
SECTION 3: ENROLMENT AND REGISTRATION

3.0 Introduction

In order to become a full member of the University, every student has to take part in enrolment and registration procedures, which to date, takes place in the two weeks before the commencement of the academic year.

All students are admitted to the University on the understanding that they will undertake to observe the Charter, Statutes, Ordinance and Resolutions of the University, and also abide by the rules and regulations the University makes for students from time to time. Details of these regulations can be found in the University Calendar.

3.1 Management of the Welcome Pack

Preparation and distribution of the Welcome Pack is the responsibility of Student Services and Systems for all students:

- Undergraduates
- Postgraduates
- Postgraduates (Research)

3.2 Enrolment Sites

The main enrolment and registration process takes place in the Medical Biology Centre (MBC).

3.3 Enrolment and Registration Process

The process is a four-stage event.

- Stage 1 **Academic Enrolment**
- Stage 2 **ID and Qualifications**
- Stage 3 **Finance** (payment of tuition fees)
- Stage 4 **Student Card Issue** (a photo is digitally captured at registration)

(i) Stage 1 – Academic Enrolment

New students are required to enrol at the time and place stated on the letter from their School or Institute which has been scheduled with Student Registry Services. If there are unavoidable circumstances which make it impossible for students to keep the appointment allocated, they should contact their School or Institute.

Returning students, in liaison with their School, arrange to complete academic enrolment within an on-line environment.

(ii) Stage 2 – ID and Qualifications

This stage involves the capture of:

- A student's home and term-time addresses
- Emergency contact details
- Identification check
- Entrance Qualifications check - students may update their qualifications online. For this part of the procedure students bring the following items of information:
 - Photographic ID – only a passport or driving licence is acceptable.
 - Original evidence of qualifications, not visible within the on-line registration environment.

(iii) Stage – 3 Finance (payment of tuition fees)

This stage involves the processing of tuition fees. Cash will not be accepted at any of the enrolment sites. Staff from the Student Finance Office are available at the enrolment site to assist with all financial queries.

(iv) Stage 4 – Student Card Issue

Once all other stages of the Enrolment and Registration process have been completed new students will have their image captured and presented with their Queen's Smart Card. Returning students automatically have their card revalidated for the incoming academic session.

Qualifications on Entry to University

For non-UCAS students, the University requires original evidence of any A-levels, National and Higher National Certificates and Diplomas, Access/Foundation Courses, GNVQ, previous degrees or any amendments or additional qualifications,

3.4 Maintaining the Student Record

University records, which include personal and academic information about students, must be recorded accurately in the University's Student Information System (QIS) in line with the requirements under the Data Protection Act 1998 and in order to provide consistent lists for administrative and operational purposes.

It is recommended that students check the information within Qis as early as possible into the start of the academic year and periodically thereafter to ensure their records are accurate and relevant, particularly module enrolment (where applicable), as it is essential to maintain accurate course information for examinations and assessments.

Postgraduate students must inform the Postgraduate Office of any changes to academic details. Changes to *personal details* may be updated online or communicated to the Information Desk in the Student Guidance Centre.

3.5 Full-time and part-time Study

Undergraduate students are defined as full-time if they take 5 or more modules in an academic year. Full-time students normally study the equivalent of 3 modules in each semester, but

Advisers may permit students to register for the equivalent of 4 modules in a semester if this is deemed as appropriate.

Undergraduate students are defined as part-time if they take less than 5 modules in any academic year.

Research students are defined as full-time if they are required to spend an average of at least 21 hours a week over a period of more than 18 weeks within a consecutive 12-month period on their research.

Research students are part-time if they spend less than 21 hours a week over a period of 18 weeks within a consecutive 12-month period on their research.

Research students cannot change their status partway through an academic year without the approval of their supervisor and of the School Postgraduate Research Committee.

The requirements for full-time and part-time registration for taught postgraduate courses vary between individual courses, depending on their structure but Schools will coordinate these, in and around the main enrolment period.

3.6 Registration for more than one programme of study

Full-time students may normally only be registered for one degree, diploma or certificate at any one time, except where a School's regulations permit simultaneous registration. Full-time students may, however, with the permission of their Adviser of Studies, register for courses¹ in the School of Education (Open Learning) or for Non-Specialist Language Training courses.

Full-time students must not be registered at any other university unless, exceptionally, the Head of School and the student's Personal Tutor / Adviser of Studies have given permission.

Part-time students may register for other courses if their Adviser of Studies gives them permission.

Research students may not register for any other course of study leading to a degree, diploma or professional qualification without the agreement of their supervisor and Head of School, and the permission of the School Postgraduate Research Committee. Such permission will normally only be granted in exceptional circumstances and for a short fixed period of time.

¹ Other than the BA by Part-time Study

3.7 **Changes to Module Enrolments**

Changes to module enrolments in first and second semesters must be finalised as follows:

Students can make changes to their own enrolments until 2nd week of term. After that date, the School must log the changes via Sharepoint to Student Registry Services.

3.8 **Withdrawals**

Following the main period of enrolment in September each year, the process of chasing late enrolments and clearing 'redundant records' from QGIS commences.

Records associated with the *new* intake of students offered a place with Queen's but not 'registering' will be automatically removed from QGIS by 31 October each year.

A report is accessible through QGIS to assist Schools in monitoring 'notreg' *new and returning* students.

Students may decide, for their own reasons, not to re-enrol with the University or withdraw at a time within the period of their course. A student must inform the University of their decision to withdraw.

Students failing to inform the University (which may be identified by their absence from registration in September, or absence from a semester for a period of 15 days without prior approval) will be presumed withdrawn. Students who wish to re-register after being withdrawn must pay an administration charge

A student will be classified as withdrawn (after 10 working days) if s/he fails to respond to a letter from the University seeking clarification of his or her status.

If a student has been suspended for a disciplinary offence (e.g. library / fees) and has been presumed withdrawn then the matter will be held on record. The student will not be permitted to re-enrol with the University until the matter has been resolved.

3.9 **Students opting to Withdraw from the University**

Students should contact their Advisor of Studies/Tutor prior to making any firm decision to withdraw from the University.

Students should be referred to the appropriate support services by their Advisor, prior to completing a withdrawal form:

- the Student Financial Advisor (Students' Union)
- the Careers Office
- the University Health Centre
- the Counselling Service
- other appropriate support service where applicable

The student's Personal Tutor/Advisor of Studies should conduct an exit interview and arrange completion of the withdrawal process at School level via SharePoint within 5 working days of the completion of a withdrawal form by the student.

A brief account of the reason(s) for withdrawing should be provided on SharePoint with the main reason recorded.

The Personal Tutor/Advisor of Studies should then recommend that the student notifies the appropriate authority(s) which may be one or more of the following:

- Local Education Authority
- Student Loans Company
- University Accommodation Office (if living in Halls)
- Student Finance Office

If a student has been presumed withdrawn then the School should complete within 5 working days the withdrawal on SharePoint in the absence of the student following the 15 day lead-in time (as outlined in 3.8).

Withdrawing from the University may affect tuition fees/loans paid or due and bursaries; a student's position with regard to repayment will be reviewed automatically by the University.

Student Registry Services will inform the relevant authority(s) of withdrawals (ELB, SLC etc) on a monthly basis.

3.10 Refunds/Fee Reductions

The University will decide whether or not to grant any remission of liability to pay fees. A refund may be made if students have overpaid.

Up to the end of November there is no fee liability.

From 1 December to 28 February the liability is for half fees.

From 1 March onwards the full fees are liable.

The Student Finance Office should be contacted in the first instance on ext 2767.

3.12 Current Requirements from Schools

- by 31 May – Projected Student Appointments for Enrolment and Registration in September.
- by 31 May – Course Maintenance updates; modules linked to Stages of a Program Plan / Sub-Plan.
- by 21 July – Student Progression determined and input into the QGIS.
- by 31 October – all mainstream student records to be fully registered and where applicable withdrawals to dealt with by 31 October.