



Student Newsletter

UWTSD LONDON – TRANSFORMING EDUCATION, TRANSFORMING LIVES

Welcome to the New Term at UWTSD London!

Welcome to the October term at the UWTSD London campus in Canary Wharf! Whether you're a new or returning student, we're happy to have you here.

For new Students: Starting at a new university can be both exciting and challenging. You're now part of a supportive community. Explore, ask questions, and make the most of the resources available to you.

Here are some useful links to help you settle in:



- Settling In Guide: [How to Settle In](#) - Find tips to help you access and download essential letters you might need during your time here, discover a range of benefits available to students, including discounts and support services, and learn about the numerous benefits of studying at UWTSD and how they can positively impact your life.
- International Students: [International New Starters](#) - Useful advice for our international students to help you adjust and thrive in your new surroundings.
- [Your First Few Days](#) at UWTSD - A comprehensive guide to help you navigate your first few days at the university, including important information on student ID, the student union, and other essential services.
- Student Travel Cards: [Student Travel Cards](#) - Information on how to apply for student travel cards, which offer discounted travel rates on public transportation.

We are here to support you every step of the way.

Help Desk – Multiple Support Options Available

At UWTSD London, we are committed to supporting students through in-person, phone, and email services. You are free to choose the method that suits you best. Please check your [Moodle](#) platform for the latest schedule and updates.

In-Person Support

Visit the Help Desk on the First Floor for face-to-face assistance from our professional teams.

Phone & Email Support

For additional support, and for general enquiries, you can contact us via phone or email.

Some matters may require an in-person visit for full resolution.

Location: Help Desk – First Floor

Team Availability & Contact Details (In-Person)

Student Engagement Team

Support with engagement, student letters, interruptions, withdrawals, pregnancy/maternity, TfL, and re-enrolment.

 Monday - Sunday, 10 AM – 2 PM

 Phone: [0207 127 7470] for Weekdays and [0207 127 7480] for Weekends

 Email: [LondonStudentEngagement@uwtsd.ac.uk]

Assessment Team

Help with assessments, assignments, exams, and Extenuating Circumstances.

 Monday–Sunday, 10 AM – 12 PM & 1 PM – 3 PM

 Phone: [0207 127 7405]

 Email: [LondonAssessments@uwtsd.ac.uk]

Finance Team

Assistance with Student Finance queries.

 Monday–Sunday, 1 PM – 2 PM

 Phone: [0207 127 7472]

 Email: [financelondon@uwtsd.ac.uk]

Admissions Team

Support with applications and related enquiries.

 Monday–Friday, 3 PM – 4 PM

 Phone: [0207 127 7404]

 Email: [LondonAdmissions@uwtsd.ac.uk]

Timetabling Queries

All timetable queries and group changes are handled by the timetabling team, please email them at

[Londontimetabling@ustwd.ac.uk]

Important Note

The London Comms Box; Londoncomms@uwtsd.ac.uk, is exclusively for important communications related to students. We do not provide professional assistance through this channel.



Important Notice: Smoking Policy Reminder

It has come to our attention that some students have been using the plant pots next door for cigarette butts. We kindly ask everyone to respect our neighbours and the environment by refraining from this practice.

Remember, smoking is not permitted on campus except in the designated smoking area. For our campus, the designated smoking area is [Columbus Courtyard](#), which is the yard behind the campus. This space is equipped with proper disposal bins to ensure cleanliness and safety. Please make sure to use this area if you need to smoke.

Smoking outside the front of the building or anywhere else on campus is prohibited. Anyone found to be smoking in areas other than the designated smoking area will be subject to non-academic misconduct procedures.

Reflection Room on the Ground Floor

We'd like to let you know that there is a Reflection Room available for students on the ground floor. It's located behind the new classroom (LH004) and can be accessed either through the door opposite the IT desk or from the student common area.

This quiet space is designed to support your wellbeing, whether you need a moment of peace, mindfulness, or personal reflection during your day.



Introduce a Friend' Scheme

Know someone interested in joining our London campus at the University of Wales Trinity Saint David?

If so, we've got great news! You're one of our best ambassadors—who better to share the UWTSD experience than our own students? To thank you for spreading the word, we're excited to launch our **'Introduce a Friend'** scheme.

Here's the reward:

Refer a friend, and if they join us, both of you will receive a **£250 Amazon voucher!**

To take part, please complete the referral form [here](#), or, if you want to learn more, email London Admissions at LondonAdmissions@uwtسد.ac.uk



Your Students' Union Advice Service

We appreciate that throughout your student journey, you may need some support along the way. Our advice is free, confidential and independent and our team is on hand to support students ensuring you have the right information to make informed decisions. Student Union Advice have a number of self-help resources for students on our webpage which has recently been updated to improve accessibility. Student Union Advice can provide information and guidance on the below academic processes:

- Academic Appeals
- Extenuating Circumstances
- Complaints
- Academic Misconduct
- Non-Academic Misconduct
- Fitness to Practice

The advice team can also provide support around housing, finance and well-being as well as signposting to organisations that may be able to provide further specialist support.

How can I contact the advice team?

You can contact the advice team by: Emailing unionadvice@uwtssd.ac.uk or Completing the advice form here: [Advice - UWTSD Students' Union](#)

Subject to availability, you may be able to request a face-to-face appointment with our London based adviser, based in 1 Westferry Circus on ground floor by the student area.



Homelessness Support – Who to Contact

If you're facing housing difficulties or are at risk of homelessness, you're not alone—and there is support available. These national charities offer free, confidential advice and can help you take the next steps:

☎ Who to contact:

- Samaritans – 116 123 (24/7 emotional support)
- Crisis – 0300 500 0914 (support for people experiencing homelessness)
- Shelter – 0808 800 4444 (housing advice and emergency support)
- St. Mungo's – 020 8600 3000 (support for rough sleepers and those at risk)

👉 These organisations will usually ask if you've contacted your local council first, as this is often the starting point for accessing housing support.

✧ Please don't hesitate to reach out, help is available.

Important: Beware of Student Finance Scams

With student finance payments being issued, scammers are actively targeting students through fake emails, texts, and calls. Stay alert and protect your personal information.

Here's how to spot and avoid scams:

- Look out for poor spelling, grammar, or generic greetings like "Dear Student."
- Be cautious of urgent messages demanding quick action.
- Never click suspicious links - go directly to your student finance account.
- SFE will never contact you via WhatsApp or social media.

Changes to Bank Details

We'll send an SMS to students in England if there's been a change to their bank details.

This message will ask students to confirm the change.

If you have not updated your bank details but receive such a message, please contact your bank directly to verify your account activity. You can also log into your online student account to review your information.

Report It:

Suspicious messages should be reported to report@phishing.gov.uk or call 0300 100 0059.

Stay safe and think before you click - your student finance is too important to risk.

! Finance Team Unavailable on Specific Sundays

Due to essential system updates by Student Finance England (SFE) to the HE Gateway, the Finance team will be unavailable on the following Sundays:

- 19 October
- 26 October
- 2 November
- 23 November

These updates are part of scheduled maintenance taking place over five weekends:

- 4–5 October (Back online 6 Oct)
- 18–19 October (Back online 20 Oct)
- 25–26 October (Back online 27 Oct)
- 1–2 November (Back online 3 Nov)
- 22–23 November (Back online 24 Nov)

Thank you for your understanding.



Get Connected with Digital Skills

Whether you're just getting started or looking to sharpen your digital abilities, support is available to help you succeed in your studies and beyond.

What we can support you with:

- Microsoft tools: Word, PowerPoint, Excel, OneDrive, Outlook, Teams
- Digital best practices and workplace tools
- Guidance on digital platforms and resources

Your Advisor: Michael Rodgers, Digital Skills Advisor (London Campus)

📍 Library Office (Ground Floor)

✉ LondonDigitalSkills@uwtسد.ac.uk

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Ready to build your confidence with digital tools? Here's how you can begin your journey and make the most of the support available at UWTSD London.

Check out the [Digital Essentials Guide](#) for:

- How to get connected at UWTSD.
- Advice on laptops and Microsoft software.
- Further support information.

Visit the [UWTSD DigiCentre](#) to:

- Access hundreds of resources in the [Resource Finder](#).
- Find out how you can [access LinkedIn Learning for free](#) with your student account.

Visit the [London Digital Skills Site](#) to:

- Book an appointment
- Find contact information
- Access digital skills resources including:
 - Microsoft Word, PowerPoint, and Excel support
 - OneDrive support
 - LinkedIn Learning courses
 - The UWTSD DigiCentre
 - ...and more!

✦ All these resources are also available via the Digital Skills tile on the [London Students Hall in Moodle](#).



Stay connected with us!

We've always been active on social media, sharing the latest events, news, student stories, academic support, job opportunities, and much more!

It's the perfect place to get the most up-to-date information and stay connected with our community. Don't miss out on any updates!

Follow us on social media by clicking on your preferred platform below:



Facebook



Instagram

CHECK OUT OUR SOCIAL MEDIA



LinkedIn



formerly Twitter

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