



Student Advice & Support Centre

The Student Advice & Support Centre is the first point of contact for all student support enquiries. Students can contact the team in person, C2.6 4 -0.011 Tw 9.96 -0 0 9.96 72.72 587.76 Tm [(Mon

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Birmingham

Monday to Thursday	08:30 – 21:00
Friday	08:30 – 17:00
Saturday & Wednesday	

	08:30 – 17:30
Tuesday & Thursday	08:30 - 21:00
Friday	08:30 – 17:00
Saturday	09:00 – 17:00
Sunday	Closed



For any queries



Timetables

All students are reminded to check their timetables regularly as any changes will be reflected



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.

Your attendance will be confirmed to SFE (Student Finance England) once you have completed and attended your extended induction. The Registry team will send all your attendance information to main campus, who will then release the information to SFE. Any queries, please contact the registry team



Webex details and times:

The Webex link is the same every day:

<https://qalearning.webex.com/meet/QAHEWebex319>

	Timeslot	Link to join
Monday	15:00-16:00	Click to join
Tuesday	12:00-13:00	Click to join
Wednesday	15:00-16:00	Click to join
Thursday	16:00-17:00	Click to join
Friday	11:00-12:00	Click to join

Or alternatively, pop them an email: QAHE.AcademicHelpHubLondonMet@qa.com.

All this information can be found on the ACE page on Weblearn, just [click here](#).

For any technical Webex issues, please contact the Student Advice & Support Centre Team via email QAHE.SASC@qa.com or call 0204 579 6407.

Resit /Retakes

What does a 'Resit' outcome mean?

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 mdxacademicenquiries@qa.com.



Student Portal IT Helpdesk



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



Support teams alongside Academic Management teams to provide personalised support based on your individual situation.