



STUDENT HANDBOOK

2023 - 24

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INTRODUCTION



I am pleased to welcome you as a student to the University of West London (UWL). We aim to provide excellent education opportunities by offering the highest standards of teaching in a friendly and professional environment. We are very proud of our facilities, many of which are state of the art. We hope you enjoy your course and take advantage of the wider opportunities offered by the University.

The Student Handbook has been prepared to provide an easy reference guide to help you find your way around our facilities, services, policies, and current regulations. It has been structured around your student journey; during the academic year and beyond. It also sets out any expectations we have of you in

terms of engagement with your studies and your behaviour. Ensure that you read it, as it will help you make the most of your time at UWL.

The Handbook provides answers to some questions about the University. It will also provide advice on where you can find information and help about the services located at each of the different University sites. Sometimes things go wrong, and the handbook sets out what to do if you have been ill for your assessments, where to seek advice about money matters, or even to make a complaint. There is much more detail on the website and the Student Portal at portal.uwl.ac.uk. You can find more information, including policies and procedures at the University of West London, on the University's website, uwl.ac.uk

I hope you will find your time at the University of West London enjoyable and rewarding. I wish you every success with your studies.

A handwritten signature in black ink, appearing to read 'Peter John'.

Professor Peter John CBE
Vice-Chancellor



Section 1: Important Information



1.1 Helpful contacts

Student Services

studentservice@uwl.ac.ae

Accommodation

supportservice@uwl.ac.ae

Scholarships and Bursaries

admission@uwl.ac.ae

Disability and Mental Health Team

studentwelfare@uwl.ac.ae

Welfare Team

studentwelfare@uwl.ac.ae

Library Services

Ph: 020 8231 2405

library@uwl.ac.ae

Student Counselling

supportservice@uwl.ac.ae

Study Support Team

study.support@uwl.ac.ae

IT Services

Ph (Home University) : 0044300 111 4895

ITServiceDesk@uwl.ac.uk

ITServiceDesk@uwl.ac.ae

Students' Union

uwl.su@uwl.ac.ae

Not sure who to call?

Reach out to Student Services, who can help you find the support you need.

studentservices@uwl.ac.ae

1.2 Student Code of Conduct

The University is committed to providing a positive experience for all students, where individuals are treated with courtesy and consideration and where difference is valued and diversity respected. All students and staff have the right to live, study, work and relax in an environment where they feel safe.

As members of the University community, we expect the highest standards of behaviour from you, whether on University premises or elsewhere. All members of the University should be aware of their own behaviour and how it impacts on others. This Code sets out the standards of behaviour expected from students and also guidance on what is and what is not acceptable and how unacceptable behaviour will be dealt with.

Where students fail to abide by the required standards of behaviour, action will be taken under the Student Disciplinary Regulations which are available at uwl.ac.ae/policies

Students who wish to make a **complaint** about the behaviour of staff or students of the University should follow the Dealing with Unacceptable Behaviour Guidance for Students which is available at uwl.ac.ae/policies

Behaviour towards others

You should treat all University staff, students and visitors with courtesy and respect.

You should respect other members' basic rights to work and live in a safe, secure environment, free from anxiety, fear, intimidation, and harassment.

You should ensure that you behave in a manner compatible with the University's Equality, Diversity and Inclusion Policy and not discriminate or harass anyone on the basis of their age, disability, gender re-assignment, marital status, pregnancy, race, religion or belief, sex, or sexual orientation.

On no occasion should you use personally abusive, threatening, or violent behaviour either in person, online, or through the use of e-mail, texts, or social media.

Safety and Security

UWL owes a duty of care to its students and staff and, as far as is reasonably practical, seeks to ensure that the University is a safe place to work and study. Students are required to comply with reasonable instructions from any member of staff and to observe the health and safety policies of the University.

You should ensure that you do not take any action that endangers yourself or others.

You should comply promptly with any requests in the event of an emergency.

Care of property

You should treat University property, equipment and other materials and the property of others with care and respect.

You must abide by the University policies regarding food and drink where this is signposted, as this can damage equipment.

You should take care of your own property and not leave valuables unattended.

Smoking

Smoking is prohibited inside any building operated by the University (including corridors, foyers, toilets, and entrances etc), and within 5 meters of the outside of any building operated by the University. You should make sure that you do not smoke near doors and outside areas where it is clearly designated as No Smoking.

Drugs and Alcohol

You must not take or supply illegal drugs on campus (including in the Students' Union). Drugs found in students' possession will be confiscated and students will be disciplined.

Any student causing a nuisance or engaging in disruptive behaviour

as the result of taking illegal drugs or alcohol may be asked to leave the premises and disciplinary action may be taken against them.

Students should abide by any separate disciplinary policies applied in University managed accommodation. This includes the banning of illegal drugs.

Compliance with Policies and Regulations

You should comply with any other published University policies, codes or procedures which are designed to ensure the effective operation of the University. You should make yourself familiar with and abide by the University's Policy and Regulations in particular:

- Academic Regulations, particularly the Academic Offences Regulations
- Information Security and Acceptable Use of Information Assets Policies
- Health and safety regulations and fire regulations,
- Code of practice on freedom of speech



- Students' Union's constitution and rules. These can all be found at uwl.ac.ae/policies

Discipline

Disciplinary procedures may be invoked if it is alleged that a student has breached the Student Code of Conduct, examples of which may include the following:

- ▶ Abusive, threatening, or unreasonable behaviour or assault and/or behaviour which causes fear or distress to others
- ▶ sexual violence, abuse, or harassment
- ▶ racist activity or behaviour
- ▶ damage to University property or the property of any student or member of staff
- ▶ any action likely to cause injury to any person or impairing the safety of the premises; including fighting on University premises
- ▶ endangering others by not following guidelines on Covid-19
- ▶ conduct that interferes with the academic or administrative activities of the University, such as disruption of teaching, research, examinations, working of staff and other campus services
- ▶ falsification or misuse of qualifications including University records, including award certificates
- ▶ misappropriation or misuse of University funds or assets or those of others
- ▶ false pretence or impersonation of others within or without the University, in connection with academic attainments or financial awards
- ▶ offering, promising, giving, receiving, or soliciting a financial, academic, or other advantage or favour as a means to influencing the actions of others
- ▶ conduct, either on or off campus, which brings the University into disrepute

The above list is not intended to be exhaustive but outlines what the University considers to be unacceptable behaviour. All allegations of misconduct will be dealt with as described in the Student Disciplinary Regulations available at uwl.ac.ae/policies, and support is available from the **UWLSU Advice Service**.

1.2.1 Violence, abuse, and harassment

All students and staff have the right to live, study, work and relax in an environment where they are free from any form of violence, abuse, or harassment, and where their body, gender identity, sex, ethnicity, religion, sexuality, and personal boundaries are respected.

No student or staff member should be forced to just 'put up' with violent or abusive behaviour from others, threats of such behaviour or any forms of abuse or harassment. This includes sexual violence, abuse and harassment, and any violence, abuse, or harassment as a result of racial or religious hatred or

prejudice relating to sexuality, sex, or gender identity. Action must be taken where necessary to ensure all students and staff are able to enjoy University life without experiencing these.

Any harassment will not be tolerated by the University or the Students' Union, and those who commit or threaten acts of harassment should be stopped (ie their behaviour challenged) and disciplined as appropriate for their actions.

Students who have been the victims of any form of violence, abuse, or harassment, including sexual violence, sexual assault, domestic violence, threats of violence or harassment based on race, religion, or other protected characteristics such as gender identity, sex, or sexuality, can seek the help of Student Services. Student Services will offer appropriate support and also help report any issues as appropriate.

The University is aware that sexual violence and sexual harassment is predominantly aimed at women. However, the University recognises that all students may be the target of such behaviour and the University will aim to support all students regardless of sex, gender identity, or sexuality. All students who are the target of racial abuse and harassment will also be supported equally.

Students who wish to make a **complaint** about the behaviour of staff or students should follow the Dealing with Unacceptable Behaviour guidance available at uwl.ac.ae/policies

1.2.2 Terms and conditions

When you accept your place at UWL, you enter into a contract with us. The terms and conditions of this contract can be found at uwl.ac.ae/policies. This sets out our responsibilities to you, and your responsibilities to us. You should make sure you read the whole document and keep a copy.

1.2.3 Children on Campus

The University is an adult environment, so children under the age of 18 should not regularly be brought on to campus unless they are part of an organised activity.

If you have to bring your child in to University, make sure you sign them in at the reception desk. You will be responsible for their behaviour and safety, and children must not be left unsupervised. Children are not allowed in lectures, seminars or classes, and shouldn't be taken into any specialised or hazardous rooms such as labs, libraries, print rooms, or kitchens. If children are found in unsafe areas or are considered to be excessively noisy or disruptive, you may be asked to leave.

1.3 Timetable and term dates

1.3.1 Induction

New students

October Induction starts:

Sunday 1st October 2023

February Induction starts:

February 2024

Teaching ends:

Saturday 03 February 2024

Semester two

Teaching Starts:

Monday 05 February 2024

Teaching Ends:

Saturday 01 June 2024

1.3.2 Term Dates

Undergraduate Level 4 (first year students)

Semester one

Teaching Starts:

Monday 03 October 2023

Teaching ends:

Sunday 14 January 2024

Semester two

Teaching Starts:

Monday 05 February 2024

Teaching Ends:

Friday 01 June 2024

Undergraduate Levels 5 and 6 (second- and third-year students)

Semester one

Teaching Starts:

Monday 03 October 2023

Teaching ends:

Sunday 14 January 2024

Semester two

Teaching Starts:

Monday 05 February 2024

Teaching Ends:

Saturday 01 June 2024

Postgraduate students Semester one

Teaching Starts:

Monday 03 October 2023

Semester three

Study Starts:

Monday 03 June 2024

Study Ends:

Saturday 21 September 2024

1.3.3 Assessment and Exam Dates

Levels 4, 5, and 6 (first, second and third year)

Semester one:

Monday 15 January - Saturday 27 January 2024

Semester one resits:

Monday 18 March - Saturday 06 April 2024

Semester two:

Monday 13 May - Saturday 25 May 2024

Semester two resits:

Monday 15 July - Saturday 27 July 2024

Level 6 students

Last hand-in date for the dissertation: Monday 17 May 2024

Postgraduate students

Last hand-in date for the dissertation: Friday 06 September 2024

The full semester and term dates can be found **at uwl.ac.uk/students/current-students/semester-and-term-dates**

1.4 Getting Here – UWL RAK Branch Campus

The route to UWL RAK Branch Campus

Dubai to UWL RAK:

By Car:

Take Sheikh Zayed Road (E11) towards Abu Dhabi.
Follow signs for Ras Al Khaimah (Ras Al Khaimah Ring Road, E311).
Exit onto Emirates Road (E611) towards RAK.
Continue on Emirates Road until you reach RAK.
Follow signs for UWL RAK campus.

By Public Bus:

Take the intercity E306 bus from the Al Ghubaiba Bus Station in Dubai to the RAK Bus Station.
From the RAK Bus Station, you can take a taxi or local bus to the UWL RAK campus.

Abu Dhabi to UWL RAK:

By Car:

Take Sheikh Khalifa Bin Zayed Highway (E12) towards Dubai.
Merge onto Sheikh Mohammed Bin Zayed Road (E311) towards RAK.
Continue on E311 until you reach RAK.
Follow signs for UWL RAK campus.

By Public Bus:

Take the intercity E307 bus from the Abu Dhabi Central Bus Station to the RAK Bus Station.
From the RAK Bus Station, you can take a taxi or local bus to the UWL RAK campus.

Sharjah to UWL RAK:

By Car:

Take Sheikh Mohammed Bin Zayed Road (E311) towards RAK.
Continue on E311 until you reach RAK.

Follow signs for UWL RAK campus.

By Public Bus:

Take the intercity E311 bus from the Sharjah Al Jubail Bus Station to the RAK Bus Station.

From the RAK Bus Station, you can take a taxi or local bus to the UWL RAK campus.

Ajman to UWL RAK:

By Car:

Take Sheikh Mohammed Bin Zayed Road (E311) towards RAK.
Continue on E311 until you reach RAK.

Follow signs for UWL RAK campus.

By Public Bus:

Take the intercity E311 bus from the Ajman Union Square Bus Station to the RAK Bus Station.

From the RAK Bus Station, you can take a taxi or local bus to the UWL RAK campus.

Umm Al Quwain to UWL RAK:

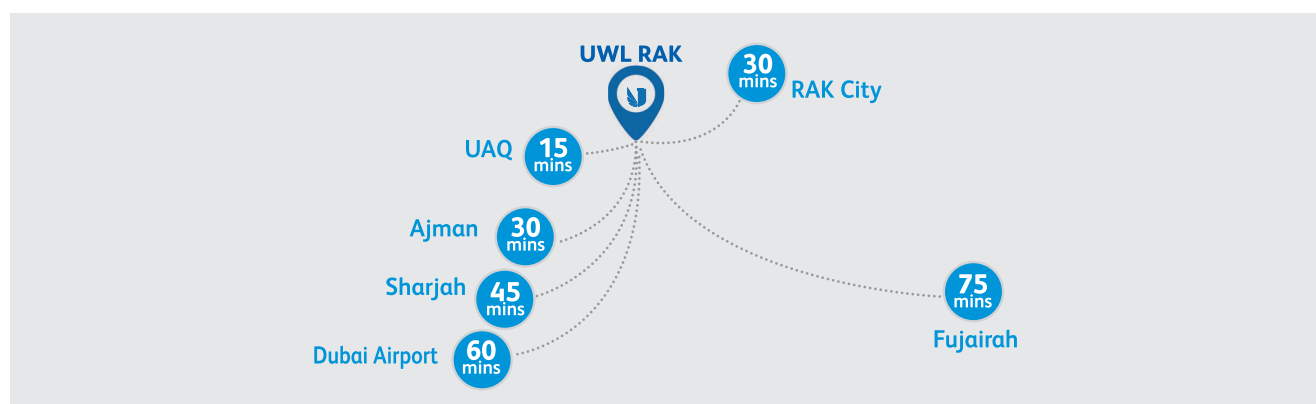
By Car:

Take Sheikh Mohammed Bin Zayed Road (E311) towards RAK.
Continue on E311 until you reach RAK.

Follow signs for UWL RAK campus.

By Public Bus:

Public bus options from Umm Al Quwain to RAK might be limited. Taking a taxi or carpooling with fellow students could be more convenient.



1.5 Finances and Scholarships

1.5.1 Finance and Fee Payment

You are required to pay tuition fees to the University in a timely manner. The requirements for payment are

summarised below but set out in detail in the Tuition Fee Policy which is available at uwl.ac.ae/policies. You should read this carefully as it sets out how we will collect your fees and what your responsibilities are in respect of payment.

Fee status

Your fee status (i.e. whether you pay home fees or international fees) will have been checked at enrolment.

If there are any changes to your circumstances that you think will affect your status you should contact the Student Advice team in Student Services. Issues that might affect your fee status include being granted refugee status.

studentservices@uwl.ac.ae

Withdrawals and Refunds

If you wish to withdraw from the University, you must do so on the official withdrawal form and submit this via your Academic Administrative Support Centre. Once your withdrawal has been approved, you will be given a refund if you are eligible for one according to the Tuition Fee Policy available at uwl.ac.ae/policies

Transfers and deferrals

If you wish to transfer your course, you will normally be able to transfer the fees you have already paid to your new course. Where there is a difference in tuition fees the relevant adjustment will be made and invoiced/refunded as necessary. Part-completed modules will be charged pro rata. In order to transfer you will need to complete the official transfer form and submit this to your **Academic Administrative Support Centre**.

If you defer your studies, the University may be able to use tuition fee payments already made towards your fees on your return. To find out whether you are eligible for this, please contact the Student Finance team.

email: finance@uwl.ac.ae

Retake Modules

All retake modules must be paid for. Payment in full is required at enrolment.

Non-payment of fees

It is part of your contract with the University that you must pay your fees on time. If you do not pay your fees, the University will take action to ensure it collects the fees owed.

If you're not able to complete the financial part of your enrolment you will be given a time-limited 'part-enrolled' status. While part-enrolled you won't be able to get student loan payments, or letters to prove your

student status. If you don't complete your enrolment by the deadline we give you then your access to University buildings and facilities will be stopped. Following this, if you don't get in touch with the Student Finance Team within a week, you will be withdrawn from your course. Full details can be found in the Tuition Fee Policy at uwl.ac.ae/policies

Problems paying your fees

If you are having problems with paying your fees, you must contact the Student Finance Team:

finance@uwl.ac.ae

You should also speak to Student Services to see if you are entitled to any additional financial support

studentservices@uwl.ac.ae

1.5.2 Scholarships

There are various scholarships available to our undergraduate students like meritorious scholarship to help with the cost of university. All scholarship are are subject to conditions and eligibility, as well as attendance, engagement, and submission to assessments.

admission@uwl.ac.ae

1.6 On Campus

1.6.1 Your timetable

Your timetable will be available after you have enrolled, two weeks prior to the start of your first module.

It's important that you regularly check your timetable, as it may change throughout the year. Whilst we do our best to minimise timetable disruption, in the first month of your study it is possible your timetable will need to be adjusted to accommodate changes in class sizes.

If you have any queries or concerns about your timetable, please contact your Academic Administrative Support Centre.

You must show your ID card to University staff when asked.

If you lose your ID card, visit student services for instruction on how to get a replacement. Alternatively, you can contact us by e-mail at studentsupport@uwl.ac.ae or by phone on

Replacement of ID card will be cost AED 50 each.

If you forget your ID card, speak to reception. Tell them your student number and they will be able to issue you a one-day temporary pass. Make sure that you tell your lecturers so that they can record your attendance.

ID cards must only be used by the student they belong to. For safety and security reasons, you must not offer or allow your ID card to be used by another person. It is a breach of security to do so and could result in disciplinary action.

If you have any issues with your ID card, please go to Student Support Services

studentsupport@uwl.ac.ae

1.6.2 Your Student ID card

Upon enrolment, you will be issued with a UWL Student ID card. This is a multifunctional campus card, which can be used:

- ▶ as Proof of identity
- ▶ to gain access to the University campus
- ▶ to borrow library books and media equipment

Keeping you safe is our most important responsibility. Please help us by wearing your Student ID card and lanyard at all times.

Remember: Don't lend your ID card to anyone else, and always show it on request.



1.7 About your course

1.7.1 Module Study Guide

Module Study Guides are available on the Blackboard page for each module you study. You should make sure that you read them, as they'll tell you what to expect from the module, the learning objectives, what the assessments will be, and even what you need to demonstrate you can do in your assessments to get a good mark!

Every Module Study Guide also includes the contact details for the Module Leader, Course Administrator and Librarian, as well as advice on what to do if things don't go to plan and where to get support.

- coursework submission areas (including Turnitin)
- feedback and provisional grades
- online discussions and other learning activities

To download the Blackboard App, please visit:

uwl.ac.uk/blackboardapp

Not everything is available in the Blackboard app so you must access Blackboard via the Student Portal too.

Help Using Blackboard

You can get help and more information about Blackboard, Turnitin, UWL Replay (lecture recordings) and CampusPress (blogging, portfolios, and website creation) on the Blackboard Help for Students website uwl.ac.uk/current-students/online-learning-tools

If you have questions relating to your course material or the learning activities in Blackboard, please ask your

lecturer. If you have a technical problem, such as logging in to Blackboard, please contact the IT Service Desk

0044300 111 4895
ITServiceDesk@uwl.ac.uk

1.7.2 Course Handbook

Your Course Handbook provides all the essential information about your course, including the skills you'll develop, the modules on offer, the teaching and assessment methods, and how you can have your say about the course.

Your Course Handbook also includes the contact details for your Course Leader, Course Administrator and Subject Librarian, and specific information and advice relevant to your course.

1.7.3 Academic Regulations

The Academic Regulations are the framework which govern our courses. They set out how we determine when you should enrol, your assessments, how you can progress through your degree and how we will calculate your final classification. They also set out how any requests for extensions or mitigating circumstances will be dealt with, how appeals operate, and many other issues related to your time at University.

You can find the Academic Regulations at: **uwl.ac.uk/policies**

1.7.5 UWL Flex

This is the name of the structure organising your teaching and learning in each module. It is made up of three parts: Investigate, Apply, and Consolidate. You will find these three parts in every module week.

Investigate, the first weekly part, will provide you with the taught content for the week, in a video or narrated

Power Point presentation from your lecturer. It may include a quick quiz or activity related to the content for you to complete. Investigate is most likely to appear as face-to-face session(s) in your module timetable.

Apply, the middle part, will normally take place in class, and include a debrief on any Investigate tasks as well as activities where you will use what you learnt in Investigate to problem solve. There will be discussions on your work in the activities and feedback on how you have done. Apply is most likely to appear as face-to-face session(s) in your module timetable.

Consolidate, the final part of the week, will ask you to do further activities, similar to but possibly more difficult than those in Apply. Here you will likely work in your own time, individually or as a group, and will receive feedback on how you have done after

1.7.4 Blackboard

Blackboard is our 'virtual learning environment', the online home for your studies. On Blackboard you will find:

- a home page with useful links to support and study resources
- an activity stream with real-time updates on your courses and modules
- module study guides
- learning materials
- Structured guidance to support your learning outside of the classroom
- announcements relating to your course

the deadline for submitting your work. Normally, this part will take place outside your timetabled teaching (you can view it as the 'homework' part), but it may also be incorporated into – usually, at the end of – a taught session.

Flex will give your learning the structure to succeed through continuous, weekly self-assessment, activities simulating professional practice, and your summative assessments, with lots of feedback from your module tutors.

1.7.6 Personal Tutor

Every student has a Personal Tutor. Your personal tutor is an academic staff member within your School. They will

e-mail you prior to your enrolment introducing themselves and providing their contact details.

Your Personal Tutor will help you make the most of your time at the University by:

- ▶ providing guidance and support to help you progress academically
- ▶ helping you to reflect on your learning
- ▶ helping you to develop a personal development plan
- ▶ being your first point of contact regarding any problems or concerns you might have that affect your studies.

Your Personal Tutor will contact you throughout the academic year to invite you to tutorial sessions and arrange one-to-one meetings with you.

They can be reached throughout the year if you require support.

Meeting your personal tutor regularly is an important part of your studies, and over the last years we have seen that students who engaged with their personal tutors tended to do better on their courses.

1.7.7 Course and Module Leaders

Course Leader

Your Course Leader co-ordinates the delivery of your whole course, or level of your course. They can help your Personal Tutor resolve any problems or questions that affect your whole degree, eg deferring or transferring to a different course.

Module Leaders

Your Module Leader is the person in charge of teaching or coordinating the delivery of an individual module. They are very knowledgeable about the subject, and you should get in touch

with them if there's anything specific in the module that you don't understand or need help figuring out.

If something happens that means you can't hand your work in on time, your Module Leader should be the first person you contact, as they might be able to grant an Extension.

1.7.8 Course Reps (SU)

The University and Students' Union (UWLSU) are dedicated to making sure that your voice is heard and makes a difference.

Class Representatives speak for fellow students on their course and year of study and are an important part of the project groups and semesterly course committees, which help shape the academic experience for you and future students.

To become a course rep, you just need to get involved in the course rep election. The Course Leader/Module Tutor will run an election in your course lecture in the first few weeks.

lecture in the first few weeks of the semester, if you want to nominate yourself for your course, simply stand up in your lecture in Week 2 and tell your classmates why you'd be a great representative for them. Your course will then vote for the candidate of their choice!

1.7.9 Academic Administrative Support Centre

There are Academic Administrative Support Centres, It should be your first point of contact for any administrative issues relating to your course. They can help you with questions about:

- Enrolment
- Your timetable
- Module Documents
- Assessments
- Progression
- Graduation

When coursework needs to be submitted in hard copy, it will usually need to be submitted to the Academic

Administrative Support Centre. Academic Administrative Support Centres are also the place to go for queries relating to student status letters, placement expenses and for further information about University- wide services.

Get the contact details for your course administrator and find out more at uwl.ac.uk/current-students/new-students/academic-administrative-support-centre

During term-time the Academic Administrative Support Centre will be open from: 9AM to 5PM

1.7.10 Staying in touch

It's very important that you let us know when things go wrong, or you feel like you're struggling. We're here to help you and can offer a range of support and advice to get you back on track.


Your first point of contact should normally be your **Personal Tutor**.

Throughout the year you may also need to get in touch with your Course Leader or Course Administrator. Their details can

be found in your **Course Handbook**.

Each module you study will have a Module Leader. If you need help or advice with a specific module, their contact details will be found in the **Module Study Guide on Blackboard**.

Your course team and other University departments will always contact you at your student e-mail address. Make sure that you check your University e-mail account regularly!



Section 2: Getting the Most Out of UWL Facilities

2.1 Getting help and support

2.1.1 With assessments

Assessments are important at university, because they are a measure of how much you've learned, and the skills you've developed. Throughout your course you'll come across different sorts of assessments, eg group presentations, in-class tests, essays.

Many modules consist of formative assessments and summative assessments. Formative assessments don't contribute to your mark for the module but are very important in helping you to understand how you can improve and what you need to do to get a good mark in your summative assessments.

If there's anything you don't understand about what's expected in the assessment, or the content of the assessment, reach out to your Module Leaders.

An important method for improving your knowledge and skills is reflecting on the feedback you get on the assessments you submit.

You should make sure that you discuss feedback with your Personal Tutor in your meetings with them and take action to improve any areas where you might be weaker.

Engaging with the Study Support Team

(study.support@uwl.ac.ae) can help you enhance your academic writing and build your study skills through workshops, one-to-one appointments and drop-ins. The team is made up of experienced study support advisors who are friendly, empathetic, and approachable so you can feel comfortable asking any question about your study skills.

The Study Support team also offer Math and support which will help you get to grips with any topics you need to understand to support your study (Maths.Support@uwl.ac.ae)

Your Librarian is also a very good person to speak to. They will help you in discovering and evaluating material to best support your work, and with referencing.

For more general help improving your academic skills and understanding, please see the Study Support section below.

2.1.2 With Health and Wellbeing

The University has partnered with Aster Hospital, giving you access to anonymous, private, and confidential mental health and wellbeing support.

Student Counselling

If you are struggling with your emotional or mental health, the Counselling Service is here for you. They offer professional, specialist therapeutic and psychological.

support for students wishing to explore any difficulties they may be experiencing. Our team of counsellors provides a safe and confidential space to talk about your life and anything that may be confusing, painful, or uncomfortable.

The service is free for all current students of UWL. Counselling is offered face-to-face, over the phone or via online video call on a one-to-one basis.

We also run a number of workshops throughout the year covering topics like:

- ▶ being a new student
- ▶ managing assignment and exam stress
- ▶ coping with anxiety
- ▶ practicing mindfulness

Get in Touch

counsellor@uwl.ac.ae

Useful Resources

These sites provide useful information and support if you're worried about you or your friend's mental health:

www.studentminds.org.uk – a student-focused mental health charity offering practical resources and training to improve mental health

www.mind.org.uk – one of the biggest UK mental health charities providing advice and support to anyone experiencing a mental health problem

mindfulnessforstudents.co.uk – a useful student– focussed site introducing mindfulness techniques to help you keep calm and focused

www.studentsagainstdepression.org – a website written by students to educate about mental health issues and share experiences of anxiety and depression.

Pregnancy

If you are pregnant during your course, in addition to speaking to your doctor, you should notify your Personal Tutor so that we can assess any risk to you or your pregnancy.

For more information, please contact the Health and Safety Team.

studentwelfare@uwl.ac.ae

You can also talk to the Student Advice team for information on how your pregnancy or taking time out of your studies might affect your student funding, financial entitlements (e.g., benefits), or your immigration status.

studentwelfare@uwl.ac.ae

Student Services

The University's support services for students are available in the campus. This is where we can help you with any questions you may have regarding your Health and Wellbeing while at University.

Student Welfare

The Welfare Team offers a safe and welcoming service to all students who are worried, anxious, or suffering personal problems. We can provide impartial advice, support, and information if you are concerned about issues such as relationships, stress, conflict, sexual violence, homelessness, or abuse. No matter the problem, The Welfare Team will listen, help you cope and if you wish, guide you to our specialist services or external organisations.

studentwelfare@uwl.ac.ae

Other Support

We offer a wide range of support and guidance to help with specific questions or concerns care leavers may have throughout their time with us, including:

- Designated point of contact from the Welfare team for any questions about your study, accommodation, finances, or university life in general
- Financial support and bursaries.
- Employment, Placement, and careers support
- Mentoring

Contact the Student Welfare Team for more information on support.

Disability and Mental Health

The support the Disability and Mental Health Team can offer you is flexible and tailored to meet your individual needs. If you have a disability, specific learning differences or long-term health condition, contact us so we can discuss your requirements and guide you to any reasonable adjustments you might require.

The team has dedicated Mental Health Advisor who can offer a range of advice, information, and support to students on mental health issues and topics.

Contact: studentwelfare@uwl.ac.ae

Student Advice and Immigration

The Student Advice and Immigration team can help, support, and guide you with all matters relating Scholarships, visa, dependence, post study visa etc

The team offer:

- Quick Query appointments
- Telephone appointments
- In person appointments or online

study.support@uwl.ac.ae

2.1.3 Study Support

Getting help with your studies

The Study Support Team is here to help you build and develop your study skills and enhance your academic writing. We offer:

Study Skills Support (Appointments and Workshops)

Study skills support is available to all UWL students who wish to improve their academic writing and develop their study technique. With drop-in sessions and appointments, students can get support with breaking down their assignments, understanding their tutors' feedback and more. With workshops, students can develop skills such as planning an assignment, essay writing, critical thinking and more.

E-mail us at 'study.support@uwl.ac.ae'

Maths and IT support

Maths support is available through one-to-one support sessions and workshops. You can seek advice and guidance with mathematics, numeracy, and statistics to help you get to grips with topics you need to understand to support your study.

IT support focuses on helping you build your confidence when using IT at University. If you lack confidence navigating a computer, using word processing programs or browsing the internet, then we can support you.

Email us at 'Maths.Support@uwl.ac.ae'

Library Team - Academic Support

Library staff are available to support you in finding, evaluating, and referencing material through one-to-one appointments and workshops. Within the library, just ask any member of Library staff for help. Support is available through our online chat service at uw1.ac.uk/library

email: library.uwl@ac.ac

2.1.4 UWLSU Advice Service

At UWLSU we understand that life can have its ups-and-downs, and this can affect the way that you study. If you ever experience any difficulties on your course and need help, you can always access our free, confidential, and supportive academic advice

service. Our job is to ensure you have the information and support you need to make informed choices about your case and to make sure that the University follows its own processes.

To speak to a student Union member please email: uw1.su@uw1.ac.ac.

We can also signpost you to other services if we identify any additional support the University can offer you.

If we can't help you with your particular issue, we'll make sure to point you in the right direction, whether this is within the university or outside, so you can always get the support you need. We'll be all over the university making sure you're clued up on the different processes the university has to offer. We can advise you on the

best process for yourself and can even provide you with feedback on your mitigation, appeals, complaints and academic offence statements before you submit this to the relevant UWL departments.



2.2 IT Services

IT Services offer a wide range of applications, technology, and services to help support you while at UWL. There are PCs in designated sites that you can use.

Some computers are installed with specialist applications and technology, aligned with courses. IT Support is always available.

Online

uwl.ac.uk/current-students/studying-campus for more information and advice.

Beware of phishing scams, where criminals use fake e-mails, calls, texts, or social media posts to try and steal your personal details or install unwanted, harmful software on your devices. Don't click on links or attachments you aren't expecting. Fraudsters especially target students who are about to receive student loan instalments. The Student Loan Company will never ask for banking details by text or email.

Your University IT user account gives you access to many important services, and you are responsible for everything done using that account. Protect it with a strong password and never tell anyone your password, let them borrow your account, or use a computer that is logged on as you. Use different strong passwords for other important services like banking, personal email, and online shopping. For help creating a strong, memorable password, see the Password Policy at uwl.ac.uk/policies

Protect your computer and phone by turning on automatic updates so they always have the latest security fixes. Use password, PIN, or fingerprint scanner to secure your devices and turn on "Find

My Phone". Install anti-virus software and use it.

As a student you'll have a lot of important files - lecture notes, assessments, projects. Keep them safe by regularly backing up to at least two different places. For example, use your computer's built-in tools to back up everything to a USB hard disk, and also make copies of everything important in your UWL OneDrive cloud storage - you have 5Tb of space so there's plenty of room.

Get in touch with **IT Services** if you need help. You can e-mail or call the IT Service Desk.

Social Media

Remember that the things that you put on social media may become public and stay on the internet forever, so take care with what you post and respect others' rights. Don't reveal personal details online or on social media and keep your social media privacy settings high.

Read our Social Media Guidelines for Students at uwl.ac.uk/policies for more advice on how to avoid the downsides of posting online.

If you are the victim of cybercrime or have experienced cyberbullying, please reach out to the IT Service Desk, or Student Services.

IT Service Desk

0044300 111 4895 (Home University)

email: ITServiceDesk@uwl.ac.uk

[@UWL_IT](http://uwl.ac.uk/current-students/help/it-support)

2.3 Library Services

As a student at UWL, you automatically belong to our library at UWL RAK Branch Campus.

You will receive an introduction to the Library at the start of your course, and your librarian will support you with information skills teaching throughout your course. Your reading list for each module can be found on Blackboard or by using the search box on the Library home page, uwl.ac.uk/library.

Your reading list is split up into Essential, Recommended and Further Reading, helping you to navigate the list and prioritise your reading. You can search for additional material via our dedicated search tool, LibSearch on the Library website. We provide a wide range of books and e-books, journals and databases, data sources, music scores and more to help you research your topics.

Your librarian who can help you with finding, evaluating, and referencing material for your studies. uwl.ac.uk/current-students/library/staff-and-support-services

Support for your study

Library staff are available for one-to-one appointments and offer support throughout the library buildings and online. Just ask any member of Library staff for help.

Support is available through our online chat service at uwl.ac.uk/library

Your library subject guide is available on our website and provides information and guidance relevant to your course. You can find them at uwl.ac.uk/current-students/library/finding-and-using-information/library-subject-guides

2.4 UWLSU: sports, social and other activities

The University of West London Students' Union (UWLSU) provides all UWL students with great opportunities. All UWL students with great opportunities to have a say, get independent advice and support, make friends, pursue interests, and develop leadership skills. All UWL students are automatically members, so welcome to UWLSU!

We try to make sure that the opportunities we offer students are inclusive and diverse, so no matter who you are, which site you study at, or what's happening in your life, we want to help make your experience at UWL truly transformative.

Our elected student leaders and **Course Reps / class reps** make sure that your views are heard by the University and nationally. You'll also have plenty of opportunities to have your say about your UWL experience throughout the year, and if you want to represent students' views then you can run for election too.

uwl.su@uwl.ac.ae

UWLSU Sports

We run and support a wide range of sports clubs and teams to help you make the most out of your time at UWL. Whether it's playing sports socially, competing in Universities in UAE or running associated events on campus. All our sports clubs are inclusive and work together to create a welcoming environment, regardless of ability or experience. We pride ourselves on being inclusive, diverse, outgoing, fun, and friendly.

Sport Clubs at UWLSU are student-led and take part in activities on campus and at our local facilities. They are run by student committees and are supported by the staff at UWLSU.

Mind Yourself and Get Involved

Throughout the year the Mind Yourself and Get Involved programme gives you the opportunity to take part in sports and physical activity without committing to joining a team or club. We'll be running some one-off taster sessions and a program of weekly events, such as 5-a-side football, studio classes or pitch-up-and-play badminton.

Community-based activities

We collaborate with students and academics to deliver community-based activities that add value to your student experience, such as trips and guest speakers. If you have an idea, let us know or talk to your course leader.

UWL Sport Centre

UWLRAK has qualified Sports Coordinator who manage our sports facility and recreational facilities, and all other sports related initiatives and events.

Social events and other activities

UWLSU puts on some of the biggest and best events on campus and online; from freshers' and Halloween parties to Varsity and the annual UWLSU Awards. As well as major events, we have something going on almost every week, whether it's an event run by one of our amazing student groups or a campaign we are supporting. Joining a student group or a sports team is a great way to meet new people, try new things and be part of a community. Get involved and get the most out of your time with us!

Contact for more information: (uwl.su@uwl.ac.ae) .

Working with us

Students form the majority of our workforce and are an integral part of the UWLSU, delivering excellent services and activities to our members. Working at UWLSU is not only a great way to earn some extra money, but it's also an excellent way to gain new skills and help you prepare for your future career. UWLSU is an energetic, professional, and supportive environment.

All of our student staff roles provide an opportunity to really make a difference to the lives of your fellow students on campus.



2.5 Freedom of Speech at UWL

University is a great time to listen to new ideas and engage in some of the important conversations affecting the world today. We are host to a number of exciting public lectures throughout the year, and guest speakers are regularly invited to take part in subject-specific events. If you want to hold your own event, you should arrange this through UWLSU.

The principle of freedom of speech and expression within the law is

one of fundamental founding principles of universities in the UK. We have a duty to make sure all our students and staff have freedom to question, test and to put forward new ideas and controversial or unpopular opinions, without placing themselves at any risk.

The full code of practice on Freedom of Speech and process for approval of ad hoc room bookings, events, and external speakers (including guest lecturers) can be read at uwl.ac.uk/policies.

2.6 Environment and Sustainability

The University is working hard to embed a culture of sustainability and is committed to tackling climate change by reducing the environmental impact of its activities. A copy of our latest Environmental Policy can be found at uwl.ac.uk/about-us/how-university-works/sustainability/environmental-policy-and-strategy.

Staff and Students have a personal responsibility to behave in a way that seeks to enhance the environment, and everyone can “play their part” by adopting the following behaviours during their time at University:

- Switch off lights, computer monitors, printers, and other equipment (where it is safe to do so) when you have finished using them
- Read documents on screen, only print when necessary and choose the option to print on both sides of the paper. More information about printing can be found in the Printing and photocopying policy and guidance for students at Uwl.ac.uk/policies.
- Reuse items where possible before placing in waste and recycling bins

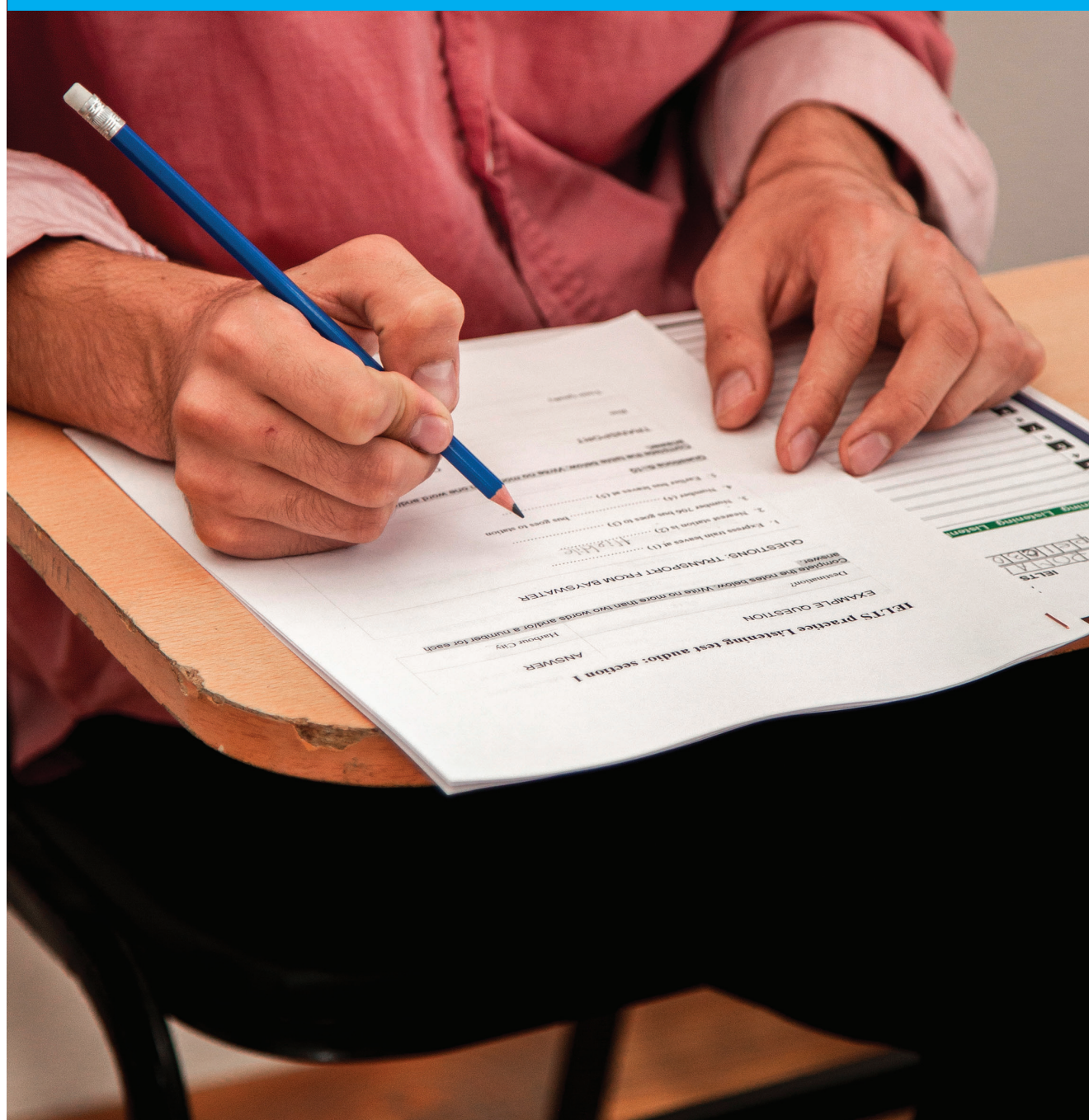
- Use the recycling facilities available throughout the campus to dispose of waste. Refer to our

Recycling Guide to get more information about where to put your waste

- Reduce single-use plastics e.g. cutleries and bottles, and instead choose re-usable options. Contact the Student Union to purchase your own UWL-branded re-usable water bottles and coffee cups
- Ensure taps are turned off to reduce water consumption
- Choose alternative sustainable travel options instead of driving solo for short journeys e.g. walk, cycle, bus, or train
- Consider the wide range of vegetarian or vegan food options available at our on-site canteen and cafés to further reduce carbon emissions

Check out our Sustainability web page at uwl.ac.uk/about-us/how-university-works/sustainability to learn more about the University’s sustainability plans and how you can get involved.

Section 3: Assessments



3.1 Submission time

3.1.1 Overview of assessment types

Your assessments are split into two main types, coursework, and exams.

Types of coursework include:

- Written Assignments: e.g., reports, essays, reviews, analyses, case studies, creative and professional written briefs, dissertation/capstone projects, literature reviews, research proposals, multiple choice questions, mathematical/statistical problems, online tasks, web-based exercises, translations, in-class tests
- Oral Assignments: e.g., individual or group presentations, discussions, defences, pitches, performances, teaching sessions
- Artefacts: a single piece of work, eg visual, audio, software, composition, design, culinary or artistic output
- Portfolios: a series of short written, creative, linguistic or mathematical tasks, or artefacts collected as part of one assignment
- Practicals: eg experiments and clinical, educational, or practice-based assignments.

Exams are formal tests of your knowledge and skills, and last for either two hours and ten minutes, or three hours and ten minutes, including a mandatory ten-minute reading time. Any test which lasts less than two hours is defined as an in-class test, which is a type of coursework.

For more information about the regulations regarding your assessments, please see, Academic Regulations, available at uwl.ac.ae/policies

3.1.2 Academic Integrity

Academic Integrity means that the work you submit is your own work, is referenced completely and correctly, follows ethical guidelines, and is a true reflection of your capabilities.

Any attempt to present someone else's ideas or work as your own (plagiarising), to cheat to obtain an advantage, or to re-use marked work for a different assessment is known as Academic Misconduct. This can have severe consequences for your studies and may result in disciplinary action being taken.

Watch out for people offering to write your essay for you. These services often claim to be 'plagiarism-free' but use or attempted use of any ghost-writing service is considered serious Academic Misconduct.

Poor Academic Practice

We understand that it takes time to build up your academic writing and referencing skills, and that before you become familiar with

the expectations of writing at degree level you may unknowingly submit work that shows signs of minor Academic Misconduct. This is known as Poor Academic Practice, and you will normally be referred for further support and guidance.

Turnitin Similarity Reports

When you submit coursework online through Turnitin it will generate a Similarity Report for you and your Module Leader. These reports highlight the text in your submission which matches sources elsewhere such as websites, journals, and other students' assessments. You can usually check your draft work with this tool, which can help you make sure your work has Academic Integrity, all your quotations are correctly referenced, and that you are not unintentionally plagiarising.

3.1.3 Finding help and building your skills

We offer a range of support and guidance to help you build the skills that give your work Academic Integrity and make sure your work doesn't show signs of Academic Misconduct.

The Study Support Team provide study support throughout the year so there is help and guidance available while you prepare your work for submission or if you find that you need to resubmit work or retake an exam.

You can find out more about all the Study Support Team offers by emailing study.support@uwl.ac.ae

You can view all the appointments and workshops on offer and book at uwlacademicsupport.targetconnect.net.

Library Services provides information skills workshops and drop-ins to improve your information skills, including finding and evaluating resources and referencing them. Check your subject guide for details at uwl.ac.uk/current-students/library/

[finding-and-using-information/library-subject-guides](http://uwl.ac.uk/current-students/library/finding-and-using-information/library-subject-guides)

Your Subject Librarian can provide personalised, one-to-one help. Find your Subject Librarian's details and get in touch with them at uwl.ac.uk/current-students/library/

staff-and-support-services

Check your Library Subject Guide for information and guidance relevant to your course. Subject Guides can be found at uwl.ac.uk/current-students/library/finding-and-using-information/library-subject-guides

3.1.4 Submitting Coursework Online

Most coursework assessments are collected online through Blackboard and Turnitin. Some coursework is submitted through UWL Replay (video assessments) or CampusPress (website assessments and portfolios).

You will find the submission requirements for each coursework assessment on the Assessments page in your module information on Blackboard and in your Module Study Guides.

Help submitting coursework

You can get help with Blackboard, Turnitin (including Similarity Reports), UWL Replay, and CampusPress on the Blackboard Help for Students website: uwl.ac.uk/blackboardhelp

If you have questions about the coursework requirements or a Similarity Report, you should ask your Module Leader.

If you have a technical problem, such as logging in to Blackboard, please contact the IT Service Desk.

0044300 111 4895
ITServiceDesk@uwl.ac.uk

3.1.5 Need more time? – Delaying your Assessment

Graduating from UWL will open up a world of opportunities for you, but we understand that the journey to get there isn't always easy - especially when you're combining studying with work, caring for others, or dealing with illness.

That's why we offer lots of support to help you meet your full potential and why we've been listening to you on what we can do to improve our processes around deadlines.

Don't struggle in silence. Whether it's your Course and Module Leaders, your Personal Tutor, or any member of staff or the SU - speak to them so they can get you the support you need to succeed.

Late Submission

You should always try your best to submit your work on time. If you submit coursework late, within 10 calendar days of the deadline, then the maximum mark you

will be able to get for that work will be the pass mark. Anything submitted after this would be counted as a non-submission.

We understand that there may be times when you experience circumstances outside of your control that mean you are not able

to submit on time. It's a good idea to talk your Module Leaders if you're not going to be able to submit on time so that they can support you and make you aware of any services that can help.

Extension

Where exceptional circumstances mean you'll be submitting your coursework late, you can request an extension before your deadline. An extension means that the penalty for submitting up to 10 calendar days late will not apply.

Mitigation

If your circumstances are so serious that you are not able to submit at all or are unable to attend an in-person assessment like an exam or in-class test, then you can request mitigation for the assessment. Mitigation means that you can submit work at the next available attempt instead.

Self-Certification

If you request an extension or mitigation before the deadline you can choose to self-certify, meaning that you do not have to provide evidence, so long as you provide a valid reason for the request. You can only self-certify three assessments per academic year. If you have used all your self-certification opportunities, or requested mitigation after the deadline, you will need to provide evidence of your exceptional circumstances for your request to be granted.

Need help applying?

The UWLSU Advice Service will also be able to help you with any application to delay your assessment and any evidence you might need to provide. Contact uwl.su@uwl.ac.ae.

We are here to support you - if you need help, just ask.

3.2 Examinations

3.2.1 Exam Rules/Guidance

You'll find your exam timetable, and the full summary of exam conduct for students. Make sure you read this carefully before your first exam!

Here are a few quick do's and don'ts:

Do:

- ▶ Do check your exam timetable carefully and regularly, to make sure you know the time and location of the exam, and that nothing's changed. All changes to your exam timetable will be marked in red
- ▶ Do contact the welfare team as early as possible if you have a disability or require any reasonable adjustments
- ▶ Do bring your Student ID card, and keep it on your desk during the exam
- ▶ Do show up at least 15 minutes early to your exam
- ▶ Do take off your watch and keep it on your desk during the exam
- ▶ Do leave your headphones, tablets, smart watch, and other electronic devices at home
- ▶ Do leave your phone at home, or turn it off and leave it with your bags and outdoor clothing as directed by the invigilator
- ▶ Do bring your own pens, pencils, rulers, and calculator (if allowed), and keep them in a clear plastic pencil case
- ▶ Do bring a clear bottle of water with any labels removed
- ▶ Do tie back long hair, away from your ears
- ▶ Do listen to and follow all instructions from invigilators, examination office staff, or security staff
- ▶ Do put your hand up and wait for the invigilator if you need the loo
- ▶

Don't:

- Don't cheat or have any written material or devices on you which could be used to cheat, such as your mobile phone
- Don't have anything on your desk except your exam papers, stationery, Student ID card, watch, and bottle of water.
- Don't talk or communicate in any way with another student once you're under exam conditions
- Don't distract other students or disrupt the exam in any way
- Don't leave in the first 30 minutes, or last 15 minutes of the exam
- Don't leave your desk until instructed to do so at the end of the exam
- Don't take any of the exam materials with you when you leave the exam room for any reason

Important: Failure to follow any of the exam rules will mean you're not allowed to complete the exam and will be referred to a disciplinary panel.

Never have your phone, other device, or written notes on you during an exam!

The University operates a zero-tolerance policy in relation to cheating by any method in all examinations. Cheating is

an offence of dishonesty which may have consequences for your professional career.

Missing an exam

If you miss an exam, or leave during an exam due to illness, you must obtain a medical certificate straight away, and apply for Mitigation as soon as possible.

Exam timetable clashes

If your exam timetable shows exams taking place at the same date and time, contact the Examination Office as soon as possible to discuss the options available to you.

examination@uwl.ac.uk

3.2.2 Getting your marks

At UWL we make sure that your work is marked fairly and consistently, accurately reflects your level of understanding and achievement, and is comparable to other universities within the UK. Where possible, exams and coursework are marked anonymously.

You will get provisional marks for your coursework on the Blackboard page for your module. Your Module Study Guide will normally indicate when you can expect them to be published.

Marks for your exams and for the whole module will be released at the end of the semester on the MyRegistry site, under 'My Assessments'. See onlineregistry.uwl.ac.uk/MyRegistry

If your mark is showing as 'indicative only' it might change and could go up or down. You'll need to check back in a few days for your final grade.

If you have any other queries about your marks, get in touch with your Academic Administrative Support Centre, or contact your Course Administrator.

3.3 Preparing for the next Semester

3.3.1 Things to think about through the break.

After your marks have been confirmed for the year, your Academic Administration team will e-mail you with support information and helpful ideas, including:

- Reading lists for the next semester at uwl.rl.talis.com
- Guides for Success at uwl.libguides.com/studysupport/guides
- Study Support Team opportunities
- Support available from Student Services
- Support available from the UWLSU Advice Service

Why not attend one of the Study Support Team's Summer Workshops?

At the end of the semester, the Study Support Team will be offering workshops aimed at helping you to reflect on your study and prepare for the new semester and academic year. Email the Study Support Team for more information:

email: study.support@uwl.ac.ae

3.3.2 Updating your contact details

If you change your contact details or address over the break you need to let us know, so that we can stay in touch and send you any important information like your assessment results. You can update your personal details at [onlineregistry **uwl.ac.uk/MyRegistry**](http://onlineregistry.uwl.ac.uk/MyRegistry) on the 'My Personal Details' page.

If you get married or need to change your name for any reason you can also do this, however you will be expected to provide proof of your change of name such as a Passport, Visa, Deed Poll Certificate or Marriage certificate.

3.3.3 Academic advice

To move on to the next year of your course, you need to meet the progression requirements as detailed in the Academic Regulations, found at uwl.ac.uk/policies. If you're worried about your next year or your progression, please reach out to your Personal Tutor or Course Leader as soon as possible.

3.4 When it doesn't go to plan?

3.4.1 Resits and retakes

Resits

Undergraduate students must get an average mark of 40% and postgraduate students must get an average mark of 50% to pass a module. If you don't pass a module on the first attempt, then you will be allowed to repeat any failed or not-submitted assessments; this is called a resit. The mark received for a resit cannot be higher than the minimum pass mark. You don't have to re-enrol or attend classes to resit an assessment, but it's a good idea to reach out for help (eg your Personal Tutor and the Study Support Team) and reflect on how you can improve your grade.

Retakes

If after your resits, you don't meet the passing grade for the module, then you will be allowed another attempt at the module, this is called a retake. Retaking a module is like doing the whole module again. You re-enrol on the module, pay a tuition fee, attend classes, and submit all the assessments. The marks are not limited to the pass mark, and there is a resit attempt for any failed assessment, as usual.

Important Exceptions

Some courses which are accredited or endorsed by a Professional, Statutory and Regulatory Body (eg Nursing) do not allow retakes, and resit regulations may differ. See the Academic Regulations or talk to your Personal Tutor for more details.

Foundation Year Students

There are special arrangements for Foundation Year students regarding resits and retakes, please see Section 8 of the Academic Regulations for more details.

For more information on the rules about resits and retakes please refer to the Academic Regulations, found at uwl.ac.ae/policies

3.4.2 Deferring your studies

Sometimes circumstances beyond your control (eg illness) will mean you need to take a longer break from your studies. If this happens, and you think that you won't be able to attend University or submit your assessments for the rest of the semester / year, you should apply to defer your studies.

To defer your studies, you need to:

- ▶ Speak to your Personal Tutor or Course Leader
- ▶ Speak to Student Services for advice on how deferral will affect your Student Loan and Finances
- ▶ Complete and return the official deferral form available from your Academic Administrative Support Centre

email: studentservice@uwl.ac.ae

You can't defer from a single module; it must be all of your studies. If you defer your studies, the University may be able to use tuition fee payments already made towards your fees on your return. The longest you can defer your studies for is two academic years, if you need longer than this you will need to withdraw from the course and reapply for the course when you are ready.

Please note that if you are a Student Visa holder, your visa may end once you have deferred, and you will have to return to your home country and apply for a new visa in order to continue to your course.

3.4.3 Transferring to another course

Sometimes in the course of your studies you may discover a new area of interest or career path and wish to change your course to another offered by UWL. To do this, you need to:

- Get in touch with the Admissions Tutor or Course Leader for the course you're interested in, and confirm they will be able to offer you a place and you meet any entry requirements
- Let your current Course Leader know your plans
- Complete and return the official transfer form available from your Academic Administrative Support Centre

If you think you want to change course, you should talk to us about this as soon as possible so that you don't miss too much of the new course.

You will normally be able to transfer the fees you have already paid to your new course. Where there is a difference in tuition fees the relevant adjustment will be made and invoiced or refunded as necessary. This facility will be available with the permission home university.

3.4.4 Withdrawals (options, advice, and support)

We want you to succeed, and UWL has lots of support to help you through your studies and solve any problems you might have along the way, be those academic, personal, or financial. If you are thinking about leaving, talk to someone. You can reach out to:

- ▶ Your Personal Tutor
- ▶ Your Course Leader
- ▶ Your Head of School/Dean of College
- ▶ Student Services

- ▶ The Study Support Team
- ▶ Your Academic Administrative Support Centre
- ▶ The Student Finance Team, to discuss a payment plan

Student Services

email: studentservice@uwl.ac.ae

Study Support Team

study.support@uwl.ac.ae

Student Finance Team

financehelp@uwl.ac.ae

If you still wish to withdraw from the University, you must do so on the official withdrawal form and submit this to your Academic Administrative Support Centre.

Please note that you will be required to pay your fees up until your official withdrawal date and refunds will not normally be backdated. Once your withdrawal has been approved, you will be given a refund if you are eligible for one according to the Fee Policy available at uwl.ac.ae/policies. All refunds are subject to an administration fee.

If you're on a student visa, you should make sure that you talk to Student Services about withdrawing, and how that will affect your visa.

3.4.5 Transferring to another institution

As you progress through your studies you will earn academic credit. This credit can be used to transfer to a different University or Higher Education provider.

If you want to transfer to another provider, talk to them and make sure that they are happy to accept you on to their course. You should also get in touch with our Student Services to find out how this might affect your student finance. You'll then need to withdraw from your course here.

Before you start at your new provider, they might want to see a transcript. This is a document issued by us which details what you've studied, and the academic credit you've earned with us. Transcripts are normally produced after your marks have been confirmed in February, June, or August. If you need a copy sooner, get in touch with your Academic Administrative Support Centre.

More information can be found in the Credit Transfer Guide at uwl.ac.ae/policies

Not sure what to do? Get in touch with UWLSU!

If you're not sure what the best option is for you, then get in touch with the UWLSU Advice Service who can give you confidential, impartial advice. Contact: uwl.su@uwl.ac.ae



Section 4: Preparing for the World of Work



4.1 Careers, Employability and Placements

You are at the start of a fantastic journey, and it is never too early to start developing your career plans. A friendly and professional careers team are here to help you. As well as guidance and advice our careers team offers support with all the practical elements of finding work including producing a CV, application forms, and interview help.

You will see a member of our careers team in class, and they will work with your lecturers to make sure your course includes all the latest employability information from employers; but you won't just see us in lectures. We also offer personalised and professional one-to-one advice on all aspects of career planning and further study including identifying your skills and abilities, exploring careers with your degree, and further developing your skills through extra-curricular activities and work experience.

Our service is for all students, undergraduate, postgraduate, from any course, and you can still use our services even after you graduate.

We offer a welcoming, supportive, and confidential environment in which you can discuss your career options, identify your skills and abilities, and make informed decisions about your future.

Contact placement.uwl.ac.ae for the 'Careers, Placement, Jobs & Volunteering' tile for more information; to book onto events and workshops, arrange appointments, and to see what jobs are on offer.

Get in touch or visit us for:

- ▶ advice and guidance on a wide range of careers issues, including CVs, job hunting, and assessment and selection procedures
- ▶ careers workshops on topics like preparing your CV, interviews, and job sector information
- ▶ careers resources, hand-outs, reference materials, and employer directories

Contact us: placement.uwl.ac.ae

4.2 Placement and Employment Services

Placement and Employment Services are here to help you find work whilst studying, offering access to a wide range of part-time, placement and graduate work experience opportunities.

We provide:

- Access to paid part-time vacancies on and off campus
- Access to local, regional, and national placement and graduate opportunities
- Notification of new vacancies tailored to your preference
- Notification of careers related activities on and off campus

We also host a number of Employer events throughout the year which give you the opportunity to gain more in-depth knowledge about specific industry sectors and how to successfully compete in the labour market, including:

- ▶ Part-Time Jobs Fairs
- ▶ Industry Careers Fairs for your Academic School/ College
- ▶ Employer Insight Sessions
- ▶ Employer Presentations and Workshops

Contact us: placement.uwl.ac.ae

4.3 Volunteering

The VTeam offer a range of services to help you to volunteer.

With us, you can get involved in:

- ▶ The Government Social Project
- ▶ One-off opportunities
- ▶ External/Community Volunteering
- ▶ VTeam Support

The VTeam focuses on enhancing your university experience through developing your skills and confidence to help you with your career, meeting new friends, and making a difference within your university and local community.

Volunteer if you want to:

- Make a difference to the lives of others
- Help the environment
- Gain confidence and improve self-esteem
- Meet people and make new friends
- Get to know the local community
- Attend our annual V Awards ceremony

Volunteering as a route to employment:

- ▶ Gain new skills, knowledge, and experience
- ▶ Enhance your CV
- ▶ Improve your employment prospects
- ▶ Use your professional skills and knowledge to benefit others

Contact us: Placement.uwl.ac.ae

4.4 Completing your studies

4.4.1 Graduation

Your graduation ceremony is a celebration of your time with us and recognition of your award. It gives you the chance to reflect with pride on your achievements together with your lecturers, friends and family. We hold ceremonies in a number of memorable locations, from right here at our West London Campus to exciting venues I

During your final term we'll e-mail you with an invitation to register online for your graduation ceremony. **You don't have to pay** to attend graduation yourself, but you'll need to make sure you complete your online registration by the date shown in the e-mail to make sure you can attend.

You can bring two guests with you to the graduation ceremony and can purchase the tickets when you complete your registration. Make sure that your guests are available, and they have any permissions or visas needed to join you, as guest tickets are not refundable.

If you or your guests have any access requirements, let us know during your online registration. Please note that babies and children under the age of 6 won't be allowed in the graduation venue.

An important part of the ceremony is the tradition of academic dress. UWL RAK will provide your gown, hood and hat on your graduation day ceremony.

If you're not able to attend for any reason, you may be able to defer your graduation ceremony for up to one year. Please e-mail your deferral request to us online.graduation@uwl.ac.ae at least three weeks before your ceremony is due to take place.

4.4.2 Alumni Network

By studying with us, you'll join our global community of more than 120,000 graduates in over 50 countries.

Wherever your studies and career take you, you'll always be part of the University of West London.

The Alumni Network works to support your lifelong relationship with the University. When you complete your studies, you will automatically become part of our alumni community. As a student you can attend our alumni events to network and learn from our alumni.

As a member of our alumni community, you can enjoy a range of benefits:

- ▶ Networking events and reunions
- ▶ In-person and virtual professional interest events with expert guests

- ▶ Alumni communications: Social media updates, e-newsletter
- ▶ Access to the campus & library after graduation
- ▶ Postgraduate study and other exclusive discounts
- ▶ Professional development workshops, careers fairs, webinars & courses
- ▶ Lifelong careers support
- ▶ Volunteering opportunities

For more information please contact: alumni@uwl.ac.ae

4.4.3 Discounts on further study

All our alumni who have completed a three-year undergraduate degree can get a discount on postgraduate courses!

For details on eligibility, and discounts available for overseas students and postgraduate courses.

admission@uwl.ac.ae

4.4.4 Keeping in touch (updating your contact information)

To make sure you get access to all our alumni benefits, discounts, and opportunities, you'll need to check that the contact details on your alumni profile are up to date.

Whenever you change address or contact details, please remember to update with our alumni team and let us know. If you have any problems, get in touch with our Alumni Team.

[email: alumni@uwl.ac.ae](mailto:email:alumni@uwl.ac.ae)

4.4.5 Graduate Outcomes Survey

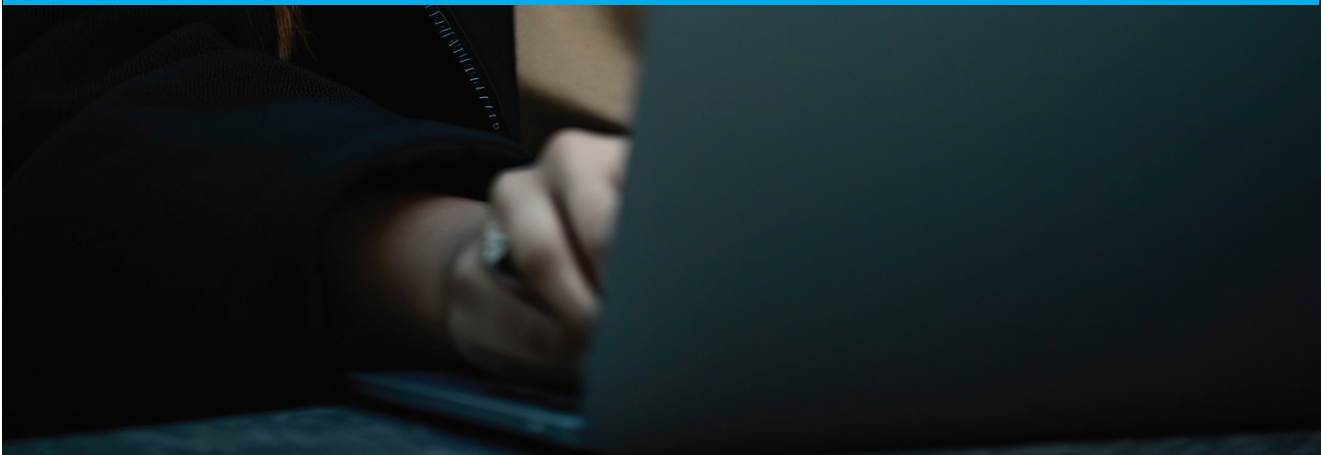
The Graduate Outcomes Survey is the biggest UK annual social survey and captures the perspectives and current status of recent graduates. As a UWL graduate, your response to this survey is very important as it will:

- help current and future students see what careers are available to graduates of your degree
- contribute to the national conversation about trends within higher education and help shape policies for future students
- help our Careers Team in supporting all students and alumni with their career options
- affect where UWL is in national league tables

alumni@uwl.ac.ae



Section 5: Preparing for the Future You



5.1 Tell us what you think

Your experience of University is very important to us, and guides everything we do, from cafés to courses. We want to know that everything is what you expected and leading you to your chosen career path, and provide you with a number of ways to let us know how things are going. Remember, if we don't know what you think is going wrong, we can't make it better!

5.1.1 Module Evaluation Survey

The most common way for you to get your voice heard and make a difference is by answering your Module Evaluation Survey (MES). The surveys occur during each semester and are your way to tell us directly about the modules on your course; what's great and what could improve. Your opinion and suggestions are taken on board immediately and inform the way modules develop and change for current and future students, so don't be shy, tell us what you think!

We'll tell you about changes we make in response to MES on your Blackboard course space.

5.1.2 Student Survey

Towards the end of your studies, you'll be invited to take part in a survey about your experience of your course and UWL. This is your opportunity to tell us what it's really like to be a student here, what you enjoyed most and what we could improve.

We take your feedback seriously and your survey results help us make positive changes for the benefit of current and future students. The results also help people decide where to study and could affect our position in University League tables.

Remember, if you answer 'neither agree or disagree' your opinion won't be counted, and we won't be able to act on what you say!

We'll e-mail you when the survey opens, and you'll be reminded by your Course Team to take part and have your voice heard.

5.1.3 Student reps

The University of West London Students' Union (UWLSU) represents your views and helps to make big changes within the University and Nationally. You can get involved in a number of ways and your voice really makes a difference.

Course Reps/class reps

Course Reps / class reps are elected in the first few weeks to represent their course mates on course committees and project groups; providing feedback to your course team on what's working well and what could be better. Being a Course Rep is a great way to make sure your voice is heard, build your communication skills, make friends, and enhance your CV. UWLSU provides all the training and support you need to become an effective representative for your course mates.

Contact for more about getting involved in UWLSU at (uwl.su@uwl.ac.ae).

5.1.4 Course committees

Course Committees normally take place each semester and are a chance for your Course Team to hear what you've enjoyed about the year so far, and to respond to any academic issues as they happen.

Course Reps / class reps will attend Course Committees to represent their course mates and help your Course Team plan improvements to your University experience. Make sure you let your Course Rep know if you have any feedback or ideas. The Course Committee is documented and reported to School or College level committees so that we can respond to issues across different subjects in a dynamic and coordinated way.

5.1.5 Complaints

We are always seeking to maintain a high standard in the provision of our courses, services, and facilities to you. However, as much as we try, sometimes things can go wrong. To deal with any issues, the University has established its student complaints procedures to deal with legitimate complaints from students in a fair and efficient manner. You can find full details in the Student Complaints Procedure, together with relevant complaint forms at uwl.ac.ae/policies.

Before you submit a formal complaint, you should try to resolve issues informally by talking to your module leader, your Personal Tutor, or your course leader.

You can complain individually, or as part of a group. We'll make sure your complaint is dealt with fairly and objectively, and that you won't face any negative repercussions for submitting a complaint. We also advise you to get in touch with the UWLSU Advice Service as they'll be able to guide and support you through the procedure.

Complaints can be about:

- ▶ provision of academic services described in the University's publications including teaching, content of courses, or support for learning
- ▶ incorrect or misleading information about services provided by the University
- ▶ provision of other University services described in literature published by the University
- ▶ inappropriate behaviour of member of staff
- ▶ inappropriate behaviour of a student

Complaints cannot be about:

- any matters relating to examination and assessment procedures or academic appeals. The appeals regulations and application forms are available at uwl.ac.ae/policies. and you should consult with the UWLSU Advice Service
- disciplinary issues. Please see **Student Code of Conduct**
- admissions procedures prior to enrolment as a student of the University. Information regarding complaints about the Admissions Process is published on the website uwl.ac.ae/admissionpolicy.
- complaints about student accommodation that is not University owned and/or controlled. Information about how to make a complaint can be obtained from the relevant housing authority

The complaints procedure is set out as follows:

Informal Complaints, resolved with your Personal Tutor, or Course and Module Leaders.

You can make the complaint orally or in writing, and should do so as soon as possible, or within ten working days of a specific incident. The member of staff to whom the complaint is made will investigate or refer the complaint as appropriate, and a response will be made to you by e-mail, normally within five working days.

Formal Complaints, set out in three stages as detailed below:

Formal Complaints Procedure

We value the well-being and academic success of our students. If you encounter any issues or concerns during your time at University, we have established a Formal Complaints Procedure to ensure that your grievances are addressed in a fair and efficient manner.

Academic Complaints:

If you have an academic-related complaint, please follow these steps:

1. Module Leader: Start by discussing your concern with your module leader. They are the primary point of contact for academic matters related to your courses and modules.
2. Course Leader: If your issue remains unresolved after discussing it with the module leader, you can escalate the complaint to your course leader. They have a broader

perspective on the course and can help mediate the situation.

3. Deputy/Academic Dean: Should the matter still persist, and if you're not satisfied with the responses received from the module and course leaders, you can bring your complaint to the attention of the Deputy Dean or Academic Dean. They hold a higher authority and can provide further guidance or intervention if necessary.

Non-Academic Complaints:

For non-academic complaints, we provide the following procedure:

1. Personal Tutor: If you have a non-academic issue, your first step is to consult your personal tutor. They are there to provide guidance and support throughout your academic journey.
2. Student Welfare: If the issue is not resolved after discussing it with your personal tutor, you can seek assistance from the Student Welfare office. They specialize in providing support for a variety of non-academic concerns.
3. Senior Manager: If your complaint is still not resolved, despite efforts made with your personal tutor and the Student Welfare office, you have the option to escalate the issue to a senior manager who has the authority to address and manage non-academic matters.

Resolution and Escalation:

We aim to resolve complaints at the earliest possible stage and provide timely solutions. However, if the issue persists despite following the initial steps of the complaint procedure, please note the following:

- ▶ If your complaint was an academic concern and you have exhausted the avenues of the module leader, course leader, and Deputy/Academic Dean, you are not required to escalate the matter further. However, if you believe the situation requires higher attention, you may still contact the appropriate higher authority.
- ▶ Similarly, if your non-academic complaint has not been resolved after contacting your personal tutor, Student Welfare, and a senior manager, you are not obliged to proceed to a higher authority. Nevertheless, you can still choose to escalate the matter if you deem it necessary.

Any other issues

Remember, if you have any issues with your course, you can speak to your Personal Tutor. For any personal issues the Student Welfare Team are always there to support you.

studentwelfare@uwl.ac.ae

Section 6: Your Data



6.1 Data privacy

We are committed to protecting your rights and privacy. The University has a comprehensive Data Protection Policy which can be found at uwl.ac.uk/policies, and a Privacy Notice for Students found at uwl.ac.uk/about-us/policies-and-regulations/privacy-and-data-protection. In these policies we describe how we collect your data and what we do with it.

Under our Data Protection Policy, you have the responsibility to check that any information you provide us with is accurate and up to date, and to let us know whenever that information changes (eg you change address or contact number).

You should update your contact details on the My Personal Details page of MyRegistry at uwl.ac.uk/MyRegistry.

6.2 Learning analytics

The University uses learning analytics to support you in your studies and help you achieve your learning goals. We use data that we already hold about you and state-of-the-art data modelling techniques to predict your likely success, taking into account data about you and your engagement with your studies. It will try and identify the factors that will have most impact on that prediction, which in turn will allow the University to improve the advice and support it can offer you.

This means that the University uses data about you including your age, ethnicity, and gender and also your study behaviours drawn from your attendance and usage of **Blackboard** to predict which students may need additional support.

This information will be used primarily by Your **Personal Tutor** and will also be available to Student Services and the **Study Support** Team. Using this information, these teams and your tutor will be able to reach out to you with targeted messages, invite you to specialist drop-in sessions and offer other kinds of practical support.

So that you can be clear about how we will use your data, we have developed a Learning Analytics Policy, a copy can be found on the University's website at uwl.ac.uk/policies. The policy defines a set of principles to inform the ethical use of learning analytics at UWL. In addition, we have put together answers to some commonly asked questions, which are also available via the link.