

Addendum to the Course Handbook for All Awards 2021/22 Entry

1. Administrative Support

Academic Registry provides a range of services to support the student journey from enrolment to graduation. The Academic Registry is responsible for course administration and supports the University's academic Schools and Faculties. Teams in the Academic Registry provide information and guidance on student records, change of circumstances and academic appeals. As a result of large-scale change within the University, professional support services have transitioned to a new structure, but you will still be able to access the same level of support, advice and guidance as before. Services within Academic Registry operate from 8.45am until 5.15pm Monday to Thursday and until 4.00pm on Fridays. Contact information can be found at:

https://www.uclan.ac.uk/students/support/course_admin_service.php.

2. Student Support

Within section 4 of your handbook, you will find references to the <i> team. The <i> has been updated, with both the name of the team and the physical space they occupy changing. The team will be known simply as Student Support, and for Preston campus they will be based in the Student Centre when it opens in September.

The services offered by the team will remain the same – you will still be able to go to them for anything from wellbeing, finance, accommodation, or academic support. More information about Student Support is available on the website at:

<https://www.uclan.ac.uk/students/support/>

3. Academic Advisors

The University has also reviewed their processes and procedures relating to the role of the Academic Advisor, and from May 2020 began transitioning to a new model where you will be supported by a Year Tutor and Student Coach. Each School will have planned for this transition in the most appropriate way for them. The course handbooks may continue to refer to the previous arrangements, and you should be made aware during your course induction process as to how these changes have been applied within your School and specific course.

4. Mitigating Circumstances

As part of our changes in relation to the way that you will receive student support through your Year Tutor and Student Coach, we have also changed the way that support is provided in relation to what used to be termed extenuating circumstances and extensions. The term extenuating circumstances has been changed to mitigating circumstances. All requests will now be facilitated through your Year Tutor/Coach support networks. Information about the process can be found at:

https://www.uclan.ac.uk/students/support/extenuating_circumstances.php