Registration – 2020/21
Programmes and Assessment

Guide for School staff

Last review: 26/08/20

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Part 1: Registration

1.1 Staff and student resources

The Registration team will help with registration queries via email only for 2020/21:

registration@leeds.ac.uk

The Student Information Helpline will be in operation from 2nd September and will deal with general queries: +44 (0)113 343 7000 (outside UK and internal call transfers) // 0800 915 0402 (within UK)

studentinfo@leeds.ac.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 (telephone available from 7th September)
  - 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
- **Study Abroad Office**: sao@adm.leeds.ac.uk
- **International Foundation Year**: intfyear@leeds.ac.uk
- **Postgraduate Research and Operations**: rp_student@adm.leeds.ac.uk
- **UG/TP admissions (central)**: tp_enquiry@leeds.ac.uk; ug_enquiry@leeds.ac.uk

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>3 August 2020</td>
</tr>
<tr>
<td>New taught postgraduate students</td>
<td>3 August 2020</td>
</tr>
<tr>
<td>New incoming study abroad/exchange/Erasmus students</td>
<td>3 August 2020</td>
</tr>
<tr>
<td>New undergraduate students</td>
<td>2 September 2020</td>
</tr>
<tr>
<td>Research students</td>
<td>one month before start date</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): 3 August or 2 September 2020
- Step 2 (Warning date - Expectation for completing registration): 9 October 2020
- Step 3 (Withdrawal due to Failure to Register): 9am 26 October 2020
- Reinstatement deadline: 9 November 2020

See section 1.5 for further information on timelines.

Online registration and the identity check will both be done remotely; in-person registration processes will not take place for the September 2020/21 intake.

Students with queries can make contact via:

<table>
<thead>
<tr>
<th>Process</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>General enquiries or central services help</td>
<td>Student Information Helpline: <a href="mailto:studntinfo@leeds.ac.uk">studntinfo@leeds.ac.uk</a> or telephone 0800 915 0402 (within UK) or +44 (0)113 343 7000 (outside UK) or Student Information Points (campus based support): Locations and opening hours available at: <a href="http://students.leeds.ac.uk/studentinformation">http://students.leeds.ac.uk/studentinformation</a></td>
</tr>
<tr>
<td>Registration queries</td>
<td>Registration team: <a href="mailto:registration@leeds.ac.uk">registration@leeds.ac.uk</a></td>
</tr>
<tr>
<td>Student card &amp; BRP collection</td>
<td>Information will be available at <a href="http://students.leeds.ac.uk/studentcard">http://students.leeds.ac.uk/studentcard</a> and the BRP collection webpage</td>
</tr>
</tbody>
</table>
1.2.1 Registration changes due to COVID-19

This year, as part of the University of Leeds' COVID-19 response, identity checks for all new students will be conducted remotely. Students will complete a MS Form and upload a copy of their accepted form of ID and a passport style photo for their student card. This will then be checked by the SSC team and Banner will be updated accordingly. The MS Form will be accessible to students on the For Student website identity check page (https://students.leeds.ac.uk/idcheck) once it is available.

Student Cards (unrelated to registration)

Updated guidance/information will be available on http://students.leeds.ac.uk/studentcard when possible.

Student Cards for new students will be issued on campus and appointments to collect these from the Great Hall will be bookable via Eventbrite. The preferred option is for passport style photos to be uploaded using the MS form as part of the identity check, but this will only confirm once IT have identified a solution. We will facilitate a photo upload at the Student Card collection as a contingency. Guidance will be updated on http://students.leeds.ac.uk/studentcard.

UK/EEA students will be invited to book an appointment to collect their Student Card when the identity check is submitted and processed.

International Tier 4 Visa students who need to collect a Biometric Residence Permit (BRP) from the University will be invited to book a combined appointment to collect the Student Card and BRP on campus from UG09, when their remote identity check has been completed and their BRP has arrived on campus. These appointments will be bookable via Eventbrite.

International Tier 4 Visa students who need to collect a Biometric Residence Permit (BRP) from another location (not the University) will need to have collected the BRP and submit this alongside their other identity check documents. These students will then be invited to book an appointment to collect their student card only. Information will be available on the BRP collection webpage when possible.
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 appropriate. 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 (page 8) 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 and they have the right to study. This is also important for immigration permissions for international students, for whom we have to report back to the Home Office.

Related processes

- Some new students will have their qualifications checked before registering (see pre-registration requirements below). This is an admissions team process to ensure that we have a reasonable level of verification on entry requirements if the documents students have submitted with their application aren’t sufficient. For those completing A-levels within the year directly prior to entry, these are confirmed electronically to us via exam boards.
- Once students have submitted their identity check, this will be logged and the identity check completed in Banner. Students will then be invited to book an appointment to collect their student card and BRP when they arrive in Leeds. The student card itself is not a requirement of registration. The student card is still required for accessing the Library and other restricted access areas, accessing some healthcare placements and completing examinations.
- 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.

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 (individuals will be contacted with details by the relevant Admissions team if this is required).

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 (Student Services). 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 – identity checks may still be outstanding for new students).

For staff, our full walkthrough of online registration titled “Registration Online Steps Walkthrough” can be downloaded from [ses.leeds.ac.uk/registration](http://ses.leeds.ac.uk/registration) from August 2020.

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

Identity Checks

New students need to complete an identity check remotely, normally after completing the online registration steps, and for international students, after arriving in the UK. Information about how to complete the identity check remotely will be on the student identity check page: https://students.leeds.ac.uk/idcheck

Documents required for the remote identity check are:

- UK/EEA - passport/national identity card
  
  *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/6829/identification_verification_form](http://students.leeds.ac.uk/download/6829/identification_verification_form)*

- International – passport, immigration permissions (further guidance available at [https://students.leeds.ac.uk/info/10102/registration/1055/what_you_will_need_to_register](https://students.leeds.ac.uk/info/10102/registration/1055/what_you_will_need_to_register))

Student Cards and BRP collection

Locations for the student card/BRP collection are linked in section 1.2.

UK/EU students

Students who are arriving on campus (i.e. not studying remotely) can book an appointment to collect a student card. Students will be invited to book the appointment when they have completed a remote identity check. Further details will be on the student card page: [http://students.leeds.ac.uk/studentcard](http://students.leeds.ac.uk/studentcard)

International students

Some international students will also need to collect a BRP (Biometric Residence Permit) from the University. These students will need complete the remote identity check when they have arrived in the UK, then book an appointment to collect the student card and BRP when invited to.

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.
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 when/if collecting a Student Card, will be handled on a case by case basis. If you have any students who request specific support, please contact ssc@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 3 August 2020 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).
The registration timeline uses the following steps:

1. **Registration opens**: Schools contact returners twice about registration, new students once.
   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.

2. **Warning date**: 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.

3. **Withdrawal**: 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

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.

Notes on student loan terminology

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 student number.

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 card. Operations can see if the student has collected their student card 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 attendance.

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 in each academic year (this figure in SWATRAC won’t change even when they have made a payment towards it). Only manually amended charges or overdue prior 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 an FA1 Form (sent to fa1@leeds.ac.uk) by an authorised signatory before the student attempts registration. More information and the FA1 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. When Fees have processed the sponsor letter, they will update the student’s record and you 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.
<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:</td>
</tr>
<tr>
<td></td>
<td>- Are they entering their university ID (not their UCAS number)?</td>
</tr>
<tr>
<td></td>
<td>- Have they got a “current student” record yet/accepted an unconditional offer? Did they accept their offer today? (48hrs required for student record to be generated)</td>
</tr>
<tr>
<td></td>
<td>- Are they attempting to retrieve their log in before their registration opening date? (see 1.2)</td>
</tr>
<tr>
<td></td>
<td>- Do they have a registration hold? (if so refer to relevant team in list of holds – 1.9, page 18)</td>
</tr>
<tr>
<td></td>
<td>If the issue remains, refer via email 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</td>
</tr>
<tr>
<td></td>
<td>b) Check they have entered specifically their <a href="mailto:username@leeds.ac.uk">username@leeds.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>d) Check they have copied the password exactly (we do not want to know the password!)</td>
</tr>
<tr>
<td></td>
<td>e) Ask if it states they need to wait 30 minutes and if so, ask them to try again in 30 minutes</td>
</tr>
<tr>
<td></td>
<td>f) Check SWATRAC to see if there is an RG hold and refer to holds list if so (in 1.9, page 18)</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.</td>
</tr>
<tr>
<td></td>
<td>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 &quot;Registration holds&quot; 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 loan approval (Student Support Number needs to be present in SWATRAC). Fees related problems should be sent to <a href="mailto:UGFees@leeds.ac.uk">UGFees@leeds.ac.uk</a> (for undergraduates) or <a href="mailto:PGFees@leeds.ac.uk">PGFees@leeds.ac.uk</a> (for postgraduates).</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>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The International Welcome Guide download also has a useful section on opening a UK bank account.</td>
<td></td>
</tr>
<tr>
<td>8. I haven’t got my Student Finance loan – why?</td>
<td>The student must complete registration fully (inclusive of identity check if new) for the Funding team to confirm the student is attending/engaging. 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>9. Where and how do I get my BRP (Biometric Residence Permit)?</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>
<tr>
<td>10. What documents do I need for my identity check and how do I complete this?</td>
<td>Please provide information as at <a href="https://students.leeds.ac.uk/info/10102/registration/1176/how_to_complete_your_identity_check">https://students.leeds.ac.uk/info/10102/registration/1176/how_to_complete_your_identity_check</a> and <a href="http://students.leeds.ac.uk/info/10102/registration/1055/what_you_will_need_to_register">http://students.leeds.ac.uk/info/10102/registration/1055/what_you_will_need_to_register</a></td>
</tr>
<tr>
<td>11. I need a replacement student card</td>
<td>Please provide information as at: <a href="http://students.leeds.ac.uk/studentcard">http://students.leeds.ac.uk/studentcard</a></td>
</tr>
</tbody>
</table>
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. <em>They may or may not have completed their identity check.</em></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:

- Registration status
- Programme /year of study (class)
- Any registration related holds (see 1.9 holds section)
- Full fee
- Overdue debts they may have (from previous academic years)
- How many steps of online registration have been completed
- Whether the student has completed an identity check
- 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
**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 usually can't log in using their username and password (unless they were a previous student here).** 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 enquires - what to do next?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RG</strong> Registration Hold</td>
<td>You are not eligible to register due to a Registration Hold.</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></td>
<td>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></td>
<td></td>
</tr>
</tbody>
</table>
| **QUAL** Qualifications Hold | Qualifications Required  
Although you are eligible to register, the University may need 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.  
**Taught Postgraduates**  
When you begin your course, new taught postgraduate (Masters) students (except University of Leeds graduates) may need to show the original or certified copies of your qualifications before being able to access online registration. More information will be provided to those who need to provide further documentation.  
The Registration team **cannot** update any qualifications information, please contact your School directly.  
**Undergraduates** | The student has yet to provide proof of their previous qualifications. | If QUAL hold on, ask if student has received guidance from the relevant Admissions team on which documents must be provided/where to go. If not, contact relevant Admissions team.  
If they have received guidance and already provided the documents, must wait 24 hours.  
If waited 24 hours, forward the enquiry to the relevant School Admissions team who will advise the student and remove the hold if possible. |
<table>
<thead>
<tr>
<th>Hold</th>
<th>What it says</th>
<th>What it means</th>
<th>Student enquires - what to do next?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If you completed your qualifications before this year, or outside the UK, you may need to show the original or certified copies of your qualifications when you begin your course before being able to access online registration. More information will be provided to those who need to provide further documentation. The Registration Helpline cannot update any qualifications information, please contact your School directly.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U18</td>
<td>Consent Form</td>
<td>The student has not returned the parental/guardian consent form or their School have not sent this to Taught Admissions.</td>
<td>Advise the student to send their parental/guardian consent form or their School. If already done, check with School/Taught Admissions.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RM</td>
<td>Return to Study note required</td>
<td>The student has been on temporary leave due to illness and needs to provide a “fit to return” note.</td>
<td>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).</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>If you have further queries, please contact your School (subject department).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RV</td>
<td>Visa Hold</td>
<td>The student has changed the duration of their course and needs to provide new visa details.</td>
<td>Advise the student to contact the Student Services Counter (<a href="mailto:BRP@leeds.ac.uk">BRP@leeds.ac.uk</a>) 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 Advice team (<a href="mailto:internationalstudents@leeds.ac.uk">internationalstudents@leeds.ac.uk</a>).</td>
</tr>
<tr>
<td></td>
<td>You are not eligible to register due to a Registration Visa Hold. If you do not have a new visa, please email <a href="mailto:internationalstudents@leeds.ac.uk">internationalstudents@leeds.ac.uk</a> for advice.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>If you have your new visa, please email <a href="mailto:BRP@leeds.ac.uk">BRP@leeds.ac.uk</a> with your student number, and copies of your Passport and Visa, where staff will be able to advise you and remove this visa hold.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IC</td>
<td>Identity Check</td>
<td>The student didn’t complete an ID check before going on temporary leave at the start of session.</td>
<td>Ask student to complete the identity check remotely as directed on <a href="http://students.leeds.ac.uk/idcheck">http://students.leeds.ac.uk/idcheck</a>.</td>
</tr>
<tr>
<td></td>
<td>You did not complete an identity check before you went on temporary leave - this must be completed as described on our registration pages.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hold</td>
<td>What it says</td>
<td>What it means</td>
<td>Student enquires - what to do next?</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>---------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>RD, R1, R2, R3, R4 Research Degrees Holds</td>
<td>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 <a href="mailto:registration@leeds.ac.uk">registration@leeds.ac.uk</a> once you have completed the identity check.</td>
<td>The student is a Research Postgraduate (RP) student and cannot proceed in registration for one of several reasons.</td>
<td>Forward the enquiry to Postgraduate Research and Operations <a href="mailto:rp_applications@adm.leeds.ac.uk">rp_applications@adm.leeds.ac.uk</a>. (who will be able to further advise the student/remove the holds when appropriate).</td>
</tr>
<tr>
<td>R1: You are currently not eligible to register as we require confirmation of your academic qualifications. Please provide a copy of your certificate and transcript to Doctoral College Admissions - <a href="mailto:rp_applications@adm.leeds.ac.uk">rp_applications@adm.leeds.ac.uk</a>. Other R holds similarly refer Student to PGRO Office.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S1, S2, S3 School research holds</td>
<td>Hold messages asks student to contact their school (does not specify contact details). Ask student to quote message for detail.</td>
<td>The student is a Research Postgraduate (RP) student and cannot proceed in registration for one of several reasons.</td>
<td>Forward the enquiry to Postgraduate Research and Operations <a href="mailto:rp_applications@adm.leeds.ac.uk">rp_applications@adm.leeds.ac.uk</a>. (who will be able to further advise the student/remove the holds when appropriate).</td>
</tr>
<tr>
<td>H1, H2, H3 Healthcare/LICAMM MM Holds</td>
<td>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.</td>
<td>The student is a Healthcare Studies/LICAMM student - they automatically apply holds to all their students for various reasons.</td>
<td>The student should contact the listed department contact details (generally provided in the holds text).</td>
</tr>
<tr>
<td>FI Finance (Fees) Hold</td>
<td>Hold message states need to contact fees due to outstanding debt. Ask student to quote message for detail.</td>
<td>The student needs to make an outstanding payment before they can proceed.</td>
<td>Transfer or forward enquiry to Fees (they will investigate and contact the student to advise/remove the hold if appropriate).</td>
</tr>
<tr>
<td>EX Examination (often healthcare)</td>
<td>Medicine Students Your module results from the August 2020 assessment period have not yet been confirmed. You should re-visit the registration system to complete your registration from Monday 14 September 2020.</td>
<td>The student is still due to get examination results through for their previous academic year.</td>
<td>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.</td>
</tr>
<tr>
<td>Hold</td>
<td>What it says</td>
<td>What it means</td>
<td>Student enquires - what to do next?</td>
</tr>
<tr>
<td>------</td>
<td>--------------</td>
<td>---------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td><strong>IF</strong>&lt;br&gt;International Foundation Year</td>
<td>International Foundation Year&lt;br&gt;You will NOT be able to register until you have contacted the International Foundation Year Office. Please email <a href="mailto:IFYAdmissions@leeds.ac.uk">IFYAdmissions@leeds.ac.uk</a> for further guidance.&lt;br&gt;When the campus re-opens, the International Foundation Year Office is in Room 12.14 in the Marjorie and Arnold Ziff Building on the University of Leeds campus.</td>
<td>The student has not yet contacted the Foundation Year office, where they need to confirm qualification and ID.</td>
<td>Advise the student to contact <a href="mailto:IFYAdmissions@leeds.ac.uk">IFYAdmissions@leeds.ac.uk</a> with their original qualification documents and ID documents.</td>
</tr>
<tr>
<td><strong>LN</strong>&lt;br&gt;Language requirements</td>
<td>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 <a href="mailto:rp_applications@adm.leeds.ac.uk">rp_applications@adm.leeds.ac.uk</a></td>
<td>The student has not yet provided proof of their language qualifications to Postgraduate Research and Operations.</td>
<td>Refer to Postgraduate Research and Operations.</td>
</tr>
<tr>
<td><strong>AT</strong>&lt;br&gt;ATAS hold</td>
<td>ATAS clearance&lt;br&gt;The University is awaiting notification from the Home Office of your ATAS clearance. Please contact <a href="mailto:brp@leeds.ac.uk">brp@leeds.ac.uk</a> for further advice.</td>
<td>Certain programmes require this visa for some tier 4 students in addition to their visa. This may be for new or returning students.</td>
<td>Email <a href="mailto:brp@leeds.ac.uk">brp@leeds.ac.uk</a> for further guidance</td>
</tr>
<tr>
<td>Hold</td>
<td>What it says</td>
<td>What it means</td>
<td>Student enquires - what to do next?</td>
</tr>
<tr>
<td>--------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>AR Accounts receivable</td>
<td>Hold error message states need to contact fees due to outstanding debt. Ask student to quote message for detail.</td>
<td>This hold does NOT stop registration, only graduation.</td>
<td>Forward enquiry to Fees (they will investigate and contact the student to advise/ remove the hold if appropriate).</td>
</tr>
</tbody>
</table>
**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>ID</th>
<th>Name</th>
<th>Camp Date</th>
<th>Reg Status</th>
<th>Email</th>
<th>Total Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>547</td>
<td>ART 1014</td>
<td>01-JUL-09</td>
<td>EL</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>2108</td>
<td>ART 1043</td>
<td>01-JUL-09</td>
<td>EL</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>540</td>
<td>ART 1015</td>
<td>01-JUL-09</td>
<td>EL</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>2131</td>
<td>ART 1046</td>
<td>01-JUL-09</td>
<td>EL</td>
<td></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>ID</th>
<th>Name</th>
<th>Camp Date</th>
<th>Reg Status</th>
<th>Email</th>
<th>Total Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>200189729</td>
<td>Student, B A</td>
<td>01-JUL-09</td>
<td>RE</td>
<td><a href="mailto:fimosa@leeds.ac.uk">fimosa@leeds.ac.uk</a></td>
<td>00</td>
</tr>
<tr>
<td>200180539</td>
<td>Student, K A</td>
<td>01-JUL-09</td>
<td>RE</td>
<td><a href="mailto:fimfje@leeds.ac.uk">fimfje@leeds.ac.uk</a></td>
<td>00</td>
</tr>
</tbody>
</table>

**Total number of students:** 2
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 “Monthly Registration Chase Up”.

Argos report “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”

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 to central services 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. Students do not need to be registered to complete module enrolment. 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 July for returning students and September 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

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 – guidance can be found here: https://students.leeds.ac.uk/info/10104/making_changes/652/change_of_module

Change of Module forms must be agreed 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 evidence.

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
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 are 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.

The process for Change of Programme is current under review due to COVID-19 campus restrictions, so please check the following pages for the most up to date guidance on the process students should follow if they wish to change their programme:

ses.leeds.ac.uk/info/22108/registration_enrolment_and_attendance/938/change_of_programme
https://students.leeds.ac.uk/info/10104/making_changes/650/transfer_to_a_new_programme

When Changes of Programme are approved by both current parent and new parent School (if different), the accepting/new parent 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.
Part 3: Student contact from Admissions – 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 Admissions/IT. 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 Congratulations email to new UNCONDITIONAL FIRM UG students

Automatically triggered when Admissions decision entered on A-level results day (11 am on 13th August)

Subject line: Congratulations, you’ve got your place at Leeds

Dear [FIRST NAME],

We’re really pleased you’ve chosen to study with us. Going to university is one of the most exciting things you’ll do and we hope you’re looking forward to beginning your journey as a University of Leeds student.

If you’re starting your course this September, we’ll email you again in the next week or so with all the information you need. Your personal safety remains our top priority, so we’ll explain how we’re making our campus and accommodation COVID-secure for when you arrive. We’ll also include things like when and how to register and useful checklists so you don’t miss anything, as well as what you can expect in your first few weeks.

We’ve rounded up a few things you can do now if you want to get a head start, so you’re a bit more prepared.

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

If you’ve deferred your place and you’re planning to study with us next year, we’ll be in touch in the August before you’re due to start your course.

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

Best wishes,

Lisa Summers
Head of Admissions
Subject line: Welcome to Leeds

Dear [FIRST NAME],

Student number: [ID NUMBER]

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 our Welcome Guide at students.leeds.ac.uk/newstudents.

The Welcome Guide covers everything you need to know and do in the coming weeks, including the plans we’ve put in place to make our campus and accommodation COVID-secure for when you arrive. You’ll receive a copy through the post in the next week or so as part of your welcome pack, which will include:

- a handy-sized guide to help you find your way around campus and discover everything the city has to offer
- information about Leeds University Union and where you can find out more about their Freshers’ activities

Keep your student number handy as you’ll need this to start online registration from 2 September 2020.

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.

Let us know if you have any questions. You’ll find contact details and the latest opening hours for our student enquiry line at students.leeds.ac.uk/registration

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
3.3 Welcome email to new UK UG students (with non-UK permanent home address)

Automatically triggered when records generated from 17th August

Subject line: Welcome to Leeds

Dear [FIRST NAME],

Student number: [ID NUMBER]

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 our Welcome Guide at students.leeds.ac.uk/newstudents.

Take some time to read through this Welcome Guide, as it covers everything you need to know and do in the coming weeks. It also includes details about the plans we’ve put in place to make our campus and accommodation COVID-secure for when you arrive.

Keep your student number handy as you’ll need this to start online registration from 2 September 2020.

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.

Let us know if you have any questions. You’ll find contact details and the latest opening hours for our student enquiry line at students.leeds.ac.uk/registration.

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
3.4 Welcome email to new EU UG students

Automatically triggered when records generated from 17th August

Subject line: Welcome to Leeds

Dear [FIRST NAME],

Student number: [ID NUMBER]

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 our Welcome Guide at students.leeds.ac.uk/newstudents

Take some time to read through this Welcome Guide before you start your journey to Leeds, as it covers everything you need to know and do in the coming weeks. It also includes details about the plans we’ve put in place to make our campus and accommodation COVID-secure for when you arrive.

Keep your student number handy as you’ll need this to start online registration from 2 September 2020.

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.

Let us know if you have any questions. You’ll find contact details and the latest opening hours for our student enquiry line at students.leeds.ac.uk/registration.

There’s support to help you with preparing to come to the UK, including what to bring, travel and arrival, and current health and safety measures. For more information, visit www.leeds.ac.uk/international.

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 Welcome email to new international UG & TP students

Automatically triggered when records generated from 17th August

Subject line: Welcome to Leeds

Dear [FIRST NAME],

Student number: [ID NUMBER]

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 our Welcome Guide at students.leeds.ac.uk/newstudents.

Take some time to read through this Welcome Guide before you start your journey to Leeds, as it covers everything you need to know and do in the coming weeks. It also includes details about the plans we’ve put in place to make our campus and accommodation COVID-secure for when you arrive.

Keep your student number handy, as you’ll need this to start online registration from the following dates:
- new taught postgraduate students – open now
- new undergraduate students – 2 September 2020

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.

Let us know if you have any questions. You’ll find contact details and the latest opening hours for our student enquiry line at students.leeds.ac.uk/registration.

There’s support to help you with preparing to come to the UK, including immigration advice, what to bring, travel and arrival, and current health and safety measures. For more information, visit www.leeds.ac.uk/international.

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
3.6 Welcome email to new TP (with UK permanent home address)

Sent from 17th August

Subject line: Welcome to Leeds

Dear [FIRST NAME],

Student number: [ID NUMBER]

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

As a postgraduate student, you’ll soon be part of a pioneering research community and we’re dedicated to ensuring you get the most out of your time with us.

Your personal safety remains our top priority, so we’ve put lots of plans in place to make our campus COVID-secure for when you arrive. You’ll receive more safety guidance in September, as part of your induction, and the most up-to-date information is available at coronavirus.leeds.ac.uk/safety-for-students.

Information about welcome, arrival and how to register is available at students.leeds.ac.uk/newstudents. To start online registration you’ll need your student number (at the top of this email). If you need to choose optional modules, your academic school will advise you how to do this.

Once you have your University username and password and you’ve registered as a student, you’ll be able to access our online Prepare for Postgrad guide, designed to help your transition to Masters level study. It includes lots of advice about getting started and what you can expect, so you feel more confident about starting your course. You’ll also find information about the support that’s available to you and how you can take advantage of everything Leeds has to offer.

During your first few weeks at University, you’ll also receive more information relating to your course, including any induction activities.

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

Best wishes,

Professor Tom Ward
Deputy Vice-Chancellor: Student Education
3.7 Welcome email to new TP (with EU permanent home address)

Sent from 17th August

Subject line: Welcome to Leeds

Dear [FIRST NAME],

Student number: [ID NUMBER]

We're delighted you've chosen the University of Leeds to study [PROGRAMME DESCRIPTION WITHOUT QUAL].

Get excited about starting University by downloading a copy of our Welcome Guide at students.leeds.ac.uk/newstudents

Take some time to read through this Welcome Guide before you start your journey to Leeds, as it covers everything you need to know and do in the coming weeks. It also includes details about the plans we’ve put in place to make our campus and accommodation COVID-secure for when you arrive.

Keep your student number handy as you’ll need this to start online registration.

If you’ve yet to apply for accommodation, there’s plenty of private accommodation to choose from in Leeds.

Let us know if you have any questions. You’ll find contact details and the latest opening hours for our student enquiry line at students.leeds.ac.uk/registration.

There’s support to help you with preparing to come to the UK, including what to bring, travel and arrival, and current health and safety measures. For more information, visit www.leeds.ac.uk/international

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

Best wishes,

Professor Tom Ward
Deputy Vice-Chancellor: Student Education
3.8 Letter to new UK UG (with UK permanent home address)

Sent in the post with Welcome Packs from 20th August

Student Education Service

University of Leeds
Leeds LS2 9JT

[FULL NAME]
[ADDRESS]

August 2020

Dear [FIRST NAME],
Student 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 and we’re really looking forward to welcoming you and helping you settle in.

Take some time to read through everything in this pack. Our Welcome Guide covers everything you need to know and the tasks you need to complete over the next few weeks to help you prepare for starting University. Your personal safety remains our top priority, so we’ve included details about how we’re making our campus and accommodation COVID-secure for when you arrive. The guide also has information on student finance, registration, module enrolment, accommodation and all the resources and support available to you, as well as handy checklists to make sure you don’t miss anything.

Also included in this pack is a guide to help you find your way around campus and discover everything the city has to offer, as well as information about Leeds University Union and where you can find out more about their Freshers’ activities.

If you have any questions, there are useful contacts listed in every section of our Welcome Guide.

We wish you every success and happiness for your future.

Yours sincerely

[Signature]

Professor Tom Ward
Deputy Vice-Chancellor: Student Education

Izzy Walter
Union Affairs Officer, Leeds University Union
3.9 Welcome Guide for new students (accompanies other info)

International student version:

UK UG student version (sent out with welcome letter after 20th Aug):
Part 4: Student contact from Operations – September cohort

4.1 From Operations: returning students reminder email A

Emailed to September starters in the w/c 10th August

SUBJECT: Registration for the new academic year

«GreetingLine» «ID»

We are delighted that you will be returning to the University to continue your studies in the 2020/21 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. Simply log in to http://minerva.leeds.ac.uk, click on the ‘Access 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 2019/20 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 9th October 2020. 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 have 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

We look forward to welcoming you back to the University.

Kind regards,

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

Emailed to all September starters/returners in the w/c 21 September

4.21 All ‘EL’ students

SUBJECT: Registration reminder for 2020/21

«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 9th October 2020. 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

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). 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 contact the International Student Office for further advice on 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
4.22 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. You still need to complete your identity check.

We expect students to complete registration by 9th October 2020. 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). 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 contact the International Student Office for further advice on 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
4.23 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 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.

Should you have any further questions or think this email has been sent in error, contact us via email: registration@leeds.ac.uk.

Kind regards,

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

Sent from Operations 5 days prior to registration deadline

4.31 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 23rd October 2020** – 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**). 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 contact the International Student Office for further advice on **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**
4.32 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 23rd October 2020 – 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). 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 contact the International Student Office for further advice on 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
4.33 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.

Should you have any further questions or think this email has been sent in error, contact us via email: registration@leeds.ac.uk.

Kind regards,

Registration, Student Education Service