Student Services

Frequently Asked Questions

Hopefully you will find the answer to your question below but if you don't then please get in touch with us in person, by telephone (01204 903733) or email (studentadvisors@bolton.ac.uk) and we will do our best to give you the information you need.

How much are tuition fees?

The amount of fees charged depends on the level of the course, whether you are full or part time and when you started. If you are starting a full time undergraduate (degree) course in September 2013 then you can find out more information on our Fees and Funding page. New full and part time students can also search for their course from the University home page which will give further information including fees and funding.

Current full and part time students can contact 01204 903951 to confirm their fees or call into the student Centre where they will also find information about what funding is available.

Am I entitled to any bursaries or scholarships?

You could be eligible for funding from the University depending on your course and when you started. More information is available on our Student Finance pages, on information sheets in the Student Centre or contact the Student Funding Advisor on 01204 903497 or email studentfunding@bolton.ac.uk. Student Funding Advice drop-in sessions are run on a Tuesday afternoon and Thursday afternoon.

How do I apply for funding?

For undergratuate (degree) courses applications are done online through the Student Finance England website www.direct.gov.uk/studentfinance. If you are not sure if you can get funding for your course you can get more information on our Student Finance pages, on information sheets in the Student Centre or contact the Student Funding Advisor on 01204 903497 or email studentfunding@bolton.ac.uk

How do I apply for accommodation in the Halls of Residence or in private housing?

Visit our Accommodation pages for more information or contact the Accommodation Team based in the Student Centre by telephone on 01204 903481 or by email accomm@bolton.ac.uk

For private accommodation visit www.boltonstudentpad.co.uk
I am a student with disabilities, what assistance is available to me?

If you provide the Disability Service with written evidence of your disability, the University can put support in place to assist you with your studies. To find out in more detail what you may be entitled to please contact the Disability Service on 01204 903478, Minicom: 01204 903490 or email disabilityinfo@bolton.ac.uk. Drop in sessions are also run by the Disability Service on Tuesday, Wednesday or Thursday afternoons. Please contact the Student Centre for more information.

Where do I make payments?

At the Cashiers Office located at the rear of Cafe Athena in Chancellor's Mall in person, by telephone on 01204 903180 or 903182 or online.

Can I pay by instalment or direct debit?

Yes, you can arrange an instalment payment plan or complete a direct debit form through the Finance Office.

The first instalment of my student loan is late. Is there any financial assistance available to me?

You may be eligible to apply for a short-term Emergency Loan. This is a maximum of £500 and is repayable after 6 weeks or as soon as you receive the first instalment of your student loan. Contact the Student Advisors for more information. The Students' Union Advice Unit can also arrange this, contact them by phone on 01204 900850 or email UBSU@bolton.ac.uk.

If you have already received the first instalment of your student loan you will not be eligible for an emergency loan.

I'm finding hard to make ends meet. What should I do?

Contact our Student Funding Advisor on 01204 903497 for help with budgeting advice and to find out if there is any other funding available to you. The University may be able to help through the Access to Learning Fund which provides financial help to students who are in extreme financial hardship. Application forms are available from Student Services.

Is there any help finding work?

You can register with the Jobshop based in the Careers Service in the Student Centre. They can help with finding part time work while you study and finding work after graduation. Contact them on 01204903080 or email careers@bolton.ac.uk.

Do I have to pay Council Tax?

If you are a full time student you don't pay. If you live in within Greater Manchester then you just need to register with your local council for your exemption. Students who live outside Greater Manchester you will need a certificate from Student Services which you
can request online. For more information visit our Letters, Council Tax and ID Cards page.

**How do I change my address?**

Do it online through the student portal or on an SDM2 form available in the Student Centre if you are not a current student.

**How do I register with a doctor or dentist?**

Deane Medical Centre provides a Nurse Advisor Drop In Clinic every Wednesday between 12pm and 2.00pm based in the Student Centre, Chancellor's Mall. You do not have to be registered and no appointment necessary. You can also register with Deane Medical Centre through the clinic, the surgery is conveniently situated just around the corner from the University campus. There is also a list of local Doctors and Dentists available in the Student Centre.

**How do I contact a member of staff?**

Use the University Staff Search to find out contact details. There is a courtesy phone (internal calls only) in the Student Centre and at Main Reception Deane Campus.

**I'm having problems, who could I talk to confidentially?**

If you have something on your mind that is worrying you or causing you but you feel the need to speak to someone who is not involved in your personal life or academic work, you can arrange to see a Student Liaison Officer or experienced Counsellor. Student Liaison Officers can be contacted on slo@bolton.ac.uk, by telephone on 01204 903595 or appointments via the link below: http://elearning.bolton.ac.uk/course/view.php?id=6333. Appointments with the University counsellor can be made by contacting the Student Centre either in person, on telephone 01204 903733 or email studentadvisors@bolton.ac.uk.

**Who can I talk to about bullying and/or harassment?**

The University will not tolerate bullying or harassment of any kind. The University has a network of Harassment Advisors that can be contacted for advice. They provide an advisory and guidance role in incidents of harassment and bullying on the options for resolution for students. Contact details are available via the Student Advisors or you can arrange to see a Student Liaison Officer.

**Is there an advisor available in the evening?**

Yes, Monday to Thursday during term time there is Student Advisor based in the Library between 5pm and 9pm who can also be contacted by telephone on 01204 903733.

**I've lost my student card, what do I do?**

Pay £10 into the Finance Office, bring the receipt to Student Services and we will print another. If it has been stolen there is no charge if you have a crime number. This can also be arranged by telephone on 01204 903733 or email.
I am an international student and wish to extend my visa, how do I do this?

You can contact one of the Immigration and Welfare Officers for advice on applying for your visa extension. You will also require a 'Request for a Confirmation of Acceptance for Studies (CAS)' letter. You will need to attend a workshop bringing your passport and visa documents with you to be scanned. Remember to request you CAS 1 month before you intend to apply for your visa extension as it will take at least 5 working days to be completed. Contact email studentimmigration@bolton.ac.uk or telephone 01204 903496. You can also make contact with the Students’ Union Advice Unit Coordinator for advice by telephoning 01204 900850.

Can I change my course/pathway?

You will need to contact your course leader to discuss any change to your course. Student Services can also advise on who to contact and the correct paperwork to be completed.

Can I make a comment about Student Services?

Of course you can! We have a comments and suggestions box in Student Services and in Careers with a board to display your comments and our response. Visit our Feedback page for more information.

How do I obtain my award certificate?

Certificates will be posted out to students’ home addresses within six weeks following the relevant examination boards. Visit our Certificates page for more information.

Frequently asked questions - Academic/course related enquiries

Where do I go to ask course related questions?

All queries including course related queries will be dealt with in the first instance by the team of Student Advisors who are based in the Student Centre, Chancellor’s Mall and offer information, advice and guidance on a wide range of student support issues. Some specific course related enquiries may be referred on to the Academic Administration team who were formerly located in the Faculty Offices, but are now located centrally in the office behind the Student Advisors.

Where do I submit my assignment?

The assignment submission boxes will be located in Chancellor’s Mall, along with submission sheets and guidance notes.

Where do I get forms such as Mitigating Circumstances, module changes, extension requests?

All course related forms can be obtained from the Student Advisors. Completed forms should also be submitted to them.
How do I get an intermediate transcript?

You can print an intermediate transcript via your online student record, or request an official transcript from the Academic Administration team via the Student Advisors.

How do I check when my classes are?

Links to your personal class timetable are on the University website via the My Details page.

How do I check when my exams are?

Links to the exam timetables are on the University website via the My Details page.

How do I find a tutor?

Use the University Staff Search to find out contact details. There is a courtesy phone (internal calls only) in the Student Centre and at Main Reception Deane Campus. Student Advisors can also check staff timetables to find out when they are teaching.

When will I get my module results?

Module results are released at the end of every Trimester and are available via your online Student Record. You will be sent an email by the Academic Administration team to inform you of when results have been made available.

How do I find out about refer/defer work?

Refer/defer assignments are uploaded to the Student Results Portal for students to access. You will be sent an email by the Academic Administration team to inform you of how to access the Portal, along with submission deadlines and other important guidance.

Who can I discuss my results with?

You can arrange to see your Personal tutor or come to see the module tutor on Results Day.

Who can help me complete a form eg Mitigating Circumstances?

Student Advisors can give you basic information about how to complete forms and what supporting information may be required. More in depth guidance may be obtained from the SLO, Personal or module tutor depending on which form you need to complete.

My name is not showing on the class register – what do I do?

Speak with the relevant module tutor in the first instance. They may refer you to the Student Advisors or Academic Administration to check you are registered on the correct modules.

My timetable is wrong/not appearing on the web – what do I do?

Speak with Student Advisors who can check your student record to see what the problem might be. They may refer you to the relevant Academic Administrator or Programme
Leader.

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