

# Getting started FAQs– for new and returning students

## September 2022

### **Frequently asked questions about completing online enrolment:**

#### **Why do I need to enrol?**

[Online Enrolment](#) is our process to gain your commitment and confirm your studies at UEL. It's like signing-up for an online service: you confirm your personal information and check it's accurate; you choose your options; agree to terms and conditions; and pay your tuition fee.

#### **What is enrolment?**

[Online enrolment](#) involves confirmation of the details you entered on your application form; paying your tuition fees; registering your course modules; and agreeing to the terms and conditions for your course of study. Once complete, you will officially become a student of the University of East London.

#### **I'm a current student, so why do I need to enrol again?**

If you've met your learning outcomes and can progress to the next stage of study, you will need to re-enrol for the next academic session and confirm your personal details, tuition fee payment, register for modules and accept the terms and conditions for your course of study.

#### **Where do I find my invitation to enrol?**

You will have received an email from UEL inviting you to complete online enrolment. The email will have been sent to the email address you provided on application, if you're a new student. If you can't see it in your inbox, please check your junk email too. If you're a returning student, please check your UEL student email account.

#### **How do I complete online enrolment?**

If you are a new student, please [complete online enrolment](#) by checking your personal email account and following the steps on how to set up your UEL student account and password. You will then be able to log onto [UEL Direct](#) to complete the process. You can also follow the step-by-step guide in our undergraduate and postgraduate handbooks.

If you're a returning student, please check your UEL email for you invite to enrol for the next academic session. You will receive this once your results have been ratified and released.

#### **I'm having difficulty completing the enrolment process, where can I go for help?**

You can access a number of help and support pages and videos on [Track My Future](#) and you can also contact the Student Hub by logging your enquiry on MyPortal (using your UEL log in details) or calling them on +44 (0)20 8223 4444 Mon-Fri 9am – 5pm.

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### **I can't change the country in my personal details despite pressing the 'edit' button.**

Please send a picture of your photo ID and your UEL student number to [slhd@uel.ac.uk](mailto:slhd@uel.ac.uk) and will change it for you. If you would like to speak to someone, please call 020 8223 4444.

### **What address do I use where it says "contact address"?**

This is address where you will be living in the UK. It is also known as your "term time address" You must have a contact address to obtain letters for the Bank and Council Tax.

### **I'm a returning student, can I enrol if I don't know whether I have passed my modules yet?**

You will only be invited to enrolled once your results have been ratified and released.

If you have been sent an email invite to enrol, then please follow the instructions to complete your online enrolment.

You can view your provisional results n Moodle four weeks after submission. Your final results can be accessed in your UEL Direct once these have been confirmed by an Assessment Board.

### **Can I defer enrolment if I want to take a break from studies?**

You will need to confirm your decision in writing. Please go to [myportal.uel.ac.uk](http://myportal.uel.ac.uk) to submit a request. You will receive an update by email within 10 working days.

### **Where do I find my Student Support Number (SSN)?**

When you reach the payment section of your enrolment task, if you have applied for Student Finance and had your loan approved, you will be prompted to input a Student Support number, which you should find on your Student Finance Entitlement Letter. It starts with 4 letters, then 8 numbers and another letter at the end (e.g. AAAA12345678B).

If you applied for a Masters or Doctorate Loan, then please send this letter to the Credit Control team on [creditcontrol@uel.ac.uk](mailto:creditcontrol@uel.ac.uk). If you have any other problems with the payment section of the enrolment task, please contact the Student Hub on 020 8223 4444 for further support.

### **I'm a new student, how do I gain my UEL Student ID Card?**

The first issue (and any replacement Student ID Cards thereafter), will be provided to students by post.

You will need to provide a photograph and a UK based term-time address in order for your student access card to be posted to you.

More information about ID cards can be found on [Track My Future](#).

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### **Frequently asked questions about finance and fees:**

#### **How can I pay my tuition fees?**

If you are a currently enrolled student, you can view your statement and pay your Tuition Fees by card or PayPal through [UEL Direct](#) at any time. You will need your student number and password to use this method.

If you are not yet enrolled, please [visit our Fees and Funding advice page](#) for help. If you are making a payment on behalf of a student, you can make payments against their Tuition Fees account via the following link; <https://epay.uel.ac.uk>. You must have the Student's ID number and date of birth to log in. If you have any additional queries, please contact our Credit Control team on 0208 223 7333 or at [creditcontrol@uel.ac.uk](mailto:creditcontrol@uel.ac.uk).

#### **I have paid my fees, so why am I being asked to enrol?**

If you have been invited to enrol, you need to complete your enrolment whether or not you are asked to pay your fees. Once you get to the payment task, if it is still asking you to make additional payments, please contact the Credit Control team on 0208 223 7333 or at [creditcontrol@uel.ac.uk](mailto:creditcontrol@uel.ac.uk) for further assistance.

Please note that if you are a returning student who has previously made payments for modular credits that you did not pass and now need to retake, you will need to pay fees to retake these credits. Please refer to the [Tuition Fee Policy](#) for further details or our '[Fees and Funding' advice pages](#).

#### **I would like to pay my fees in instalments - what options are available?**

Please refer to the 2021/2 [Fees Policy](#) for the self-funding payment options.

#### **I have read the fees policy, can I have an alternative payment arrangement?**

We are unable to agree any alternative payment arrangements.

#### **Can I get a discount if my fees are paid in full?**

Yes - if your fees are paid in full when you complete your online enrolment, a 5% Early Payment Discount is automatically deducted from the amount due. The early payment deadline is 14 days before term starts.

#### **When is the deadline to pay my fees?**

Payment in full, or an agreement to pay in instalments, during online enrolment is a pre-requisite of enrolment and any outstanding debts owed to the University must be cleared in full before

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commencement of the enrolment process. The deadline for enrolment and therefore fee payment is 14 days after term starts.

Payment is only deemed completed when UEL has received the cleared funds in its bank account. Payment can be made by electronic transfer of funds into UEL's bank account, by banker's draft or by debit or credit card. UEL will not accept any payment by cash or personal cheque.

Failure to pay your fees by the enrolment deadline date may result in offer holders losing their place of study at UEL or continuing students being withdrawn from studies.

### **I have recently made a payment and it is not showing on my record?**

If you paid by card online, it takes 24-48hrs for the payment to be downloaded onto your account. If you paid by Bank transfer it takes 3-5 working days for the payment to be received and allocated to your account.

### **My funding from Student Finance has not been approved yet - how can I complete my online enrolment?**

As part of the enrolment task you may need to complete a 'Student Loans Company (SLC) Assessment Form'. The Student Money Advice and Rights Team (SMART) will then assess your eligibility to receive Student Finance and will contact you within a few days to advise how to complete your enrolment.

### **I should have received a Scholarship or Alumni Discount but it is not showing as being deducted from my tuition fee due?**

If you meet the terms and conditions to qualify for the Alumni discount or have been awarded a Scholarship (fee waiver), this should have been automatically deducted from your tuition fees. If not please email [studentfunding@uel.ac.uk](mailto:studentfunding@uel.ac.uk) to raise a query for this discount to be applied.

### **I have applied for a Postgraduate (PG) Loan to pay my fees, but I haven't received approval confirmation yet - how can I enrol?**

If you are unable to provide confirmation of an approved PG loan, please refer to the 2022/3 [Fees Policy](#) for details of the self-funding payment options.

### **I am using a personal/private loan (paid directly to me) to pay my fees, how can I enrol?**

If you are using personal/private loan funds to pay your fees, you should enrol as self-funding. Please refer to the 2021/2 [Fees Policy](#) for details of the self-funding payment options.

### **I applied for a Scholarship and have not received a decision on the outcome?**

All scholarship outcomes will be emailed 3-4 weeks after the closing date of the application deadline. If you have not had an email response after this period please email [studentfunding@uel.ac.uk](mailto:studentfunding@uel.ac.uk) with your full name, student number and name of the scholarship you have applied for.

### **My student finance has been rejected, what do I do?**

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Please speak to a member of SMART during our drop-in sessions or book an appointment so your circumstances can be assessed and advised upon. Further information: [Contact SMART](#).

### **Can I enrol for my next year of study if I have an outstanding tuition debt from last year?**

In order to re-enrol on a second or subsequent year of a programme you must have paid all tuition and bench fee related debts to from earlier academic years.

### **I have an outstanding tuition debt. How can I clear it?**

To resolve an outstanding debt, please contact our Credit Control team on 0208 223 7333 or at [creditcontrol@uel.ac.uk](mailto:creditcontrol@uel.ac.uk).

### **Is it too late to apply for Student Finance?**

If you are relying on Student Finance to fund your studies, then we recommend applying for Student Finance at the earliest opportunity, as late applications can cause delays to your enrolment or withdrawal of your enrolment record. For further advice and support regarding Student Finance, please contact our Student Money Advice and Rights Team via the Student Hub on 020 8223 4444 or [log an enquiry on MyPortal](#). If you want to switch to self-funding or are applying for a Masters/Doctorate loan, then you can either choose the self-funding option on the UEL Direct payment task and make payment there or, speak to our Credit Control team on 020 8223 7333 or at [creditcontrol@uel.ac.uk](mailto:creditcontrol@uel.ac.uk) for further advice about payments and payment plans.

### **My tuition fees are being partially paid by a sponsor. How can I pay the remaining fees?**

Where the sponsor is paying only part of the fees, the student must pay the balance due before or at enrolment, according to the same arrangements that apply to [self-funding students](#). Should your Fee Sponsor refuse to pay your tuition fees for any reason, at any time, you will be responsible for the outstanding tuition fees. Please contact our Credit Control team on 0208 223 7333 or [creditcontrol@uel.ac.uk](mailto:creditcontrol@uel.ac.uk).

Will Student Finance be informed if I change my course or mode of attendance?

After your course has started, you can still update your personal details online. However, if you intend to change your course, repeat a year, suspend your studies or if the fee you're being charged changes, then you'll need to ask the University to inform Student Finance. This should be done automatically once the amendments to your record have been made, however if this is not the case, please call SMART on 0208 223 4444 to speak to a duty advisor, or to request info on our drop-in appointments

### **My funding from Student Finance has been approved. When will my maintenance funding/postgraduate loan be paid into my bank account?**

Once you are fully enrolled (including receipt of UEL ID cards) and the academic year has started; your confirmation of registration will be sent to Student Finance. Your Student Finance online account will then show updated payment dates within 24 hours. If it has been longer than 5 working days since the above criteria have been satisfied, and your Student Finance is not showing up-to-date information, then please [contact SMART](#).

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### **How can I find out if I am entitled to student loans for the upcoming year?**

As a 'UK Home' student, you may be able to apply for a loan to cover the cost of your tuition fees, which will be paid directly to UEL. There are no up-front fees required. Repayment only starts after you finish your course and are earning over £27,295. If you haven't finished repaying your loan after 30 years, repayment will be automatically cancelled. You can also apply for a loan to help with living costs such as food, travel and accommodation. How much you can borrow depends on where you live and study, and whether you are currently on welfare benefits. To apply visit [www.gov.uk/student-finance](http://www.gov.uk/student-finance).

### **Why can I not see my course when applying for Student Finance?**

If you are unable to find your course on the Student Finance website, please contact the Student Hub for further assistance, and we may be able to provide you with a Student Loans Company course code which you can use when you are applying. If the course is not on the Student Finance system, we will notify our Courses and Systems team to look into this issue further. You can contact the Student Hub on 0208 223 4444 or [log an enquiry on MyPortal](#).

### **Student Finance are not paying my tuition fees due to previous full-time study, can you help me?**

Depending on your circumstances, you can submit a 'Compelling Personal Reasons (CPR)' case to Student Finance, which if approved could allow you to access one more years' worth of funding. You will need to write a statement explaining the reasons why you had failed / had to take a break / withdrew from your studies for a particular academic year. You will also need to submit evidence e.g. medical letter. It would be advisable for you to speak to a SMART Advisor for further advice: [Contact SMART](#)

### **How do I find out more information about SMART Bursaries available to students?**

You can apply for Bursaries each academic year subject to eligibility criteria. Please see the following web page for further information: [SMART Funds](#).

### **If I have an emergency, is there any financial assistance?**

Some assistance may be available for first year full-time undergraduate students, who are not in receipt of their student finance. You must speak to a SMART Advisor during our drop-in times or book an appointment to explain your circumstance. You will need to present evidence of unforeseen financial hardship. For further information: [Contact SMART](#)

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## **International student FAQs about visa's and compliance:**

### **I'm a new international student, where can I get help with my Visa and immigration?**

If you are a new student, you can access our immigration advice once you have been invited to CAS Shield. You will be able to contact ISA by logging into your [CAS Shield Portal](#), ensuring you have login details (email and password) to hand.

You can also contact external agencies that can provide advice, including :

- [UKCISA](#) - The University of East London is a member of UKCISA who an advisory body for international students in UK
- [UK Visas and Immigration \(UKVI\)](#), part of the Home Office provides information on immigration rules and useful advice on visa application processes
- [The British Council](#)

### **I'm an international student, how can I access support with my visa and immigration advice?**

Our dedicated [International Student Advice](#) (ISA) Team are available to offer free, confidential support and guidance to all prospective and current students.

### **I am a current international student, can I extend my student Visa?**

It is possible to extend your student visa, although you must meet the following requirements:

- Have a satisfactory attendance/engagement record
- Have made satisfactory academic progress in your studies
- A good credit history with the University
- Up-to-date with tuition fee payments

A CAS will not be issued to students who have not made the required academic progress, or who are asking for further time to pursue their studies as a result of previous non-submission of work and/or failure to undertake required examinations. A CAS will not be issued to students who have outstanding tuition fee debt.

Please note that these conditions only apply to Tier 4/Student Visa holders.

### **Can I extend my visa to attend graduation?**

You cannot extend your visa based on graduation, but you can apply for a visitor visa to attend from your home country.

### **Can I travel outside the UK on my student visa?**

As an international student it is important to be aware of any impact your trip may have on your studies and your visa before you travel. Please follow all legal advice and guidance on [travelling outside the UK on a student visa](#).

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### **How can I book an appointment with an International Student Advisor?**

To book an appointment with an International Student Advisor, please contact the Hub directly at [Internationaladvice@uel.ac.uk](mailto:Internationaladvice@uel.ac.uk)

### **What is my “Confirmation of Acceptance for Studies?”**

Your Confirmation of Acceptance for Studies (CAS) is an electronic record that the University produces for the Home Office and it is required for your Student visa application. [Find out more](#)

### **How do I get my CAS?**

You will be issued with a CAS by email once you have met the academic conditions of your application, paid the required tuition fee deposit and passed the necessary Pre-CAS checks (if applicable to you). For more information on visa applications and CAS, visit our [website](#).

Detailed information about applying as an international student is available on our website

### **How can I receive my CAS letter?**

If you require or need to renew a CAS letter, please contact [PBS@uel.ac.uk](mailto:PBS@uel.ac.uk)

### **How can I renew my CAS?**

To renew your CAS please contact [pbs@uel.ac.uk](mailto:pbs@uel.ac.uk)

### **I have submitted all my documents, but I am still waiting for my CAS, what should I do?**

If you have submitted all documents, paid the deposit required and completed any additional international checks required, the admissions team will be working hard to issue your CAS letter. Please note that a thorough check is required before the CAS can be issued.

In order to be ready for your CAS you will have had to do the following:

1. Upload all documents to meet any outstanding academic conditions.
2. Paid the full deposit payment outlined on your offer letter.
3. Booked and passed a pre-CAS interview if required
4. Submitted maintenance documents if required
5. Submitted TB certificate (UKVI approved tuberculosis test certificate) if required.

Once all of these steps are complete, the admissions team will complete the necessary checks to ensure that your CAS can be issued. Please note that they aim to issue within 5 working days once you have passed all the relevant checks.

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### **I won't meet the conditions of my offer until shortly before my course starts. Will there still be time to arrange my CAS number and visa?**

Refer to our [International Deadlines webpage](#) for further information on admissions deadlines. If you are unable to meet these deadlines, then you will be advised to apply for the next available intake. Please request a deferral through the 'Contact Us' tile in the Applicant Portal - a link is in your offer letter.

### **What Right to Study documents do I need to submit?**

There are several documents you must submit for your right to study to be approved. You must submit your passport bio information page and your passport front page, photo page, name and signature. You must supply evidence of your entry to the UK (e.g. UK Border date stamp on your entry vignette in your passport or your boarding pass if the UK Border did not stamp your passport). If you have a BRP, a copy of the front and back of your BRP. If you do not have a BRP card or have not yet collected your BRP, please provide a copy of the visa documents you used to enter the UK, accompanied by the UKVI visa application decision letter. If you applied for your visa in the UK and are waiting for a UKVI decision on your visa application, you will require a copy of the visa application submission confirmation from UKVI. For more information visit our [Immigration and Compliance pages](#).

### **How do I submit my Right to Study documentation?**

To submit your [Right to Study](#) documentation, log into your [UEL direct](#) account and upload your documents as per the instructions in the 'Right to Study Check' under the 'My Task' tab.

### **If I am on a student visa, can I bring my dependants (partner, spouse, children) to the UK?**

If you already have a student visa in the UK, then it is possible to bring your dependants to the UK. However, the rules only allow for you to be joined by your partner and your children, and there are various requirements that they would need to meet. [Find out more](#).

### **I am on a student visa can I invite my friends to visit me in the UK?**

The student visa in the UK rules, do not allow for visits by friends, only by your partner and your children, and there are various requirements that they would need to meet.

### **I am on a student visa. Can I change my course or add a placement?**

Your Student visa allows you to study the course that is outlined on your Confirmation of Acceptance for Studies (CAS). Therefore, if you want to change your course, you may need to obtain a new Student visa first. [Find out more](#).

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### **I have been withdrawn from my studies. What does this mean for my visa?**

If you cease to be a student, the International Compliance team are legally required to inform UK Visas and Immigration (UKVI). The International Compliance team will email you when they have notified UKVI. This is the University's legal requirement as a Student visa sponsor.

Your Student visa will become invalid and subsequently be curtailed (cancelled) by UKVI. You will be given 60 days to either leave the UK or make another visa application in another immigration category, if you are eligible to do so.

If you need further advice, please email [internationaladvice@uel.ac.uk](mailto:internationaladvice@uel.ac.uk) or book an appointment with an adviser via the Hub on 0208 223 4444 or via the 'Enquiries' section of the student portal.

### **I have been forced to repeat modules as a part-time student. How does this affect my visa?**

Any changes to your studies may affect your visa. Please contact an International student Adviser by email at [internationaladvice@uel.ac.uk](mailto:internationaladvice@uel.ac.uk) or book an appointment via the Hub on 0208 223 4444 or via the 'Enquiries' section of the student portal, so that an adviser can provide you with the necessary immigration advice.

### **I need advice on applying for a new student visa/ changing your visa, who can I speak to?**

If you wish to apply for a new student visa in the UK, then you can make an application to the [International Student Advice Team](#) or log an enquiry on [MyPortal](#).

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## **Frequently asked questions on module selection:**

### **How do I view my modules?**

You can view your registered modules in your [UJEL Direct](#) account, under *My Programme* and then *Module Registration*.

### **Can I choose my modules?**

Most modules are core (compulsory) and cannot be changed. Core modules are registered automatically and can be viewed in your [UJEL Direct](#) account. If you have a choice of optional modules you will be sent an email inviting you to select your modules in [UJEL Direct](#) before term begins.

### **How do I know if my modules are core or optional?**

Modules are marked with either a 'C' or an 'O' to tell you whether they are core or optional in the *Module Registration* page of your [UJEL Direct](#) account.

### **When should I select my optional modules?**

You should select your optional modules before term begins. This will give you access to your online learning materials in Moodle and to your classes in your online timetable. If you haven't selected your modules by the end of the second week of teaching then we will select them for you.

### **Can I change my optional modules once I've selected them?**

Please contact us if you would like to change a module that you have previously selected in UJEL Direct. Contact information is given at the top of this page. Modules can be changed until the end of the second week of teaching. Unfortunately, we cannot change your modules after this point.

### **Why do I receive an error message?**

An error message may pop-up on screen if you have selected an incorrect combination of modules or too many/too few modules. Instructions are provided on screen to help you, such as "Please choose one module" or "You must select 80 credits worth of modules". In this case, please review your selection and add or remove modules as appropriate.

### **I can't add a module as I haven't passed a different module. What should I do?**

In order to select a module you may need to pass another module first. For example, to select "Intermediate Design" you must have passed "Introductory Design". These are called 'pre-requisite' modules. If you see a message like this when selecting your modules in UJEL Direct, please

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select a different module if there are other optional modules to choose from. If there are no other modules to choose from, then you may be required to take the module in a later year or term once you have passed the pre-requisite module. Please contact us for support. You may also wish to discuss your module registration with your Course Leader or Academic Advisor.

### **I am resitting some of my assessments. Can I still select my modules?**

Unfortunately, modules cannot be provisionally registered for the next academic year if you are undertaking resits. Once resit results have been published, your modules will be registered for you or you may receive an email inviting you to select optional modules online.

### **I need help with my module registration**

Our advisors will be happy to help you over the phone, via your student Portal or at any Hub desk. Just scroll to the top of this page for further details.

### **Frequently asked questions about starting events:**

#### **What is the Kickstarter programme?**

The virtual Kickstarter programme is a mandatory event that you're expected to attend a few weeks before your course starts. The programme provides advice and guidance on setting up your UEL account, completing online enrolment, what to expect from your academic studies, as well as specific sessions for our international students.

#### **What is the pre-arrival event?**

Our virtual pre-arrival event takes place the week before your course induction on campus and provides the opportunity to hear directly from your school, get classroom ready, find out more about living on campus, understand more about the student support and services available to you and much more about the university experience at UEL.

#### **What is my course induction?**

Your course induction is a mandatory event that forms part of your induction and welcome to university life. It's a chance to meet your course leader, peers and understand what resources, tools and support you need for success in your studies.

As part of your course induction, you're also highly encouraged to take part in the fun social activities and events that take place on our campuses to welcome you warmly to UEL and give you a taste of the full university experience.

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### **What if I miss these events?**

If you miss the Kickstarter event you will be able to catch up for up to four weeks by registering on the event link.

Unfortunately, if you miss our pre-arrival event and your course induction you won't have the opportunity to catch up with these. That's why it's important to check your personal and UEL emails regularly and keep key dates in your diary!