



Student Handbook 2017/8

Induction and Enrolment Arrangements

Induction Schedules and Online Enrolment

All new students will have an induction. The details for your induction are given to you before you arrive.

All new and continuing students will need to enrol online.

The Admissions department notifies all new students about arrangements for enrolment and induction.

The Registry notifies all continuing students about arrangements for re-enrolment.

Documents for Admission

It is important that all new students who enrol onto programmes at the University submit all required documentation requested to complete their files. New students must respond to all requests from the Admissions department, with regard to entry documents to the University. Not doing so will impede your enrolment to the programme and your start to study.

As part of the University's UKVI Tier 4 Sponsor Licence, Regent's is required to view and maintain copies of all international students' current passport and visa, together with original qualification documents on which admission was granted. These checks are part of the enrolment process on arrival, and Regent's cannot permit an international student to enrol without undertaking this process.

Accessing Student Timetables

Timetables are available to you at the start of the term, prior to classes commencing. Students shall be given guidance by Registry on how and when to access their timetable via eVision, an online portal.

For queries about how and when to access your eVision timetable, please email: studentregistry@regents.ac.uk.

Learning Resources

Learning Resources comprises the Library, Learning Technology Team and Media Services. Collectively the three teams provide a depth of services to support the learning, teaching and research requirements of the University.

Library

The University library is located at the Park Campus site.

You will find a range of resources available to support your studies, with staff available to guide you through the variety of services on offer. Every Regent's student automatically becomes a member; you will need your ID card to borrow resources.

Park Campus Library

Accommodated across two floors the Library is open seven days a week (apart from University closure times). During key exam periods the Park Campus Library is open 24/7. On the ground floor you will find group working areas, a bookable group study room, PCs, and the enquiry desk. The book collection can be found in the silent study area. On the first floor you will find our Learning Space where there is a range of study areas, an additional bookable group study room, a Resource Room which is fitted out with up-to-date Assistive Technology.

This area allows you to study using your mobile devices.

The printed journal collection is located on the first floor.

If you would like to borrow a laptop, or book a group study room, please ask at the enquiry desk on the ground floor.

Contact the Park Campus Library on +44 (0) 207 487 7449, or email: library@regents.ac.uk

Marylebone Campus

In addition to the main Library at Park Campus, there is a small resource area at Garbutt Place – Marylebone Campus.

This area contains a reference collection of books and journals relating to the fashion and design courses. There is a study space available during the building opening times. The resources are available for use within the resource area only.

The main fashion and design collection is housed at the main Library at Park Campus, and can be borrowed for use outside the library.

Please leave feedback for either library at: libraryfeedback@regents.ac.uk.

Collections

Our book collection supports the courses taught at Regent's, and we are increasing our Ebook collection to ensure that access to many of the titles are available for multiple use.

Electronic resources

Specialist subject-related databases provide valuable and relevant information that you can use for course projects and assignments, covering arts, humanities, social sciences, finance, business, management, fashion and design, psychology and psychotherapy.

Our Library search point, RULDiscovery, means that you can find books, e-journals and database articles all at the same time through a simple search.

At the Park Campus Library there are dedicated terminals for Bloomberg and DataStream services.

We subscribe to a wide variety of periodicals, both in print and online, giving you access to the latest articles from daily news to in-depth research articles.

Inter-Library loans

If the Library doesn't hold the information you need, then you can request an Inter-Library loan – the Library will obtain books and journal articles on your behalf. The Library pages on Blackboard give further information on making a request.

Academic Liaison Librarians

Academic Liaison Librarians are available for resource related enquiries, such as locating information on a topic, or searching our databases and RULDiscovery. Academic Liaison Librarians work closely with your School and Faculty to ensure that the resources for your course are available. We also provide drop-in, group and weekly research skills sessions to help you make the best use of the wide range of resources that the library has. Please ask at the enquiry desk for more details.

User education

You will be given an induction to the Library's services at the beginning of your courses, and information retrieval and research skills sessions are available research support throughout your studies.

Provision for Disability

Extended borrowing rights are available for students with a disability, and specialised equipment is available in the Resource Room on the first floor at Park Campus. A dedicated Student Support Librarian is on hand to assist students with disabilities. For further information, discuss your needs with the University Disability Officer or contact the Library directly.

Academic skills

The Academic Skills service can help you develop your organisation, thinking and writing skills to help you meet the demands of your course and get the most out of studying and learning whilst at Regent's.

We have a range of support available, including instant advice, workshops and one-to-one appointments.

Workshops and one-to-ones are available to all students at all levels across both campuses, so if you would like advice on an assignment, or simply want to brush up on your current academic skills and improve your academic performance, please come along to a workshop or book a one-to-one.

To book a workshop please visit the Academic Skills area on Blackboard. You can book a one-to-one tutorial via the Student Hub online. If you have any questions about the service please email: academicskills@regents.ac.uk.

Learning Technology- VLE (Blackboard)

Blackboard is our Virtual Learning Environment (VLE) where you will find learning materials and content for your modules. You will also submit your coursework online and receive feedback through Blackboard. Your module leaders or tutors will let you know what is available on Blackboard for their respective modules.

Blackboard also gives you access to a range of other useful resources such as the Lynda.com software training system, Academic Skills support, and Library resources including online books, journals, databases and RULDiscovery.

To access Blackboard, go to <http://blackboard.regents.ac.uk> and log-in with your username and password. Students can access Blackboard from any computer with internet access, both on and off campus.

Media Services

Media Services has everything required to create and edit audio-visual recordings. We supply professional video cameras, lighting and sound recording equipment. There are also bookable Apple Mac edit stations with Adobe master collection installed.

All the classrooms within Regent's are equipped with multimedia presentation systems and are connected to the internet and computer network.

For equipment bookings call 0207 487 6161 or email MSDMP@regents.ac.uk.
Open Monday - Friday: 09.00-18.00.

Media Services is located on the Park Campus, basement of Tuke, beneath the Tuke Common Room.

IT Services

IT Services endeavor to reflect the fast-paced changes in technology to support and enhance student learning.

The IT Service Desk is available to assist with all your technology needs. It is located in the Jebb Basement, drop-in times are Monday to Friday, 08:00 to 18:00.

24/7 telephone support: +44 (0) 207 487 7479 (including bank and public holidays).
Email: servicedesk@regents.ac.uk

IT account

Each student is provided with a personal Regent's University London IT account which includes an email address. Email is the main way for central services to communicate with the student body so it is important to check it regularly: office365@regents.ac.uk. You can also install the Microsoft Office Suite on up to give devices and antivirus free of charge.

My Regent's

A free app and web dashboard which contains your Regent's email, course timetable, module information and more. Simply download it via the app stores and/or access it via <http://my.regents.ac.uk>.

Reset your own password

Register to use the service at <http://register.regents.ac.uk> and then reset your password via the portal: <http://reset.regents.ac.uk>.

Wi-Fi access

Wi-Fi access is available across all Regent's campuses, as a Regent's student you are also able to connect to the worldwide Eduroam network, all you need is your Regent's IT account.

Printing and photocopying

You can print, scan, staple and copy from most printers on campus, all you need is your Regent's IT account.

Induction

All key IT services are demonstrated during your IT induction so we strongly advise that you attend this session. Up-to-date information about how to use the University IT systems is available on the Student Hub and via the IT Service Student Guide.

Opportunities and Support for Study Abroad

The International Partnerships Office (IPO) provides support in all aspects of study abroad and, as a central service, coordinates international activities at Regent's University London.

Contact details:

Office: Jebb 201-203, 209

Tel: +44 (0) 207 487 7518

Email: ipo@regents.ac.uk

Web: <http://www.regents.ac.uk/about/international-partnerships/international-partnerships-office.aspx>

The IPO is responsible for:

- Developing and maintaining institutional partnerships, incl. coordination of visits;
- Organising student and staff mobility programmes including Erasmus+;
- Assisting other departments within the University in coordinating international activities, thereby enhancing and fostering internationalism at the University;

- Organising short courses and international events such as the annual International Partners' Conference;
- Supporting Regent's students in all aspects of their study period abroad experience;
- Welcoming and supporting all incoming study abroad/exchange students to Regent's;

The IPO consists of a highly qualified international team of nine full-time members of staff who have all studied and/or worked abroad, and speak a number of different languages.

There are two units within the IPO:

1. The Outbound Unit is committed to helping Regent's students to get the best from their semester(s) abroad and works closely with Academic Advisors and Heads of Programmes to provide academic guidance before, during and after time abroad. Erasmus+ Officer, who deals with all matters relating to the Erasmus+ programme is also a part of the IPO Outbound Unit.
2. The Inbound Unit welcomes inbound study abroad/exchange students to the University. The team assists with pre-arrival concerns and is the key contact for all inbound students throughout their semester(s) at Regent's. The Inbound team is also in charge of Regent's short and summer courses for inbound students.

The **Outbound Unit** provides Regent's students with:

- One to one meetings to guide you through the study abroad processes;
- Support and advice in selecting your study abroad destination(s);
- Information about host institutions and resources to research partner institutions;
- Presentations about study abroad options;
- Information on academic and progression requirements for your study abroad;
- Briefings and pre-departure meetings;
- Support and guidance whilst abroad;
- Receiving and processing study abroad results;
- Erasmus+ grants administration and payments

Regent's University London offers one of the widest choices of study abroad locations of any UK institution. Our students have access to a large number of exceptional destinations that will enhance the learning experience and broaden outlook, as well as potentially improving your employability perspectives.

Erasmus+ programme

Erasmus+ is the European Commission's educational programme for Higher Education students, teachers and institutions. It was founded in 1987 to promote the international mobility of students and staff, as well as transnational cooperation among universities across Europe. In total 34 'Programme Countries' participate in Erasmus+. Institutions within these countries must hold an Erasmus Charter for Higher Education (ECHE) in order to apply for funding. Regent's has been engaged in Erasmus activities for many years; initially within the European Business School London and later the charter was extended across the University. Regent's staff and students can find more information regarding the funding opportunities and how to get involved on the International Partnership Office's (IPO) intranet pages.

Contact details:

Office: Jebb 201-203

Tel: +44 (0) 207 487 7518

Email: outbound@regents.ac.uk

The **Inbound Unit** is committed to helping inbound study abroad/exchange students to have a memorable study abroad experience at Regent's. We assist students through the application process, and welcome students into the new learning environment, through pre-arrival guides, an informative orientation programme and social activities throughout each semester which aims at integrating students fully to life at Regent's and in London. Also, the Inbound Unit deals with organising short courses and international events such as the annual International Partners' Conference;

All queries from inbound students should be directed to this team.

Contact details:

Office: Jebb 209

Tel: +44 (0) 207 487 7518

Email: inbound@regents.ac.uk

The IPO also aims to bring together incoming study abroad/exchange students and Regent's University London students based on regional interests. Students can learn from each other's experiences and promote intercultural exchange as well as enrich the international culture on campus.

Careers and Work Placement Guidance

The Careers & Business Relations department (CBR) team offers support throughout your time at Regent's University London to help you gain valuable work experience, build your employability skills and clinch that vital first job.

Employability skills workshops

We offer a range of practical workshops, open to all students that will equip you with the broad skills necessary to be successful at all stages of the recruitment cycle.

Workshops cover a range of topics, including job-search strategies, writing a CV and covering letter, filling in application forms, preparing for interviews, networking and using social media.

We also run specialist workshops on starting a business and on working in specific sectors, such as oil and gas, fashion and design, and business and finance.

Personalised careers guidance

You can arrange one-to-one appointments with your careers adviser, who will help with any questions you have and assist you in your job search. Making full use of this support will enable you to make genuine progress towards achieving a suitable role in your chosen field.

Career coaching sessions

Professional one-to-one career coaching sessions by industry specialists are available, which help you to increase your sector knowledge and build your professional network.

Careers events

Each term we organise a number of sector-specific seminars and networking events on campus. These are attended by many international companies and organisations and offer an invaluable opportunity to find out about employment prospects in different industries and business sectors, and develop your professional network.

Recent events have helped students find out more about careers in banking and finance, consulting, fashion and luxury brands, the media and the not-for-profit sector.

Online resources

In addition to face-to-face contact with our expert staff, you can access all the resources you need online through CareerHub. This includes advice sheets, videos and self-assessment tools. Our online vacancies board advertises the latest internships, part-time work, volunteering, graduate and postgraduate opportunities available in the UK and globally. Students wishing to work abroad can consult the Going Global database.

Employers also use CareerHub to advertise live business or consultancy projects that could make an interesting dissertation topic for students.

Work experience and internships

All students are strongly encouraged to undertake periods of work experience and internships during their time at Regent's, and on some programmes this is a compulsory requirement. Such experience is invaluable and will greatly enhance your educational experience. We can provide support and guidance on finding internships.

How to get in touch

If you would like an initial appointment with one of our advisors, or to book onto any of our services, please log in to CareerHub at <http://careerhub.regents.ac.uk> using your normal Regent's login or click on the QR code below:



Registry

The Registry provides a centralised service for all University students. The main office is located on the Ground Floor of the Acland Building.

The responsibilities of the Registry include enrolment, registration, progression, assessment results, awards and conferment; maintaining student timetables; examination scheduling; co-ordinating student feedback systems and programme committees; student attendance monitoring; and issuing various University documents and letters (e.g. council tax exemption).

There are other services too, which include room booking requests, as well as student immigration advice.

Contact Details

Room Bookings | Darwin Ground Floor | roombookings@regents.ac.uk | 0207 487 7611
Student Immigration | Acland Ground Floor | visas@regents.ac.uk | 0207 487 7562

For more information please visit the [Registry intranet page](#).

How We Contact You

While the University will do its best to inform you of all developments it is your responsibility to keep yourself informed about changes in teaching arrangements, study requirements, assessments, etc. This Handbook explains much of what you need to know.

The University, including Registry, regularly contacts you by email using your Regent's email address.

You have an email account which you are able to access remotely from outside Regent's or through computers in the IT Centre. Go to: [Webmail](#)

It is your responsibility to keep the Registry informed of any change of contact address details (home, term-time) at all times during your time with the University.

Student Services

The Student Services department is a central resource for all students on campus and is designed to help you get the most out of your time at Regent's University London. The range of services are listed below. These include the Student Hub which is your first stop for any questions you may have regarding academic and non-academic issues.

Student Hub

The Student Hub provides you with one easily accessible location for advice and information on all aspects of University life. The team is on hand to answer your questions, arrange referrals and help you book appointments with central services when required.

- Accommodation advice
- Counselling
- Disability advice and support
- Student support
- Advice on healthcare, banking and insurance
- Oyster cards
- Events and activities
- Trips and excursions
- Sports

Contact details:

Online: <http://hub.regents.ac.uk>

Email: hub@regents.ac.uk

Telephone: +44 (0) 2078 7487 7453

Accommodation

Student Services support you in your accommodation arrangements, either on or off Campus.

We can help you to prioritise your accommodation preferences and identify your preferred options for the duration of your studies here with us. An affordable home away from home, where you are secure and comfortable, is important to support your studies and help you meet and exceed your academic potential.

Once you have selected and secured your chosen accommodation option, if this is in University managed accommodation, on or off site, we are here to support you throughout your stay. If you have opted to live in alternative accommodation in the private rented sector again we are here to help should you need us.

Contact Details:

Telephone: +44(0) 20 7487 7483

Email: accommodation@regents.ac.uk

Support for Students with Disabilities

The University is committed to developing an environment in which students are given the opportunity to demonstrate and realise their full potential. You are encouraged to disclose any disability on application or as soon as possible thereafter so any agreed adjustments can be put in place for you. A condition is considered a disability if it meets the Equality Act's (2010) definition. If you have not disclosed on application, please contact the Disability Officer on arrival at the University: tel: +44 (0) 20 7487 7863 or email: disability@regents.ac.uk. Please be aware that non-disclosure of a disability may affect the level of support that the University may be able to provide.

General Information

The [Student Disability Policy](#) is on the University website's [Disability Information](#) pages. Additional information is on the Intranet's [Disability Information](#) pages. The University will ensure:

- That your requirements are assessed on an individual basis.
- That reasonable adjustments are provided to you, within the resources available.
- Unless there is a serious risk or major concern, that information regarding your disability is treated in a confidential manner, according to the University's confidential policy.

Student Support Agreement

Where possible, support should be agreed within three weeks of classes starting. Details of deadlines for confirmation of special examination requirements are in each module area on Blackboard. If you have specific needs, contact the Disability Officer in order to complete a Student Support Agreement (SSA). You will need to bring appropriate supporting documentation to the meeting. Once you have an SSA, it is your responsibility to send it to relevant staff each term, including your lecturers.

Supporting Documentation

If you need an SSA you must provide up-to-date written evidence of your disability. This could be, for example, an educational psychologist's reports or, in some cases, a doctor's letter. Documentation must give enough detail to enable us to assess your needs. It should make clear that the condition may be considered a 'disability' under UK law. Documentation should be on letter headed paper, signed by an appropriate professional. It should clearly state diagnosis and any resulting recommendations for academic study at university level. Documentation should be in English, or an authorised translation provided.

Examples of Adjustments/Accommodations:

- Additional time in written tests and examinations (usually 25%);
- Use of a University computer in written tests and examinations;
- Separate room provided to accommodate additional time in tests and examinations;
- Flagging examination scripts written without disclosing your identity, enabling academic staff to take dyslexia into consideration when marking the script;
- When essential, occasional extensions for individual written coursework (if agreed by the lecturer in advance);
- Special allowance for a disability-related class absence, if the absence limit is exceeded (in agreement with the Head of School/Head of Programme);
- Facility to audio record lectures (with the lecturer's advance permission, subject to data protection requirements); and
- Extended loans in the Library.

In the case of non-standard adjustments, the Head of Programme/Head of School may be consulted, to ensure that academic rigour is maintained. If an alternative form of assessment is required, early notification is essential.

Examples of the Support Systems Currently Available:

- If you have a hearing impairment: Hearing loops are installed in the Tate Library, several lecture rooms and can be made available in other rooms on request.
- If you have a visual disability: A *Smartview* video magnifier facilitates skimming through books. Examination papers can be made available in large print. When needed, a scribe/reader can be organised for exams.
- If you have specific learning difficulties: Assistive programs are available on University computers. *Read & Write* provides predictive text features, as well as proof reading features, and text-to-speech. *Inspiration* enables mind-mapping, helpful for planning assignments. The Disability Officer can refer you to the University Specific Learning Difficulty Tutor for one to one support, if needed.

Funding

UK students, and those with 'settled status', *may* be entitled to apply for Disabled Students' Allowance. You are advised to check course eligibility before applying: information is available on the [website](#). You are responsible for providing any supporting documentation needed for your application. The Disability Officer can assist you with your application.

Free Screening

If you suspect that you may have a specific learning difficulty, such as dyslexia, dyspraxia or ADHD, the University provides a free screening service. Screening should give you an indication of whether it is worthwhile seeking a full diagnostic assessment. Details are on the intranet or contact disability@regents.ac.uk to arrange an appointment.

Emergency Evacuation for Students with a Physical Disability

If you may need some extra help evacuating a University building in an emergency, let the Disability Officer know. You will be put in touch with the Fire Officer so that a Personal Emergency Evacuation Plan can be drawn up.

Disability Services Committee

This meets three times a year and a student representative attends.

Disabled Parking: Blue Badge holders

Full details are available via the University website: [Disabled Parking Info](#)

Student Support

We understand that to do well at university, you will often need different kinds of support at different times. Our Student Support team offers a comprehensive range of information, support and specialist advice to help you with any matter, whether it is personal, practical or academic.

- Advice on academic matters, such as difficulties with studying, periods of absence or concerns about your course;
- Help with personal issues, whether it's a quick query or something that needs a more in-depth response;
- Assistance to register with a doctor and find the health services you need
- Advice on budgeting and applying for the hardship funding.

If you have a query or would like to arrange a meeting with a Student Support Officer contact the Student Hub.

Academic Skills

Good written and verbal skills are an essential part of university life and your future career. Whatever your current level of academic study and skill set, classes are designed with your needs in mind to develop and enhance your current skills and improve your results..

Workshops and one to ones are available to all students across the campus so, if you need support with any academic aspect of your course, or simply to want to brush up on your current academic skills or improve your academic performance, please come along to a workshop or book a one to one.

To book a workshop please visit the Academic Skills area on Blackboard. To book an individual tutorial or if you have any questions about the service please contact: academicskills@regents.ac.uk

Counselling

All students have access to a counselling service. Counselling offers you a safe, supportive environment where you can talk over any difficulties in your life. If you could benefit from more specialist interventions or advice, we can refer you to resources within the NHS or wider community.

You can make an appointment by contacting the Student Hub.

Sport and Fitness

The University has the luxury of being located in Regent's Park, which is the largest outdoor sporting area in London. The University also provides the following facilities:

- Membership to off-site gym

- Multi-Use Games Area that can be used for Tennis, Football, Basketball, Netball, Volleyball and circuit training.
- Sports Equipment free of charge e.g. footballs, tennis racquets etc.
- On site fitness classes

The University is a member of British Universities and Colleges Sport (BUCS) and London University Sports Leagues (LUSL) and the Schools and Universities Polo Association (SUPA) and many of our sports teams compete with other universities and colleges on a regular basis. Regent's has very successful polo, football and basketball teams. We will also be launching a volleyball team in September 2016.

For more information please visit our [Sports and Fitness intranet page](#).

Trips and Excursions

At Regent's you will get the most out of London during your studies – but why stop there? London is the gateway to the rest of the UK and Europe so get up and join our exclusive trips! Fancy exploring historic Stonehenge and enjoying the quintessential and beautiful English countryside on a trip to Oxford and the Cotswolds? Broaden your cosmopolitan scope too by taking weekend breaks to Paris and Edinburgh this Autumn! Check out the e-shop: <http://store.regents.ac.uk> to learn much more about the opportunities that lie in wait for you!

Student Union

Get involved with the Student Union at Regent's!

Once enrolled on your programme you will have the opportunity for your voice to be heard through your programme representative who will help you influence the decisions made by the university. Shape your experience further by coming to some exciting social events, joining a student led society to pursue an interest and also meet new people and make new friends.

The Student Union is run by students for students so why don't you call in to the Student Union this term and meet the team and find out more about what you can do to enhance the student experience at Regent's University. See also the section '*Student Participation and Evaluation*' for more information about being a student representative.

Bar, Cafes and Restaurants

The Regent's University London Park campus offers excellent catering facilities for breakfast, lunch and dinner. A substantial range of snacks and confectionery are also available throughout the day from a number of outlets, as listed below.

Regent's Refectory

The main student restaurant within the University is the Refectory, providing a wide selection of dishes from around the world. The menu changes daily and caters for vegetarians and other diets.

Please speak to a member of staff if you have any special dietary requirements.

Regent's Brasserie

Regent's Brasserie boasts an exciting, innovative menu and a selection of fine wines and spirits. The Brasserie Café offers artisan coffee, fresh pastries and other snacks throughout the day and is a great place to mingle with friends.

Nourish

Located adjacent to the Refectory Nourish has a focus on fresh and natural ingredients offering all sorts of lovely things from "make your own juices and smoothies" to shaker salads. Open for breakfast and lunch on weekdays during term-time.

Starbucks

Starbucks is in the quad and offers the chance to grab a coffee or snack between classes.

Bedford's Bar

Located in the Tuke basement in close proximity to the back entrance of the University, Bedford's is open all day long; serving Illy coffee and a range of snacks in the morning through to an all-day menu and a wide selection of drinks until late in the evening. It features large screen TVs showing the news and current affairs during the day and many sporting events in the evening. Look out for special events and parties that take place in Bedford's too!

Student Visas

The Student Immigration Advisory Service within Registry assist with enquiries about student visas. The email address for the Student Immigration Advisory Service is visas@regents.ac.uk

European Economic Area Nationals (EEA)

Nationals of the EEA and Switzerland will not require a visa to study in the UK. The countries of the EEA are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden and the UK. Although you do not need a visa, it would be advisable to carry your acceptance letter with you when you are entering the UK.

Non EEA Nationals

To find out if you need a student visa, you will need to contact the British Mission (Embassy, Consulate or High Commission) in your home country. Details of all British representations

abroad can be found at: www.fco.gov.uk. Alternatively, you may visit the [UK Visa Services](#) page for further information.

Remember that it is your own responsibility to check whether you need a visa, or visa extension, and if so, to ensure that you have the correct type. Rules and regulations in this area have become increasingly strict, and change from time to time, under the Points Based System – Tier 4, and it is in your own interest to have everything in order.

Further Information

Please note that University staff are not qualified to offer legal advice on applying for visas. Further information and guidance on UK Immigration and Visa regulations is available from the [UK Council for International Student Affairs](#), and the [UK Home Office](#).

Fees and Financial Matters

The Finance Department has responsibility for fees and financial matters regarding student tuition.

All finance related queries should be directed to the Finance department.

Contact Details

The Student Finance office is permanently located on the second floor of Oliver Building. The Student Finance Office is open at 9 am to 5 pm on working days.

You can contact the Finance Department on finance@regents.ac.uk. Please remember to provide your student ID number with all correspondence to enable faster processing of your queries.

You can also contact the Finance Department by telephone :
Tel: +44 (0)207 7487 7447

You can also find direct contact information and payment information at <http://regents.ac.uk/study/how-to-pay>

The above contact points will be able to provide you with full information on all financial matters, however it is important that you familiarise yourself with the following points:

Tuition Fees

Tuition fee invoices are generated on the semester/term basis in the process of online enrolment on e-vision. New students will initially receive a pro-forma invoice from Admissions as part of their application process.

Once enrolled online, students will be able to view their invoice and payments in the 'My Finance' section of E:vision.

All tuition fees are issued on a semester/term basis. Fees are due two weeks prior to the start of classes.

Invoices are issued to students, and it's their responsibility to make their invoices available to parents or sponsors.

Due Dates

Full payment of the term's tuition fees is due at least two weeks prior to the beginning of the term, unless the University has made an alternative agreement. Failure to pay fees at least two weeks prior to the start of term may mean that payment is not allocated to your account by the start of the term. This may result in a student not having access to class timetables and receiving absences. Late payment is not sufficient grounds to have absences removed and University services may be withdrawn due to non-payment.

Payment plans are issued to students upon request. Only students with no current balance will be considered for a payment plan. If you require a payment plan for the term's tuition fees, please contact finance@regents.ac.uk

Responsibility for Paying Fees

It is your responsibility to ensure that the fees (as stated in any fee document or other document supplied to you and as reviewed and revised each academic year) and all other fees and expenses relating to the programme of study some of which may be subject to a separate agreement are paid in accordance with the due dates for each course.

Methods of Payment

For full details of how to make a payment for tuition fees and accommodation please refer to our website: <http://regents.ac.uk/study/how-to-pay>. Please note that the University does not accept cash payments.

Sanctions in the Event of Non-Payment of Fees

The University has a range of sanctions that will be imposed in the event that the fees due are not paid by the due date. Timetable access might not be granted unless full payment has been received and withdrawal of campus and IT services including prohibiting entry to the campus where outstanding fees have not been paid are sanctions that will be enforced for non-payment. Debt may also be passed to an external debt collection agency for recovery and interest may be charged.

Refund Policy

For details about the University's Refund Policy, please go to : <http://www.regents.ac.uk/study/how-to-pay/refunds-policy.aspx>

Student Financial Support for UK Government (Student Finance England)

Following successful Institutional Designation of Regent's University London, all our undergraduate courses leading to Bachelor's degrees which have been validated by

Regent's University London are now designated for financial support from the UK Government.

Postgraduate courses at Masters level are also designated for support.

For more information, and how to apply, please visit our website by clicking on the link below:

<http://www.regents.ac.uk/study/scholarships-funding-and-bursaries/undergraduate-loans-student-finance-england-2016-17.aspx>

<http://www.regents.ac.uk/study/scholarships-funding-and-bursaries/great-scholarship.aspx>

Future Finance loans

Alternative loan funding for UK and EU students studying at Regent's University London available for all courses taught at Regent's University London.

For more details, please visit our website:

<http://www.regents.ac.uk/study/scholarships-funding-and-bursaries/future-finance-loans.aspx>

US Student loans

Regent's University London has been approved by US Department of Education to administer Direct Loans (otherwise known as Title IV loans). For eligibility criteria and how to apply, please visit our website by clicking on the link below:

<http://www.regents.ac.uk/study/scholarships-funding-and-bursaries/us-financial-aid.aspx>

Erasmus Grants

You may be eligible to receive an Erasmus grant, which is awarded by the European Commission to assist you with financial costs during your study period(s) abroad or Placement Learning Project/Work Experience. Eligible students must be fully registered and following a recognised degree at Regent's University London. Grants are only available to students studying at partner institutions with an Erasmus charter or carrying out a traineeship abroad in one of the eligible European countries.

Contact Details:

Office: Jebb 201-203

Tel: +44 (0) 207 487 7518

Email: Erasmus@regents.ac.uk

Institutional Policies, Procedures and Practice

It is important to be aware of key University policies, procedures and practices. Some of these you can find below:

Academic Regulations

Academic regulations are listed in Part A of all programme handbooks, and can be accessed via the Regent's University London [Academic Regulations 2017-8](#).

Student Code of Conduct

In order to get the best from your studies during your time with the University you are expected to observe the following:

- Abide by the rules and regulations set by the University
- Behave in a responsible manner designed to foster mutual respect and understanding between all members of the University community
- Register and pay your fees on time
- Check your University email address regularly
- Attend classes on time and be mentally and physically prepared to learn
- Keep your mobile phone and other electronic equipment on silent mode during classes
- Complete assignments on time and deliver them where and how instructed
- Comply with all Home Office requirements with respect to student visas

You can find the full version of the [Code of Conduct for Students](#) on the University internet and Intranet pages.

Student Disciplinary Proceedings

On account of the fact that Regent's University London is an educational institution, legal procedures and disciplinary response to student behaviour are designed as much as guidance and correction of behaviour as for invoking fair and appropriate sanctions. Though every effort is made to address the seriousness of the offence and the record of conduct, of a given student, specific responses are not rigidly pre-determined.

The University recognises that inappropriate behaviour may result in the student's inability to solve a problem or manage a situation appropriately. Ultimately, the student must accept responsibility for his / her behaviour and the consequences that result. The University, however, also recognises that legal responses may include providing the students with educational alternatives that assist the student in learning how to handle certain situations. The fundamental hope is that the student can learn and grow from the incident and sanctions imposed in response to that behaviour, and that he or she can make the necessary changes in his / her behaviour to become a constructive member of the educational community.

Further information can be found in the [Student Disciplinary Policy](#).

Attendance Policy

The University has a student attendance policy which encourages academic responsibility and seriousness on your part, and you are expected to attend all classes.

It is important that students are aware that across all University programmes, student absences in classes are recorded and monitored on the principle that each student is required to attend a minimum 75% of his or her classes.

Students should refer to section C4.6 of the [Academic Regulations 2017-8](#) for the full version of the attendance regulations. Where a programme differs to a University policy, students should refer to their Programme Handbook, available on [Blackboard](#).

Invigilation of Tests and Examinations

The University makes arrangements for the invigilation of tests and examinations. The *Examination Regulations and Guidelines* are found in section C5 of the [Academic Regulations 2017-8](#).

Research Ethics Code of Practice

Research at Regent's University London is based on the principles of high standards, honesty, openness, accountability, integrity, inclusion and safety. The University expects high standards of personal conduct from all those engaged in research, and its research environment is one where excellence and high ethical standards are promoted.

The Research Ethics Code of Practice sets out the standards that govern the conduct of research at Regent's University London. It covers all research inquiry from undergraduate assignments and projects, through postgraduate projects and dissertations, and all staff research. In all instances research must obtain formal approval from the University's Research Ethics Committee prior to its commencement. The research proposed must be detailed in a Research Proposal that has been approved by academic staff responsible for the programme (undergraduate), supervisors (postgraduate), and/or peers (staff).

For details on how to obtain ethical approval for your research please refer to the [Research Ethics Policy](#).

Equal Opportunities Statement

You should be aware that Regent's University London has the following statement on student equality and diversity, and recognises the importance of affording equal opportunity and fair treatment to existing students and prospective students. In addition, Regent's expects students to respect that staff members and visitors to the University should be treated likewise.

One of Regent's institutional strengths is its wide and diverse population of both students and staff, which adds to the University's intellectual capital. In promoting diversity, Regent's

commits to creating an inclusive environment in which personal uniqueness and differences are respected and valued. The University therefore, in accordance with equalities legislation and codes of practice, is committed to ensure that every student receives just and equitable treatment, regardless of age, cultural background, marital status, disability, ethnicity, gender, caring responsibilities, religion or sexual orientation.

In order to ensure that equality and diversity are respected, the University will not tolerate discrimination, harassment or bullying of any student or member of staff. The University will endeavour to provide appropriate support to any student who has been the subject of discrimination, harassment or bullying. Existing University procedures, policies and codes may be used to fully investigate the matter. This may include reference to one, or some of the following:

- [Code of Conduct for Students](#)
- [Student Complaints Policy](#)
- [Disability Policy](#)

Definitions

Discrimination: The unfavourable treatment of a person or group on the grounds of a personal trait rather than on the basis of individual merit.

Harassment: Any form of improper, offensive and unwanted conduct that can violate a person's dignity and can create an intimidating, hostile, degrading or humiliating environment.

Data Protection

The University holds and processes information about employees, students, and other data subjects for academic, administrative and commercial purposes. When handling such information, the University, and all staff or others who process or use any personal information, must comply with the Data Protection Principles which are set out in the Data Protection Act 1998 (the Act).

Please become familiar with your responsibilities as a student. For further details see the University's [Data Protection Policy](#).

Health and Safety

The University regards Health & Safety as the responsibility of everyone within the institution. As an academic institution we also promote the active involvement of students and their representatives to ensure they act in accordance with the requirements of this policy.

Upon arrival at the University, please make yourself familiar with the various procedures that are outlined in the [Health & Safety Policy](#) document which you can find on the University Intranet. Please note that the Intranet can be accessed on any campus PC, or remotely via

the Citrix Portal <https://access.regents.ac.uk>. However, you can find below some useful advice that has been extracted from the policy.

What to Do in the Event of an Accident

In the event of an accident causing injury you must ensure that the injured person is being cared for and send immediately for a Qualified First Aider. Do not move the injured person.

Contact the Main Reception on +44 (0) 20 7487 7492 who will carry out the next steps in the procedure.

First Aid

A list of Qualified First Aiders is available on the University Intranet site and is also available from Reception. All First Aiders have a First Aid Box in their location, which is easily accessible.

Fire Instructions

It is vital that all students familiarise themselves with the fire notices around the building, and the location of fire alarms and fire exits on each floor of the building. These are controlled by the access control system and will release automatically in the event of a fire alarm being sounded. Some fire exits have security bolts, which can be easily broken by hand.

The fire alarm is a long and uninterrupted siren.

In the event of discovering a fire, sound the nearest alarm immediately. If you are too far away from an alarm, telephone Reception (0) or ext. 7492. Staff on duty will be able to raise the alarm quickly for you. The Fire Brigade is automatically contacted on the alarm being sounded.

You should not attempt to put out the fire. Do not put yourself at risk. Evacuate the area immediately.

On hearing the fire alarm, students should leave quickly and calmly by the nearest exit.

The fire procedure notices give full instructions on means of escape but the following points should be particularly noted:

- Leave the building immediately by the nearest exit
- Close, but do not lock, all doors behind you, in particular the corridor fire doors
- Go to the designated assembly point unless otherwise directed by the Police or
- Fire Brigade. The Fire Marshals will ensure their area is evacuated
- Keep away from the windows
- Return to the building only when advised that it is safe to do so by the fire marshals

Staff are responsible for directing students and any visitors who may be on the premises to the assembly points.

Security Policy

Student Identity Cards

All currently enrolled students will receive a Regent's University London Identity Card which will allow access to the University. Students should have these cards with them at all times and may be asked to produce them to justify their presence on University premises.

Please note that should you lose your ID card, you will be charged for a replacement.

The Main Reception is staffed 24 hours a day

Phone: +44 (0) 20 7487 7700 or dial 0 from any internal phone

Security Statement

Regent's is committed to providing a safe and secure environment by consistently seeking to find ways to promote, preserve and deliver a feeling of security, safety, and quality of service to the University, its employees, its students, and to the community to which it serves.

Regardless of our efforts to provide a safe and secure environment, there is no guarantee that a person will not become the victim of crime whilst on campus: the possibility does exist and is always present. Crime prevention on the University grounds is not just the responsibility of Regent's; it is a shared responsibility between the individual and Regent's. Students and staff must accept responsibility for helping the University maintain a safe and secure environment and report any incidents in a timely manner.

Regent's encourages all individuals who attend, work or visit the University to follow basic personal and property crime prevention procedures for yourself and for those around you. Please become familiar with the various services and procedures that are outlined in the Security Policy document which you can find on the University Intranet. The Intranet can be accessed on any campus PC, or remotely via the [Citrix Portal](#). However, you can find below some useful advice that has been extracted from the policy.

Reporting Crime or Suspicious Activity

The University endorses a reporting policy that strongly encourages victims to report all crimes that occur within the University campus to the Facilities Manager +44 (0) 20 7487 7515 or to the Main Reception out of normal working hours +44 (0) 20 7487 7492 regardless of their nature. Crimes occurring off campus within Regent's Park should be reported to the Royal Parks Police on +44 (0) 20 7935 1259. In the case of an emergency you should Dial 999 and ask for the Police.

The prompt reporting of suspicious activity or persons can prevent crimes. If someone's actions are out of character and you become suspicious, you should report it to the Police or to a member of staff to assess the situation. **DO NOT HESITATE TO CALL SOMEONE.**

Personal Responsibilities of Regent's University London Students

Regent's students must assume responsibility for their own personal safety and the security of their personal belongings. The following precautions should be used as guidelines:

- Report all suspicious activity to the proper authorities immediately
- Never take personal safety for granted

- If possible, avoid walking alone at night, especially in badly lit areas
- If you are on your own at night when leaving the University and you do not feel secure ask at reception for one of the Security staff to escort you to the Marylebone Road
- Never leave your personal belongings such as mobile phones, handbags, briefcases, coats, wallets unattended at anytime
- If you use the University car park do not leave valuables in your car in plain view
- If you are a resident of Reid Hall Ground Floor please keep your windows closed when the room is unoccupied
- Residents of Reid Hall should lock their doors when they leave the room even for a short time

Missing Students

If a member of Regent's community has reason to believe that a student is missing, whether or not the student resides on campus, all possible efforts are made to locate the student to determine his / her state of health and wellbeing through the collaboration of the Metropolitan Police.

At the same time, Regent's University London officials shall make every attempt to locate the whereabouts of the individual through contact with friends and associates etc. If located, the student's health and wellbeing will be the utmost priority. If appropriate, referral will be made to Student Services.

If not located, the family will be notified within 24 hours of receiving the report.

Major Incident

In the unlikely event of a Major Incident you should consult the [Major Incident Management Plan](#), which is available on the University Intranet pages. Note that the Intranet can be accessed on any campus PC, or remotely via the [Citrix Portal](#).

Complaints Procedure

We hope that you will not have a need to complain about any aspect of your student experience, but should this occur please refer to the [Student Complaints Policy](#), which is available on the Registry intranet pages.

Student Participation and Evaluation

The University values student participation in various activities, as well as their feedback on academic delivery and services.

Arrangements for student feedback and how the University uses it

It is expected that students will give informal feedback on an ongoing basis as and when appropriate, perhaps via your Tutor, Head of Programme, or the Student Union office.

Student feedback questionnaire systems are in place to provide us with your feedback concerning modules and programmes. Institutional surveys are conducted periodically. Alternatively you can feedback comments through your student representative to the appropriate committees / meetings.

Student Representation on Committees

The student representation system is an important part of the learning experience at Regent's University London. It is helpful if students organise themselves as soon as possible each term to ensure that they are represented appropriately. Acting as a 'student rep' requires a significant commitment of effort and time but is very rewarding.

Getting Involved with Student Representation

At induction or at the beginning of the term, you will have the opportunity either through the Student Union / Council or by mutual agreement between students studying on the same cohort to engage in 'student rep' activities.

Committees, Meetings and Events

The following list outlines some of the forums you may be asked to attend as a 'student rep':

- Senate and Senate sub-committees
- Programme Committees
- Student Union / Council Meetings
- Validation and Review Events

Senate and Senate sub-committees consider University strategic and operational matters, and policy development.

Programme Committees consider any academic issues relating to specific programmes and their content.

Student Union / Council Meetings consider a wide range of student related University and School activities from welfare to social and sporting events.

Validation and Review Events concern the (re)approval of programmes by the University.