in the Holds field on SWATRAC), what they mean for the student and what you should do if you see one. **NB: the hold text examples are illustrative and may be subject to change.**

Contact details are at the start of this document or otherwise stated in text.

<table>
<thead>
<tr>
<th>Hold</th>
<th>What it says</th>
<th>What it means</th>
<th>Student enquiries - what to do next?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RG Registration Hold</strong></td>
<td>You are not eligible to register due to a Registration Hold. You should have access to this page around 30 days before your programme start date. Please contact <a href="mailto:registration@leeds.ac.uk">registration@leeds.ac.uk</a> for advice if you are within 30 days of programme start date and be sure to include your Student ID number.</td>
<td>The student is not eligible to register at this time (generic hold applied by Operations).</td>
<td>Ask Operations to check the record to see why the RG hold is there. Operations will advise what you should tell the student.</td>
</tr>
<tr>
<td><strong>QUAL Qualifications Hold</strong></td>
<td><strong>Qualifications Required</strong> Although you are eligible to register, the University needs to verify the original or certified true copies of your academic qualifications and translations before you can begin online registration. Separate guidance for taught postgraduate (Masters) and undergraduate students is provided below. For any specific queries regarding the qualifications required, please contact your School directly. <strong>Taught Postgraduates</strong> All new taught postgraduate (Masters) students (except University of Leeds graduates) will need to show the original or certified copies of your qualifications before being able to access online registration. Providing these documents in person is in addition to the scans you will have provided with your application, as confirmed on page 7 of the 2019 Your Offer guide. <em>You will need to provide</em></td>
<td>The student has yet to provide proof of their previous qualifications.</td>
<td>If QUAL hold on, ask if student has taken academic documents to be checked, if not to take to location advised by hold message. If they have already done this, must wait 24 hours. If waited 24 hours, transfer or forward the enquiry to the relevant School Admissions team who will advise the student and remove the hold if possible. <strong>NB</strong> - occasionally QUAL holds are applied by Research Degrees for a future term and this hold can be quickly removed.</td>
</tr>
</tbody>
</table>
original or certified true copies of your academic qualifications and translations when you come to register with us."

**Taught Postgraduate Qualification Check Locations**

- 12 - 27 September 2019: take your documents to room LG16 Michael Sadler building (open Mon-Fri, 09:00-17:00) with the exception of Leeds University Business School students (see below).
- At all other times: take or send your documents to the Admissions Office of the School you have applied to study with.

The documents MUST be the originals or certified copies of the originals. Photocopies or scans will NOT be accepted.

The Registration Helpline cannot update any qualifications information, please contact your School directly.

**Undergraduates**

If you completed your qualifications before this year, or outside the UK, you will need to show the original or certified copies of your qualifications before being able to access online registration; please go to the location specified below with your documents.

If you have taken your A-Levels in 2019: contact your School in order for this notification to be removed.

**Undergraduate Qualification Check Locations**

- Take or send your documents to the Admissions Office of the School you have applied to study with.

The documents MUST be the originals or certified copies of the originals. Photocopies or scans will NOT be accepted.

The Registration Helpline cannot update any qualifications information, please contact your School directly.
<table>
<thead>
<tr>
<th>Hold Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| **U18** Under 18s Admissions Hold | Consent Form  
Due to you being under 18 at the commencement of your studies you must return the signed parental/guardian consent form to the School/Department admissions team in order for you to complete registration. Please contact your School (subject department) directly if you have any queries.  
The student has not returned the parental/guardian consent form or their School have not sent this to Taught Admissions.  
Advise the student to send their parental/guardian consent form or their School. If already done, check with School/Taught Admissions. |
| **RM** Medical Hold | Return to Study note required  
You must provide your Parent School with a return to study note from your Doctor stating that you are fit to return to your studies.  
If you have further queries, please contact your School (subject department).  
The student has been on temporary leave due to illness and needs to provide a “fit to return” note.  
Advise the student to provide a note from their doctor stating that they are fit to return to studies to their Parent School (who can then forward a copy to Operations and the hold will be removed). |
| **RV** Visa Hold | Visa Hold  
You are not eligible to register due to a Registration Visa Hold.  
Please go to the Student Services Centre Counter, Level 9, Marjorie and Arnold Ziff Building with your Passport and Visa, where staff will be able to advise you.  
The student has changed the duration of their course and needs to provide new visa details.  
Advise the student to bring their new visa to the Student Services Counter for it to be checked (the hold can then be removed.) If they do not have a new visa, advise them to contact the International Student Office. |
| **IC** Identity Check | Identity Check  
You did not complete an identity check before you went on temporary leave - this must be completed as described on our registration pages.  
After this, please request your hold is released either by the member of staff completing your identity check (if they are authorised to do so) or by emailing registration@leeds.ac.uk once you have completed the identity check.  
The student didn’t complete an ID check before going on temporary leave at the start of session.  
Ask student to take required documents (page 7) to complete an ID check in the relevant location (page 4). |
| **RD, R1, R2, R3, R4** Research Degrees Holds | R1: You are currently not eligible to register. Original qualifications must be presented to Postgraduate Research and Operations, located in Student Services Centre, Level 9, Marjorie and Arnold Ziff Building. For full details please see your current offer letter. If you have further queries please contact rp_applications@adm.leeds.ac.uk.  
Other R holds similarly refer Student to PGRO Office.  
The student is a Research Postgraduate (RP) student and cannot proceed in registration for one of several reasons.  
Transfer or forward the enquiry to Postgraduate Research and Operations (who will be able to further advise the student/remove the holds when appropriate). |
| **S1, S2, S3**<br>School research holds | **Hold messages asks student to contact their school (does not specify contact details). Ask student to quote message for detail.** | **The student is a Research Postgraduate (RP) student and cannot proceed in registration for one of several reasons.** | **Transfer or forward the enquiry to Postgraduate Research and Operations (who will be able to further advise the student/remove the hold when appropriate).** |
| **H1, H2, H3**<br>Healthcare/LICA MM Holds | **Hold states various reasons for not being able to register and contact instructions for who to talk to. Ask student to quote message for detail.** | **The student is a Healthcare Studies/LICAMM student - they automatically apply holds to all their students for various reasons.** | **The student should contact the listed department contact details (generally provided in the holds text).** |
| **FI**<br>Finance (Fees) Hold | **Hold message states need to contact fees due to outstanding debt. Ask student to quote message for detail.** | **The student needs to make an outstanding payment before they can proceed.** | **Transfer or forward enquiry to Fees (they will investigate and contact the student to advise/remove the hold if appropriate).** |
| **EX**<br>Examination (often healthcare) | **Medicine Students**<br>Your module results from the August 2019 assessment period have not yet been confirmed. You should re-visit the registration system to complete your registration from Monday 16 September 2019. If you have any queries please contact: BSc Healthcare Science (Audiology): 0113 343 4375 or somarcs@leeds.ac.uk BSc Healthcare Science (Cardiac Physiology): 0113 343 4375 or somarcs@leeds.ac.uk BSc Radiography/Diagnostic Radiography: 0113 343 8315 or somarcs@leeds.ac.uk | **The student is still due to get examination results through for their previous academic year.** | **The student should either wait for their results to be provided (there will be a date quoted on the message by which these are released) or enquire with their parent School for an update on the progress of their results.** |
| **Healthcare Students**<br>Your examination results are not confirmed. You should re-visit the registration system to complete your registration from Thursday 19 September 2019. All other students should check with their Parent School as to when they will be able to complete registration. | | | |
| **IF**<br>International Foundation Year | **The student has not yet visited the Foundation Year Office** | **Advise the student to go the the International Foundation Year Office (level 12 M. & A. Ziff** | |
| International Foundation Year | You will NOT be able to register until you have visited the International Foundation Year Office, which is in Room 12.14 in the Marjorie and Arnold Ziff Building on the University of Leeds campus. | office, where they need to present qualification and ID. | Building, x33209) with their original qualification documents and ID documents. |
| LN Language requirements | You are currently not eligible to register as an original English Language qualification is required - for full details please see your current offer letter. If you have further queries please contact rp_applications@adm.leeds.ac.uk | The student has not yet provided proof of their language qualifications to Postgraduate Research and Operations. | Refer to Postgraduate Research and Operations. |
| AT ATAS hold | ATAS clearance The University is awaiting notification from the Home Office of your ATAS clearance. Please contact the Registration Helpline on registration@leeds.ac.uk for further advice. | Certain programmes require this visa for some tier 4 students in addition to their visa. This may be for new or returning students. | Present documents to the Student Services Centre Counter. |
| AR Accounts receivable | Hold error message states need to contact fees due to outstanding debt. Ask student to quote message for detail. | This hold does NOT stop registration, only graduation. | Transfer or forward enquiry to Fees (they will investigate and contact the student to advise/ remove the hold if appropriate). |
| LC Language Centre fees hold | Language Centre fees unpaid You are currently unable to register at this time. Please speak to a member of the Language Centre Student Education Service Team to resolve this issue. The Language Centre Reception is on the 3rd floor of the Parkinson Building. They are open from 09:00 – 17:00 Monday to Friday. Alternatively you can email them at langc@leeds.ac.uk. Please ensure to include your student number in any emails. | Language Centre deal with their own fees; this hold stops the student accessing all steps of registration. | Advise the student to contact langc@leeds.ac.uk or call 33251 |
Banner report SWRDEPT

To check who will be able to register online, who has registered once registration is open and what data the student record contains including number of credits students are enrolled for, modules on their record, and expected completion date. If you choose to view all the modules a student is enrolled for, the output is as follows:

<table>
<thead>
<tr>
<th>CRN</th>
<th>Course</th>
<th>Title</th>
<th>Comp Date</th>
<th>Reg Status</th>
<th>Email</th>
<th>Total Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>447</td>
<td>ARTP</td>
<td>Elements of Visual Cult</td>
<td>01 JUL-09</td>
<td>RE</td>
<td><a href="mailto:mlke@leeds.ac.uk">mlke@leeds.ac.uk</a></td>
<td>50</td>
</tr>
<tr>
<td>21088</td>
<td>ARTP</td>
<td>A Story of Art I</td>
<td></td>
<td>RE</td>
<td><a href="mailto:mlke@leeds.ac.uk">mlke@leeds.ac.uk</a></td>
<td>10</td>
</tr>
<tr>
<td>948</td>
<td>ARTP</td>
<td>Elements of Visual Cult</td>
<td></td>
<td>RE</td>
<td><a href="mailto:mlke@leeds.ac.uk">mlke@leeds.ac.uk</a></td>
<td>20</td>
</tr>
<tr>
<td>73338</td>
<td>ARTP</td>
<td>A Story of Art 2</td>
<td></td>
<td>RE</td>
<td><a href="mailto:mlke@leeds.ac.uk">mlke@leeds.ac.uk</a></td>
<td>20</td>
</tr>
</tbody>
</table>

If you choose NOT to view the modules a student is enrolled for, the output is as follows:

<table>
<thead>
<tr>
<th>CRN</th>
<th>Course</th>
<th>Title</th>
<th>Comp Date</th>
<th>Reg Status</th>
<th>Email</th>
<th>Total Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>200189729</td>
<td>Lotus, B</td>
<td>A</td>
<td>01 JUL-09</td>
<td>RE</td>
<td><a href="mailto:mlke@leeds.ac.uk">mlke@leeds.ac.uk</a></td>
<td>50</td>
</tr>
<tr>
<td>200180359</td>
<td>XStud, K</td>
<td>A</td>
<td>01 JUL-09</td>
<td>RE</td>
<td><a href="mailto:mlke@leeds.ac.uk">mlke@leeds.ac.uk</a></td>
<td>50</td>
</tr>
</tbody>
</table>

Total number of students: 2
Argos report “Monthly Registration Chase Up”

To access an Argos go to http://argos.leeds.ac.uk:8080 (in Internet Explorer) and click the Argos button. Log in using your normal username and Argos password (if you do not have access you will need to request it via http://tinyurl.com/ArgosUsername).

Navigate to:
> General
> Registration
> “Monthly Registration Chase Up”

Double click on “Monthly Registration Chase Up”.
Click on “Run Dashboard” and enter your information into the form (see below). For Registration status, select “Unregistered ESTS codes” to ensure you can chase EN and ER students as well as EL students (see registration status list). In the top right ‘Report Options’ dropdown, select “Monthly Registration Chase Up Report” and select the button that reflect whether you want to save/open/email the report.

The report will be displayed.

All students returned on this report should be contacted by School staff, using the templates available in the “Registration timeline schools example contact emails” download, from https://ses.leeds.ac.uk/registration.
Argos report “RE Students with no ID checks”

To access an Argos go to [http://argos.leeds.ac.uk:8080](http://argos.leeds.ac.uk:8080) (in Internet Explorer) and click the Argos button. Log in using your normal username and Argos password (if you do not have access you will need to request it via [http://tinyurl.com/ArgosUsername](http://tinyurl.com/ArgosUsername)).

Navigate to:

> General
> Registration
> “Monthly Registration Chase Up”

Double click on “RE Students with no ID checks”.
Click on “Run Dashboard” and enter your information into the form. In the top right ‘Report Options’ dropdown, select “RE Students with no ID Checks - Report” and select the button that reflects whether you want to save/open/email the report.

The report will be displayed.

The final column (‘Action Required’) will be populated with either ‘School’ or ‘Central’:

- If the field is populated with ‘Central’, then these students have made themselves known and School staff should not contact them about their identity check.

- If the field is populated with ‘School’, then School staff should be contacting them about their identity check, using the templates available in the “Registration timeline schools example contact emails” download, from https://ses.leeds.ac.uk/registration.
The ‘Exempted Programmes’ tab allows users to search for programmes exempted from identity check requirements, or a full list of programmes can be seen using the ‘Lookup’ button.

Use the ‘Notify Us’ button to alert Operations of any new programmes that should be reviewed for identity check requirements.
Part 2: Associated processes

Module enrolment

The online registration process does not include module enrolment – the two processes have been separated. Information provided below is brief, further information can be found at students.leeds.ac.uk/modules and ses.leeds.ac.uk/enrolment.

If students are studying on a programme which requires them to choose optional and/or discovery modules then most will complete this first-come, first-served process online through Student Services.

2.1 Enrolment dates

Module enrolment takes place in May for returning students and prior to the start of term for new students. Postgraduate students will be advised by their Parent School if/when the module enrolment system is available to them.

Enrolment dates for the upcoming academic year can be found at students.leeds.ac.uk/whentoenrol

2.2 Student guidance

Information detailing how to navigate the online enrolment system, including a step-by-step Guide for Students, can be found at students.leeds.ac.uk/howtoenrol

The Discovery Themes Fair will take place in May for returning students, and again during Introduction week in September for new students. At the event, Theme Leaders will be on hand to provide guidance and discuss the modules that students are considering enrolling upon.

Dates for the fair will be published via students.leeds.ac.uk/discovery, and students can browse the 10 Discovery Themes at leedsforlife.leeds.ac.uk/Broadening

2.3 Staff guidance

Information relating to the module enrolment exercise, including a Guide for Staff, can be found on the Staff SES website at ses.leeds.ac.uk/enrolment

2.4 Change of module

If a returning student has undertaken online module enrolment and wishes to change these choices (drop and/or add modules) they should be asked to complete a Change of Module form.

Change of Module forms must be signed by both the Teaching and Parent School (where they differ). The Parent School will update Banner as necessary, adding and dropping the relevant modules and will retain the change of module form.

The Parent School is responsible for updating and checking the modules on their students’ records to ensure they comply with the rules for each particular Programme of Study. A number of reports, (Banner and ARGOS) are available to assist with checking.

For further information please visit ses.leeds.ac.uk/info/22108/registration_enrolment_and_attendance/937/change_of_module
Change of programme

2.5 Change of programme

Students will not be able to change their programme of study as part of online registration. However, they will be asked to confirm their programme of study as part of the online registration process. If they are unable to provide this confirmation because they wish to change their programme of study they will be asked to contact their Parent School. They should not confirm their programme of study if this is incorrect as this has a direct link to the fee they will be charged.

If students are on campus they should obtain a Change of Programme form from their School which should be completed with the relevant signatures and the accepting School can then update Banner (as is the current process for change of programme during the academic year). The NEW Parent School will then be responsible for advising the student that they can then go online, confirm their programme and continue to complete online registration.

If students are NOT on campus, when they contact the Parent School to request the change of programme, the School should complete a Change of Programme form on the student’s behalf (‘completed on behalf of student’ should be clearly stated on the form) and the relevant signatures obtained from the releasing and accepting School (if appropriate). The NEW Parent School can then update Banner and will be responsible for advising the student that they can then go online (ideally this should be within two working days), confirm their programme and continue to complete online registration. By the student then confirming their change of programme as part of online registration, they are fulfilling the audit requirement that they accept/agree/confirm the change of programme.

For further information please visit
ses.leeds.ac.uk/info/22108/registration_enrolment_and_attendance/938/change_of_programme
Part 3: Student contact from Operations – September cohort

The communications in this section are used for the main September cohort intake ONLY.

This is provided as a result of feedback that Schools wished to see the information being sent to students by Operations. This is NOT intended for use by Schools, Schools email templates are provided in the document “Registration timeline School template emails” downloadable from https://ses.leeds.ac.uk/registration.

3.1 Welcome email to new UG students (with UK permanent home address)

Automatically triggered when records generated mid-August (sent to ADM, EMA or EM address)

Dear [FIRST NAME],

Congratulations on gaining your place at the University of Leeds to study [PROGRAMME DESCRIPTION WITHOUT QUAL].

Get excited about starting University by downloading a copy of the Your Arrival guide at students.leeds.ac.uk/newstudents

Your Arrival covers everything you need to know and do in the next few weeks. You’ll receive a copy through the post in the next week or so as part of your welcome pack, which will also include:

- your student ID number – you’ll need this to start online registration
- a Leeds University Union welcome pack – this has the details of Freshers’ Week events and activities, as well as an introduction to your students’ union
- a guide to our campus and the city – a handy-sized guide to help you find your way around campus and discover everything the city has to offer

If you applied for University accommodation before the deadline, we’ll email you separately about this so check your emails regularly, including your junk mail. If you’ve yet to apply, contact our Accommodation Services for information about the next steps on 0113 343 7777 or email accom@leeds.ac.uk

If you have any questions, contact our Registration Helpline on 0800 915 0402 or 0113 343 7000, or email registration@leeds.ac.uk

We’re really looking forward to welcoming you in September and helping you settle into University life.

Best wishes,

Professor Tom Ward
Deputy Vice-Chancellor: Student Education
August 2019

Dear \[FIRST NAME\]
Student ID number: [ID NUMBER]

We’re delighted you’ve chosen to study at the University of Leeds.

You’re about to begin an exciting new chapter in your life. In a few weeks you’ll arrive at the University and start making new, lifelong friends. We’re looking forward to welcoming you and helping you settle into University life.

Take some time to read through this welcome pack. Your Arrival includes everything you need to know and the tasks you need to complete over the next few weeks, including guidance on registration, module enrolment, accommodation and finance. We’ve included handy checklists that you can tick off, so you can be sure you don’t miss anything. You’ll also find information about the wide range of resources and support available to you during your time here.

Also included in your welcome pack is information on your students’ union and Freshers’ Week activities, as well as a guide to help you find your way around campus and discover everything the city has to offer.

If you have any questions, there are useful contacts listed in every section of Your Arrival, or you can contact us using the email address or phone numbers at the top of this letter.

We wish you every success and happiness for your future.

Yours sincerely

\[FULL NAME\]

\[ADDRESS\]

Professor Tom Ward
Deputy Vice-Chancellor: Student Education

Lauren Huxley
Union Affairs Officer, Leeds University Union
3.3 Letter to new TP (with UK permanent home address)

Sent in post from 1st August

[FULL NAME]
[ADDRESS]

August 2019

Dear [FIRST NAME]

Student ID number: [ID NUMBER]

We’re delighted you’ve chosen to study at the University of Leeds.

You’re about to join a community of over 38,000 students from more than 170 countries, including more than 10,000 postgraduate students. We’re one of the largest research-based institutions in the UK, delivering innovative and collaborative research of national and international importance.

We’re continually investing in our facilities to enhance your academic success and we’ll make it a priority to support you during your time with us.

Before you can register you’ll need to show us original or certified copies of your qualifications, which you can do when you arrive on campus. If you’re a University of Leeds graduate, we don’t need to verify your qualifications. To start online registration you’ll need your student ID number (at the top of this letter) and your date of birth. You can find out how to register and what you need to do when you arrive on campus at students.leeds.ac.uk/registration

If you need to choose optional modules, your academic school will advise you how to do this. During your first few weeks at University, you’ll receive more information relating to your course, including details about induction events. Staff will be available to answer any of your questions when you arrive on campus, or you can contact us using the email address or phone numbers at the top of this letter.

We’re looking forward to welcoming you in September and we wish you every success and happiness for your future.

Yours sincerely

[Signature]

Professor Tom Ward
Deputy Vice-Chancellor: Student Education

[Signature]

Lauren Huxley
Union Affairs Officer, Leeds University Union
Dear [FIRST NAME]

Congratulations on gaining your place at the University of Leeds to study [PROGRAMME DESCRIPTION WITHOUT QUAL].

Get excited about coming to University by downloading a copy of the Your Arrival guide at students.leeds.ac.uk/newstudents

Take some time to read through Your Arrival before you start your journey to Leeds, as it explains everything you need to know and the tasks you need to complete in your first few weeks at University.

If you applied for University accommodation before the deadline, we'll email you separately about this so check your emails regularly, including your junk mail. If you've yet to apply, contact our Accommodation Services for information about the next steps on +44 (0) 113 343 7777 or email accom@leeds.ac.uk

When you arrive on campus, you'll be able to collect your welcome pack and speak to our welcome team. Your pack will include a copy of Your Arrival, as well as maps and information about events and activities to get you started.

If you need help planning your travel to Leeds, visit www.leeds.ac.uk/travel

We're really looking forward to welcoming you and helping you settle into University life.

Best wishes,

Professor Tom Ward
Deputy Vice-Chancellor: Student Education
3.5 Your arrival guide for new students (accompanies other info)

International student version (collection from International Student Point, Michael Sadler Building during September or outside of September at International Student Office):
https://www.leeds.ac.uk/downloads/123000/international_students

UK UG student version (sent out with welcome letter after 22 Aug):
http://www.leeds.ac.uk/download/32/your_arrival

3.6 From Operations: returning students reminder email A

Emailed to September starters in the w/c 12th August

SUBJECT: Registration for the new academic year

We are delighted that you will be returning to the University to continue your studies in the 2019/20 academic year.

Registration is now open for your coming year with the University, which you can complete using the online registration steps via Minerva. You can register from any computer with internet access - at home, in your local library or internet café or on campus. Simply log in to http://minerva.leeds.ac.uk, click on the ‘Student Services’ icon on the toolbar at the top right and follow the on-screen instructions for registration.

Registration is a requirement of your studies each year, including for those going on a study abroad or industry placement year.

If you have taken resits, been on a year abroad or placement, or are on certain Healthcare courses, you may see a notification blocking you from completing these steps until your marks for 2018/19 have been confirmed. This postpones the start of registration up to a stated time and is nothing to be concerned about. If the delay goes on longer than stated, please contact your parent school.

We expect students to complete registration by 11th October 2019. It is essential that you complete your registration as soon as possible, to avoid being assumed as withdrawn from your course or delaying our confirmation of your study to the Student Loans Company (if you take out a UK government student loan).

For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

If you have problems with registration, it is important to resolve this as soon as possible using the university’s resources on offer below:

Student website: http://students.leeds.ac.uk/registration
Registration inbox: registration@leeds.ac.uk
Registration helpline: 0800 915 0402 (within UK)
or +44(0)113 343 7000 (outside UK)
Opening hours Monday-Friday 09.00 – 17.00

We look forward to welcoming you back to the University.

Kind regards,

Registration team, Student Education Service, University of Leeds
3.7 From Operations: all students reminder email B

Emailed to September starters in the w/c 23 September

3.71 All ‘EL’ students

SUBJECT: Registration reminder for 2019/20

«GreetingLine»

«ID»

Our records show that you have **not yet started/only partially completed** your registration for the academic year.

We expect students to complete registration **by 11th October 2019**. **Failure to register will result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible.**

For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

We collaborate with your school (subject department) to encourage you to register in good time - you should have already received communication from your school about registration. Registration requires all students to annually complete online registration via minerva.leeds.ac.uk, and for students starting a new course to also complete any requested academic qualification checks and an identity check. For further information on how to register, please look at our webpages:

[http://students.leeds.ac.uk/registration](http://students.leeds.ac.uk/registration)

If you have any issues with registration, you must address these as soon as possible (see help tips at bottom of email). **If you still cannot register for a particular reason, you MUST inform your parent school (subject department) as soon as possible.**

We look forward to seeing you registered with us at the University of Leeds.

Kind regards,

Registration, Student Education Service
Marjorie and Arnold Ziff Building, University of Leeds

*If you are having problems making your fee payment arrangements (step 6 of online registration):* please contact Student Fees either via phone (0113 343 6700), email ([UGfees@leeds.ac.uk](mailto:UGfees@leeds.ac.uk) or [PGfees@leeds.ac.uk](mailto:PGfees@leeds.ac.uk)) or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: [http://students.leeds.ac.uk/feescharges](http://students.leeds.ac.uk/feescharges).

*If you are a Tier 4 international student who is unable to register due to visa issues:* please go to the International Student Office for further advice on 0113 343 3930 or [internationalstudents@leeds.ac.uk](mailto:internationalstudents@leeds.ac.uk), or check their webpage for further contact information at [http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office](http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office)

*If you are experiencing any other difficulties registering:* contact [registration@leeds.ac.uk](mailto:registration@leeds.ac.uk)
3.72 New ‘RE’ students

SUBJECT: Registration for the new academic year

«GreetingLine»

«ID»

Our records show that you have not yet completed your registration for the academic year.

We expect students to complete registration by 11th October 2019. Failure to register will result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible.

For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

We collaborate with your school (subject department) to encourage you to register in good time - you should have already received communication from your school about registration. Registration requires you to complete several different steps, including ensuring any requested documents have been checked, online registration steps on minerva.leeds.ac.uk and verifying your identity.

For further information on how to register, please look at our webpages:
http://students.leeds.ac.uk/registration

If you have any issues with registration, you must address these as soon as possible (see help tips at bottom of email). If you still cannot register for a particular reason, you MUST inform your parent school (subject department) as soon as possible.

We look forward to seeing you registered with us at the University of Leeds.

Kind regards,

Registration, Student Education Service
Marjorie and Arnold Ziff Building, University of Leeds

If you are having problems making your fee payment arrangements (step 6 of online registration): please contact Student Fees either via phone (0113 343 6700), email (UGfees@leeds.ac.uk or PGfees@leeds.ac.uk) or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: http://students.leeds.ac.uk/feescharges.

If you are a Tier 4 international student who is unable to register due to visa issues: please go to the International Student Office for further advice on 0113 343 3930 or internationalstudents@leeds.ac.uk, or check their webpage for further contact information at http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office

If you are experiencing any other difficulties registering: contact registration@leeds.ac.uk
We have recently sent important information about your registration at the University of Leeds to your @leeds.ac.uk email address. Please note that all communications from the University will be sent to this email address and it is your responsibility to check it regularly.

You can access your University email account by visiting minerva.leeds.ac.uk. If you haven’t activated your account, please go to mypassword.leeds.ac.uk. If you have locked your account, but think you know your password, please wait 30 minutes and try again. If you have forgotten your password, please visit passwordreset.leeds.ac.uk or go to the IT Service Desk (EC Stoner Building, Level 10).

Please check the email we have sent, as it includes details of actions that you need to take to successfully complete your registration at the University. Failure to do so may result in your account being closed and you being withdrawn from your programme at the University of Leeds.

Should you have any further questions or think this email has been sent in error, contact us via registration@leeds.ac.uk or telephone 0800 9150402 (in UK) / +44 (0)113 3437000 (outside UK).

Kind regards,

Registration, Student Education Service
3.8 From Operations: all students 5 day warning email C

Sent from Operations 5 days prior to registration deadline

3.81 All ‘EL’ students

SUBJECT: URGENT - final deadline warning for registration

«GreetingLine»

«ID»

Our records show that you have not yet started/only partially completed your registration for the academic year.

The final working day for completing registration is Friday 28th October 2019 – you now have five working days left to register. Failure to register will standardly result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible.

For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

For further information on how to register, please look at our webpages:

http://students.leeds.ac.uk/registration

If you have any issues with registration, you must address these as soon as possible (see help tips at bottom of email). If you still cannot register for a particular reason, but have already made a plan of action with the University of Leeds Fees Team, the International Student Office or your parent school, please follow the plan made. If you have not done this, you MUST discuss your next steps with one of these departments as soon as possible.

We look forward to seeing you registered with us at the University of Leeds.

Kind regards,

Registration, Student Education Service
Marjorie and Arnold Ziff Building, University of Leeds

If you are having problems making your fee payment arrangements (step 6 of online registration): please contact Student Fees either via phone (0113 343 6700), email (UGfees@leeds.ac.uk or PGfees@leeds.ac.uk), or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: http://students.leeds.ac.uk/feescharges.

If you are a Tier 4 international student who is unable to register due to visa issues: please go to the International Student Office for further advice on 0113 343 3930 or internationalstudents@leeds.ac.uk, or check their webpage for further contact information at http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office

If you are experiencing any other difficulties registering: contact registration@leeds.ac.uk
3.82 New ‘RE’ students

SUBJECT: IMPORTANT - final deadline warning for registration (identity check)

«GreetingLine»

«ID»

Our records show that you have not yet completed your registration for the academic year, because we do not have an identity check recorded on your file for this academic year. This is an essential part of registration for you as a new student. The final working day for completing registration is Friday 28th October 2019 – you now have five working days left to register.

Failure to register will standardly result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible. For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

For further information on how to register, please look at our webpages:

http://students.leeds.ac.uk/registration

If you have any issues with registration, you must address these as soon as possible (see help tips at bottom of email). If you still cannot register for a particular reason, but have already made a plan of action with the University of Leeds Fees Team, the International Student Office or your parent school, please follow the plan made. If you have not done this, you MUST discuss your next steps with one of these departments as soon as possible.

We look forward to seeing you registered with us at the University of Leeds.

Kind regards,

Registration, Student Education Service
Marjorie and Arnold Ziff Building, University of Leeds

If you are having problems making your fee payment arrangements (step 6 of online registration): please contact Student Fees either via phone (0113 343 6700), email (UGfees@leeds.ac.uk or PGfees@leeds.ac.uk), or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: http://students.leeds.ac.uk/feescharges.

If you are a Tier 4 international student who is unable to register due to visa issues: please go to the International Student Office for further advice on 0113 343 3930 or internationalstudents@leeds.ac.uk, or check their webpage for further contact information at http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office

If you are experiencing any other difficulties registering: contact registration@leeds.ac.uk
3.83 Personal email reminder
(Sent to ADM/EMA/EM addresses on GOAEMAL)

SUBJECT: ACTION REQUIRED - email account for the University of Leeds

«GreetingLine»

We have recently sent urgent information about your registration at the University of Leeds to your @leeds.ac.uk email address. Please note that all communications from the University will be sent to this email address and it is your responsibility to check it regularly.

You can access your University email account by visiting minerva.leeds.ac.uk. If you haven’t activated your account, please go to mypassword.leeds.ac.uk. If you have locked your account, but think you know your password, please wait 30 minutes and try again. If you have forgotten your password, please visit passwordreset.leeds.ac.uk or go to the IT Service Desk (EC Stoner Building, Level 10).

Please check the email we have sent, as it includes details of actions that you need to take to successfully complete your registration at the University. Failure to do so may result in your account being closed and you being withdrawn from your programme at the University of Leeds.

Should you have any further questions or think this email has been sent in error, contact us via registration@leeds.ac.uk or telephone 0800 9150402 (in UK) / +44 (0)113 3437000 (outside UK).

Kind regards,

Registration, Student Education Service