



ENROLMENT AND STUDENT REGISTRATION POLICY

Policy last reviewed: July 2026

Approved by: University Education Committee

Published on: Royal Holloway, University of London website

Enrolment and Student Registration Policy



1. Introduction and Scope

- 1.1. This policy outlines Royal Holloway and Bedford New College's (the 'University') policy regarding student enrolment and the on-going maintenance of a student's record.
- 1.2. The term 'student' (you) includes any individual eligible to participate in a university course, including those undertaking placements or exchanges, where delivery may be on-campus, at an off-site venue or at a partner institution.

2. Enrolment with the University

- 2.1. Enrolment gives you the right to attend the classes and receive tuition or supervision for your course. Enrolment also grants access to relevant University facilities.
- 2.2. All Students must enrol for each year of their studies, except for students who have interrupted their studies under the provisions in the [Academic Regulations](#).
- 2.3. Students must enrol by:
 - 2.3.1. Agreeing to the University's terms and conditions by completing the Online Sign-up process
 - 2.3.2. Providing relevant documentation to verify their identity and the right to study in the UK at the outset of the course and, where required, during their studies
- 2.4. To ensure that Enrolment and Registration is maintained with the University, students must also pay, at least 50% of the tuition fees in order to complete enrolment. The remaining 50% by Week 1 of Term 2. This applies for each year of study. Any outstanding debts must be paid before enrolment can be completed, as outlined in the [Student Fees Regulations](#).
- 2.5. In the case of collaborative provision students may have these obligations (2.1 and 2.2) to the partner institution rather than the University
- 2.6. Enrolment must be completed within 15 working days of the start of your course, unless an earlier deadline has been set by your Department.
- 2.7. Failure to enrol by the deadline relevant to your course without prior approval and in the absence of medical or other good reason, will result in the discontinuation of your registration with the University. The University will undertake the following actions: -
 - 2.7.1. Remove your access to University facilities which includes but is not limited to removing access to Campus Account facilities such as your e-mail, Moodle and Campus Connect, removing access to the Computer Centre, University libraries and the Students' Union. You will be unable to receive tuition/supervision or attend lectures, seminars, exams or submit assessments.

2.7.2. If you are in receipt of sponsorship for a Student Route visa, this will be cancelled in line with the University's obligations to UK Visa and Immigration (UKVI).

2.8. Late enrolment will only be considered where you have met all of the following conditions: -

2.8.1. It has been agreed by the University in advance

2.8.2. Your grounds for late enrolment are considered appropriate by the University

2.8.3. Where your Department has confirmed that there is a reasonable expectation that you can catch up

2.8.4. Where you accept that it is your responsibility to catch up, and that approval of a later start cannot be used subsequently as grounds for Extenuating Circumstances, appeal or complaint.

2.9. Further to 2.3.2 to maintain your student record, during your studies you may be required to provide relevant documentation to verify your continued right to study in the UK if you are subject to immigration control and require permission from the Home Office to enter or remain to study in the UK, in line with the University's obligations to UKVI. For example, if you are returning from interruption or for resit exams. It's your responsibility to maintain and ensure you have the right to study in the UK throughout your studies at the University.

2.9.1. Failure to provide the required documentation may result in the restriction of access to University facilities and/or interruption will be applied to your student record until your immigration status for the UK is resolved. Restricted access may include but is not limited to removing access to Campus Account facilities such as your e-mail, Moodle and Campus Connect, removing access to the Computer Centre, University libraries and the Students' Union. You will be unable to receive tuition/supervision or attend lectures, seminars, exams or submit assessments until your immigration status for the UK is resolved and you provide the required documentation to show you have the right to study in the UK.

3. Attendance and Engagement

3.1. The University's expectations in relation to attendance and engagement are described in the [Student Engagement Policy](#) which also describes the consequences for students who are not meeting requirements.

3.2. If you are in receipt of sponsorship for a Student visa, non-attendance could result in your visa being cancelled in line with the University's obligations to UK Visa and Immigration as outlined in the [Student Engagement Policy](#).

4. Reinstatement

4.1. Students who have left the University prior to completing their degree course, who self-withdrew (e.g. by completing a withdrawal form), were excluded for non-payment of fees, or didn't complete enrolment and had their record closed may request to be reinstated, on

the same degree course, as long as a period of no more than 2 years has elapsed since they left the University. If more than 2 years have lapsed since they left the University, they would need to apply for readmittance via the [Admissions process](#).

- 4.2. Reinstatements will not be considered for students wishing to study a different, unrelated degree course or whose registration with the University was discontinued for disciplinary reasons or academic failure. Students wishing to come back to the University to study a different, unrelated degree course or whose registration with the University was discontinued for academic failure would need to refer to the [Admissions policy](#).
- 4.3. For students who require a Student visa to study in the UK, successful reinstatement does not automatically guarantee that a Confirmation of Acceptance of Study (CAS) will be issued. CAS will only be issued in line with the University's [Student Route Sponsorship and Confirmation of Acceptance of Study \(CAS\) Issuing Policy](#).

Students who require a Student visa to study are encouraged to seek support from the [International Advice team](#) prior to beginning the reinstatement process.

- 4.4. Reinstatements are at the discretion of the Chief Student Officer or their nominee and are not guaranteed.
- 4.5. A £300 reinstatement fee is payable at the time of the reinstatement request being submitted. This fee is refundable if the University cannot approve the reinstatement request.
- 4.6. If a student has prior debt with the University, this must be paid in full before a reinstatement request will be considered. Students should seek advice on the financial implications of resuming their studies from the [Money Advice team](#).
- 4.7. Reinstatements will normally commence from the start of the academic year. Where a reinstatement is approved, the return date will be confirmed by the relevant department/faculty.
- 4.8. A Reinstatement request form must be submitted a minimum of six weeks before the end of term 3, in the year prior to the start of the academic year or proposed return date. Every effort will be made to process the request prior to the proposed return date, but there may be circumstances where it takes longer to complete the necessary checks and issue a decision on whether the reinstatement can be approved.

5. Maintenance of your personal information.

- 5.1. You are responsible for ensuring your personal details are accurate and up to date on Campus Connect. This includes permanent and temporary changes of address, telephone numbers including a mobile telephone number and emergency contact details. Any change of name must be reported to the Student Services Centre, supported by the required documentation see the [change of name policy](#) for further details. The University does not accept responsibility for letters, certificates or other written communication failing to reach you if you have not followed the correct procedure.

- 5.2.** For UK Visa holding students, the University is bound by UKVI requirements and is obliged to keep a copy of your passport, UK immigration status document(s) and personal contact details, including a UK address and phone number.
- 5.3.** For Student visa sponsored students only: In addition to 5.2, to protect and maintain your Student Visa status you must also keep the UKVI informed of any changes to your name and/ or other personal circumstances. The University, as your student visa sponsor, must provide information to the UKVI about you in certain circumstances and this may include your personal contact details. For Postgraduate Research students only, if you are undertaking a period of research in another country, this also includes updating the University as to your study location.
- 5.4.** The University is committed to handling student data with care and ensuring compliance with the GDPR and Data Protection Act 2018, which set out the legislative framework for managing personal data. The University's Data Protection Policy is available to read online [here](#). For more information about your personal data that we collect and use, please see the [Student Data Collection Notice](#).

6. University Communication

- 6.1.** The University provides an email address free of charge, which is accessible both off and on University premises. This address will be used routinely for communication with you, and you are required to check this email account at least once every day. Failure to check your University email accounts will not be accepted as reasons for non-compliance with University instruction
- 6.2.** You are responsible for keeping yourself informed of any requirements that are posted on official University noticeboards, and for collecting your mail regularly from notified collection points.
- 6.3.** Individual communications sent from the University to specific students should be regarded as applying to the intended recipient only.
- 6.4.** You will be provided with a Student ID card which serves as proof of student status whilst on University property. See the [Student ID Policy](#) for further details.
- 6.5.** Students retain access to their University e-mail for six months following their course end date.
- 6.6.** Students access to University Systems will be retained following their leave date/expected course end date (whichever is the earliest) as per the table below. The exception to this is where the University has withdrawn facilities for example due to non-enrolment, non-payment of fees or for disciplinary reasons.

Student Category	Retention of Access Period
Undergraduate Students	175 Days

Postgraduate Taught Students	190 Days
Postgraduate Research Students	175 Days
Visiting Students	90 Days
Intercollegiate Students	90 Days
Kaplan Students	175 Days
Other Partnership Students	90 Days

Related Documents and Links

[Academic Regulations](#)

[Student Engagement Policy](#)

[Student Fees Regulations.](#)

[Student ID Policy](#)

[Student Data Collection Notice](#)

[Data Protection Policy](#)

[Change of Name Policy](#)

Document Control Information

The current official copy of this policy shall be located on the Policy Hub of the University's website.

<u>Policy Owner</u>	Caroline Beck - Director of Student Administration
<u>Operational Owner (where different to policy owner)</u>	Sarah Smart – Deputy Director of Student Administration
<u>Approving Body</u>	University Education Committee
<u>Approved on</u>	20 May 2026
<u>Reviewed</u>	Annually
To be reviewed before	May 2027

<u>Version History</u>		
<u>Version (newest to oldest)</u>	<u>Date of approval</u>	<u>Summary of changes</u>
Version 1	21 May 2025	Original Policy
Version 2	TBC	Updates to wording to reflect the new academic structure Section 4 – Updates for clarification and to capture current practice