



Student Advice & Support Centre

QA Higher Education's Student Advice & Support Centre is the first point of contact for all student support enquiries. Students can contact the team in person, by phone or email to raise queries and seek support or guidance on various topics. The team will also be able to refer you to specialist teams for additional support and guidance.

Services Support and Advice Centre Opening Hours

London Rosebery Avenue

Monday to Thursday	08:30 – 21:00
Friday	08:30 – 17:00
Saturday	09:00 – 17:00
Sunday	Closed

Birmingham

Monday to Thursday	08:30 – 21:00
Friday	08:30 – 17:00
Saturday	09:00 – 17:00
Sunday	Closed

Manchester

Monday & Wednesday	08:30 – 17.30
Tuesday & Thursday	08:30 – 17:00
Saturday	09:00 – 17:00
Sunday	Closed

Contact Details:

Email: QAHE.SASC@qa.com

Phone: +44(0)204 579 6407

Accommodation

Where you live is a big part of the student experience. It might be your first time living independently and there's lots for you to think about before you move into your accommodation. For any queries regarding accommodation, please refer to [Accommodation | QA Higher Education](#).

Student ID cards

Your Student ID card is a vital part during your time studying at QA Higher Education. 4472132f 364 m0-0 038-1.485.9 9>-0.6 <008500584.3 <7-11.>7 <00<-0.6 <00530049>11.6 <0

Timetables

All students are reminded to check their timetables regularly as any changes would be reflected through your timetable with up-to-date changes. Your timetable can be accessed through this link:

Attendance team monitors your student attendance and will send you alerts once you have reached a certain number of absences. Any queries, please contact the attendance team qahe.attendance@qa.com.

The resit outcome means that you have not achieved the pass mark in one or more of your modules. You now have another chance at this assessment. You must complete this work to progress on to your next level/stage of study or to receive the full award.

What does a 'Retake' outcome mean?

The retake outcome means you must take all the learning and assessment activities in the module again. This may incur paying an additional fee to take the module. For any questions regarding additional fees for retake modules, please contact QAHEFinanceSupport@qa.com

Resit and retake module assessment submission must be submitted via the correct links. If you face any difficulties with submission, please contact the academic enquiries team via email uoracademicenquiries@qa.com.

Student Portal IT Helpdesk

If you require support to access your student portal, please contact Roehampton:

Email: moodle.partnerships@roehampton.ac.uk

Phone: 0208 392 5006

QA PCs and laptops

At all QA Higher Education campuses, we will offer students access to PC's and laptops via ED Domain login. You will be issued with ED Domain login details via email once you're fully enrolled. Sometimes this email may end up in your junk/spam folder, so please remember to check this.

In case you have forgotten your password, please follow [this link](#) to reset your password. For any support please refer to the [password reset guide](#).

The Academic Community of Excellence (ACE) Team

Our ACE Team is here to provide you with guidance on many aspects of academic life and achieve excellence in your course.

This includes helping to learn skills such as:

- your academic and digital development
- navigating your virtual learning environments
- accessing online resources
- analysing data with Excel

One-to-one appointments

Online workshops

Virtual Learning Environment (VLE)

For further information on ACE including how to book appointments, please click [here](#).

Student Futures and Careers

Our Student Futures and Careers service is available to all students who study with us.

When you come to study with us, you receive in-depth advice and assistance with your career development. We want you to achieve your ambitions, make the most out of your experiences, develop your skills and to help you manage your future career.

For further information, please refer to our [careers site](#) or request further info by emailing yourcareers@qa.com.

Finance

When you study at university you need to ensure that you can support yourself financially. Eligible students can apply to Student Finance England (SFE) to cover tuition fees and maintenance loans. Tuition fees are the payments for your university course and are paid directly to the university. Maintenance loans are payments for your living expenses and are paid directly to you.

For further information, please visit our [Student Finance webpage](#) or contact them via email QAHEFinanceSupport@qa.com or call 0203 504 3399.

Student Welfare Team

We want to ensure that your time here at QAHE is a safe and happy one, ya

Student discounts

who will email you when they are ready to collect/post. For any additional queries please contact Student Advice & Support Centre team: QAHE.SASC@qa.com

Interruption /Withdrawal of studies

Get Back On Track (Registry Retention Team)

Are you struggling to engage with your course or considering withdrawal but unsure of the implications or options available to you? If yes, then our Get Back on Track team are here to support you. Please send an email to QAHE.GetBackOnTrack@qa.com.

We're here to help you understand the options that are available to help you overcome the challenges you may be facing.

For further information on how to submit a complaint and our complaints procedure, please refer to our