



Student Handbook 2019/20

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 your timetable, please email The Hub in the first instance:

hub@regents.ac.uk.

Library and Learning Services

The teams in the Library and Learning Services (Learning Technology and Media Services) provide a range of facilities 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. The printed journal collection is located on the first floor. On the first floor you will also 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.

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 Library at Park Campus, and can be borrowed for use outside the library.

Please leave feedback for either library at: library@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-ins, tutorials and 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 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 0203 075 6161 or email MSDMP@regents.ac.uk.
Open Monday - Friday: 09.00-17.00.

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 <https://go.mydaycloud.com>

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: <https://www.regents.ac.uk/about/international-partnerships/international-partnerships-office>

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

The **Outbound** student mobility is supported by

- One to one and group 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 a wide choice 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: ipo@regents.ac.uk

The **Inbound** study abroad/exchange students are supported and assisted to have a memorable study abroad experience at Regent's. We guide 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, IPO team deals with organising short courses and international events such as the 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: ipo@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.

Registry

The Registry is responsible for providing a comprehensive service to all University students from enrolment to graduation, and administrative support for all the University programmes.

The responsibilities of the Registry include:

- Enrolment, registration, progression;
- Assessment results, awards and conferment;
- Maintaining student and staff timetables;
- Examination scheduling;
- Co-ordinating student feedback systems and programme committees;
- Develop and monitor areas of academic quality to enhance the academic experience of our students and ensure our courses meet national benchmarks, including module and programme changes, as well as validations, revalidations and accreditations;
- Student appeals, extenuating circumstances and break-in-studies requests;
- Co-ordinating external examiners;
- Student attendance monitoring;
- Oversee the University's responsibilities as a Tier 4 sponsor in line with UK Visas and Immigration (UKVI) requirements;
- Provide free advice and information on UK immigration related matters to students.

The Registry is comprised of three teams:

- Student Records and Timetabling
- Academic Quality, Awards and Assessment
- Student Immigration and Compliance Services

Contact Details

- Room Bookings | roombookings@regents.ac.uk | 0207 487 7611
- Student Immigration Advice | visas@regents.ac.uk | 0207 075 6244

- Student Immigration Compliance | visacompliance@regents.ac.uk | 0207 075 6151 or 0207 487 7452
- Student Attendance | studentattendance@regents.ac.uk | 0207 075 6151 or 0207 487 7452

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

For all other enquiries, please contact the Student Hub, hub@regents.ac.uk

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, this can also be accessed by scanning the QR code below:



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](#)

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.

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. Support for pregnant, new parent and students with caring responsibilities
- Support if you are under 18 years old.

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

Diversity

Regent's University London is committed to providing a supportive and safe environment for all students to study in, including any student who identifies as Lesbian, Gay, Bisexual, Transgender and non-binary, Queer, Intersex, Asexual+.

This might be the first time thinking about your sexual orientation or gender identity, in which case, there is reassurance to be had in knowing that the university seeks to create a safe environment for you to question and explore, by supporting a policy of diversity and equality for all staff and students.

Transgender and Non-binary Students

We recognise the unique issues faced by transgender and non-binary students, both in a university environment and in the wider community. You can discuss any concerns or practicalities relating to your time as a student and your personal gender identity with Student Support.

For more information on support that the university provides, please visit:

<https://www.regents.ac.uk/lgbt-at-regents>

Pregnant, new parent and caring responsibility students

We want to ensure that all our students are able to participate fully as equal members of the learning community at Regent's, and will make every opportunity to support you if you are pregnant, a new parent, or you have caring responsibilities.

Upon disclosure of this to the Student Support team, and subsequent to providing relevant documentation, you will be provided with a Student Support Agreement which will provide you with reasonable adjustments to help support you with your studies.

Careers and Entrepreneurship Support

Situated in the Hive collaborative workspace in Tuke building, this part of the Student Services team offers Matrix accredited careers and enterprise education, information, advice and guidance.

Consultations

All students will benefit from an initial consultation with a careers advisor in their first weeks on campus. Based on their individual interests, students will, guided by their advisor, develop knowledge and networks in their sectors and roles of interest, e.g. fashion, finance, professional services, psychotherapy, or starting up a business. Unlimited appointments are available to current students and alumni.

Help with applications

Those looking for internships, placements, or graduate positions will be signposted to workshops which will help them succeed at every stage of the selection process including CV and cover letter writing, interview (including video interviews) and assessment centre preparation, networking, LinkedIn and numerical and verbal reasoning. They have access to the vacancies shared by our business relations team on the online [StudentHub](#), as well as multiple other resources, and they will be trained to run application campaigns in the UK and other major economies. The team also handles all placement related statutory health and safety checks and risk assessments for programmes with a compulsory placement.

Start-up advice

Those looking to start their own business will be invited to workshops to cover the practicalities of starting up in the UK and beyond. Events, such as entrepreneurship week, the Alumni Dragons Den, and the annual London Venture Crawl, round off this comprehensive offer. The Hive also offers finalists and alumni a collaborative workspace and community, which includes start-up advice and masterclasses, student consultancy services, and a bookable hot desk space – and upon graduation, support with a graduate start-up visa.

Consultancy projects

Those looking to complete a consultancy project as their capstone, will receive support in developing practical consultancy skills, as well as help with sourcing suitable projects.

Events and masterclasses

Each semester a number of masterclasses (held by industry specialists), seminars, networking events and fairs will be organised on campus. They offer an invaluable opportunity to find out about employment prospects in different industries and business

sectors and to develop a professional network. At our hiring breakfasts, employers who currently seek students via the StudentHub vacancy board (Internships or graduate jobs) get introduced to (and given the opportunity to interview onsite) students right away.

Mentoring

Final year and postgraduate students are given the opportunity to be paired with a mentor throughout the duration of their course, as part of our long-running joint alumni/careers mentoring scheme. Students will be matched (wherever possible) with mentors whose careers or interests overlap with theirs, but experience has shown that diverse pairings often offer the best results.

In addition to regular face-to-face contact with our expert staff, the team in the Hive offers a wide range of online resources including Skype appointments to help students in their job search. These include advice sheets, videos and self-assessment tools. All this is open 24/7/365 on StudentHub to current students and alumni.

Contact details:

Bookings: <https://hub.regents.ac.uk/>

Location: Tuke 008 (The Hive)

Instagram: [regentscareers](#)

LinkedIn: [Regent's University London Careers & Business Relations](#)

Twitter: [@RegentsCareers](#)

Tel: +44 (0) 207 487 7419

Email: careers@regents.ac.uk

Achievement Officers

Your Student Achievement Officer can help you get back on track if you are concerned about your grades, if you missed a deadline, or if you are struggling to maintain your attendance. During your meeting your Student Achievement officer can help you compile a submission plan, discuss methods to improve your engagement, and recommend other university services that would benefit you. This support is tailored to you, one to one, confidential, and ongoing for as long as you require.

Personal Safety

Your safety while studying at Regent's University London is hugely important to us, both on and off campus. We want to ensure that you have all the necessary safety information and tips to make the most of your student experience in London.

London is generally considered as safe as any large city around the world. However, it makes sense to be aware of the potential threats you may face and to know how to be safe. Remind yourself of this advice when you go out, and use your common sense to avoid

becoming a victim of crime. London is an exciting place and we want you to enjoy good experiences whilst living here.

For more information, and for tips on staying safe please visit:

<https://www.regents.ac.uk/information/for-current-students/services-and-support>

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 also launched 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

Student Immigration Advice

The Student Immigration Advice Service provides free and confidential advice and information on UK immigration-related matters.

Please do not hesitate to email us should you need student immigration advice – visas@regents.ac.uk

If you would like to book an appointment to seek advice from us in person, please contact The Hub – thehub@regents.ac.uk

Further information about our services can be found here: <https://www.regents.ac.uk/study/international-students/visa-advice-and-guidance>.

Student Immigration Compliance

It is your responsibility to ensure you have a valid visa that permits study.

Failure to hold a valid visa that permits study throughout your period of study will result in withdrawal from your studies at Regent's University.

If during your studies your immigration status changes, you must inform the Student Immigration Compliance team immediately – visacompliance@regents.ac.uk. Original evidence of new immigration permission will need to be seen in order to update your student record.

Tier 4 (Student)

If you are on a Tier 4 (Student) visa, you must also understand and comply with the responsibilities of your student visa: https://www.regents.ac.uk/sites/default/files/2018-12/tier-4-compliance-reminder_july-2018.pdf

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

UK immigration rules and regulations are subject to change, often at short notice. It is your responsibility to check the visa requirements.

Further information and guidance on UK immigration and visa regulations is available from the [UK Home Office](#) and the [UK Council for International Student Affairs](#) (UKCISA).

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 also make an appointment in the Student Hub.

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. 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, which may include withdrawal of campus and IT services including prohibiting entry to the campus. Debt may also be passed to an external debt collection and interest may be charged.

Late payment is not sufficient grounds to have absences removed and University services may be withdrawn due to non-payment.

Payment plans are available for degree-seeking programmes. Payments are made by recurring card payments in three instalments. This can be arranged through the online enrolment process. You will need a debit or credit card to use this facility, for further information see regents.ac.uk/pay online

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. 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 : <https://www.regents.ac.uk/study/how-to-pay/refunds-policy>

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:

<https://www.regents.ac.uk/study/scholarships-funding-and-bursaries>

Future Finance loans

Future Finance is an alternative lender for UK and EU students. All undergraduate and postgraduate degree students are eligible to apply for a Future Finance loan. Please note, approval of the loan will be subject to Future Finance's own criteria.

For more details, please visit our website:

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

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:

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

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 2019-20](#).

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

As an institution of higher education, Regent's University London's disciplinary policy and procedures are designed with the aim of providing guidance and good practice in areas of student behaviour as well as for invoking fair and appropriate sanctions in the case of non-academic misconduct. Through the Student Disciplinary Policy, every effort is made to provide clear information to staff and students on how allegations of misconduct are addressed and to ensure that these are addressed in a way that is transparent and fair.

The University recognises that inappropriate behaviour may result from the student's inability to solve a problem or manage a situation appropriately. The University, through its Student Support officers, offers guidance, including referrals for counselling, to those students who may be in this situation. Where possible, such issues are addressed in the first instance, at a local level. If this is not possible, issues will be drawn to the attention of the Head of Student Services or a nominee. Ultimately, the student must accept responsibility for his / her behaviour and the consequences that result. 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 2019-20](#) 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](#).

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 and Privacy

The University is committed to protecting and respecting your privacy. The University holds and processes information about employees, students, and other data subjects for academic, administrative and commercial purposes. Any personal information collected will be processed and safeguarded in accordance with the Data Protection Act 2018 which incorporated the General Data Protection Regulations (GDPR) (EU 2016/679).

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

Health and Safety and Environmental

The University is committed to high performance levels with respect to Health & Safety. Everyone has responsibility within the institution for their own Health and Safety. As an academic institution we 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 familiarise yourself with the various procedures that are outlined in the [Health & Safety Policy](#) document.

Smoking is only permitted in the designated smoking areas at the Park Campus. Marylebone Campus doesn't have a designated area for smoking, which is only allowed outside the gate. Please show consideration for our neighbours.

Fire When the alarm is activated you will hear a long and uninterrupted bell sound. Please follow the procedure below to evacuate the building by the nearest exit.

Don't collect personal belongings.

Do not use the lifts.

You should not attempt to put out the fire. Do not put yourself at risk. Evacuate the immediate area, quickly and calmly – DO NOT RUN.

Fire Marshals will help to ensure each area is evacuated therefore please follow their instructions.



If you are unable to evacuate or require assistance in evacuating the premises please notify Student Services so that help can be arranged.

Proceed to the nearest Assembly point unless otherwise directed by the Fire Brigade or Police and stay there until instructed by the Incident Coordinator or Fire Marshals that it is safe to return to the building.

Fire Alarm Weekly Test

Please note the times of the test below. Please do not evacuate during this weekly test unless the alarm continues to sound for longer than this then please proceed to evacuate the building to the assembly point(s) for the relevant campus.

Regents Park Campus - **Fridays at 12:00 for 10 secs.**

Garbutt Place **Tuesdays at 14:00 for 10 secs.**

Paddington – **Tuesdays at 14:15 for 10 secs.**

Procedures



It is important that you familiarise yourself with fire exits and fire signage around the campus as well as, the location of fire alarms call points on each floor of the building.



Please note these points should only be operated in an emergency and that the Fire Brigade will be called. These will release the access controlled doors and close all fire doors automatically.

Be aware that some fire exits on campus have security bolts, which can be easily pushed open by hand.

What to do in the event of an Accident

In the event of an accident causing an injury, you must ensure that the injured person is being cared for and request a Qualified First Aider by either phoning 2222 from any internal phone or by dialling 020 3075 6222 externally.

Even in the event of a not serious injury, please always report accidents to security who will complete the relevant forms.

Do not move the injured person if they are unable to move by themselves.

Do not call the ambulance yourself, the attending first aider will do so if deemed necessary.

In Reid Hall, there are Emergency Call Points in the middle of every floor. You can reach security directly by using these in case of an emergency.

First Aid

First Aiders are available by phoning 2222. They have a First Aid Box in their location, which is easily accessible.

For access to the First Aid room which is located in Darwin basement, please also contact Security on 2222.



What to do in the event of an Incident

Report any near misses to facilitieshelpdesk@regents.ac.uk. A near miss is when you slip or trip over something e.g. a cable or raised paving slab, or you had to react quickly in a way to prevent injury or damage, or something happened in that moment that almost caused an incident. We record these in order to rectify the fault and to prevent another person injuring themselves.

Environment

We are continuously working to reduce our impact upon the global environment for the benefit of future generations and have a number of initiatives and objectives running here at Regents.

Waste - You will find recycling and general waste bins located throughout the campus.

Please recycle as much as possible, equally do not put general waste in the recycling bins.

We also collect food waste and glass separately. Please contact the Estates & Facilities department on ext. 7500 for more information or email them on facilitieshelpdesk@regents.ac.uk.

Lights - Switch off lights in your rooms when you leave.

Water - Ensure the taps are not left running after use.

Security Policy

Student Identity Cards

Your health and safety is very important to us, and one aspect of this is the importance of all students having an ID card while on campus. These allow you to access the University campuses and can also be loaded with money to spend in the catering outlets on campus. Students have to carry their cards with them at all times because anyone without these will be not be granted access to the campus and will have to purchase a new one from the security control room adjacent to the main reception. The card will be printed while you wait. Once you order your new card, your old card will be disabled.

Please note that you may be asked to show your ID card if it is not displayed to justify your presence on University premises.

The Main Reception is staffed 24 hours a day and can be phoned on +44 (0) 20 7487 7700 or dialled on 7700 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 security team based in the Control Room, adjacent to the main reception. 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, please contact the Student Services team immediately. All possible efforts will be made to locate them, to determine his / her state of health and wellbeing through the collaboration of the Metropolitan Police.

Major Incident

In the unlikely event of a Major Incident the University has a [Major Incident Management Plan in place](#).

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.

[Ith regards to disability rights under the Equality Act 2010](#)

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.