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Introduction

Congratulations on receiving your confirmed place to study at the University. We are delighted that you have chosen to study with us and we look forward to you joining your programme. As part of joining your programme, you will be required to register with the University.

This guide will help you to complete the two parts of the registration process:

1 Financial Registration
2 Academic Registration.

The first of these involves making arrangements for the payment of your programme fees and the second involves the University collecting your personal data and details of the programme and modules that you will be studying. It is only when both have been completed that you are fully registered with the University.

It is important that you read this guide carefully and are aware of what you need to do to ensure that you are fully registered. Much of this process can be completed before you leave home to begin your studies. We advise that you bring this booklet with you to university. It is also available online at www.liverpool.ac.uk/welcome

Should you have any difficulties or require additional information then please contact us.

Registration queries
T: +44 (0)151 794 6758/6759
E: studentenq@liverpool.ac.uk

Fees, scholarships and bursary queries
T: +44 (0)151 794 6777
E: feesenq@liverpool.ac.uk

Payment of fees queries
T: +44 (0)151 794 6777
E: feesenq@liverpool.ac.uk

Student Experience Team, London
T: +44 (0)207 682 4646
E: stuexldn@liverpool.ac.uk

www.liverpool.ac.uk/welcome
2 Financial registration – paying your programme fees

2.1 Introduction
Before starting your programme you must make arrangements to pay your programme fees. This is called Financial Registration. This section of the guide shows how to do this using the various options for payment.

Programme fees become due in full at the start of the academic year or at the start of your programme, whichever is the later. If you are a UK or EU undergraduate on your first degree, it will normally be possible for you to obtain a fee loan for all or part of your programme fees from the Student Loans Company (SLC). Depending on where you normally live, you will have made an application for finance with either Student Finance England, Student Finance Wales, Student Finance Northern Ireland or the Student Awards Agency for Scotland. Details about this and other forms of UK government support such as maintenance grants and loans can be found at www.liverpool.ac.uk/study/undergraduate/finance/funding

Some students, especially overseas students, may have their fees paid by a sponsor such as a government body, whereas other students may be self-funding for all or part of their fees.

Whichever category you fall into, it is essential that the University is informed of the means by which your fees will be paid and, if you have a partial sponsor, that you make arrangements for payment of the part of your fees which your sponsor will not pay.

The diagram opposite shows the steps that you must take to become financially registered depending on whether you are sponsored, paying in full or paying by instalments.

2.2 Student finance, sponsorship and scholarships
Student Loans Company (UK/EU undergraduates only)
If you have obtained a fee loan from the Student Loans Company (SLC) for the whole of your fees, the SLC will make payment to the University in three disbursements (payments).

If you have applied for student finance from the Student Loans Company (SLC), they will have sent you a Student Finance Entitlement letter showing what you are entitled to. You do not need to show this letter to the University as we have systems in place to collect this data electronically from the SLC.
The letter from the SLC will give the dates of payment for each instalment of your maintenance loan. The first date of payment will normally be the first day of term (25 September 2017 for most students). Before the first instalment is released into your bank account however, the University must confirm to the SLC that you are fully registered. Once we have done this, it takes three working days for the payment to reach your bank. It is therefore very important that you fully complete your registration as soon as possible, including the requirement to confirm your arrival on campus (see section 4).

**Sponsorship (other than an SLC Fee Loan)**

If an external organisation (ie not a friend, relative or the SLC) is responsible for payment of all or part of your fees the University will invoice them directly. You must provide the Student Fees and Funding Office with an official sponsor letter or purchase order (on official letter headed paper) from your sponsor. This should be sent before you academically register. Proof of sponsorship must be sent by email to feesenq@liverpool.ac.uk

This proof of sponsorship must show the value and duration (eg one year, three years etc) of the sponsorship together with a name and address of where the University should send the invoice. The University will keep this letter within its records. If you do not provide such a letter then you will be considered to be self-funding and you will be expected to pay your own fees.

As a sponsored student, you are responsible for making sure that your fees are paid. Should your sponsor fail to pay your fees then the sponsor’s invoice will be cancelled and the debt will be transferred to your account for you to pay directly to the University.

If your sponsor fails to pay your fees in accordance with the agreement reached, you will become subject to the consequences of non-payment described in section 2.5.

Please note that all sponsors must pay in full within 30 days of being invoiced.
Scholarships
If you have a scholarship from your University school or department for all or part of your programme fee, confirmation of this should be sent by email to feesenq@liverpool.ac.uk.

You do not need to provide confirmation that you are receiving one or more of the scholarships found here www.liverpool.ac.uk/student-administration/money/scholarship-bursary-regulations/ as these are administered by the Student Fees and Funding Office.

For further information, including student loan liability points please read the Payment Policy 2017/18 available from www.liverpool.ac.uk/feespayment/

2.3 Self-funding: payment methods
If you are paying all or part of your fees, completing a payment plan is an essential part of your financial registration.

Single immediate payment
You can pay your programme fees in full (ie as a single immediate payment) on or before your arrival at the University. This payment method is compulsory if the amount that you have to pay is £300 or less.

For convenience, the University provides a range of immediate payment options. You should note that the University does not normally accept payments in cash.

Credit/debit card (online)
We offer a secure online facility where we accept payment by Visa, MasterCard, Maestro and Solo. This is available for use by students and third parties (ie parents, relatives and friends). This is the University’s preferred and quickest payment method and will ensure that payments are applied to your fee account in the timeliest manner.

Further information regarding online payment is given in section 2.4 of this guide.

If you are in receipt of a Postgraduate Loan from the Student Loan Company, you will be contacted at the start of the academic year by the Student Fees and Funding Office requesting a copy of your payment schedule.

Payment by bank transfer
The transfer should quote your University student ID number and be made to:

Barclays Bank Plc
48-50 Lord Street
Liverpool L2 1TD
Sort Code: 20-51-01
Account No: 40249289
Swift Code: BARCGB22
IBAN No: GB11BARC20510140249289

Please note that payments made using this method may take up to ten working days to reach your student fee account.

Pathways to payments
If your programme fee is more than £300, you can pay by three equal instalments.

In order to do this you should visit the University fee payment website at www.liverpool.ac.uk/feespayment/tuition

If you are a self-funding home/EU undergraduate student, an overseas student or a postgraduate student:

○ You will be asked to pay one third of your programme fee by debit/credit card and to complete either the online direct debit mandate or the online credit card mandate for the remaining instalments (please note that we can only accept a Direct Debit mandate from a UK bank account)

○ You will not be financially registered until you have completed both parts of this process

○ You should do this before you arrive at the University

○ The remaining two instalments of your programme fees will be collected directly by the University on the following dates:
  2nd Instalment 1 December 2017
  3rd Instalment 1 March 2018

○ Please note that no other instalment options are available.
If you are a postgraduate taught student who is eligible for funding from the Student Loan Company:

- The following instalments will be available and will be collected directly by the University on the following dates:
  1st instalment 15 November 2017
  2nd instalment 15 February 2018
  3rd instalment 15 May 2018

- You will be asked to complete either the online direct debit mandate or the online credit card mandate to enable us to collect the instalments (please note that we can only accept a direct debit mandate from a UK bank account)

- You will not be financially registered until you have completed this process

- You should do this before you arrive at the University

- Please note that no other instalment options are available.

Further information regarding online payment and the process of setting up your direct debit or credit card mandate is given in section 2.4 of this guide.

2.4 Online payments

Whether you wish to make a single payment by debit/credit card or set up an instalment plan, you should visit www.liverpool.ac.uk/feespayment/tuition

Please ensure that you read the terms and conditions and the ‘Payment Policy 2017/18: Student Fees, Fines and Charges’ prior to selecting your method of payment.

The flowchart below describes the steps you should take to make your payment(s) using your preferred method.

---

**Step 1**
Enter the Student ID and Date of Birth. Follow the instructions for the payment method you wish to use. Click NEXT.

---

**Step 2**
Enter your card details in order to either pay the first instalment or the full amount. Click NEXT.

---

**Step 3**
This page gives you the opportunity to check the details from the previous step before committing to the payment. Once you are satisfied that the details are correct – Click NEXT.

---

**Step 4**
1st instalment
Payment receipt, detailing the amount paid, will be emailed to the advised email address. Click NEXT to proceed.

---

**Step 4**
Payment in full
Payment receipt, detailing the amount paid, will be emailed to the advised email address. This completes the process.

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You will receive separate email confirmation of the successful completion of either the direct debit or the credit card mandate. This completes the process.
2.5 Consequences of non-payment
If you fail to make a timely arrangement to pay your fees or other charges, access to the libraries will be withdrawn and/or limited until such time as a suitable arrangement is in place.

Similarly, should you default on any payment your access to these services will also be withdrawn and/or limited.

If you then fail to respond within 30 days of the due date of any fee or charge invoice you will have your full IT and library access, including your University email account, VITAL and Liverpool Life computing facilities suspended until the whole of any outstanding amount has been paid.

You will not be permitted to return to study in the next academic year until previous outstanding debts have been paid in full.

If you have not paid outstanding fees or other charges to the University by one month (at the latest) before the date on which the award of a degree, diploma or certificate is due to be conferred, you will not be eligible to be presented for such an award.

2.6 Programme fees refund policy
The University operates a policy of refunding part of the fees raised in those circumstances where a student chooses to leave their programme during the academic session. Refunds will be calculated based upon the date the University was formally informed of the change in registration. It is therefore important that you follow the University’s procedures for withdrawal or suspension and ensure that the date of your leaving is formally notified to the University.

Your student handbook ‘Your University’, which you will receive when you arrive, provides more information about these procedures.

Undergraduate students
Programme fees will be calculated in accordance with the table below:

<table>
<thead>
<tr>
<th>Withdrawal or suspension date</th>
<th>Percentage of annual fee charged</th>
</tr>
</thead>
<tbody>
<tr>
<td>25 September – 23 October 2017</td>
<td>0%</td>
</tr>
<tr>
<td>24 October – 7 January 2018</td>
<td>25%</td>
</tr>
<tr>
<td>8 January – 8 April 2018</td>
<td>50%</td>
</tr>
<tr>
<td>9 April – 1 June 2018</td>
<td>100%</td>
</tr>
</tbody>
</table>

Any refund due will be made to the person or account from which the original payment was received. Where monies are owed to the University following the application of the above policy, students will be made directly liable for all outstanding debt.

Postgraduate students
No charge will be made to students who leave within the first four weeks of registration. Students who leave after four weeks of registration will be charged for each completed week of their programme pro-rata to the number of weeks for which their programme is scheduled to run.
At a glance

Your fees may be paid by:
★ Student finance (eg Student Loans Company)
★ Sponsorship
★ Scholarship (in full or in part)
★ Self-funding (you must complete a payment plan as part of your registration)

Fees are due at the start of your programme, or the start of the academic year – whichever is later.
Scholarships and bursaries

The University of Liverpool provides a generous range of scholarships and bursaries to support talented students from every background. More detailed regulations prescribe the award of these scholarships and bursaries and can be found at www.liverpool.ac.uk/student-administration/money/scholarship-bursary-regulations/

Students entering the University in session 2017/18 should consult the regulations relevant to that session in order to clarify their eligibility for the relevant award. In particular, students should check their eligibility to hold more than one award which in some cases is prevented.

3.1 Eligibility and payment

Fee waivers
Where the award constitutes a programme fee waiver or reduction, or where an option is provided and a programme fee waiver or reduction is chosen, this will be applied in its entirety to the annual fee raised in October.

If you are on an undergraduate programme of study and you withdraw from your programme or suspend your study, the fee waiver applied to the programme fee will be adjusted in accordance with the table below.

### Withdrawal or proportion of fee

<table>
<thead>
<tr>
<th>Suspension date</th>
<th>Percentage of annual fee charged</th>
</tr>
</thead>
<tbody>
<tr>
<td>25 September – 23 October 2017</td>
<td>0%</td>
</tr>
<tr>
<td>24 October – 7 January 2018</td>
<td>25%</td>
</tr>
<tr>
<td>8 January – 8 April 2018</td>
<td>50%</td>
</tr>
<tr>
<td>9 April – 1 June 2018</td>
<td>100%</td>
</tr>
</tbody>
</table>

If you are on a postgraduate programme of study and you withdraw from your programme or suspend your study, the fee waiver for which you are eligible will be applied pro-rata to the programme fee calculated in accordance with the postgraduate refund policy (see section 2.6).

Cash bursary payments
Where a cash bursary is chosen, payments will be made in three disbursements and only following positive confirmation of attendance on each of the dates specified in the table opposite. In line with UK government policy regarding fee loan liability, payments will be made in the proportions and on the dates also specified in the table opposite. All payments will be made directly into your UK bank account through the SLC Higher Education Bursary and Scholarships Scheme (HEBSS).
If you withdraw or suspend your study, you will not be confirmed as in attendance on the next and subsequent eligibility dates and hence you will not be entitled to the receipt of a cash bursary in the proportions listed against those eligibility dates. Should a payment be erroneously made due to failures in the HEBSS or University systems, the University will require the return of such a payment. Similarly, where a scholarship or bursary is dependent on household income and, as a result of a change in income or a reassessment of the income, you cease to be entitled or your entitlement to the scholarship or bursary is reduced, you will be required to return the applicable payments already made.

If you withdraw or suspend within the first four weeks of any given academic year, you will not be entitled to any cash bursary payments in that academic year.

<table>
<thead>
<tr>
<th>Payment</th>
<th>Eligibility (attendance) date</th>
<th>Payment date</th>
<th>Proportion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>25 September 2017</td>
<td>1 December 2017</td>
<td>25%</td>
</tr>
<tr>
<td>2</td>
<td>8 January 2018</td>
<td>9 February 2018</td>
<td>25%</td>
</tr>
<tr>
<td>3</td>
<td>9 April 2018</td>
<td>11 May 2018</td>
<td>50%</td>
</tr>
</tbody>
</table>
4.1 Online registration

Academic registration is the process of collecting and confirming your personal and academic information. All students will be able to go through this process online. Academic registration will take place in three stages for the majority of students, with an additional fourth stage for international students.

Stage 1: Reviewing and updating your personal and academic information prior to arrival

We expect to open the online facility on Friday 1 September 2017. You will receive notification via email when you are able to begin the registration process. Once notification is received, you need to login to the University student portal, Liverpool Life, to begin the registration process. If you have not used Liverpool Life before then you should do this by clicking on the link in the email sent to you. This will direct you to a web page where you will be asked to create your unique PIN. You will need your student ID to do this. This ID will be displayed clearly at the top of the notification email. If you have previously used Liverpool Life (eg to apply for your University accommodation), then you need to log back in by entering the URL liverpool-life.liv.ac.uk into your browser or by following the Liverpool Life link on the Digital University (student.liverpool.ac.uk). You will need your student ID and the PIN you created when you first accessed the system.

Forgotten your PIN?

If you have previously used Liverpool Life but have forgotten your PIN, you should click ‘Forgot PIN?’ and enter your student ID in the next screen. The system will send an email to your University email address (or, if you don’t yet have one, to the most recent email address you have provided to the University) with a unique link to enable you to reset your PIN. Please note, make sure you only click “Forgot PIN?” once – and note there can be a delay for the reset email to be sent.

Having problems?

If after following the procedures above you are still unable to log in to Liverpool Life, you should email the Liverpool Life Enquiry Team at E: studentslivlife@liverpool.ac.uk

Following successful login you will be presented with the information for “New and Continuing Student Registration”.

Part of this process includes uploading a passport-type photograph which the University will use to produce your student smart card. You will need this for such things as gaining access to and borrowing books from the Library, and accessing printing facilities and inclusion in the reward and loyalty scheme used across University-managed cafés, bars and restaurants.

Further detail regarding the information to be confirmed in each of these sections can be found in the Guidance for Online Registration available at www.liverpool.ac.uk/student-administration/liverpool-life/
Stage 2: Submitting your personal and academic information prior to arrival

The next stage, having completed all of the registration steps, is for you to click the ‘Complete my Registration’ button. By clicking on this button, you are agreeing to comply with the University’s Statutes, Ordinances, Regulations and Rules.

Upon submitting your academic registration details you will be given another opportunity to activate your computing account, if you have not already done so, at www.liverpool.ac.uk/activate

Activating your account will provide you with your University email address, your username, and access to the many IT services and resources which are essential to your student experience such as the Digital University and VITAL – the University’s virtual learning environment.

More information about these services, and the activation process, can be found in the Computing Services Essentials 2017/18 booklet or from the IT Quickstart resource at www.liverpool.ac.uk/csd/quickstart/

Stage 3: Confirming your arrival

You will not have fully completed the online academic registration process until you have confirmed your arrival. This applies to all students, including those studying off the main University campus at sites such as Carmel College, Wirral Metropolitan College, Birkenhead Sixth Form College and the Truman Bodden Law School, as well as at our campuses in London and Singapore. You will receive further notification via email when the facility is open to enable you to do this.

Once the facility is available and you have arrived on your campus, you should once again login to Liverpool Life. This time the process can only be completed from a PC connected to the University network. You can use a University PC to do this or you can use your own PC in a University wireless zone.

Once your arrival has been confirmed, you will be taken to a webpage that reminds you of the importance of registering to vote in UK General, Local and European elections and referendums (if you are eligible to do so – see www.gov.uk/voting-in-the-uk).

As many of our new students will be living in Liverpool for the first time, the process (available at www.gov.uk/register-to-vote) will also give you the opportunity to update your personal details on the electoral register. Remember that students with different home and term-time addresses are able to register to vote at both locations. You will need your National Insurance Number (if you have one) to register.

It is important that you complete all three requirements of your online academic registration by the end of the second week of the new session. For ‘home’ and ‘EU’ students, failure to do so will result in your attendance not being confirmed to the Student Loans Company which will result in your loan(s) and/or grants not being paid into your bank account (see section 2.2).

International students only

Stage 4: Production of passports, visas and academic qualifications

In order to complete your registration, you will be required to produce your passport, your BRP visa and your academic qualifications.

Passports and visas

The University is required to check and keep copies of all international students’ passports and BRPs/visas. All international students must present their original passport and BRP/visa during Welcome Week, a copy of which will be taken and held on your student record.

If you have chosen to collect your BRP on the University campus (by using the alternative collection code (ACL) given in your CAS statement) then all your documents will be checked at the same appointment in Welcome Week. You will be e-mailed a link to book an appointment online to have your documents checked and be issued with your BRP.
If you have chosen to collect your BRP from a Post Office then you will need to do this as soon as you arrive in the UK as you have to bring your BRP with you to register with the University. For details of Post Offices visit www.liverpool.ac.uk/studentsupport/international/visas

Your visa confirmation letter will say where you should collect your BRP from. When you attend your appointment with the University the documents you need to provide are:

- Your current passport
- Your new Tier 4 visa/BRP with the SLN ‘N5WWG40J6’
- OR your current visa that allows you to study at the University of Liverpool i.e. Dependant/Spousal
- OR copies of your passport and previous visa WITH proof of making an in-time visa application
- AND academic qualifications if relevant (see across).

Staff will check to ensure that your Tier 4 visa has been issued under the University of Liverpool’s Sponsor Licence Number (N5WWG40J6). Please note that it is a criminal offence for you to begin studying at an institution in the UK with a visa issued under a different sponsor. If you try to do this without having made an application for a new Tier 4 visa using your CAS issued by the University of Liverpool, you are likely to be removed from the UK and you will not be permitted to begin your programme of study.

**Academic qualifications**

All international students are required to provide the University with original evidence of their successfully completed qualifications. The exceptions to this are: graduates of Liverpool International College (LIC), Northern Consortium UK (NCUK), Xi’an Jiaotong-Liverpool University (XJTLU), students currently on a University of Liverpool pre-sessional English Language programme, and University of Liverpool graduates.

If you do not fall within one of the above groups, you are required to present your original academic qualifications for verification during Welcome Week. If you are required to present original academic documents at registration, you will be able to do this at the same appointment as having your passport and BRP/visa checked. The documents you need to provide are:

- Original academic transcript(s) which include your final grade
- Original degree certificate
- Original evidence of English Language (with the exception of IELTS, TOEFL, and Pearson PTE Academic)
- Original translations of these documents (if applicable)
- Original passport
- Original visa.

**Failure to present documentation**

If you do not present the correct documentation before the end of the enrolment period then, as your immigration sponsor, the University is required to inform the UK Home Office that you have failed to register. You will not then be allowed to begin your programme and might have to leave the UK.

All students should remember that you are not fully registered at the University until you have completed both Financial Registration and Academic Registration.
4.2 Student smart cards
Your school or department will inform you when you will be able to collect your student smart card, which allows you to gain access to and borrow books from the Library, access printing facilities, and access the University Sports and Fitness Centre (additional charges apply). You are also able to load money onto your student card through the Loyalty Plus scheme. This money can then be spent in numerous on-campus outlets. See www.liverpool.ac.uk/loyalty-plus/ for details.

Please be aware that, if you have not completed all the requirements of your registration as described above (including, for international students, providing acceptable immigration and academic qualifications documentation), you will not be issued with your student smart card.

4.3 Maintaining your contact details
It is your responsibility to keep the University informed of your contact details and any changes you make to telephone/mobile numbers or your address, whether term time or permanent. This is to ensure that you can be contacted in an emergency and that the University can give you important information when necessary. Please be aware that when corresponding with you via email the University will use your university email address, even when responding to an email which you might have sent using a non-university address. Please ensure therefore that you check your university email account on a regular basis.

The University is also required by law to ensure that those international students who require a visa to study in the UK fully complete and regularly maintain their contact details as part of the UK Home Office Tier 4 immigration system. If you are required to register with the police, please remember that you must update your police registration each time you move address.

Contact details are maintained in the Personal Details portlet of Liverpool Life. Details of how to log in to Liverpool Life can be found in section 4.1. Your student handbook, ‘Your University’, provides more information about how you can keep your contact details up to date. This handbook will be issued to you along with your student smart card when you arrive. You will be reminded at points throughout each academic session of the need to keep your contact details fully up to date.

At a glance
There are three stages of academic registration – or four for international students:

- Review and update your personal and academic information – before you arrive
- Submit your personal and academic information – before you arrive
- Confirm your arrival – once you are on campus
- For international students only, produce passports, visas and academic qualifications
5.1 Vaccinations
In order to achieve maximum protection it is very important that you have been immunised before attending the University. Please visit your doctor and make sure you are up to date with your vaccinations before starting your studies.

Meningitis
There has been a small increase in the rate of Meningococcal Meningitis and Septicemia in recent years with a particular increase in cases of Meningitis W. It is still an uncommon condition but young people attending higher education for the first time, especially when living in halls of residence, are at a greater risk of this disease, particularly in the first few weeks of their first term at university.

Students going to university or college for the first time, should contact their GP to have the Men ACWY vaccine, ideally before the start of the academic year. This vaccine protects against Meningitis C and Meningitis W. To achieve maximum protection you should have been immunised against Meningitis before attending the University and we urge you to see your family doctor to be immunised at least two weeks before starting University. If you are unable to receive immunisation in your home area, your new Liverpool GP will be able to carry it out on your arrival.

MMR (Measles, Mumps and Rubella)
During the last few years a number of universities, including Liverpool, have seen an increase in cases of Mumps among students. This can be a debilitating illness in young people with the possible risk of complications. Department of Health advice is that all those entering higher education should have had two immunisations against Measles, Mumps and Rubella (known as MMR). Please ensure that you are fully immunised before you arrive at the University. If you have not been immunised, please arrange this with your family doctor.

Tuberculin (TB) test
Students from some countries will be required to provide evidence of screening for TB as part of the visa application process. If this applies to you it will be made clear on the visa application.

5.2 Disability support
Disability Advice and Guidance offers information, advice and guidance to students with a disability and/or specific learning difficulties such as dyslexia.

The University actively encourages students to contact the team as soon as possible, to discuss their support needs.

Disability Advice and Guidance
T: +44 (0)151 794 4714/5117/0323
E: disteam@liverpool.ac.uk
www.liverpool.ac.uk/studentsupport/disability
Helpful services and information

6.1 IT & Academic registration drop-in centre
If you need help to activate your computing account, complete academic registration, or access the University’s IT services – from a University PC or your own device – you can visit the student registration drop-in centre for support:

**Location:** 1st Floor PC Centre, Central Teaching Laboratory (building no. 802, campus map ref F6: www.liverpool.ac.uk/maps/)

**Opening hours:** Monday 18 and Tuesday 19 September, 9am to 4pm Wednesday 20 to Friday 22 September, 9am to 2pm

6.2 Student Administration Centre
The Student Administration Centre (SAC) in Liverpool, is located on the ground floor of the Foundation Building (Building no 501; Ref D6; www.liverpool.ac.uk/maps/). The SAC is open all year round between 9am and 5pm Monday to Friday and provides the focal point for all student enquiries relating to academic and financial registration, as well as matters relating to scholarships and bursaries. Alternatively you may contact the SAC by phone on T: +44(0)151 794 6777 (fees, scholarships and bursaries enquiries) or T: +44(0)151 794 6759 (academic registration enquiries).
6.3 Student Experience Team, London
The Student Experience Team, based at the University of Liverpool in London, is there to ensure you have everything you need whilst studying in the capital. The team will be your first point of contact for any queries you may have and will also be able to advise on University processes such as examination and assessment matters. They are also able to help with any practical, emotional or general issues you might have and can help you access any offsite specialist services, either in London or in Liverpool if required. The team are friendly, very experienced, and here to help. If you are not sure who you should talk to about any issue or problem then call in to see the Student Experience Team at any time between 8.30am and 5pm Monday to Friday at 33 Finsbury Square, London, EC2A 1AG. E: stuexldn@liverpool.ac.uk T: +44 (0)20 7682 4646.

6.4 Student status letters
During your time at University you may need to provide evidence of your status as a registered student for purposes such as opening a bank account, requesting exemption from Council Tax or applying for a part time job. Letters for all of these purposes can be requested through Liverpool Life using the appropriate portal. Your letter will be posted to you, at your term time address, within three working days of making the request. Please note that you need to be fully registered (both academically and financially) before the system will allow you to request a letter.

Students in Liverpool should not visit the Student Administration Centre to request or to collect status letters.

Students in London requiring a status letter in order to open a bank account should visit the Student Experience Team at 33 Finsbury Square.

6.5 Useful contacts
Student Records and Administration
T: +44 (0)151 794 6758/6759
E: studentenq@liverpool.ac.uk
www.liverpool.ac.uk/student-administration/student-administration-centre

Student Experience Team, London
T: +44 (0)20 7682 4646
E: stuexldn@liverpool.ac.uk
www.liverpool.ac.uk/london-campus

Student Fees, Scholarships and Bursaries
T: +44 (0)151 794 6777
E: feesenq@liverpool.ac.uk
www.liverpool.ac.uk/student-administration/money

Student Welfare Advice and Guidance
T: +44 (0)151 794 5863
E: sscrec@liverpool.ac.uk
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