



**London
Birmingham
Manchester**

The Compliance Team

Student Guide
October 2024

qa.ulster.ac.uk

Welcome to Ulster University branch campuses!

Our teams are here to support you during your time as a student with us and help you with the tools to achieve in your academic studies.

The Compliance Team works to maintain the Ulster University Student visa sponsor status with the UK Home Office while supporting international students.

Attendance

You may be familiar with attendance being monitored through percentages. This is **not the case** at Ulster university. We monitor attendance through contact points. One class each week will be randomly monitored, this is known as a contact point. Should you miss a contact point then you will receive an email warning you that you're putting your sponsorship at risk.

Missing 4 four contact points leads to a meeting with a member of the Compliance team. They will assess whether you have a reasonable explanation surrounding your absences. Should you not provide a reasonable explanation nor attend the meeting then you will face severe repercussions in terms of your sponsorship.

As a result, Compliance advise you attend all classes in a full and timely manner. You must contact Ulstercompliance@qa.com if you are unable to attend your physical or your online class due to severe sickness, hospitalisation or another incident. You must provide your student ID number and details of the class being missed. You may be asked to provide further evidence of the information given. We are unable to mitigate any of the following absences:

- Travelling to/from work
- Working
- Traffic/transport cancellation
- National Insurance Number appointments
- Holidays during term-time period
- Religious festival/celebrations (Eid)

Any absences reported must include the reason why you are absent. If you are absent due to illness for a period longer than 3 days then you must provide medical evidence (e.g., medical certificate, hospital letter).

Right to study in the UK

All students right to live and study in the UK are checked at enrolment. Students whose visas expire before the end of their course are expected to make an in-time application and provide evidence of this to the Compliance team within 5 working days of their visa expiry date.

Students who fail to provide this evidence will have their studies suspended and risk being withdrawn from the programme.

It is the responsibility of all students to ensure that they continue to hold the right to live and study in the UK.

Any change in circumstances that may affect these rights must be discussed with the Compliance Team immediately.

Student's Responsibilities

- Provide accurate and genuine information and documents at application, enrolment and whilst on the course
- Provide your original passport, visa, entry stamp, Biometric Residence Permit using CAS Shield (qa-ulster.cas-shield.com) and other relevant documentation to QA Higher Education upon arrival at the University and when requested by the Compliance Team
- It is now student's responsibility to switch to an eVisa before December 2024
- Inform Student Services and the UKVI of any changes to contact details, including change of address, email, telephone number and next of kin
- Keep up to date with tuition fee payments
- Attend all sessions and meetings, including advanced practice and dissertation meetings with your supervisor in line with our Attendance Policy
- Endeavour to complete your studies within the allocated timeframe, if not sooner
- Promptly notify and provide the Compliance Team of any likely changes or updates to your immigration status or application for immigration permission in the UK
- Work only as permitted by the UKVI and providing both your timetable and term dates to your employer
- Comply with any other conditions set by the UKVI, including registering with the Police
- If required, renew your immigration permission prior to your visa expiring, and providing the Compliance Team with proof of an in-time application

Other Queries

Letters

All letters must be requested through the **Student Advice and Support Centre** team. All letter requests should be raised from your university email address and include your student ID reference, and full name to QAHE.SASC@qa.com. Student's run the risk of being ignored should they not follow these instructions.

Enrolment letters can be requested from the online store on your Ulster University portal.

If requesting **bank letters**, check that the bank provide the service to international students before making the request, stating the name of the bank, and confirming the UK residential address.

If requesting a **council tax exemption letter**, include your full UK residential address. Responses and the letters will be sent to your university email address.

Contact the Student Advice and Support Centre team

Email: QAHE.SASC@qa.com

Tel: 0204 579 6407

Student discounts for travel

18+ Student 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
- Create an account
- Apply for 18+ Student photo card
- Choose QA Higher Education for study establishment

16-25 Rail Card

If you're a student aged 16 – 25 years-old, or a mature student studying over 15 hours a week for at least 20 weeks a year you are eligible to apply. You can apply online or in person.

How to apply

If you're aged 16 – 25 and want to apply in person visit your nearest rail station to pick up an application form. Ensure you have 2 passport photos and your student ID card ready for verification at the station.

If you're 16 – 25 and want to apply, online go to 16-25railcard.co.uk. You will need a credit or debit card to pay, a valid international passport or UK driving license and a digital passport style photo for uploading.

If you're a mature student and applying online you will need proof of your eligibility. Download and print the Mature Student declaration form from 16-25railcard.co.uk/are-you-eligible or ask for one from the Student Advice and Support Centre. Hand this to the team to be verified with the official University stamp. If you need it to be scanned and sent to you please ask, as you will need to upload this as part of your application. You will also need a scanned copy of your Student ID card and a digital passport-style photo. You can then begin the application at 16-25railcard.co.uk.

Emergency travel

During your studies, if you need to travel in term-time due to an emergency, you must inform the Compliance Team, provide evidence and complete the Emergency Travel Requests form via this link: [Emergency travel](#)

You will need to wait for an approval before you make any arrangements to travel, as travelling before the request being made will lead to it being rejected. Emergency leave can only be considered under medical grounds, bereavement of direct family members, your marriage or the marriage of a direct family member. You should give 5 working days' notice of the request. You will be asked to provide further evidence of the information given.

You will not need to request to travel during academic holidays, as you can use your term letter and academic calendar to confirm your authorisation to work or travel in the holiday period. Your term letter is uploaded to your student portal automatically by the Student Advice and Support Centre; please refer to the academic calendar to confirm your holiday periods – this is also included in the term letter.

Finance

Queries about how to pay your tuition fees, deposits, late payments, remittances, or any other related issues, contact QA Higher Education Student Finance Support team.

Email: QAHEFinanceSupport@qa.com

Tel: 0207 656 8450

Changing contact details

Students who need to confirm changes to their contact details such as their UK residential address, telephone numbers, personal email, or emergency contact person, should contact the Student Advice and Support Centre team.

Email: QAHE.SASC@qa.com

Tel: 0204 579 6407

Student ID Card

Students requiring a student ID card to prove that they are an Ulster University student should contact the Student Advice and Support Centre team.

Email: QAHE.SASC@qa.com

Tel: 0204 579 6407

System difficulties

University email/Virtual Learning Portal access

Details to access your university email address will be sent to the personal email address that you enrolled with, titled 'Registration Complete'. This will occur when your university's main campus forwards your completed enrolment data to the QA Higher Education Registry team.

This can happen up to 2 weeks from the date of enrolment.

Check if it has gone into your spam/junk email folder. Your university email address, student ID and password are used to access your university portal.

Check with QAHE.Registry@qa.com or contact the Student Advice and Support Centre team.

If you are having problems accessing your portal (VLE) when you receive the details, please contact the Library Team at library@qa.com in the first instance, who will be able to determine whether your access issue requires referral to your university partner.

Logging on to remote classes and studying online

If your classes are online, the links to your Webex classes and other sessions, will be posted on your virtual learning environment (VLE) such as Moodle or Blackboard as well as in your timetable. Try logging on well before the start time to check your connection. The session may not be fully open until the host is present but often you can sign in 5-10 minutes beforehand.

Not sure if the link is correct? – Double check what is posted on the VLE/timetable, and the university support line also on your VLE. In case you cannot see the Webex sessions in your timetable clearly make sure you read and follow the timetable guide online. Within the class session communicate with your lecturer if you are having difficulties.

Difficulties within the session? Contact Webex support:

Tel: +44 (0)345 074 7958 or email QAHEOnlineLearning@qa.com.

Resits/Retakes & Graduate Work Visas

Resits/Retakes

Students who are required to resit or retake modules should discuss with the Compliance Team whether they will require a visa extension to complete their studies.

A CAS can only be issued if the student meets the following conditions:

- The student meets UKVI visa requirements at the point of CAS issuance
- The student has further learning/submissions prior to their visa expiring
- The student has good attendance and engagement on programme
- The student has paid all tuition fees, including any retake fees
- Please note that CAS issuance needs to be approved by Ulster University

Student Permission Sponsorship Withdrawal

In addition to withdrawal of sponsorship for non-absences or non-engagement, where a student will be out of studies for more than 60 days, excluding defined holiday periods, this will result in withdrawal of sponsorship. For example, where a student has retakes for semester 2 and will not have any learning to undertake during semester 1.

In these instances, a student may be eligible for a new CAS subject to prior attendance, engagement and financial standing. Students may be required to leave the UK prior to further CAS issuance.

Graduate Route Visas

For students wishing to apply for a Graduate Route visa at the end of their studies, the university will only be able to report students as successful completers when they meet the following conditions:

- The student's final assessments have been presented and ratified at an
- Exam Board
- The student has successfully completed the programme as detailed on their CAS
- The student has current Student Route immigration permission
- The student has paid all outstanding tuition and library fees
- The student is in the UK

Contact information

Service	Contact Details	What they can help with
Student Advice & Support Centre	QAHE.SASC@qa.com	Letter requests Student ID Timetables
Registry	QAHE.Registry@qa.com	Exams Course changes Withdrawals
Programme Administrator	UUAcademicEnquiries@qa.com	Course Information Extenuating circumstances Grades and retakes
Attendance Team	QAHE.attendance@qa.com	Attendance/absences
Finance Team	QAHEFinanceSupport@qa.com	Student Finance
Compliance Team	UlsterCompliance@qa.com	Visa enquiries Attendance queries Appendix D changes Change in Campus/Course
Library Services	library@qahighereducation.com	Books Printing Computers
Welfare Team	qahe.welfare@qa.com	Disability service Counselling Pastoral support
Student Futures & Careers	YourCareers@qa.com	Workshops Appointments Career support
Ulster IT Helpdesk	Servicedesk@Ulster.ac.uk	IT technical issues Resetting passwords
The ACE Team	ace@qahighereducation.com	Academic skills and resources Workshops One-to-one appointments



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