
University of West London

Enrolment Guide
for students studying on sub-
contracted courses with UWL
Delivery Providers
Academic Year 2026/27



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Introduction

Welcome to the University of West London (UWL).

We have put together this Enrolment Guide to help you with your enrolment journey with the University, as a student studying a UWL course with one of our approved education partners (Delivery Providers).

This guide will provide answers to some questions about enrolling with the University. You should always seek advice from your Delivery Provider on where you can find further information and help.

We hope you will find your course enjoyable and rewarding and we wish you every success with your studies.

Thank you from the University of West London Global Partnerships Team.

Contents

1	Information About the University of West London (UWL)	4
1.1	Students Studying on Sub-contracted Courses with UWL Academic Partners (Delivery Providers)	4
1.2	Your University of West London Student ID Number	4
1.3	Your UWL Student IT Account	5
1.3.1	Password registration	5
1.4	The UWL Student Portal	6
1.5	Your MyRegistry Account	7
1.5.1	How to access your UWL student email account	7
1.5.2	How to access the MyRegistry website	7
1.6	Your Enrolment with your Delivery Provider	9
1.7	Your Enrolment with the University	9
1.7.1	Important enrolment information for all students	9
1.7.2	UWL Student Identity (ID) Cards	10
1.7.3	UWL Student Partnership Terms and Conditions	10
1.7.4	How to enrol with the University for UK-based students	11
1.7.5	Enrolment statuses for UK-based students	11
1.8	Fee Payment	12
1.8.1	If you pay your fees directly to UWL	12
1.8.2	Student Loans Company processes for UK-based students	13
1.8.3	Non-payment of fees	14
1.9	Annual Re-enrolment of Students	14
1.10	Updating your Personal and Contact Details	14
1.10.1	Contact details	15
1.10.2	Personal details	15
1.11	Data Protection and Privacy	15
1.11.1	Stay safe online	15
2	Key UWL and UK Higher Education Terminology	17

1 Information About the University of West London (UWL)

1.1 Students Studying on Sub-contracted Courses with UWL Academic Partners (Delivery Providers)

This Enrolment Guide is for students (“**Student**”) who are studying a sub-contracted University of West London course (“**Sub-contracted Course**”) delivered on behalf of the University of West London (“**University**”) by another provider in collaboration with us (“**Delivery Provider**”).

- The Delivery Provider is teaching your course on behalf of the University. It is the University that awards your degree.
- The **quality assurance** processes are controlled, owned and managed by the University, but delivered in partnership with the Delivery Provider.
- Your Student **contract** is with the University; your Delivery Provider may have a separate contractual relationship with you governing the use of their premises and expected codes of behaviour whilst on site at their premises.
- As a student of the University, you should read the [Student Partnership Terms and Conditions \(for students studying on sub-contracted courses with UWL Partners\)](#) (see ‘Study policies and regulations’, ‘Terms of study’ section).



Please Note:

Some enrolment processes and information are different for students studying in the UK and for students studying in the EU and overseas; these processes and information are displayed in boxes to help you identify the relevant information:

Blue box: information for all UK-based students;

Purple box: information for students studying in the EU and overseas.

There is a glossary at the end of this guide which explains the meaning of certain words that we use.

Our aim is to make this document accessible and user friendly for everyone. If you have any questions about your enrolment, please contact your Delivery Provider.

1.2 Your University of West London Student ID Number

All students enrolled on a course leading to an award of the University must be registered with the University, this includes students studying with UWL academic partners (Delivery Providers). The UWL Student ID Number is an individual number given to every student studying with the University. You may also have an individual Student ID Number allocated to you by your Delivery Provider; it is important for you to use your UWL Student ID Number if you need to communicate with UWL.

During your enrolment period, you will receive your UWL Student ID Number via an email from the UWL IT Services to the personal email address you registered with your Delivery Provider.



Important: Your UWL Student ID Number is allocated to you to enable you to

activate your UWL IT accounts and to enrol with UWL. This is an important step which you need to complete to access your Student Finance funding (where applicable - for UK-based students via the [Student Loans Company](#)) and your learning resources, etc.

Your UWL Student ID Number is in the form of eight digits e.g. 31912345.

Your UWL Student ID Number is exclusive to you and is used for various reasons:

- i. Your UWL student email account is based on your Student ID Number e.g. **31912345@student.uwl.ac.uk**
- ii. Where possible, your assessments are anonymously moderated by UWL using your UWL Student ID Number as the identifier
- iii. You will use your UWL Student ID number to access the majority of UWL's Library digital resources
- iv. You will need to access to MyRegistry to complete enrolment, re-enrolment, and to confirm and update your personal details (for example, change of address etc.). You will also use MyRegistry to confirm your graduation when you complete your studies. Please see [Section 1.5](#) for further information about the 'MyRegistry' website.

1.3 Your UWL Student IT Account

As a student studying a University of West London course with a Delivery Provider, you will be allocated your own University of West London student IT account including a UWL Student email account.

Your UWL student email address is based on your eight-digit UWL Student ID Number, e.g. **31912345@student.uwl.ac.uk**.

1.3.1 Password registration

How to register your new UWL Student IT account and UWL student email account.

STEP 1:

Please check your personal email address, which is the email you used to register with your Delivery Provider. You will receive an email from mysecurity@uwl.ac.uk with the subject "UWL Student Information".

- This email contains your UWL Student IT user account name (username) and a temporary UWL password
- The password is in a random alpha-numeric format

Please note: this is a temporary password, and you are required to change it once you log on for the first time. **Please allow at least 24 hours** from registration for your account to activate fully before you change the temporary UWL password.

STEP 2:

After 24 hours, you are required to change the temporary UWL password when you log in for the first time at the following website: mypassword.uwl.ac.uk.

Please use a secure new UWL password; guidance is available below:

- Is more than 10 characters long.
- Uses a mixture of upper-case letters, lower case letter, and numbers or punctuation.

- Is completely random, with no connection to you or the University.
- Is confidential and only known by you.
- Is unique, so has not been used by you before or anywhere else.
- The best way to get a secure password that is still easy to remember and type is to pick three random words, using a mixture of upper and lower case, separated by punctuation.

HELP IS AVAILABLE HERE:

If you encounter any issues with your UWL student email address you can contact the IT Service Desk any day between 08:00 and 20:00 (UK time), by emailing ITservicedesk@uwl.ac.uk or calling **+44(0)300 111 4895**.

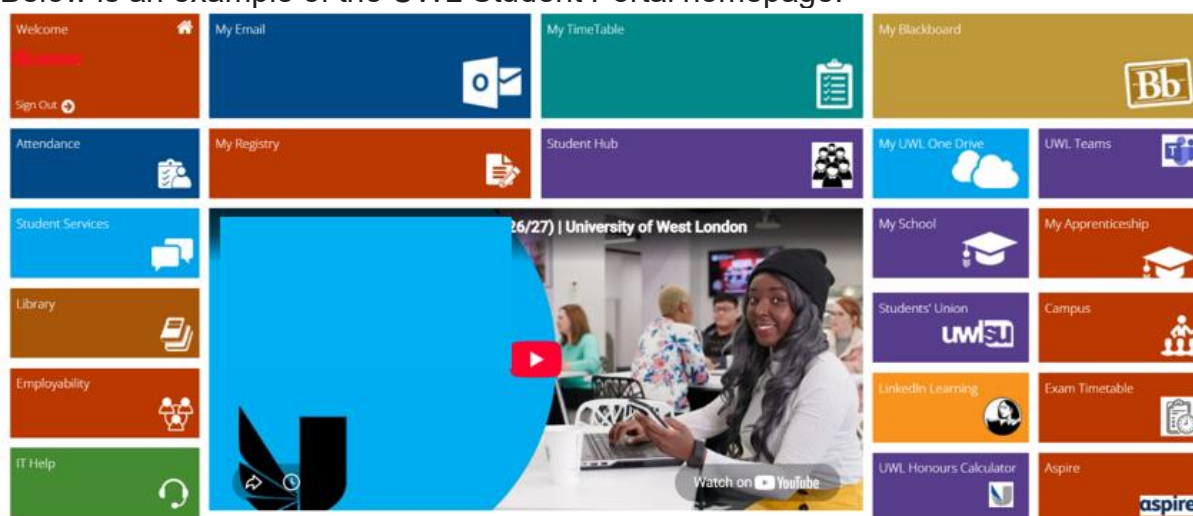
You can also find help online at:

[IT Support | University of West London](#)

1.4 The UWL Student Portal

The University has a Student Portal; this is where you can access the majority of the online services and information sources you may need. To access the UWL Student Portal simply visit portal.uwl.ac.uk.

Below is an example of the UWL Student Portal homepage:



You can access 'My Email', 'My Blackboard' (if your Delivery Provider uses this as your Virtual Learning Environment), 'UWL Teams', 'Library', 'IT Help', 'LinkedIn Learning' and the 'UWL Honours Calculator'.

Please note certain information such as 'My Timetable', 'Campus', 'Aspire', 'Student Services' and 'Student Hub' are provided for students studying at UWL campuses, therefore these services may not be accessible or contain content for students studying with Delivery Providers. Please ask your Delivery Provider where to find your timetable and student support services.

1.5 Your MyRegistry Account

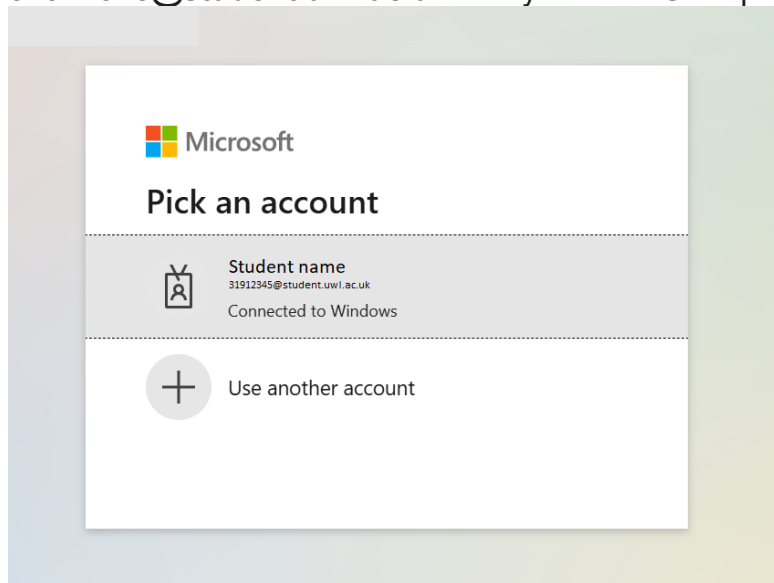
MyRegistry is the website provided for students which enables you to access your student record in order to enrol, re-enrol, update personal details and view your

results, etc. The website is located at www.uwl.ac.uk/myregistry.

You must use MyRegistry to keep your personal details and your contact details (addresses and mobile telephone numbers) up to date. You will also use the MyRegistry website when you come to re-enrol for the next year of your course. MyRegistry can be accessed directly from uwl.ac.uk/myregistry.

1.5.1 How to access your UWL student email account

To connect to your UWL student email, please visit the UWL Student Portal portal.uwl.ac.uk and enter your UWL student email address, e.g. **31912345@student.uwl.ac.uk** and your new UWL password as shown below.



Once you have logged into the UWL Student Portal, please click on the blue 'My Email' tile as shown below. For more information about the UWL Student Portal, please see the next Section 1.4 below.

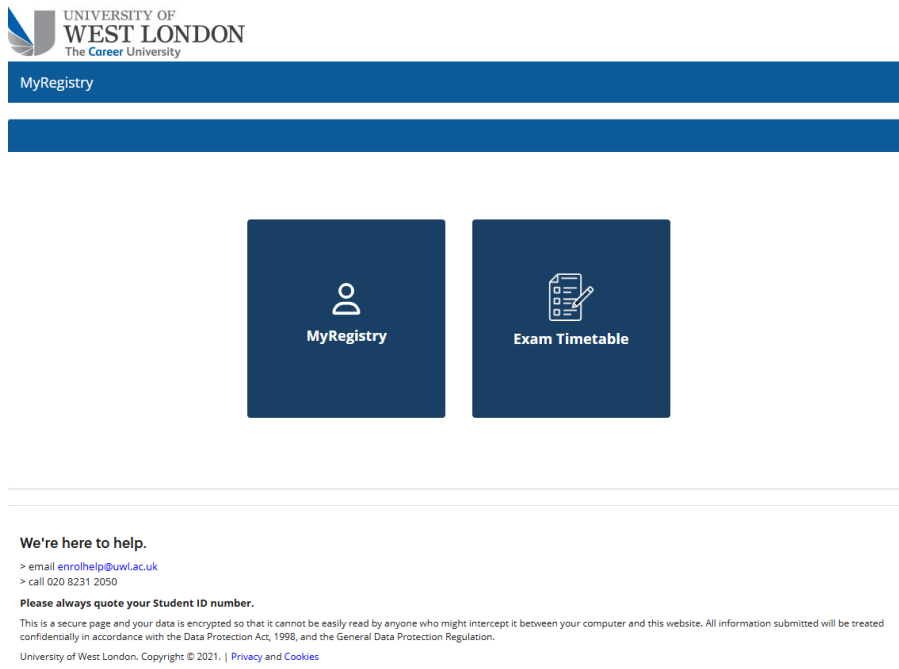
Your UWL student email account can also be accessed via the web address email.uwl.ac.uk.

1.5.2 How to access the MyRegistry website

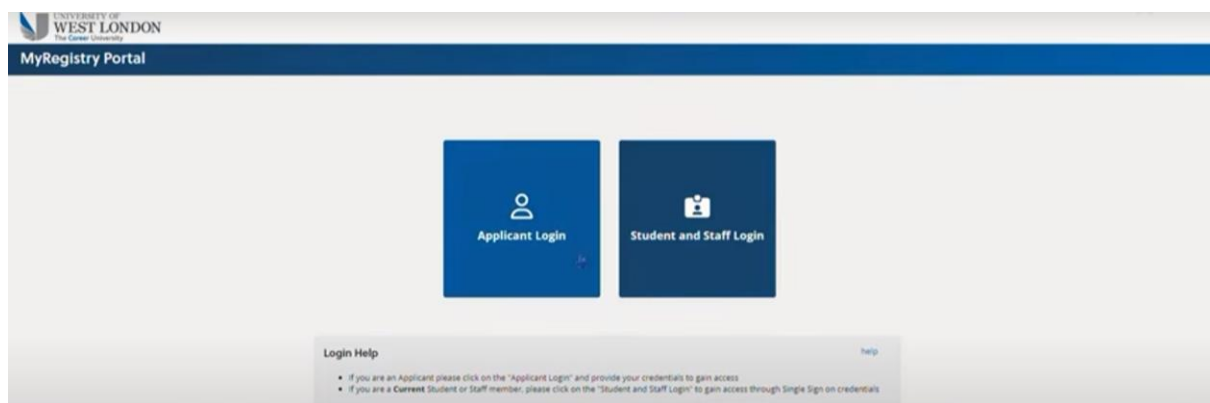
For UK-based students

Once you have set up your UWL Student IT account, you will receive an email sent to your UWL Student account inviting you to enrol on your course. You will need to login to MyRegistry by using your UWL Student IT account username and password.

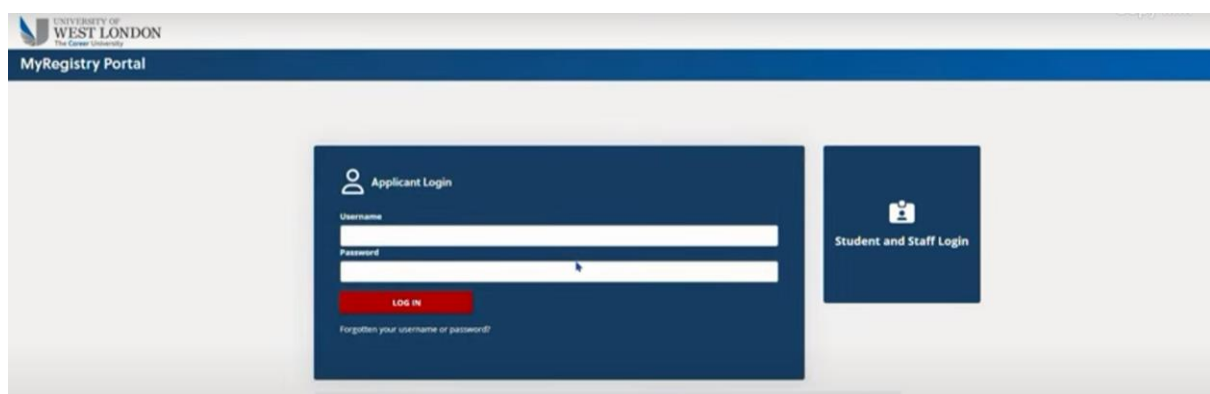
The MyRegistry link takes you to this page, please select the 'MyRegistry' link:



Select the 'Student and Staff Login' Option from the landing page.



Then use your UWL student email address as your username and the password you have set up for your UWL IT account to log in.



1.6 Your Enrolment with your Delivery Provider

All students will need to enrol with their Delivery Provider. Your Delivery Provider will provide you with instructions on how to complete your enrolment. If you have any questions about enrolling with your Delivery Provider, please contact them directly.

Students will also need to pay the required tuition fees as appropriate. The information on payments will be provided to you by your Delivery Provider. You should read this carefully as it sets out how your fees will be collected and what your responsibilities are in respect of payment.

For UK-based students whose fees are paid via the Student Loans Company, please refer to [section 1.8.2](#).

1.7 Your Enrolment with the University

All students enrolled on a course leading to an award of the University must be registered with the University.

1.7.1 Important enrolment information for all students



Important: Please read all the enrolment information provided for you in this section.

The University requires students to produce documentary **evidence of identity** to their Delivery Provider upon initial enrolment; this may be required in advance. Your identity document should be your passport or your national identity card.

All letters, transcripts, **certificates and awards shall be issued in the name under which you are enrolled**. This will ensure that all formal communications and certification documentation issued by the University will be the same as your name recorded on any of your formal documentation. Your name recorded as part of your enrolment and registration process will **normally be the name in your passport**.

The University requires students to produce documentary **evidence of their qualifications** to their Delivery Provider upon initial enrolment. Students are also required to provide evidence that they meet the required level of language competency

Students studying in the UK will also be required to provide evidence of their addresses to their Delivery Provider:

- Your 'term-time address' is where you are living while you are studying.
- Your 'home address' is what you consider to be your permanent home address, and this may be the same as your address during study. Your permanent home address might also be the address of your parental home. This address might also be your emergency contact address.

Evidence of your addresses should be recent household utility or phone bills, bank statements, etc.

for their chosen course of study.

All students will need to provide evidence to their Delivery Provider that they have the appropriate immigration permission for the country where they are studying.

All students should make arrangements for the payment of any fees and any other expenses if applicable.

Students studying in the UK will need to enrol with the Delivery Provider and with the University directly. **Please read all parts of this section 1.7.** The process for enrolling with the University is explained in the following sections:

- [section 1.7.4](#) How to enrol with the University for UK-based students
- [section 1.7.5](#) Enrolment statuses for UK-based students
- [section 1.8.2](#) Student Loans Company processes for UK-based students.

Students who study in the EU and overseas will need to enrol with the Delivery Provider directly. The Delivery Provider will then provide the University with your enrolment information on your behalf.



Please note: if you are not fully enrolled with the University, your place on the course may be cancelled within the first two weeks of the course.

If you are having problems with your enrolment with the University, please email enrolhelp@uwl.ac.uk – an enrolment guidance video is provided [here](#).

1.7.2 UWL Student Identity (ID) Cards

In addition to your Student ID Card from your Delivery Provider, students studying sub-contracted courses are entitled to a UWL Student ID Card.

Students based in the UK should provide a photograph in 'passport format' to their Delivery Provider on enrolment. All student enrolments will be fully checked by the University before any ID Cards are issued, this process may therefore take up to 12 weeks. The printed UWL Student ID cards will be sent directly to the Delivery Provider.

Students based in the EU and overseas, may request a UWL Student ID Card via their Delivery Provider.

1.7.3 UWL Student Partnership Terms and Conditions

The Delivery Provider will provide you with the UWL Student Partnership Terms and Conditions (for students studying on sub-contracted courses with UWL Partners).



These Terms and Conditions form an important document that outlines the University's responsibilities to you and your obligations to the University – please see: [Policies and regulations | University of West London](#) (study policies and regulations, then scroll to: terms of study – '**Student Partnership Terms and Conditions...**').

You will also be required to read and accept your Delivery Provider's own terms and conditions.

1.7.4 How to enrol with the University for UK-based students

How to enrol with the University for UK-based students

The first page of the University enrolment process confirms how and why the University collects and uses the data you provide during the enrolment process as well as a summary of the steps you need to complete. Your current enrolment status is also confirmed in the top left corner of the screen. Your enrolment is only confirmed once you have completed all of the steps.

You do not need to upload your documents on MyRegistry, as we require your Delivery Provider to keep records of all enrolment documents for all of their students. You will therefore need to provide your formal identity, qualifications, (and where required, your immigration and address) documents to your Delivery Provider.

Your enrolment status is: **Provisional** ✕

Online Enrolment Steps		
Step	Status	Action
Personal Details	Incomplete ✕	<button>START</button>
Course Details	Incomplete ✕	<button>START</button>
Passport and Visa	Incomplete ✕	<button>START</button>
Other Personal Details	Incomplete ✕	<button>START</button>
Contact Details	Incomplete ✕	<button>START</button>
Emergency Contact Details	Incomplete ✕	<button>START</button>
Academic Qualifications	Incomplete ✕	<button>START</button>

1.7.5 Enrolment statuses for UK-based students

Enrolment statuses for UK-based students		
The table below explains the University course enrolment statuses.		
Code	Course Enrolment Status	Meaning
P	Provisional	This status is used for new students only on their course and first year of enrolment. This shows that the student has completed the admissions process and is expected to enrol for the first time onto the course. For returning students, the enrolment status will show as 'P', which shows that you are required to re-enrol for the new academic year.
M	Mail-Web	This status is used when a student has confirmed their enrolment or re-enrolment either via the MyRegistry website or via the Delivery Provider, but has not yet completed all of the enrolment requirements (for example, fee payment or confirmation from the SLC of the tuition fee loan).
E	Enrolled	This status shows the student is fully enrolled on their course.

Your enrolment status is: **Provisional** ✖

Online Enrolment Steps

Step	Status	Action
Personal Details	Complete ✓	AMEND
Course Details	Complete ✓	AMEND
Passport and Visa	Complete ✓	AMEND
Other Personal Details	Complete ✓	AMEND
Contact Details	Complete ✓	AMEND
Emergency Contact Details	Complete ✓	AMEND
Academic Qualifications	Complete ✓	AMEND
Fee Details	Complete ✓	FINANCE IS COMPLETE
Terms & Conditions of Registration	Incomplete ✖	START

Guidance for UK-based students

A video guide for enrolling via MyRegistry can be found via: <https://www.uwl.ac.uk/current-students/new-students/online-enrolment>.

If you are having problems with your enrolment with the University, please email enrolhelp@uwl.ac.uk.

For more information, or to resolve issues accessing your UWL online accounts, please contact the IT Service Desk by emailing itservicedesk@uwl.ac.uk or calling **+44(0)300 111 4895**.

1.8 Fee Payment

You are required to pay tuition fees to the Delivery Provider or University (as applicable) in a timely manner. If you are having problems with paying your fees, you should contact your Delivery Provider's Finance team as soon as possible.

1.8.1 If you pay your fees directly to UWL

You may pay your fees upfront or otherwise enter into an instalment plan as outlined in the University's Tuition Fee Policy which is available at uwl.ac.uk/policies (see Finance). You should read this carefully as it sets out how your fees will be collected and what your responsibilities are in respect of payment.

If you are having problems with paying your fees, you should contact University's Student Finance Centre as soon as possible on **+44 (0)20 8280 0283**.

Please see below for the Student Loans Company processes for UK-based students.

1.8.2 Student Loans Company processes for UK-based students

Student Loans Company processes for UK-based students

The University will process any student confirmations and fees to the Student Loans Company (SLC) for students enrolled on University UK Sub-contracted courses which are designated to the University.

All enrolment processes and checks must be fully completed before the University is able to confirm your enrolment with the SLC. It is therefore important to complete all enrolment processes as early as possible.



In order for the University to confirm your registration for your maintenance payment to be released to you, your enrolment status must show as 'E' in MyRegistry, please see [section 1.7.5](#) above.



In order for your fee payment to be released to the University, your Delivery Provider must confirm to the University that you are attending your classes.

Please note that at the start of term, the Student Loans Company is very busy and students who do not have their student finance approved and in place could experience lengthy delays in receiving their funds. This can impact on your student experience at the start of year and could cause financial hardship and difficulties in paying for accommodation and living costs.

We strongly advise you to apply for your student finance for each academic year at the earliest opportunity to minimise delays in your payments at the start of your course, you can start this process as early as March for each year of study.

If you apply at short notice before the start of your course, it is highly likely that you will not receive your payments until after you have commenced your studies. Additional delays may also be incurred if the Student Loans Company has any queries about your application. ***It is your responsibility to ensure that your application is made in a timely manner and is accurate to the best of your ability. Please visit the [Student Loans Company](#) website for more information.***



Important: If you do not fully complete your online enrolment with 'MyRegistry' it will affect your Student Loans Company payments and your place on the course may be cancelled within the first two weeks of the course. This means that you will not receive a student loan or incur a fee liability with the University.

The requirements for payment are set out in detail in the University's Tuition Fee Policy which is available at uwl.ac.uk/policies (see Finance).

1.8.3 Non-payment of fees

You must pay your fees on time. If you do not pay your fees, the University or the Delivery Provider (as appropriate) will take action to ensure it collects the fees owed.

UK-based students who have not completed the financial part of their enrolment will have a part enrolled status (Mail-Web) and their student status will be time limited.

The Delivery Provider will not issue student status letters prior to students completing the enrolment process. Students who have not completed their enrolment by the deadline given may have their access temporarily suspended resulting in no access to the buildings or facilities of the Delivery Provider.

1.9 Annual Re-enrolment of Students

Students studying on sub-contracted courses based in the UK must re-enrol annually with the University on MyRegistry prior to the start of each year of study (see [section 1.7](#)). This is the process where you confirm that you intend to continue your studies in the academic year. You will be invited to re-enrol with the University via an email to your personal email account, please keep your contact details up to date (via MyRegistry).

Students studying on sub-contracted courses based in the EU or overseas will have their re-enrolment confirmed to the University annually by the Delivery Provider.

1.10 Updating your Personal and Contact Details



It is very important that you keep your contact details (addresses, emails and mobile telephone numbers) up to date with your Delivery Provider and the University via MyRegistry.

The University will send any notice to you by email to your UWL Student email account. Notices may also be sent to either your term-time address or your permanent home address or your personal email account.

If you change your contact details or address you need to let the University know, so that we can stay in touch and send you any important information like your award documentation. You can update your personal details at: onlineregistry.uwl.ac.uk/MyRegistry on the 'My Personal Details' page.



Important: If you do not keep your contact details up to date with the University, you risk missing any important information.

The MyRegistry website (see [section 1.5](#) above) enables you to keep the following personal details up to date:

1.10.1 Contact details

- i) Home: Permanent home address and telephone number (this address' is what you consider to be your primary address, and this may be the same as your address during study. Your permanent home address might also be the address of your parental home.)
- ii) Contact: This is where you would like the University to contact you during your studies (this may be the same as your address during study (term-time address) and telephone number
- iii) Term-Time: Address during study (term-time address) and telephone number (this is where you are living while you are studying)
- iv) Emergency: Emergency contact address and telephone number (this should be your Next of Kin, for example, a close family member or friend)
- v) Mobile telephone number

1.10.2 Personal details

This is where you can update information about yourself including requesting a name change.



Important: If you get married or need to change your name for any reason, you will need to provide proof of your change of name by showing appropriate documentary evidence to your Delivery Provider, for example, a passport, visa, Deed Poll certificate or marriage certificate. Your Deliver Provider would then notify the University of the verified change of name.

1.11 Data Protection and Privacy

The University is committed to protecting your rights and privacy – please refer to our [Privacy notice for students](#).

1.11.1 Stay safe online

Today, we spend more time online than ever before, so it is extra important that you stay safe. Visit [uwl.ac.uk/student-life/building-uwl-community/ be-safe-online](http://uwl.ac.uk/student-life/building-uwl-community/be-safe-online) for more information and advice.

Beware of phishing scams, where criminals use fake e-mails, calls, texts, or social media posts to try and steal your personal details or install unwanted, harmful software on your devices. Do not click on links or attachments you are not expecting. Fraudsters especially target students who are about to receive student loan instalments. The Student Loans Company will never ask for banking details by text or email.

Your UWL IT user account gives you access to many important services, and you are responsible for everything that is done using that account. Protect it with a strong, unique password and never tell anyone your password, let them borrow your account,

or use a computer that is logged on as you. If you think anyone might know your password, change it immediately and let IT Services know. To choose a strong but memorable password, use three random words, using both upper and lower case, separated with a punctuation mark. For example, Battery-Horse-Staple.

2 Key UWL and UK Higher Education Terminology

Academic Regulations: The academic regulations guarantee the standards of the University's awards, including research degrees. The academic regulations are the responsibility of the University's Academic Board and are reviewed and revised annually through the Academic Regulations Review Committee. They apply to all academic awards that the University has the right to make under powers granted through the Further and Higher Education Act, 1992. The academic regulations are available online at [Academic Regulations](#) (see Academic Quality).

Academic year: A period normally running from 1 August to 31 July. The years of study of most undergraduate courses follow academic years, and policies and regulations are normally written by academic year. Students who commence their studies in January will have an academic year which runs from January to December. Students should check with their Delivery Provider for the exact dates for their course.

Course: A course is an approved and validated combination of modules leading to an award by the University of West London.

Course Administrator: A Course Administrator assists the students, lecturers, Module Leaders and Course Leaders in running academic courses.

Course Handbook: The Course Handbook contains detailed information about how a course is taught and managed, and how students will be assessed. They are available to students on the university's e-learning system called Blackboard.

Course Leader: A Course Leader provides academic leadership for a course of study; they also resolve issues relating to the course.

Enrolment: A process by which individuals become students of the Delivery Provider and the University. New students must pre-enrol before enrolment, and returning students must re-enrol each year.

Home Students: Those students who are eligible to pay Tuition Fees at the home rate based on government regulations for home fees for higher education courses. See guidance of the [UK Council for International Student Affairs](#).

International students: Any student who requires a visa or other immigration approval in order to study in the United Kingdom.

MyRegistry: 'MyRegistry' is the website provided for students which enables them to access their student record in order to enrol, re-enrol, update personal details and view their results, etc. The website is located at www.uwl.ac.uk/myregistry.

Office for Students (OfS): The OfS is the government-approved regulatory and competition authority for the higher education sector in England.

Personal Tutor: A Personal Tutor is the first port of call for a student in all areas of academic life. The Personal Tutor's role is to support a student if there are problems with the course of study or personal welfare, or a student needs guidance.

Registration: A process by which a student signs up for modules of a course of study.

Student: A student of the University enrolled to undertake a Sub-contracted Course of study delivered by the Delivery Provider and includes apprentices, international and home students.

Student Record: The Student Record holds information relating to a student and their

course, for example, name and contact details, enrolment, re-enrolment, deferral, withdrawal, student loan confirmation, etc.

Student Support Service(s): - The Student Service at the Delivery Provider that supports students through their studies.

Student Visa: The points-based immigration system introduced on 5th October 2020, for International Students to apply for a student visa to study in the UK.

Sub-contracted: Sub-contracted provision is where the University approves a delivery organisation to deliver (and sometimes assess) part (or all) of a University course. The University retains direct responsibility for the course content, the teaching and assessment strategy, the assessment regime and the quality assurance. Students have a direct contractual relationship with the University and are University students as well as students of the 'Delivery Provider'.

Tuition Fee: Fees charged to Students for delivery of courses and services. Tuition Fees are normally paid by the student to the University at the beginning of each academic year as part of the enrolment process. Tuition Fees do not include any 'additional fees or costs' as set out in the Terms and Conditions.

UKVI: UK Visas and Immigration which is a department of the Home Office responsible for the UK's visa system.

University: The University of West London, unless otherwise specified.

Virtual Learning Environment (VLE): The VLE is a web portal used to support teaching and learning; the VLE at the University of West London is Blackboard. Blackboard enables students to be organised into modules and groups and relevant learning materials, resources, activities and assessments, etc. can be made available for students.

University of West London
uwl.ac.uk

Thank you, from the UWL Global Partnerships Office.

University of West London – Ealing site

St Mary's Road, Ealing London W5 5RF

University of West London – Brentford site

Paragon House, Boston Manor Road, Brentford, Middlesex, TW8 9GA