

Online Enrolment Guide May 2020

Academic Registry

Table of Contents

Introduction to this Guide	2
Online Enrolment at Coventry University	2
Completing Online Enrolment (OLE)	3
Course Registration	3
Information Technology Registration	3
Module Registration	3
Screenshots	3
Financial Registration	14
Contact Details	15
Disability Registration	15
Students' Union Communications	15
Student ID Card Collection	16
Printing a Letter Confirming Status as a Student	17
Guidance Notes	18
Availability of the Online Enrolment (OLE) System	18
Using Online Enrolment (OLE) before you come to the University or from off campus	18
Accessing Online Enrolment from home or other off-campus computer	18
If you need to stop part way through the process	18
What to do if you encounter a problem	18
Appendix 1	21
Applying for Tuition Fee Loan	21
UK and Islands (for example, Channel Island, Isle of Man) Undergraduate Students (Not European Union (EU))	21
EU Undergraduate Students	21
Completing the Tuition Fee Section	22
Appendix 2	23
Terms and Conditions	23
Coventry University Group Fair Processing Notice for Prospective Students and Applicants ...	23
Appendix 3 Accepted Proof of Identity and Nationality	29
Frequently Asked Questions	30

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

Please note:

- The final deadline for enrolment and re-enrolment on any course at Coventry University with a start date in May is Monday 1st June 2020.
- 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.

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 Privacy Notice
- **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 GB 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.

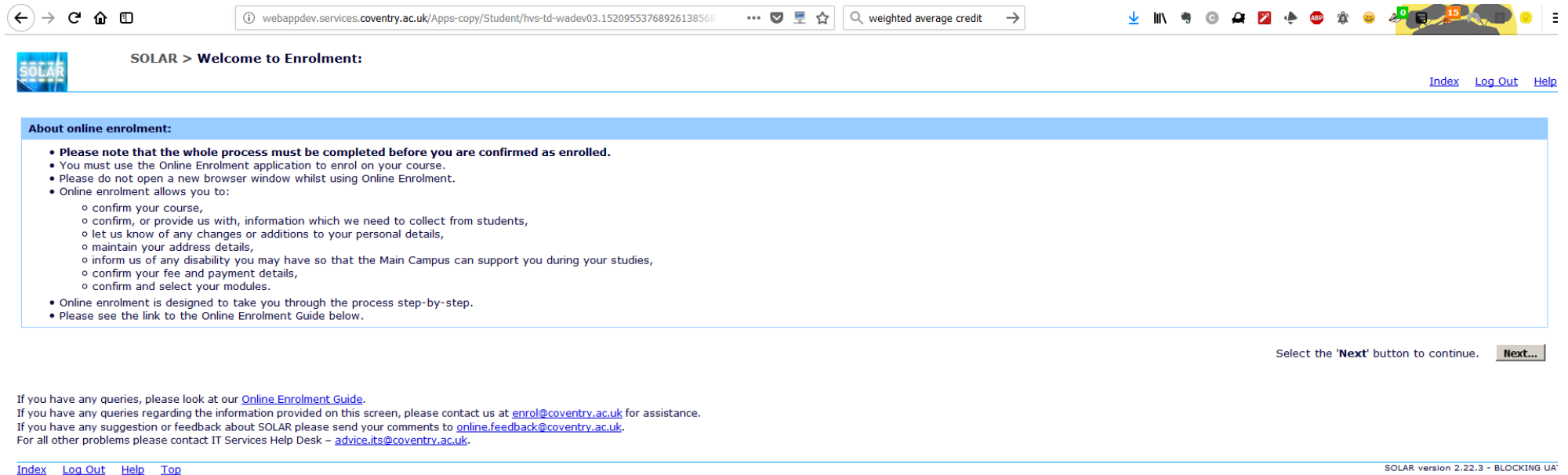
Module registration is the process by which you select optional modules (where available) and confirm the modules you will be studying on your course during the forthcoming academic year. If your course details are incorrect please refer to your Faculty handbook and contact the Faculty Registry. You 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.

Screenshots

On the next few pages there are a set of screenshots which give you some examples and help on how to complete the various pages in Online Enrolment.

This is the first screen you will see when you log in. The information might vary slightly depending on what course you are starting. All you need to do on this page is to read the information and then click 




The screenshot shows a web browser window with the URL `webappdev.services.coventry.ac.uk/Apps-copy/Student/hvs-td-waddev03.15209553768926138568`. The page title is "SOLAR > Welcome to Enrolment:". The main content area is titled "About online enrolment:" and contains a list of instructions for online enrolment. At the bottom right, there is a prompt to "Select the 'Next' button to continue." with a "Next..." button. The footer includes links for "Index", "Log Out", "Help", and "Top", and the text "SOLAR version 2.22.3 - BLOCKING UA".

SOLAR > Welcome to Enrolment:

[Index](#) [Log Out](#) [Help](#)

About online enrolment:

- **Please note that the whole process must be completed before you are confirmed as enrolled.**
- You must use the Online Enrolment application to enrol on your course.
- Please do not open a new browser window whilst using Online Enrolment.
- Online enrolment allows you to:
 - confirm your course,
 - confirm, or provide us with, information which we need to collect from students,
 - let us know of any changes or additions to your personal details,
 - maintain your address details,
 - inform us of any disability you may have so that the Main Campus can support you during your studies,
 - confirm your fee and payment details,
 - confirm and select your modules.
- Online enrolment is designed to take you through the process step-by-step.
- Please see the link to the Online Enrolment Guide below.

Select the 'Next' button to continue. 

If you have any queries, please look at our [Online Enrolment Guide](#).
If you have any queries regarding the information provided on this screen, please contact us at enrol@coventry.ac.uk for assistance.
If you have any suggestion or feedback about SOLAR please send your comments to online.feedback@coventry.ac.uk.
For all other problems please contact IT Services Help Desk – advice.its@coventry.ac.uk.

[Index](#) [Log Out](#) [Help](#) [Top](#)

SOLAR version 2.22.3 - BLOCKING UA

- This screen shows you the course you will be starting on and the dates of your course. This will be information from your application. Usually this can't be changed here but if you have any questions about this you should complete your enrolment and then contact your faculty registry team who will be able to support you with your course details. Once you are sure, just click [Next...](#)



SOLAR > Enrolment: Course Stage Selection.

[Index](#) [Log Out](#) [Help](#)

Course Stage Selection

- The course you will enrol on is shown below. If the course you expected to enrol on is not shown, please email enrol@coventry.ac.uk before proceeding.
- If applicable, please then **select the "Get Dates" button** and **choose an appropriate set of dates** from the drop down box.
- If you need help, please select the Help link at the top of this page. Use your browser's back button to return to this page. Further guidance about specific fields can be obtained by clicking on the Information icon. [i](#)

Your Course:

Your course:

MA in International Relations (AHT023) Stage 1, Full-time at Coventry University Main Campus ▾

Course dates for academic year:

Your course dates:

18 May 2020 - 16 May 2021 ▾

[Next...](#)

If you have any queries, please look at our [Online Enrolment Guide](#).

If you have any queries regarding the information provided on this screen, please contact us at enrol@coventry.ac.uk for assistance.

This is the next screen.

- Your country of permanent residency and Nationality will pull through from your application. They should be correct. If they are you can leave these as they are.
- You may be asked what your **previous institution** is – if this question is not here don't worry about it as it only applies to some students. Usually for overseas students
- You need to answer **whether you have studied at HE level in the UK previously**. HE level stands for Higher Education and means studying at university, this does not include Pre-Sessional English or foundation courses
- You also need to answer **whether your parent or guardian ever studied at Higher Education**.

Once you are finished just click [Next...](#)



SOLAR > Enrolment: Update Details.

[Index](#) [Log Out](#) [Help](#)

Course details:

MA in International Relations (AHT023) Stage 1, Full-time at Coventry University Main Campus starting on 18 May 2020 finishing on 16 May 2021

Update Details

- If you need help, please select the Help link at the top of this page. Further guidance about specific fields can be obtained by clicking on the Information icon. [i](#)

Personal details required for enrolment:

Country of Permanent Residency: i	<input type="text" value="England"/>	<input type="text"/>	<input type="button" value="Find..."/>
Nationality:	<input type="text" value="British - UK (excl. Channel Isles/Isle of Man)"/>	<input type="text"/>	<input type="button" value="Find..."/>
Highest Qualification on Entry:	Masters by Research (MAR, MSCR)		
Previous Institution: i	<input type="text" value="Select"/>		
Have you previously studied at <u>HE</u> level in the UK? i	<input type="text" value="Select"/>		
Has your parent or guardian ever studied at Higher Education Level?: i	<input type="text" value="Select"/>		
Unique Learner Number: i	<input type="text" value=""/> (where known)		

- As part of the enrolment you may be asked to confirm your qualifications. Don't be concerned if you don't see this screen as it does not apply to all students and often depends on how you applied. If you are trying to add qualifications please do not add any GCSEs or equivalent level qualifications, only add A-Levels or above. Once you are finished just click [Next...](#)

Course details:

MA in International Relations (AHT023) Stage 1, Full-time at Coventry University Main Campus starting on 18 May 2020 finishing on 16 May 2021

Guidance

- Please check that all your qualifications appear in the list below.
- Click on '**Add New Qualification**' to add any UK Level 3 qualifications that do not appear on the list. This includes all qualifications that do not directly relate to the course you are enrolling on (e.g. Music or Young Enterprise qualifications).
- You do NOT need to add any Level 2 qualifications (e.g. GCSEs)

Qualification details required for enrolment:

Details of Qualifications already recorded:

Year	Qualification	Subject	Grade Received	When examination sat
------	---------------	---------	----------------	----------------------

Additional qualifications you have added (Tariff-bearing qualifications only):

[Add New Qualification](#)

[Start again](#)

[Next...](#)

On this screen there are a number of questions for you to consider

- You will see that the three questions at the bottom are required, you must answer these to be able to progress. The other questions are questions you do not need to answer, or you can choose to select that you do not wish to give this information in the drop-down menus.
- Your **Ethnic Origin** is asking where you are from. Choose the answer that best applies to you.
- Your **Main Source of Tuition Fees** is the main way in which you are paying your fees. For Home/EU students this is most likely to be Student Funding. If your fees are mostly being paid for by your parents or other family then your main source of tuition fees will be 'Paying own fees' which is the top option. If you are a sponsored student you will likely need to click on 'More Options' which will give you more choices, including 'overseas government' if you are being sponsored by a government body.
 - Please note that postgraduate students cannot select 'Paid in Full by Student Funding' – as your postgraduate loan is paid directly to you and then you pay the university we class that as self-paying so you need to select 'Paying own Fees'
- Once you have completed the required questions, please click **Next...**

Course details:

MA in International Relations (AHT023) Stage 1, Full-time at Coventry University Main Campus starting on 18 May 2020 finishing on 16 May 2021

Guidance

- To help the University improve the support that we provide for our students and celebrate our diverse student body we would ask you to complete all the sections below.
- The University appreciates that you are sharing personal information and we will ensure that we protect this data.
- Within the enrolment process we ask you for information regarding race, sex, disability, transgender, sexual orientation, age, religion or belief and pregnancy and maternity. The University will use the information that you provide to help us monitor student satisfaction and success rates of different groups. We want to ensure an outstanding student experience for everyone.

Personal Details as required for enrolment:

Title:	<input type="text" value="Mr"/>
Surname or Family Name:	<input type="text" value="Matt"/>
Forename:	<input type="text" value="Baines"/>
Previous family name (Mixed case):	<input type="text"/>
Gender: ⓘ	<input type="text" value="Male"/>
Sexual Orientation:	<input type="text" value="Select"/>
Is your gender (e.g. female or male) the same as you were given at birth?:	<input type="text" value="Select"/>
Date of Birth:	<input type="text" value="14 Nov 1982"/>
Ethnic Origin:	<input type="text" value="Select"/> * Required Field
What is your religion or belief (including none):	<input type="text" value="Select"/> * Required Field
Member of Coventry University staff:	<input type="text" value="No"/>
Main Source of Tuition Fees:	<input type="text" value="Select"/> More options.. ⓘ * Required Field

Start again

Next...

On the next screen you will be asked to fill out 3 addresses.

- The first address is your term address, which is your address whilst you are studying, so if you are studying at the main campus this will likely be a Coventry address.
 - The accommodation type is asking what sort of accommodation you will have whilst you are studying, this is often University maintained halls of residence but other options are available.
 - If you do not have an address whilst you are studying yet you need to select 'Not known' you can leave the term time address blank, but it must be filled in once you have an address. This can be done by logging in to 'my Details' in the Student Portal once you have completed enrolment.
- The Home address is your address when you are not studying at Coventry University. For home/EU students this can be the same as your term address.
 - For overseas students this needs to be your address in your home country. This should match the country of permanent residence you put at the beginning of the enrolment process.
 - This address should not be your agent's address but can be your parent's address if this is where you live.
- The third address is your 'Correspondence address.' This is the address to which we will send things whilst you are not at university and after you have finished. You need to select whether it is the same as your home or term addresses. Usually this would match your home address as this is where you will be when you have finished studying.
- There can be no spaces or characters in your telephone numbers please enter it in the format 00442477652200.
- Once you have finished, click **Next...**

Term Address: Where you live whilst studying at Main Campus.

Set this to be the same as your home address: ☐ Yes ☐ No ⓘ

Accommodation Type:	Select	* Required Field	Accommodation Type:	Select	* Required Field
Postcode:			Postcode:		
Address Line 1:			Address Line 1:		
Address Line 2:			Address Line 2:		
Address Line 3:			Address Line 3:		
Town/City:			Town/City:		
County:			County:		
Telephone number:		(please enter numeric characters only and include full country code if not UK based).	Telephone number:		(please enter numeric characters only and include full country code if not UK based).
Mobile number:					

Home Address: Where you live when not studying at Main Campus

Set this to be the same as your term address: ☐ Yes ☐ No

Postcode, Zip Code, Postal Number:		* Required Field
Address Line 1:		* Required Field
Address Line 2:		
Address Line 3:		
Town/City:		
Country:		
Telephone number:		* Required Field (please enter numeric characters only and include full country code if not UK based).

Correspondence Address: This address will be used for any communications sent outside of term time from the University to you. It is also important to ensure that this data is kept up to date throughout your studies.

☐ Set correspondence address to be the same as your home address. ☐ Set correspondence address to be the same as your term address. ☐ Enter a new / Edit existing correspondence address .

Reset **Next...**

On this screen you are asked to confirm if you have any disabilities.

- If you do then please select them from the drop down menus. Please also confirm whether you are in receipt of Disabled Students' Allowance
- If you do not have any disabilities then please confirm this by ticking 'I confirm, I have no disability'
- Once you have finished, click [Next...](#)

Enrolment: Disability Details. : X +

https://webappdev.services.coventry.ac.uk/Apps-test/Student/hvs-td-wade 70%

SOLAR > Enrolment: Disability Details. [Index](#) [Log Out](#) [Help](#)

Disabilities Declaration:

Instructions: If appropriate, please select up to four of the listed disabilities which apply to you; only select the Disabled Students' Allowance checkbox if you are in receipt of it and then select the "Save" or "Next" button. The following list displays any disabilities that you have which are already known to us. **If there is no change to the record we hold, please click on Next to move to the next screen.**

Disabilities Options:

Disability 1:

Disability 2:

Disability 3:

Disability 4:

Add any comments about your disability:
(Max 100 letters)
e.g., unseen disability: diabetes/epilepsy/anaphylaxis(peanut allergy); blind (no braille).

☐ I am in receipt of Disabled Students' Allowance (This is NOT the same as Disability Living Allowance (DLA)).

☒ I confirm, I have no disability.

[Next...](#)

If you have problems with - or need to speak to an advisor about - your disability, the following contacts are available to you:


- please [email the Disabilities Office](#) or telephone 02477 658029 during the office hours.

If you have any queries, please look at our [Online Enrolment Guide](#).
If you have any queries regarding the information provided on this screen, please contact us at enrol@coventry.ac.uk for assistance.

[Index](#) [Log Out](#) [Help](#) [Top](#) SOLAR version 2.28.5

This screen confirms the details that you have entered in the enrolment process

- The Top section relates to your course information and confirms qualifications and dates
 - Bachelor or Master of Arts does not mean that you are necessarily doing an arts degree; it is just the name of the qualification you will be awarded at the end of your course as long as you pass.
- The bottom section relates to your personal details including the ethnic, accommodation and fee information you entered. You can go back to amend things if you feel that your answers are not correct.
- If you have finished with this screen, just click [Next...](#)

 **SOLAR > Enrolment: Confirm Selection**[Index](#) [Log Out](#) [Help](#)

Confirmation of course selection and personal details:

Course/Stage selected:

Student Number:	10624685
Course:	AHT023 - International Relations
Qualification:	Master of Arts
Mode:	Full-time
Location:	Coventry University Main Campus
Stage:	Stage 1
Start date of academic year:	18 May 2020
End date of academic year:	16 May 2021
Exchange In:	Not an exchange student

Personal details:

Title:	Mr
Name:	Matt Baines
Previous family Name:	
Gender:	Male
Ethnic Origin:	White - British
Nursing PIN Number:	
Member of Coventry University Staff:	No
Term Time Accommodation Type:	Own residence
Major Source of Tuition Fees:	Paying own fees, no award or financial backing
Unique Learner Number:	

Please Note:

- If any of the course or personal details are incorrect please press "start again" to amend the details. Please note that you cannot update some information for security purposes (eg: date of birth, your name) so please continue with your enrolment. If any of your details are incorrect and you cannot amend please contact Student Centre

Action Required:

- Please download and read your [student handbook \(pdf\)](#)

[Start again](#)


[Next...](#)

If you have any queries, please look at our [Online Enrolment Guide](#).

If you have any queries regarding the information provided on this screen, please contact us at enrol@coventry.ac.uk for assistance.

On this screen you are asked to confirm your agreement to the university regulations and you can confirm whether you wish to share your data with various sections of the university.

- You can click on the links to read through the various terms and conditions of enrolment, including the academic regulations as well as the fee and refund policy. Once you are happy, just tick the box at the bottom of section A
- In section B you have to tick either 'Yes' or 'No' to sharing your data.
 - The first is asking whether you want to have your data available to the team who will contact you after you have graduated
 - The second is asking about various merchandise that the university may contact you about
 - The third is asking about whether you want to share your data with the Students' Union, this will allow you to join clubs and vote in elections.
- Once you have ticked all the options click **Next...** this will create your student record and partially enrol you. It will take some time to load the next screen so please do not click **Next...** more than once.

 SOLAR > Your data agreements with us.

[Index](#) [Log Out](#) [Help](#)

Data Agreement - Action Required:

Section A:

To continue with your enrolment you need to agree to the following terms and conditions. Please read each of the statements below and the associated links, before giving your consent.

- **Student Contract.** - In summary this document describes your obligations and rights as a student and the key terms and conditions that we will rely on in our future relationships with you. If you are an International student you must also ensure that you meet the requirements of your visa because failure to do so could lead to the University Group withdrawing its sponsorship of you as a student. (<https://livecoventry.ac.uk/sites/default/files/2023-09/Student%20Contract.pdf>)
- **Fee and Refund Policy.** - In summary, this document details the fees that you will be charged to complete your studies and the money refunded to you in the event of you withdrawing from the University before the end of your programme. It also explains that if you cancel within 14 days of enrolment or the start of your course (whichever is the later) you will be refunded in full; if you cancel after 14 days, the University retains the right to charge a proportion of your fees. (<https://livecoventry.ac.uk/sites/default/files/2023-09/Fee%20and%20Refund%20Policy.pdf>)
- **Academic and General Regulations, appendices and codes of conduct.** - In summary, these documents describe the rules and regulations that govern the University's operations, including the rules of admission; how courses are managed; codes of conduct for students and disciplinary procedures and rights of appeal. (<https://livecoventry.ac.uk/sites/default/files/2023-09/Academic%20and%20General%20Regulations.pdf>)
- **Attendance Monitoring.** - In summary, this document describes why we expect you to attend all timetabled sessions; why we maintain a record of your attendance and the disciplinary measures that might be imposed on students found to have poor attendance. The University will share attendance data with third parties where we have a legal obligation to do so. (<https://livecoventry.ac.uk/sites/default/files/2023-09/Attendance%20Monitoring.pdf>)
- **Privacy Notice** - In summary, this document describes how your data will be used to support your studies and general welfare during your time as a student with us. This includes explaining our obligations to sharing your data with various third parties. (<https://livecoventry.ac.uk/sites/default/files/2023-09/Privacy%20Notice.pdf>)

☐ I confirm that I agree to abide by the University's Academic and General Regulations and their Appendices and Codes of Conduct. I confirm that I have read the University's Fair Processing Notice - Data Protection 1998 and agree to my data being processed as described.

Section B:

You are now asked to either consent or not consent to your personal data being shared for the purposes described below. You should read each statement and any associated link before choosing to either tick yes or no to each statement. Please note that you can change your decisions at any time after enrolling by logging into NOVA via the Student Portal.

Upon Graduating.

Do you wish to share your personal data with Coventry University Alumni Office, to receive information about support and advice? If you agree, you will receive the benefits that Coventry University Group provides to all its graduates upon leaving the University. (<https://livecoventry.ac.uk/sites/default/files/2023-09/Upon%20Graduating.pdf>)

Yes ☐ No ☐

Goods and services.

Do you wish to receive information about further goods and services, provided by or on behalf of the Coventry University Group, during your time as a student? If you agree, you will receive information about offers, promotions and events.

(.)

Yes ☐ No ☐

Coventry University Students' Union (CUSU).

Do you wish to share your personal data with Coventry University Students' Union? If you agree you can join clubs, societies and volunteering groups; take part in the Students' Unions' democratic processes; buy tickets to events and be updated about CUSU activities. Please note that CUSU is an external organisation; if you wish to later withdraw your consent you will need to contact CUSU. (<https://livecoventry.ac.uk/sites/default/files/2023-09/Coventry%20University%20Students'%20Union.pdf>)

Yes ☐ No ☐

[Start again](#)

[Next...](#)

If you have any queries, please look at our [Online Enrolment Guide](#).
If you have any queries regarding the information provided on this screen, please contact us at enrol@coventry.ac.uk for assistance.

[Index](#) [Log Out](#) [Help](#) [Top](#)

SOLAR version 2.28.5

12

This screen shows a number of sections that you can complete now to finish your enrolment. The two sections that you need to complete are **'IT Registration'** and **'Emergency Contact Details'**

- To access the sections click **Next...** on the section.
- For the IT facilities you will be shown your ITS username and university email address – make a note or take a photo of these.
- You will also be asked to set your password for logging into university facilities.
 - Your password needs to have at least 8 characters
 - It Your password needs to contain
 - A capital letter (ABCDEFGHIJKLMNOPQRSTUVWXYZ)
 - Little letters (abcdefghijklmnopqrstuvwxyz)
 - A Number (1234567890)
 - A punctuation mark (.?!@")
- For the **'Emergency Contact Details'** You need to enter the details of at least one person whom the university can contact if you have any trouble. This can be someone in the UK or out of it.

Course Programme Registration

You have partially registered on your course: MA in International Relations (AHT023) Stage 1, Full-time at Coventry University Main Campus starting on 18 May 2020 finishing on 16 May 2021. In order to be fully enrolled, please complete the sections below.

Mandatory Sections

Financial Registration

☐ Next...

The following pages will show you your tuition fees, please indicate how your fees will be paid.

Register for IT Facilities and Email account

☐ Next...

Students who have previously studied at CU Group, CU Scarborough, CU London must still register for Coventry University IT Access and email address.

Register for your modules

Please click 'view' to display the modules you have been enrolled on.

Emergency Contact Details

☐ Next...

Please update your emergency contact details.

Disability

☒ Next...

You have successfully updated your disability details.

Address

☒ Next...

Thank you for providing address details - it is important that we hold an accurate term time address for you, so please ensure that you keep this information up to date.

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.

Please note, the 5% early payment discount offered in previous years has now been abolished. This is no longer available to new or returning students.

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 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 at enrolment. If your fees are being paid in part you will be responsible for the remaining balance. Payment plans are available to on-campus students only, fees are split over 3 instalments, 1st July 2020, 1st October 2020 and 10th January 2021.

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 an automatic card payment plan 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. You will be personally liable for your fee and will have to sign up to a payment plan to pay in full, in three 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.

For May 2020 only, International full-time fees (self-funded) are payable £4,000.00 upon application and the remaining tuition balance before the Confirmation of Acceptance of Studies (CAS) letter is released. These changes are for May 2020 only and for future enrolments your financial obligations will revert to our standard [terms and conditions](#). Please note if you do not pay your remaining fee your CAS letter will not be issued and you will not be able to travel to the UK to continue with your on-campus studies in September 2020. Failure to pay your tuition balance will also result in your account being 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 My Details 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) 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

Please note that for the May enrolment, due to the global COVID-19 pandemic there will be no face to face enrolment sessions and so there will be no opportunity to collect ID cards.

UK and EU students

ID cards can be collected when face-to-face teaching starts again in September, opening times and venues for September enrolment will be available closer to the time.

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.

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 2019/2020 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 when the campus opens back up in September. 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. It is important that you input your current address as this will determine whether the bank accept it when applying for a bank account.

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, which is open until 5.00pm, or the central Information Point in The HUB, which is open 7 days until 8.00pm. For the latest information point details, including opening hours and support available please visit our portal page:

<https://share.coventry.ac.uk/students/SSV/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.

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 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

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 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 1st year of your Undergraduate degree)

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 when it is manually selected. If you are starting your undergraduate degree in May 2020, it is most likely you will undertake your Add+vantage module in semester two, starting September 2020.

You will receive further information relating to the range of Add+vantage modules available, and learn how to complete your registration during one of your taught sessions in your first teaching week. Please check your University email regularly for this information.

Add+vantage module places are limited and registration is based on a first come first served policy. Register promptly to avoid disappointment.

For information or advice about the Add+vantage Scheme, please visit the [Add+vantage Scheme](#) webpage on the Student Portal

Email: 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, 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
- Wales- www.studentfinancewales.co.uk
- Northern Ireland- 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.

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

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.

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 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.

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.

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 Group Fair Processing Notice for Prospective Students and Applicants

In compliance with the requirements of the General Data Protection Regulation 2016 ("the GDPR") and any and all other applicable laws and regulations relating to the processing of personal data and privacy ("the Legislation") when making an application to study at Coventry University Group (referred to in this document as University) the University will process your personal data (which may be held on paper, electronically or otherwise) in an appropriate and lawful manner and in accordance with this Fair Processing Notice.

Please note you will be required to provide personal data as referred to below in order to allow the University to process any application, query or request which you make. If you are unable to provide the personal data detailed below may mean that we are unable to offer you a place on one of our courses or answer your query or request or make important information available to you.

Coventry University Group is made up of a number different legal entities full details of which can be found within our [Group structure page](#). This privacy notice is issued on behalf of Coventry University Group so when we mention Coventry University, we, us or our in this fair processing notice, we are referring to the relevant company in the Coventry University Group responsible for processing your personal data. For the purposes of the Legislation the data controller in respect of your personal data will be the entity within the Coventry University Group as stated in your application form and the contact details will be set out therein.

Data Protection Principles

When processing your personal data the University will comply with the data protection principles laid down in the Legislation and shall ensure that your personal data is:

- (a) Processed fairly and lawfully and in a transparent manner
- (b) Collected for specified, explicit and legitimate purposes and not be further processed in a manner that is incompatible with those purposes
- (c) Processed for limited purposes and in an appropriate way.
- (c) Adequate, relevant and limited to what is necessary for the purposes.
- (d) Accurate and up to date
- (e) Not kept longer than necessary for the purpose.
- (f) Processed in line with your rights under the Legislation.

(g) processed in a manner which ensures appropriate security of your personal data.

(h) Not transferred to people or organisations situated in countries without adequate protection.

"Personal data" means recorded information we hold about you from which you can be identified. It may include contact details, identification numbers, other personal information, photographs, expressions of opinion about you or indications as to our intentions about you. "Processing" means doing anything with the data, such as collecting, recording, organising, structuring, storing, adapting or altering, retrieving, accessing, analysing, consulting, disclosing, disseminating, aligning or combining, restricting, erasing or destroying or using the data in any way.

Purpose

The personal data the University collect from you will be used for but not limited to the following purposes:

1. To assess any application which you may make to the University in the legitimate interests of the University.
2. To respond to any query or request which you make in accordance with the legitimate interests of the University;
3. To enable us to meet our legal obligations.
4. To make important information available to you relating to any application, query or request you make
5. Where there are concerns about the health, safety and wellbeing of you or others in order to meet our contractual and legal obligations to you and to protect your or their vital interests;
6. For relevant professional conduct purposes in accordance with legal obligations and as may be necessary for the legitimate interests of the University.
7. To report to third parties in relation to any application which you may make to the University where such third party has been involved in the application process and where it is in the University's legitimate interest to do so;
8. Arranging open days and other engagement activities in accordance with the legitimate interests of the University;
9. Sending you details of the courses which we offer and any alterations or amendments thereto as is in the legitimate interests of the University and where you have previously expressed an interest in the same or similar courses;
10. Taking up any references which you may provide to the University where it is in the legitimate interests of the University to do so;
11. Assessing whether you are suitable for any grant or other financial support which the University may offer as is in the legitimate interests of the University;

For the purposes of the above the University's legitimate interests shall include:

1. recruiting new students into the University and encouraging student applications;
2. ensuring that applicant's and prospective students meet the University's course requirements and are suitable applicants;

3. ensuring the quality of the services which the University provides;
4. protecting the reputation and goodwill of the University;
5. ensuring the smooth and efficient operation of the University and its recruitment and engagement activities; and
6. providing the highest quality possible higher education for our students.

Processing of your personal data

Your personal data will only be processed to the extent that it is necessary to do so for the specific purposes set out above or as otherwise notified to you.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

The information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access, loss, theft or disclosure.

Your personal data will not be used for the purposes of automated decision making.

Special Category Data

The University may hold information about you which constitutes special category data as defined in the Legislation, such as details about your ethnicity and racial or ethnic origin, your political opinions, your religious or philosophical beliefs, your trade union membership, your health and any disabilities you may have, your sex life or sexual orientation, your genetic or biometric data and data relating to any criminal(or alleged criminal) offences or convictions, which you have supplied to us.

The University will only process this special category data where you have given your explicit consent for us to do so or when that processing is legally required save that:

1. Information about your ethnicity and racial or ethnic origin, your religious or philosophical beliefs, health and disabilities and your sexual orientation may be processed in order to monitor compliance with equal opportunities legislation in accordance with the University's employment and other legal obligations; and in order to comply with the requirements of Higher Education Statistics Agency (HESA) and other equal opportunities legislation;
2. Information about your physical or mental health and any disabilities which you may have may be shared with relevant staff of the University in order to provide you with the best possible support in your dealings with the University and in making an application to the University, including making appropriate arrangements at open days and other engagement events to facilitate your attendance.

Where do we get your data from?

You may provide us with your personal data as part of any enquiry, or application you may make to the University and as part of your other correspondence with the University including raising any queries with us. You may also provide us with information as part of any survey's and feedback requests we issue at open days and other engagement events or as part of our recruitment process. In addition, however we may obtain your personal data from the following organisations:

- The University and Colleges Admission Service (UCAS);
- Third party recruiters engaged on our behalf;
- Your school, college or other education body;
- Third party organisations providing facilities and services aimed at encouraging engagement in higher education and/or applications to Universities including the University;
- Sponsors and bodies and agencies who intend to fund your higher education.

Who do we provide your data to?

Information about you may be disclosed to other organisations outside of the University as required by law, including but not limited to:

1. To the police and other crime and fraud prevention, and detection agencies for crime prevention or detection purposes;
2. To the Home Office, including UK Visas and Immigration, UK embassies, local authorities and other governmental bodies for the purpose of complying with our obligations to the Visa and Immigration Service and any successor to it as part of any application process and for the purposes of fraud and crime prevention;
3. To lecturers, teachers, trainers, coaches, external tutors and other education professionals for the purposes of supporting your academic development and engagement with learning opportunities;
4. To Government bodies and agencies where the University is legally obliged to do so pursuant to a valid request such as (by way of examples only) the Higher Education Statistics Authority, the Office for Students, the Higher Education Funding Council for England and the Quality Assurance Agency for Higher Education and where required by law;
5. To the Disclosure and Barring Service where such information is required in order to comply with a legal obligation or our contractual obligations to you as part of your intended course;
6. To sponsors, agencies or bodies funding or intending to fund your programme of study in accordance with our contractual or legal obligations or where it is in the legitimate interest of the University to do so;
7. To your country's government, high commission, embassy or consulate where we are legally required to do so or where it is in the legitimate interest of the University to do so;
8. To external health and social care professionals including doctors, consultants, nurses, psychiatrists, social workers and paramedics in the event that there is serious concern about your welfare, where such information that is reasonably necessary to help safeguard your wellbeing;
9. To third parties engaged by the University to provide processing activities on our behalf where such processing is to be conducted under a formal data processing agreement which provides appropriate safeguards for your personal data and where it is in the legitimate interests of the University to do so including processing for administrative and practical purposes such as open days; and third parties who initially provided us with personal information relating to you such as third party recruitment agents where it is necessary for us to do so in our legitimate interests;

Data Security

We will ensure that appropriate measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

We have in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. We will only transfer personal data to a third party if he agrees to comply with those procedures and policies, or if he puts in place adequate measures himself.

Maintaining data security means guaranteeing the confidentiality, integrity and availability (for authorised purposes) of the personal data.

Transfers of your personal data to third countries

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US.

Please [contact us](#) if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

How we may contact you

Please note that the University may contact you by post or by electronic means including telephone, text messages, email, social media messaging, or any other suitable electronic method in connection with purposes set out above.

Your Data Protection Rights

You have the right to:

Request access to your personal data (commonly known as a [data subject access request](#)). This enables you to receive a copy of the personal data that we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data that we hold about you corrected, although we may need to verify the accuracy of the new personal data that you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your personal data unlawfully or where we are required to erase your personal data to comply with local law. Please note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing

purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your personal data which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent. You can ask us to stop sending you marketing messages at any time by following the "unsubscribe" (or similar) links on any marketing message sent to you or by contacting us at any time. Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a purchase, product/service experience or other transactions.

If you wish to exercise any of your above rights, please send a written request to the Information Protection Unit, Coventry University, Portal House, 163 New Union Street, Coventry, CV1 2PL or email: enquiry.ipu@coventry.ac.uk

You will not have to pay a fee to access your personal data or to exercise any of your other rights. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

COMPLAINTS

The University has appointed a Data Protection Officer to oversee compliance with this Fair Processing Notice. If you have any questions about this Fair Processing Notice or how we handle your personal information, please contact the Data Protection Officer at the Information Protection Unit, Coventry University, Portal House, 163 New Union Street, Coventry, CV1 2PL or email 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. Further information can be found on the Information Commissioner's website at www.ico.org.uk or via their helpline on 0303 123 1113.

The University reserves the right to update this Fair Processing Notice at any time, and we will provide you with a new Fair Processing Notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Appendix 3

Accepted Proof of Identity and Nationality

All students must provide proof of identity and nationality prior to being issued with a student card. Please refer to the table below for further guidance.

All students must provide proof of identity and nationality prior to being issued with a student card. Please refer to the table below for further guidance.			
Proof of ID NOT Nationality	Proof of ID AND Nationality	Listed below are other types of documents accepted as proof of identification.	All Other Nationals
UK, EU & SWISS NATIONALS			INTERNATIONAL
Full UK Drivers Licence	Current Valid Passport	A valid UK Passport (showing the student as child of the passport holder)	Current Valid Passport and Visa
ID card is issued – however proof of Nationality will need to be shown during the course		Valid Passport or National Identity Card That shows the student as the child of the holder - EU Nationals and Swiss Students	
		Registration Certificate or Document Certifying Permanent Residence Issued by the Home Office to an EU or Swiss National	
		Permanent Residence Card (BRP) Issued by the Home Office to the family member of an EU or Swiss National	
		Current Biometric Residence Permit (BRP) 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	
		Current Passport 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	
		Current Immigration Status Document 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, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer	
		Full Birth or Adoption Certificate Together with a document giving the persons permanent National Insurance Number	
		Birth or Adoption Certificate Issued in the Channel Islands, the Isle of Man or Ireland, together with a document giving the persons permanent National Insurance Number	
		Certificate Of Registration Or Naturalisation As A British Citizen Together with a document giving the persons permanent National Insurance Number	
A student ID can only be issued by Academic Registry or from the various Information Points situated around the campus. For any enquiries please contact: enrol@coventry.ac.uk			

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 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,. International students will need to go to the Student Centre for document checking and 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 with personal details can be updated by the Academic Registry team. As some details can only be changed by Academic Registry staff at enrolment.

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. 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. 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. All students can collect their Student ID from the Student Centre or The Hub during advertised enrolment hours. You will also need to bring photographic proof of your identity and nationality.

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. You will also need to bring with you 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. 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.