

## Student Advice & Support Centre

QA Higher Education's Student Advice & Support Centre is the first point of contact for all student support enquiries. Students can contact the team in person, by phone or email to raise queries and seek support or guidance on various topics. The team will also be able to refer you to specialist teams for additional support and guidance.

### Services Support and Advice Centre Opening Hours

#### London Rosebery Avenue

Monday to Thursday	08:30 – 19:30
Friday	08:30 – 17:00
Saturday	09:00 – 17:00
Sunday	Online only 9.15 - 15.15

#### Birmingham

Monday to Thursday	08:30 – 19:30
Friday	08:30 – 17:00
Saturday	09:00 – 17:00
Sunday	Online only 9.15 - 15.15

#### Manchester

Monday & Wednesday	08:30 – 17.30
Tuesday & Thursday	08:30 - 19:30
Friday	08:30 – 17:00
Saturday	09:00 – 17:00
Sunday	Online only 9.15 - 15.15

#### Contact Details:

Email: [QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com)

Phone: +44(0)204 579 6407

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## Enrolment and re-enrolment

All students must be enrolled to study at QA Higher Education. After accepting your offer with us, you will be sent instructions to complete your pre-enrolment via email. Once completed, the enrolment team will process and complete your enrolment. You will then be given your timetable for your classes.

Ahead of your vacation period, you will be invited to complete your re-enrolment by the Enrolment Team.

For any queries regarding enrolment, please contact the Enrolment team via email: [QAHE.Enrolment@qa.com](mailto:QAHE.Enrolment@qa.com).

For any queries regarding re-enrolment, please contact the Registry team via email: [onlineenrolment@qa.com](mailto:onlineenrolment@qa.com).

## **Accommodation**

Where you live is a big part of the student experience. It might be your first time living independently and there's lots for you to think about before you move into your accommodation. For any queries regarding accommodation, please refer to [Accommodation | QA Higher Education](#).

## **Student ID cards**

Your Student ID card is a vital part during your time studying at QA Higher Education. Student ID cards will be distributed in the classroom by a member of staff. All students must always display their ID cards whilst on campus and make themselves identifiable when requested by a staff member. Your Student ID card will allow you to access the library, along with borrowing books for your studies.

For any replacement Student ID cards, please contact the Student Advice & Support Team. This is subject to a £10 reprint charge.

## **Letters**

After confirmation of registration (which is after two weeks of classes), you will be able to access your letters on your [QA student portal](#).

[Guide to access your student portal/ letter](#)

### **Enrolment letter**

Proof that you are an enrolled student on your course. This document will be updated automatically after the initial two weeks of classes - there is no need to request it.

### **Council Tax Exemption Letter**

Students should send a request via email to the Student Advice & Support Centre team. using their University email address. Please ensure your personal information & address details is accurate and up to date at all times. Letters take up to 5 working days to be processed but can take longer during busy periods around enrolment.

If you have further queries regarding letters, please contact the Student Advice and Support team via email [QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com).

## **Changes to personal details**

You must have your personal details (address, contact number this includes mobile number) updated on the [QA student portal](#). For any additional queries or support please contact Student Advice & Support Centre: [QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com).

## Timetables

You can now login to your timetable and on campus computers using the same details.

You can only access your timetable if you have physical classes in your current semester.

This is the link you need to use to access your timetable:

<https://ttportalqalive.com/2425/ADlogin.html>

Your username is the account username you received by email in this format:

[QAStudentid@qahe365.com](mailto:QAStudentid@qahe365.com).

For example, if your student ID is 2000001, your account username is [QA2000001@qahe365.com](mailto:QA2000001@qahe365.com). You would have received your password in a second email following your account username for student network.

You can also access computers on campus using these details! If you cannot find the details, try searching your personal email address (these are sent shortly after your first enrolment) for emails from: [Noreply@qahighereducation.com](mailto:Noreply@qahighereducation.com).

If you cannot find them, or your password does not work, please contact us on [QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com), and we will start the process of reset for you.

All students are reminded to check their timetables regularly as any changes would be reflected through your timetable with up-to-date changes.

## How to navigate on Semestry and see my timetable

If you need help using Semestry and viewing your timetable, take a look at: [How to view my schedule in Semestry](#).

For online Webex sessions, you can access your session through this link: [QAHE Online Webex](#). For further guidance and support on accessing your online sessions, please refer to this [video guide](#).

If you are having issue to connect with Webex codes or the app, please contact Student Advice & Support Centre Team via email on [QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com) or call 0204 579 6407.

## Change of programme /Mode of attendance/ Groups

We understand a person's circumstances can change. This includes changing from one programme to another, taking some time out away from your studies or leaving your programme early. Should you ever find yourself in a situation like this, we are here to help you. The Student Advice & Support Centre Team is here to help you access support that would be helpful to you and enable you to make an informed choice about what to do next.

If you would like to request a change including change of programme, mode of attendance, change of groups or change of campus, please see below instructions:

- If you are currently studying in your **1<sup>st</sup> Semester**, you will need to submit your request to the Student Advice and Support Centre Team ([QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com)) no

later than teaching week 4. Any request made after teaching week 4 will need to be submitted to the Registry team ([QAHE.Registry@qa.com](mailto:QAHE.Registry@qa.com)) but request will be considered only at the start of Semester 2 of teaching.

- If you are currently studying in your **2<sup>nd</sup> Semester**, you will need to submit your request to the Registry Team ([QAHE.Registry@qa.com](mailto:QAHE.Registry@qa.com)).

All requests must be sent from your university email address and should detail the reason why you would like to request a change. If you do not have a valid reason, we will not be able to proceed with the process of change.

**Please note** changes are subject availability on programme, group or campus.

## Attendance

QA Higher Education encourages students to attend all classes and will monitor attendance in line with the university partners Attendance & Engagement policy. It is important that you attend all your timetable classes, to be able to progress on your programme. But in extreme cases, students who do not attend may be withdrawn from the programme.

Attendance team monitors your student attendance and will send you alerts once you have reached a certain number of absences. Any queries, please contact the attendance team [qahe.attendance@qa.com](mailto:qahe.attendance@qa.com).

Your attendance will be confirmed to SFE (Student Finance England) once you have completed and attended your extended induction. The Registry team will send all your attendance information to main campus, who will then release the information to SFE. Any queries, please contact the registry team [qahe.registry@qa.com](mailto:qahe.registry@qa.com).

**Non-attendance may result in withdrawal from the programme.**

## Extensions on assignment deadline

If you are unable to submit assessment work by the assessment deadline due to illness or mitigating circumstances, you have 3 options available:

1. **Extension** - work can be submitted 2 weeks after the deadline (coursework only)
2. **Deferral** - work is submitted in the next submission period (exams and coursework)
3. **Self-certified extension** – work can be submitted up to 5 working days (1 week) after the deadline (coursework only)

To apply for mitigating circumstances, you must complete this form in full: [Mitigating Circumstances Request Form](#). The form is fillable so if you click Fill & Sign you will be able to complete it online.

Please specify:

- Which of the above options (1,2 or 3) you are requesting

- Which module and assessment this applies to
- The submission deadline of the assessment
- A description of your circumstances and reason for requesting mitigating circumstances
- Supporting evidence

Please note that applications cannot be processed without supporting evidence unless you are applying for a self-certified extension, which you can only request for up to three assessments per academic year. If your circumstances are confidential, you may wish to speak with the Welfare Team ([qahe.welfare@qa.com](mailto:qahe.welfare@qa.com)) and obtain support from the team.

Please return the form and evidence to: [QAHE.uormitigatingcircumstances@qa.com](mailto:QAHE.uormitigatingcircumstances@qa.com).

Please bear in mind we are receiving a high volume of applications so delays may occur. For this reason, please note that if your request is approved your 2-week extension or your 1-week self-certified extension will start from the day of the official deadline even if you receive the outcome later on. Please keep working with these deadlines from the original date in mind.

If you have any additional questions please contact:

[QAHE.uormitigatingcircumstances@qa.com](mailto:QAHE.uormitigatingcircumstances@qa.com)

## Academic team

Your lecturers contact details and office hours (if applicable) are listed on each module page on your academic portal.

In addition, you have access to the Academic Help Hub:

[QAHE.AcademicHelpHubRoehampton@qa.com](mailto:QAHE.AcademicHelpHubRoehampton@qa.com)

The [Academic Help Hub \(AHH\)](#) is now available online via Webex as well as email. If you have a general academic query and need guidance outside of class, or have a personal support need, why not speak to one of the Academic Help Hub Advisors?

One of your academic team is just a click away, click on the [Webex link](#) at the times below, no need to book:

### Webex details and times:

The Webex Link is the same every day:

<https://qa-learning.webex.com/meet/QAHEWebex233>

	Morning Timeslot	Afternoon Timeslot	Link to join
Monday	10:00-11:00	16:00-17:00	<a href="#">Click to join</a>
Tuesday		15:00–16:00	

		16:30-17.30	
<b>Wednesday</b>	10:00-11:00	16:00-17:00	
<b>Thursday</b>	12:00-13:00	16:00-17:00	
<b>Friday</b>	10:00-11:00	14:00-15:00	

Or alternatively, send them an email: [QAHE.AcademicHelpHubRoehampton@qa.com](mailto:QAHE.AcademicHelpHubRoehampton@qa.com)

All this information can be found on the ACE page on Moodle, just [click here](#).

For any technical Webex issues, please contact the Student Advice & Support Centre Team via email [QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com) or call 0204 579 6407.

## Resits and Retakes

What does a '**Resit**' outcome mean?

The resit outcome means that you have not achieved the pass mark in one or more of your modules. You now have another chance at this assessment. You must complete this work to progress on to your next level/stage of study or to receive the full award.

What does a '**Retake**' outcome mean?

The retake outcome means you must take all the learning and assessment activities in the module again. This may incur paying an additional fee to take the module. For any questions regarding additional fees for retake modules, please contact [QAHEFinanceSupport@qa.com](mailto:QAHEFinanceSupport@qa.com).

Resit and retake module assessment submission must be submitted via the correct links. If you face any difficulties with submission, please contact the academic enquiries team via email [uoracademickenquiries@qa.com](mailto:uoracademickenquiries@qa.com).

## Student Portal IT Helpdesk

If you require support to access your student portal, please contact **Roehampton**:

Email: [moodle.partnerships@roehampton.ac.uk](mailto:moodle.partnerships@roehampton.ac.uk)

Phone: 0208 392 5006

## QA PCs and laptops

At our campuses, we offer students access to PC's and laptops via ED Domain login.

You will be issued with ED Domain login details via email once you're fully enrolled. These are also the same details you use to login to your timetable.

If you cannot find the details, try searching your personal email address (these are sent shortly after your first enrolment) for emails from: [Noreply@qahighereducation.com](mailto:Noreply@qahighereducation.com).

If you cannot find them, or your password does not work, please contact us on [QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com), and we will start the process of reset for you.

## **The Academic Community of Excellence (ACE) Team**

Our ACE Team is here to provide you with guidance on many aspects of academic life and achieve excellence in your course.

This includes helping to learn skills such as:

- your academic and digital development
- navigating your virtual learning environments
- accessing online resources
- analysing data with Excel
- computing skills

We provide support to students via:

- One-to-one appointments
- Online workshops
- Virtual Learning Environment (VLE)

For further information on ACE including how to book appointments, please click [here](#).

## **Student Futures and Careers**

Our Student Futures and Careers service is available to all students who study with us.

When you come to study with us, you receive in-depth advice and assistance with your career development. We want you to achieve your ambitions, make the most out of your experiences, develop your skills and to help you manage your future career.

For further information, please refer to our [careers site](#) or request further info by emailing [yourcareers@qa.com](mailto:yourcareers@qa.com).

## **Finance**

When you study at university you need to ensure that you can support yourself financially. Eligible students can apply to Student Finance England (SFE) to cover tuition fees and maintenance loans. Tuition fees are the payments for your university course and are paid directly to the university. Maintenance loans are payments for your living expenses and are paid directly to you.

For further information, please visit our [Student Finance webpage](#) or contact them via email [QAHEFinanceSupport@qa.com](mailto:QAHEFinanceSupport@qa.com) or call 0203 504 3399.



## **Student Welfare Team**

We want to ensure that your time here at QAHE is a safe and happy one, so we have a dedicated Welfare Team, Mental Health Practitioner and Counselling Service in place for your support.

The Welfare team will be able to provide support in several ways. For further information, please visit [Student Welfare webpage](#).

## **Student Relations**

The Student Relations Team are based on-campus in London, Manchester and Birmingham. The team and its voluntary Student Ambassadors work to engage with students and assist the running of student-centred events across campus. The team runs Freshers Week, social events, hosts competitions, cultural events and activities.

For any questions please email: [Student.Relations@qa.com](mailto:Student.Relations@qa.com).

## **Student discounts**

As a student you are eligible to sign up to various student discount platforms, allowing you to get discount across a wide variety of retailers.

Totum Card (NUS) – a paid card that is valid for 3 years, find out more [here](#).

UniDays – register with your university email address for a range of discounts. Find out more [here](#).

Student Beans – register with your university email address to access discounts. Find out more [here](#).

Transport For London Oyster card- A student oyster card allows you to have discounted travel around London on public transport. To apply please complete the following steps:

- Go to [tfl.gov.uk](https://tfl.gov.uk)
- Select 18+ Student Oyster Photocard
- Create an Oyster Photocard account
- Choose QA Higher Education for study establishment
- Add the student number you use to access your online timetable beginning with 000, 10 or 20 (also found on your student ID card)

For further information on student discount information, please refer to the [Student Welfare Financial Guide](#).

## **Library Services**

Students studying with QA Higher Education have access to both the QA Higher Education libraries and the university partner library. Librarians will support you in getting the most out of those resources.

For further information on Library Services, please visit our [Library Webpage](#) or access the [QAHE Library Portal](#) directly.

## **Graduation**

Graduation is a significant milestone for every student; it gives you the platform to springboard to achieving career ambitions and shaping your future aspirations. Once you complete your programme you will receive information about graduation from Roehampton University.

For any additional queries please contact: [collaboratives-registry@roehampton.ac.uk](mailto:collaboratives-registry@roehampton.ac.uk).

## **Certificates**

These will be sent to QA Higher Education London campus within approximately 15 weeks of completion and exam board verification. They will be distributed to the relevant campus who will email you when they are ready to collect/post. For any additional queries please contact Student Advice & Support Centre team: [QAHE.SASC@qa.com](mailto:QAHE.SASC@qa.com).

## **Interruption /Withdrawal of studies**

Get Back On Track (Registry Retention Team)

Are you struggling to engage with your course or considering withdrawal but unsure of the implications or options available to you? If yes, then our Get Back on Track team are here to support you. Please send an email to [QAHE.GetBackOnTrack@qa.com](mailto:QAHE.GetBackOnTrack@qa.com).

We're here to help you understand the options that are available to help you overcome the challenges you may be facing and reach your full potential throughout all stages of your academic journey, all the way through to achieving your degree.

We're here to offer support and guidance to any students who may be struggling to engage with their course - be that with short term challenges with attendance or struggling to meet assignment submissions or other requirements of the course.

The team will arrange a time to discuss the challenges and offer personalised advice based on your unique student journey and can offer practical solutions if you feel you are unable to continue your studies at this time. Our team works closely with the University Student Support teams alongside Academic Management teams to provide personalised support based on your individual situation.

We can provide detailed information on the process of Taking a Break in Studies, a withdrawal or alternative processes such as mitigating circumstances. During these

discussions we'll also discuss any implications of the options to help you make an informed decision on the most suitable option for your situation.

## **Quality**

The feedback of our students is at heart of what we do. We are always looking for ways to improve the student experience for current and new students. We encourage all students to partake in giving feedback via:

- Capture feedback via student committee meetings (via student reps)
- Attends student forums and focus groups
- Module and programme surveys
- Online student surveys

For further information, please contact the Quality Assurance Team via email on [QAHEHaveYourSay@qa.com](mailto:QAHEHaveYourSay@qa.com).

## **Complaints**

Our Complaints Procedure is in place for any prospective or current student/learner to complain about any service QA Higher Education provides.

For further information on how to submit a complaint and our complaints procedure, please refer to our [QAHE Complaints](#) page.

## **Policy and procedures**

Here's where you can find all of our Higher Education policies and procedure documentation for you to download. Please visit our [policy and procedures](#) page for further information.