



# Online Enrolment Guide September 2017

Academic Registry

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## Introduction to this Guide

Welcome to a new academic year at Coventry University!

This guide aims to supplement what you see on the screens as you use the Online Enrolment (OLE) system. There are also sections towards the end giving useful information on a number of issues that you may encounter throughout enrolment and in the first weeks of study here at Coventry.

If, after using this guide, you do not have the information you need to complete enrolment online, please email [enrol@coventry.ac.uk](mailto:enrol@coventry.ac.uk) for further support.

### ***Online Enrolment at Coventry University***

In order to gain full access to all the facilities the University has to offer, like the library, Moodle and lectures, you need to be enrolled.

Coventry University offers UK and European students the opportunity to enrol without leaving home by using an online system.

For international students (i.e. all students from outside the European Economic Area, including those with Tier 4 visas) the Online Enrolment process can only begin once document checks have taken place at the Student Centre, upon arrival at Coventry University. International students should follow this link to read through information regarding the documents you are required to bring with you and the University's financial policies. Find out more here: <http://www.coventry.ac.uk/international-students-hub/new-students/sept-2017-pre-arrival-information/enrolment/>

#### **Please note:**

- The final deadline for enrolment and re-enrolment on any course at Coventry University with a start date in September is Monday 16<sup>th</sup> October 2017.
- Any students who have not enrolled by this date may be required to defer the start of their course.
- Until you have enrolled or re-enrolled on your course and paid for, or agreed to pay for, your tuition fees, you will not be a student of Coventry University, and therefore not entitled to use the University facilities or attend lectures.

Once you have enrolled online you have the right to cancel acceptance by informing the University in writing within 14 calendar days after completing the online registration process or from the official course start date, whichever is later. Cancellation within this period will entitle you to be refunded any deposit/fees paid.

## **Completing Online Enrolment (OLE)**

Online enrolment consists of several sections. You will be presented with the relevant sections in the order that you need to complete them. After completing each section you may be returned to the enrolment checklist screen, before being directed to the next section that you need to complete.

### ***Uploading your photo for your ID card***

All new students will be shown a screen where you can upload a photo of yourself – this will need to be uploaded as a JPEG of up to 5MB. You can upload your photo as many times as you like up until the day your ID is printed. If you do not wish to upload the photo you have the option to skip the screen

All students will have their ID card printed from the Sports Hall in the Foundation on Campus building until the 29<sup>th</sup> September, from which date ID cards will be printed from any information point throughout the University.

## **Course Registration**

In this section you will be required to:

- **Agree** to the University's Terms and Conditions of enrolment
- **Agree** to the University's Fair Processing Statement – Data Protection 1998
- **Agree** to comply with the University's attendance monitoring requirements for Tier 4 students

## **Information Technology Registration**

### **Setting your IT password**

New students have been allocated a Coventry University username (e.g. smithj) which will give you access to the University's IT Services as well as Microsoft Office 365. Your username also forms part of your University email address e.g. smithj@uni.coventry.ac.uk which is run through Office 365 and comes with a 50 MB Mailbox.

You will be prompted to enter a password. Please keep a record of your email address, and memorise your password, as this will be the email address to which an email confirmation of your enrolment will be sent, and will also be the only email address used by the University to communicate with you during your course.

Forgotten IT passwords can be reset by going to:

<https://webapp.services.coventry.ac.uk/ITRegister>

## **Module Registration**

Your course is made up of mandatory and optional modules. For all level 1 students studying a full-time programme all modules are mandatory.

Module registration is the process by which you select optional modules (where available) and confirm the modules you will be studying on your course during the forthcoming academic year. If your course details are incorrect please refer to your Faculty handbook and contact the Faculty Registry. You will find further information regarding the selection of modules in the Guidance notes section from Page 8.

If you are a part-time student the number of modules you select will affect your fees. When you have selected your modules please proceed to the Financial Registration section.

## **Financial Registration**

By registering as a student at Coventry University you are making a commitment to pay your fees in full yourself or through a Sponsor or by a combination of these.

Students on distance or blended learning courses will be required to pay 100% of their fees before enrolment. No early payment discount is available for these courses.

If you are self-funded and paying 100% of your full-time tuition fees before the end of the enrolment period you will be entitled to a discount of 5% against your tuition fees. You will not get any discount if you are part time, on a placement, writing up or a retake year. If you are paying in full discounts will be deducted from your fees after enrolment has finished. If you have had bank charges deducted from your payment, you will need to pay the difference to claim your discount. Discounts are not available to sponsors.

If you are a sponsored student please obtain a letter from your sponsor confirming the amount of sponsorship and email this directly to the invoicing team at [incenq.fin@coventry.ac.uk](mailto:incenq.fin@coventry.ac.uk) or take it to the Finance counter situated in the Student Centre. Please submit your sponsor letter as soon as you have confirmation or at least two working days in advance of enrolling online - failure to do so could result in an invoice being raised to you personally. Should a sponsor letter not be submitted at enrolment this will result in you being blocked and subsequently excluded from the University.

Failure to commit to a payment method during Online Enrolment will result in you being issued with an invoice, followed by a financial block from the University and subsequent exclusion.

### **Home/EU Students**

You must either pay in full, set up a payment plan or provide a formal letter from your Sponsor (for example, Student Finance England or your employer), confirming your tuition fees will be paid in full or in part. If your fees are being paid in part you will be responsible for the remaining balance.

If you have applied to Student Finance England (SFE) in advance of enrolment we may have received confirmation of your loan, which will be advised during the financial registration section of Online Enrolment.

If Coventry University has not received confirmation from SFE at the point of your registration, you will be contacted shortly afterwards and asked to provide evidence of your application.

If you do not have evidence of an application, you are personally liable for your fee. You must either pay your fees in full or sign up to a direct debit scheme at online registration. You will be refunded any overpayment of your fees on request should you be successful in obtaining funding from Student Finance England.

If you have not yet applied for a Tuition Fee Loan from SFE to cover all or part of your fee you must do so now. Follow this link for information on how to apply online; [www.gov.uk/student-finance](http://www.gov.uk/student-finance).

You will be personally liable for your fee and will have to sign up to a payment plan to pay in full, in two instalments or in eight instalments at online registration until the University receives payment of your fee from the SFE. You will be refunded any overpayment of fees on request.

### **International Students**

Tuition fees are due in full for each academic year at the time of registration. You must either pay in full or provide a formal letter from your Sponsor, your employer or your embassy, confirming your tuition fees will be paid in full.

Full-time fees (self-funded) are payable 33.33% upon application, and a further 33.34% in advance of enrolment with the final instalment of 33.33% due by 8<sup>th</sup> January 2018. You can pay the remaining 33.33% fees in six instalments by recurring card payment or by direct debit at no additional charge provided you have a UK bank account and set this up at enrolment. Please note

if you do not pay your remaining 33.33% fee by this date you will be blocked and excluded, and your debt will be forwarded to a debt collection agency.

Part-time and some other overseas tuition fees are due 100% in advance of enrolment. This includes fees for retaking a module with attendance, and writing up fees. Students on distance or blended learning courses will also be required to pay 100% of their fees before enrolment. No early payment discounts are available in these situations.

## ***Contact Details***

You can view and edit the addresses already listed for you in the system and you can add new ones. You can specify up to three addresses for your home, term time and correspondence addresses.

You can add up to three telephone numbers and a mobile number that you think will be useful if we need to contact you.

It is your responsibility to maintain your contact details (address, telephone and emergency) whilst you are at Coventry University. You can access and amend these at any time by logging onto SOLAR (Student Online Academic Records) through the student portal, which you will have access to when you have enrolled.

Those students who are studying on a Tier 4 visa and who have a term time address outside of Coventry should note that they are expected to attend campus when required to do so and fully engage with their course. They should take all necessary measures to ensure that travel arrangements do not adversely affect attendance.

### **Emergency Contact Details**

You must add the name and contact details of someone that the University will notify in the event of an emergency.

## ***Disability Registration***

Students are encouraged to disclose details of any disabilities that they may have so that support can be provided where appropriate. Please contact the University's Health and Wellbeing Team (please email: [disoff.ss@coventry.ac.uk](mailto:disoff.ss@coventry.ac.uk)) for advice on getting support or applying for Disabled Student Allowance (DSA) if you have not already done so. Please note - DSA is only available to UK/EU domiciled students.

## ***Students' Union Communications***

The Students' Union is legally obliged to share certain information with each of its members ("Essential Communication"). If you do not wish to receive this information you will be required to opt out of membership of the Students' Union.

There is also other information that the Students' Union would like to send to you to support you as a student of Coventry University. To actively engage with you and keep you informed of all the services that the Students' Union can offer ("Non-Essential Communication"). These screens will give you the opportunity to opt out of receiving these Non-Essential Communications if you so wish.

## **Student ID Card Collection**

### **UK and EU students**

Once you have completed Online Enrolment you will need to visit the gym in the Foundation on Campus building to collect your ID card until the 29<sup>th</sup> September. From 2<sup>nd</sup> October ID cards can be collected from any Information Point, located in the Hub and in faculty buildings around the University. If you are arriving at the University before the first day of your course, please make every effort to collect your student ID card as soon as you arrive. If you have uploaded your photo as part of your Online Enrolment, you will still need to visit the gym to collect your ID card. Staff will check the photo and print off your card. If you did not upload your photo or if the photo is not suitable; it will be taken again at this point.

Find out more about collecting your student ID here: [www.coventry.ac.uk/study-at-coventry/get-ready/](http://www.coventry.ac.uk/study-at-coventry/get-ready/)

To collect your student ID card, you must bring the following information with you to the University:

- Your Student ID number (which was sent to you by email or shown on your offer letter/Certificate of Acceptance).
- Photographic proof of your identity and nationality (for example, your passport, national identity card, certificate of naturalisation, UK/EU residency permit). If you do not have a document with your photograph, an original copy of your birth certificate and proof of your National Insurance number will be required. Photocopied documents will not be accepted. Please see Appendix 1 for details of acceptable proof of ID and nationality.
- If relevant, an original (not a photocopy) letter from your sponsors on their headed notepaper, stating clearly what will be paid for academic year 2017/2018 on receipt of an invoice from Coventry University.
- Banking details or method of payment (if you have not paid already). The University will only accept cash payments of up to £1000, so please avoid bringing cash to make payments.
- Student Finance England Notice. If you do not have this letter, please bring your eligibility letter. We need to collect your student support number otherwise your Student Tuition Fee Loan (if you have applied for one) may be delayed. (Only if you have not entered your Student Support Number during Online Enrolment on the Finance confirmation pages.)

### **International students**

All new International students will be able to collect their ID card following document checks and enrolment in the gym in the Foundation on Campus building. Further information can be found here:

<http://www.coventry.ac.uk/study-at-coventry/get-ready/>

## ***Printing a Letter Confirming Status as a Student***

Once you have enrolled on a standard full-time course at Coventry University you can print your own status letter anytime and from anywhere, providing you have access to the internet and a colour printer.

You CANNOT obtain a status letter until you have enrolled.

A student status letter can be used to confirm that you are a student and may be required to:

- prove you are exempt from council tax,
- aid you applying for private accommodation or
- open a UK bank account.

To print your letter you will need to use the username and password provided during enrolment to log into NOVA.

You can access NOVA by visiting <https://webapp.coventry.ac.uk/nova/NovaMain.aspx> and you can find NOVA on the student portal.

Once logged into NOVA there are instructions on how to generate and print letters, there are also instructions on how and to whom to address letters.

If you are studying a part-time or non-standard degree programme such as a pre-sessional English course or 1 semester Erasmus programme, you will need to visit your faculty information point or the HUB information point to obtain a letter. Letters are generated and provided upon request and no ordering or further wait is required.

Please DO NOT request a letter at The HUB or your Faculty Information Point unless you fall into one of the above categories. If you are experiencing difficulties please visit either your Faculty information point or the central information point in The HUB.

All Information Points are open between 9am and 5pm Monday – Friday. At busy times of the year the queues may be lengthy. We may need to close the queuing system early to enable the staff to deal with students already queuing. We apologise in advance for this inconvenience.

The HUB is open until 10pm 7 days a week during term and closes at 7pm out of term. For the latest information point details, including opening hours and support available please visit our portal page:

<https://share.coventry.ac.uk/students/StudentServices/Pages/StudentInformationPoints.aspx>

\* If you are visiting the portal off campus or through your mobile device you will be asked to enter your University username and password.



## Guidance Notes

### ***Availability of the Online Enrolment (OLE) System***

OLE is available at all times, except on a Friday evening between 1700 - 1800 BST; during this time the system may be unavailable to allow for maintenance to take place.

### ***Using Online Enrolment (OLE) before you come to the University or from off campus***

It is recommended that students eligible to use OLE do so before coming to the University. Online Enrolment can be completed from any computer connected to the internet.

International students will **not** have access to OLE from home or off-campus. However, once document verification has taken place and the relevant percentage of fees has been paid, international students will be given access to OLE and directed to where they can carry out their enrolment online.

### ***Accessing Online Enrolment from home or other off-campus computer***

To access the OLE system, your computer will need:

Internet access using one of the recommended web browsers:

Internet Explorer - versions 7+,  
Firefox or  
Chrome.

The OLE system is accessed via a web link.

- For **new** students you will need the email that you were sent recently (containing the login details for the Online Enrolment system) and click on the link or go to <https://webapp.services.coventry.ac.uk/Apps/Student/0/ApplicantSignIn.html>
- For **returning** students, you need the email recently sent to you. Click on the link included; your login details are as for IT Facilities. You can also access the OLE system via SOLAR or <https://webapp.services.coventry.ac.uk/Apps/Student/0/Login.htm>

If you use a shared public computer, for example in an internet café, ensure you close your session fully so that no-one else can access your information.

### ***Accessing Online Enrolment on campus in an Open Access room***

If you have been unable to complete OLE from off campus for some reason (for example, you do not have access to a computer), you will be able to do so from any open access room on campus.

If you are a new student please check your induction week timetable for when time has been allocated for you to enrol online in your Faculty.

To access the OLE system using a computer in any open access room on campus:

- Hold down the Control-Alt-Del keys (all at the same time) to get the standard Windows login box.
- In the "User name" box type "enrolment" (no quotes), and also type "enrolment" in the "Password" box, then click on the "OK" button.

- After a short delay the computer will take you to the first page of online enrolment.
- Follow the on screen prompts.
- When you have completed online enrolment you should click on the "Log out" button so that the next person to use the computer cannot access the information you have entered.

### ***If you need to stop part way through the process***

It is recommended that you complete each section before leaving your session. Avoid stopping part way through the process as any data you have entered, or changes you have made, might not be saved and you will have to start again.

### ***What to do if you encounter a problem***

As you move through each section, validation of the data entered will be carried out and you will be prompted for any missing or incorrect information. However, if you find you cannot resolve the issue, help is available.

#### **Off campus**

If you are off campus and encounter a problem, you can email [enrol@coventry.ac.uk](mailto:enrol@coventry.ac.uk) for assistance, or alternatively call 02477 652200.

So that we can help you quickly and effectively please ensure that you provide us with the following:

- Your name and date of birth
- Your Student ID (supplied in the email advising you how to access the online system)
- Your contact telephone number in case we need to call you
- A description of the problem you have encountered

#### **On campus**

If you are on campus in an open access room in your Faculty and encounter a problem, ask your course tutor or your course support staff.

Please check and amend your details where indicated. Any information that is already there will have been provided to Coventry University during the admissions process or during any previous enrolment process.

*Please note: In the question where you are asked "Have you previously studied at HE level..."; "HE" refers to Higher Education, typically University level.*

Please check that your **name** (surname/family name, forenames/first names), is spelt correctly, as this is what will appear on **all** University documentation, including your final award certificate. This should match your official identification documents such as your passport or birth/marriage certificate. If the spelling of your name needs to be corrected, please contact [enrol@coventry.ac.uk](mailto:enrol@coventry.ac.uk) emailing a scan of a passport or birth certificate.

**Information should only be changed if it is inaccurate. Only your full name will be recorded in our records. All changes will be audited, and any information entered falsely may lead to your enrolment being terminated.**

## **Add+vantage Scheme - selection of modules**

Coventry University has developed the Add+vantage Scheme to help undergraduate students on participating\* degree courses improve their employability whilst studying at University. We have developed an extensive suite of employability modules, which are a **mandatory** component of participating\* courses. These mandatory modules will help you gain work-related knowledge, acquire employability competencies/skills and manage your career preparation.

Eligible\* students must take **one** Add+vantage module each academic year. You must register, attend and pass an Add+vantage module each year in order to pass your degree.

### **Stage 1 Students** (entering into the 1<sup>st</sup> year of your Undergraduate degree)

If you are in the first year of your undergraduate degree course of study, you must register for your Level 1 Add+vantage module **online** (via [NOVA](#)) between **Thursday 28 September (1.00pm) and Monday 02 October (5.00pm) 2017**. Further information about selecting and registering for your Add+vantage module will be provided during Induction Week. Support for online Add+vantage module registration is available at The Hub reception during the Add+vantage registration period.

When you enrol for your degree course online, you will see a Temporary Add+vantage module (A100ADD) attached to your programme. This is a 'place holder' module and will automatically be replaced by the Add+vantage module you select online during the above registration period.

**PLEASE NOTE, YOUR CAN CHANGE YOUR MODULE CHOICE ON NOVA UP UNTIL 02 OCTOBER 2017. AFTER THIS DATE YOU MAY NOT BE ABLE TO CHANGE YOUR MODULE. THEREFORE IT IS IMPORTANT THAT YOU CHOOSE YOUR MODULE CAREFULLY.**

### **Stage 2 and 3 Students**

If you have already provisionally registered online for your 2017/18 Add+vantage module, this module will automatically be attached to your programme when you go through the online enrolment process.

If you have not yet registered for your 2017/18 Add+vantage module, email [add-vantage.ss@coventry.ac.uk](mailto:add-vantage.ss@coventry.ac.uk) for further advice and guidance, or speak to a member of the information point team in theHUB or Faculty buildings.

Please note, if you are planning to take an **industrial placement/sandwich year** this academic year, do **not** register for a Level 3 Add+vantage module. You will be asked to do this in your next stage.

If you are a Stage 2 or 3 Direct Entry student of an Undergraduate degree course, please check with programme leader if you are required to take an Add+vantage module as part of your course. If you are required to take an Add+vantage module, please visit the TheHUB reception as soon as you have completed the enrolment process to register for your Add+vantage module.

### **Further Information**

For information or advice about the Add+vantage Scheme, please visit the [Add+vantage Scheme](#) webpage on the Student Portal (under the Central Careers section) or contact the Add+vantage Team: visit the Hub reception or telephone: 02477 652011 or email: [add-vantage.ss@coventry.ac.uk](mailto:add-vantage.ss@coventry.ac.uk).

\*Courses exempt from the Scheme: Occupational Therapy, Physiotherapy, Nursing (all branches), Operating Department Practice, Paramedic Science, Midwifery, Dietetics, Social Work, Youth Work, Accountancy, Accounting and Finance, Finance and Investment, Engineering, Law, International Law and Commercial Law.

# Appendix 1

## ***Applying for Tuition Fee Loan***

### **UK and Islands (for example, Channel Island, Isle of Man) Undergraduate Students (Not European Union (EU))**

If you wish to take out a tuition fee loan to cover all or part of your fees, you should apply online, **according to where you live:**

- England- [www.direct.gov.uk/studentfinance](http://www.direct.gov.uk/studentfinance)
- Wales- [www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk)
- Northern Ireland- [www.studentfinancenir.co.uk](http://www.studentfinancenir.co.uk)
- Scottish domicile students who are applying to study outside of Scotland should apply through the Students Award Agency for Scotland (SAAS) online at [www.saas.gov.uk](http://www.saas.gov.uk).

Applying by these dates will guarantee that you receive some funding when you begin your course. Assessment by the SLC can take up to 6-8 weeks at peak times and longer if your case is complicated.

If this is your first degree, you can ask for this loan to cover the whole annual fee which saves you having to find the fees up front and avoids any problems with accessing your University account. The loan is paid directly to your University in three instalments. You will not have to repay this loan until you are earning over £15,000 per year or £21,000 per year (depending on when you initially took out the loan).

Forms are still available if you have difficulty with the online process and you can download this from the same website.

Student Finance England will tell you what loans and grants you are entitled to by sending you a financial notification.

Although a tuition fee loan is paid directly to the University you have to apply for it and indicate your intention to seek a loan at this stage so that the University can record this and claim the loan to meet your fee liability. **If you cannot provide evidence of applying for this loan, you will become personally liable for the fee payment.**

### **EU Undergraduate Students**

You can contact the Student Finance Services European Team for advice about financial assistance:

EU Customer Services Team  
Student Finance England  
PO BOX 89  
Darlington  
County Durham  
England  
United Kingdom  
DL1 9AZ

Tel: +44 (0) 141 243 3570  
Email: [EU\\_Team@SFE.co.uk](mailto:EU_Team@SFE.co.uk)

Please note that European Nationals who satisfy certain residence criteria in the UK and Islands may be eligible for higher education maintenance support in England and Wales.

## **Ways to Pay your Tuition Fees**

There are several ways in which you can pay your fees:

- Credit/Debit card - any internationally recognised credit card (not American Express or Diners Card).
- Recurring Credit Card Payment - in six equal instalments from November to April by any internationally recognised credit card (but excluding American Express, Diners cards, Solo and Maestro cards). International students can pay the remaining 33.33% of their fees by this method. UK students starting their course prior to September 2012 can pay all or part of their fees in this way.
- Direct Debit - instalments can be debited from your nominated UK bank account in six equal instalments from November to April.
- Cheque - drawn on a UK bank account, payable to Coventry University. Please write your student identity (ID) number on the back.
- Bank draft - in sterling from an international bank. Please write your student ID number on the back.
- Bank Transfer - please ask your bank to include the following information as part of the transfer - your offer letter reference number or student ID number. Without the information we may have to return your payment to you at source.

The first three payment methods listed above can be completed online, <https://webpayments.coventry.ac.uk/cu/>. All other methods will require you to visit the Student Centre once you have completed the rest of the Online Enrolment process.

If you wish to pay by Direct Debit instalments from a UK bank account you will need to set up a Direct Debit agreement at the start of each academic year.

However if you sign up to Direct Debit online, the University can use this instruction to collect your tuition fees in subsequent years. Please notify Finance that you wish to do this via [incenq.fin@coventry.ac.uk](mailto:incenq.fin@coventry.ac.uk), or call 024 77 652277.

If your parents wish to pay your fees by Direct Debit in instalments, on your behalf, you can download an Adobe version of the Direct Debit mandate and submit their details by post or fax. Alternatively, please email [incenq.fin@coventry.ac.uk](mailto:incenq.fin@coventry.ac.uk) and request that a member of the Finance team send out a Direct Debit mandate to your parents' address. You can also print a copy of the mandate as part of the Online Enrolment process.

Please note: If there is any subsequent change to your Direct Debit, mailing address, or bank account details, or to the amount that you are required to pay, you must promptly inform the University's Invoice Team (part of the Finance Department) who can be contacted on 024 77 652277 or by email at [incenq.fin@coventry.ac.uk](mailto:incenq.fin@coventry.ac.uk).

Debit/credit card - you will need your debit/credit card number and expiry date.

Direct Debit - you will need your bank sort code, account number and name of the account holder. The bank account must be a UK current account (not a deposit or savings type of account).

Recurring Credit Card Payment - you will need your debit/credit card details.

Bank Transfers. Any transfer of funds to the University's bank account from outside the United Kingdom may be subject to bank charges.

### **IMPORTANT:**

If you are an international student you are responsible for ensuring your bank quotes your full name and student identification number as shown on your offer letter. If Finance receives your fees without these details we may have to return them to your bank and you may not be able to enrol.

Any bank charges must be borne by the payee and not the University.

## **Completing the Tuition Fee Section**

As you progress through each screen you will be prompted for any missing or incorrect information.

The first screen shows your tuition fee for your course, minus any sponsorship payments made, a Student Finance England (SFE) tuition fee loan or discounts applicable.

If you have applied for a tuition fee loan from Student Finance England and the information is not already displayed on the screen, you will need to input your student support notification number where requested and enter the amount of your confirmed tuition fee loan.

You will find your SFE student support number on your confirmation letter from SFE. It is located on the tuition fee page, underneath the printed barcode, confirming your payment timetable for tuition fee loan.

The second page summarises all the transactions, the amount due for payment by you and asks you to commit to a payment option.

If you have a problem completing the "Finance Registration - Pay your Tuition Fees" section of Online Enrolment, please email [incenq.fin@coventry.ac.uk](mailto:incenq.fin@coventry.ac.uk) for assistance.

### **Tuition Fee Implications for Withdrawals/Interruption to Study**

If you completely withdraw within the first term/semester within 14 calendar days from the official course start date or 14 calendar days of Online Enrolment, whichever is later, you will not be liable for tuition fees. Thereafter, you will be charged proportionally according to the Refund Withdrawal Policy and refunded according to the mechanism highlighted in section 4 of the Policy. Find out more about our refund withdrawal policy here: <http://www.coventry.ac.uk/life-on-campus/the-university/key-information/registry/withdrawal-refunds/>

Temporary withdrawals are not subject to a cancellation period. You are liable for 25% of your annual course fees if you decide to temporarily withdraw from your course within the first term/semester, thereafter you will be charged proportionally according to the refund withdrawal policy. There is no refund due for temporary withdrawal as you intend to return to study and you are liable for fees at the new fee rate on your return. The amount payable will depend on the date of formal withdrawal. All withdrawals must be notified in writing (normally on the appropriate form) to your Faculty Registrar. Full details of the policy and the procedure you need to follow are available via the student portal (Registry section).

**Please read the refund withdrawal policy and tuition fee Terms and Conditions via the following link:**

<http://www.coventry.ac.uk/life-on-campus/the-university/key-information/registry/withdrawal-refunds/>

## Appendix 2

### **Terms and Conditions**

As a condition of enrolment all students are required to abide by, and to submit to, the procedures of the University's Academic and General Regulations as amended each academic year. This includes those holding a student Tier 4 visa recognising your responsibilities to meet Home Office requirements. A copy of the current Regulations are available on the Registry web pages, accessible from [www.coventry.ac.uk](http://www.coventry.ac.uk).

The University welcomes comments on its courses from students, parents and sponsors. However the University's contracts with its students do not confer benefits on third parties for the purposes of the Contracts (Rights of Third Parties) Act 1999.

### **Coventry University Fair Processing Notice**

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**In compliance with the requirements of the Data Protection Act 1998 and General Data Protection Regulations 2016, enrolment at Coventry University Group (referred to in this document as University) indicates consent to the uses of personal data as described below.**

#### **Purpose**

The personal data the University Group collect from you will be used for the following purposes:

1. In relation to your academic development and engagement with learning opportunities
2. Where there are concerns about the health, safety and wellbeing of you or others
3. For professional conduct purposes
4. Disciplinary

#### **Sensitive Data**

The University may hold information about you which constitutes *sensitive data* as defined in the legislation, such as details about your ethnicity, disability or criminal (or alleged criminal) offences, which you have supplied to us.

The ethnicity information supplied will be used to comply with the requirements of Higher Education Statistics Agency (HESA) and equal opportunities legislation.

Health and disability information supplied may be shared with relevant staff of the University in order to provide you with the best possible support for your studies and assessments.

#### **External Disclosure**

Information about you may be disclosed to other organisations outside of the University Group as required by law (including information about your post university work or study situation), for purposes including but not limited to:

1. Crime prevention or detection purposes
2. To comply with our obligations as a sponsor of migrants licensed by the United Kingdom Visa and Immigration Service (UKVI) and any successor to it
3. Supporting your academic development and engagement with learning opportunities
4. Government agencies pursuant to a valid request and where required by the law and HESA
5. Sponsors, agencies or bodies funding your programme of study
6. Your country's high commission, embassy or consulate
7. For purposes concerning your academic progress if your education is sponsored by your government or
8. In the event that there is serious concern about your welfare, such information that is reasonably necessary to help safeguard your wellbeing

9. organisations providing or facilitating workplace, research or studies forming part of your course, professional bodies where courses are accredited

### **How we may contact you**

Please note that the University may contact you by post or by electronic means including telephone, text messages, email or any other suitable electronic method in connection with purpose as above.

### **Processing of your personal data**

We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access, loss, theft or disclosure.

### **Your Data Protection Rights**

Under the Data Protection Act 1998 and the General Data Protection Regulation 2016 you have the right to

1. make a data subject access request and this includes being provided with a copy of your personal data held by the University for a £10 statutory fee.
2. apply to a court for the rectification, blocking, erasure or destruction of inaccurate personal data relating to you.
3. exercise your right to apply for erasure of your personal data from the University Group's electronic and manual systems provided that the University does not have to retain the data for legal reasons

For more details concerning these and your other rights please refer to the Information Commissioner's Office website [www.ico.org.uk](http://www.ico.org.uk)

If you wish to make a data subject access enquiry of the University or you have complaint concerning data protection issues then please contact the Data Protection Officer at [enquiry.ipu@coventry.ac.uk](mailto:enquiry.ipu@coventry.ac.uk).

If you have any concerns relating to IT related information security please contact the Head of Information Security at [enquiry.ipu@coventry.ac.uk](mailto:enquiry.ipu@coventry.ac.uk).

If you are not satisfied with the University's proposed resolution of your complaint you have the right to contact the Information Commissioner's Office whose contact details are:

Website: [www.ico.org.uk](http://www.ico.org.uk)

Telephone; 030 123 1113 Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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## Appendix 3

### Accepted Proof of Identity and Nationality

All students must provide proof of identity and Nationality before a student ID (SID) card is issued. Please refer to the table below for further guidance.

Proof of ID NOT Nationality	Proof of ID and Nationality	Alternatively the documents below may be given as .....	All Other Nationals
<b>(UK, EU &amp; SWISS NATIONALS)</b>			<b>INTERNATIONAL</b>
Full UK Drivers Licence	Current Valid Passport	<b>A valid UK Passport</b> (showing the student as child of the passport holder)	Current Valid Passport and Visa
We can issue ID card but student will need to provide proof of Nationality at a later point		<b>Valid Passport or National Identity Card</b> That shows the student as the child of the holder - EU Nationals and Swiss Students	
		<b>Registration Certificate or Document Certifying Permanent Residence</b> Issued by the Home Office to an EU or Swiss National	
		<b>Permanent Residence Card (BRP)</b> Issued by the Home Office to the family member of an EU or Swiss National	
		<b>Current Biometric Residence Permit (BRP)</b> Issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK	
		<b>Current Passport</b> Endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK	
		<b>Current Immigration Status Document</b> Issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK, <b>together with</b> an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer	
		<b>Full Birth or Adoption Certificate</b> Together with a document giving the persons permanent National Insurance Number	
		<b>Birth or Adoption Certificate</b> Issued in the Channel Islands, the Isle of Man or Ireland, <b>together with</b> a document giving the persons permanent National Insurance Number	
		<b>Certificate Of Registration Or Naturalisation As A British Citizen</b> Together with a document giving the persons permanent National Insurance Number	
<p>A student card will be issued by a member of the Academic Registry team; when the appropriate documents are presented.</p> <p><b>Any queries please contact: <a href="mailto:enrol@coventry.ac.uk">enrol@coventry.ac.uk</a></b></p>			

**PHOTOCOPIES WILL NOT BE ACCEPTED**

## Frequently Asked Questions

### **Q. How do I know if I am eligible to enrol online?**

A. You will have been sent an email providing you with the information that you need to enrol online or directed to enrol online by a member of University staff. International students will need to enrol at the Student Centre during advertised enrolment hours.

### **Q. When can I login and enrol?**

A. You can login and enrol from receipt of your notification email. Only on completion of enrolment, will you be able to access University facilities and attend lectures (and, if you are a new student, obtain a student ID card).

### **Q. I know my login details but I still can't login?**

A. Please check:

- i) That your web browser can support the Online Enrolment system. The recommended browsers are Internet Explorer versions 7+, Firefox or Chrome.
- ii) That you are not trying to access the system during the scheduled maintenance period, which is Friday 1700 – 1800 British Summer Time (BST)
- iii) Please ensure the date of birth you are using to log in is correct.

Please try logging in again and if there is still a problem, please email [enrol@coventry.ac.uk](mailto:enrol@coventry.ac.uk) for advice on how to login.

### **Q. Will it take long to complete?**

A. The whole process should take no more than 10-15 minutes. It will help if you have all your payment details to hand.

### **Q. I have no access to the internet – how can I enrol?**

A. UK/EU students may use any Open Access room on campus, although it is suggested that you use the ones in your Faculty. International students will need to go to the Student Centre for document checking and then to the gym in the Foundation on Campus building to enrol during advertised enrolment hours.

### **Q. My personal details are incorrect, but I cannot change them. What do I do?**

A. Please continue to enrol and complete the sections you can. Once you are enrolled any errors to personal details can be updated by the Academic Registry team. As some details can only be changed by Academic Registry staff, during enrolment students should visit the Help Desk based in the Old Gym in the Foundation on Campus Building.

### **Q. I am a returning student and have forgotten my IT Facilities user ID and password, what can I do?**

A. If you are a returning student you can change your password by using the <https://webapp.coventry.ac.uk/StudentRegister/Identification.aspx>

### **Q. I think my fee has been calculated incorrectly. What should I do?**

A. If you are enrolling online from off campus, please email your enquiry to [incenq.fin@coventry.ac.uk](mailto:incenq.fin@coventry.ac.uk). On your arrival you may visit the Finance Counter based in the Student Centre to discuss further and bring any relevant documentation with you..

### **Q. I've paid all or part of my fees in advance of enrolment, but the finance summary online isn't showing this payment. What should I do?**

A. It will take two working days for any payments you make in advance to be cleared. If you made a payment more than two working days prior to enrolling online and if you are enrolling off campus, please email your query to [incenq.fin@coventry.ac.uk](mailto:incenq.fin@coventry.ac.uk). On your arrival on campus, you may visit the Finance Counter based in the Student Centre to discuss further and bring any relevant documentation with you.

### **Q. Can I enrol online if I am expecting my fees to be paid by the Student Finance England (SFE)?**

A. Yes but you must have already applied to the SFE for a Tuition Fee loan and have received a student support notification letter.

### **Q. I have applied to Student Finance England for a loan but haven't heard anything; shall I still try to enrol online?**

A. Yes, you can start enrolling online but you will be invoiced for the part of the fees that you were expecting SFE to pay on your behalf. When you have received written confirmation from Student Finance England (SFE) that your tuition fees will be paid by SFE, and you have received your student support notification letter, please bring the confirmation to the Finance Counter based in the Student Centre. This information will be updated for you and the invoice cancelled. If you are unable to supply evidence showing that you have applied for SFE funding, you may be blocked and excluded for non-payment of tuition fees within four weeks of enrolling, so please ensure that you apply and provide evidence promptly.

**Q. I am paying my own fees. How can I pay?**

A. You can pay online by setting up a Direct Debit, or by making a credit card payment (not American Express or Diners Card). You can arrange a bank transfer (although fees may apply), or you can pay by cheque on arrival at the Student Finance counter based in the Student Centre.

**Q. A sponsor is paying all or part of my tuition fees for me, but they haven't confirmed this in writing to Coventry University Finance Department in advance of enrolment. Can I still enrol?**

A. You **cannot** enrol online straight away. You must first take the letter from your sponsor to the Finance Counter based in the Student Centre. Allow two working days after submitting your sponsor letter before you enrol online. Finance will invoice your sponsor directly.

**Q. When I have completed Online Enrolment, where do I collect my Student ID card from?**

A. Home/EU students can collect their Student ID from The HUB and International students can collect their Student ID card from the Student Centre during enrolment hours advertised. You will also need to bring photographic proof of your identity and nationality.

**Q. I am a returning student; do I need a new ID card?**

A. No. After you have completed your enrolment online, you can then reactivate your card at a registration point which are situated in all communal areas i.e. The HUB, Faculties and Library.

**Q. I am a returning student and I have lost my ID card. Where do I go for a replacement?**

A. You will need to pay £10 for it to be replaced, via the online [gift shop](#) on the University's website, and take your receipt of payment to The HUB.

**Q. What is SOLAR?**

A. Student's Online Academic Records is an online facility available to all enrolled students which allows them to update their personal details and view their assessment details. Wherever you see the term "SOLAR" you will be able to access the system.

**Q. What is the "Student Portal"?**

A. The Student portal is a web facility only available to our students and has links to useful information about the University.

**Q. Can all students use the Online Enrolment System (OLE)?**

A. The majority of new and returning students will be able to use OLE. However, there are some groups of students who will not be able to use it to enrol, including: Franchise and Further Education Students.