

Student Enquiry Centre

Your studies and extenuating
circumstances



Welcome to the centre for enquiries about your studies and where you can submit extenuating circumstances claims.

From here, you can look up frequently asked questions on all aspects of your academic studies.

If you need help from one of our specialist teams, please submit an enquiry using the enquire and submit link above. Extenuating circumstances claims can also be submitted here.

You can track and view responses to your enquiries and claims, so check your cases regularly. We aim to respond within three working days, either resolving your enquiry or providing you with an update.



student enquiry centre



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Permissions requested

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✓ Sign you in and read your profile

Accepting these permissions means that you allow this app to use your data as specified in their Terms of Service and Privacy Statement. You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept

When you first log in, this permission box will appear. Please accept in order to access the student enquiry centre

Or click this link to see our
FAQs by topic

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Type keywords to
see related FAQs

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Search

You will need to sign in with your university details to submit an enquiry. Enquiries are submitted at the “enquire and submit” button at the top of every page

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[Home](#) > [Enquire and submit](#)

Enquire and submit

When logged in, make sure it's your name at the top

What can we help you with?

Type a question here...

You can search FAQs here

Search

Create Enquiries

Enquiry Number	Enquiry Type	Reason for Claim	Origin	Status	Status Reason
----------------	--------------	------------------	--------	--------	---------------

There are no records to display.

Click "create enquiries" to write and submit your enquiry

Home > Enquire and submit > Ask a question

Ask a question

Any personal and/or sensitive information provided in your enquiry will be used within the management of your query. Sharing of the

Samantha Potter

Check you are logged in under your account and not another student

Ask a question *

I want to ask about *

Give your enquiry a title as you would with an email



Make an enquiry

I want to ask about*

Assessments, coursework, and exams

- Coursework - deadline
- Coursework - extension
- Coursework - late submission
- Exams - extra time
- Exams – ROGO / online
- Exams – timetable
- Labs

Marks or classification

- OSCE

- Results

Documents

- Get advice about a document

- Order a document

Fees and charges

- How much are my fees?

- How to pay my fees

- Request an invoice

- Sponsorship

Select the topic for your enquiry.
This will ensure your question goes
to the correct team



Make an enquiry

Tell us more

Use this text box to explain your enquiry and provide any additional details

Attach a file

Choose files No file chosen

For some enquiries you may need to show evidence, for example some visa and finance queries, and you can attach documents here

Submit

Cancel

When you're finished, just hit "submit"

Enquire and submit

You can see all your current and previous enquiries on the “enquire and submit” page

Q What can we help you with?

Type a question here...

Click on the enquiry number to see more information

All E

Search

Create Enquiries

Enquiry Number

UoN-00001296

Enquiry placement

Origin

Status

Status Reason

Student

Student ID

Raised by

Created On ↓

Modified By

Modified On

Web

Active

Received

Check the status and status reason of your enquiries to see how they are progressing

Jessica Mcilwaine 21/09/2021 12:04 PM

UoN-00001203

Enquiry money

Web

Active

Received

Jessica Mcilwaine 26/08/2021 8:10 PM

UoN-00001198

Enquiry placement

Web

Active

Received

Jessica Mcilwaine 24/08/2021 9:35 AM

UoN-00001147

Enquiry money

Web

Resolved

Information Provided

Samantha Potter

10/08/2021 11:08 AM

Samantha Potter 10/08/2021 11:09 AM

Ask a question *

fees

I want to ask about *

How much are my fees?

Tell us More

—

Responses to your enquiry will appear on the timeline at the bottom of your enquiry

You can send further messages or comments about any active enquiries

Timeline

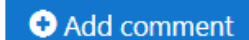


2 months ago

Modified on 28/07/2021 9:21 AM

Samantha Potter → Samantha Potter

Hi. Please can you advise the specific details of your enquiry

 Add comment



Enquire and submit

Q What can we help you with?

Type a question here...

All Enquiries

Search

Create Enquiries

Enquiry Number	Enquiry Type	Ask a question	Origin	Status	Status Reason	Student	Student ID	Raised by	Created On	Modified By	Modified On
UoN-00001296	Enquiry	placement	Web	Active	Received	Samantha			21/09/2021 12:04 PM	Jessica Mcilwaine	21/09/2021 12:04 PM
UoN-00001203	Enquiry	money	Web	Active					26/08/2021 8:10 PM	Jessica Mcilwaine	26/08/2021 8:10 PM
UoN-00001198	Enquiry	placement	Web	Active					24/08/2021 9:35 AM	Jessica Mcilwaine	24/08/2021 9:35 AM
UoN-00001147	Enquiry	money	Web	Resolved					10/08/2021 11:08 AM	Samantha Potter	10/08/2021 11:09 AM

Once a query is resolved, you cannot make further comments. If you have additional questions, please submit a new enquiry via "create enquiries" above



FAQs

Enquire and Submit



Samantha Potter ▾

Profile

Sign out

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Log out when you're done, especially if you are on a shared computer. Also ensure you close your browser to prevent the next user accessing your account



If you need further guidance, please see our detailed [How To guide](#) on the website

If you are unable to log in to the enquiry centre, please contact [Digital Support](#)

If you are having difficulties using the student enquiry centre, [please tell us about it on this Form](#). Please submit your enquiry through another route, such as the [enquiry form](#) or [Livechat](#)