



Academic Quality Handbook

Supporting late-arriving students – a simple guide

The purpose of this document

In some cases, students will arrive to commence their studies late. This can be due to a number of factors, often out with their control. To help us ensure they have a positive welcome experience, we have produced this easy-to-use guide. It gives a clear, step-by-step approach to help them catch up, feel reassured, and settle in quickly. By making sure the right support happens at the right time, it also helps reduce pressure on staff. It's especially useful for students who arrive after teaching has commenced and have missed Welcome Week and induction.

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Late student arrival communication

Before term starts and during registration:

- Students will be receiving their [new student communications](#)
- The Student Monitoring Group meets weekly, until the final deadline to register, to track students arriving late.
- Heads of School keep staff (such as Programme Leads, School Admin Managers and Course Coordinators) updated on any late arrivals

Admissions will clearly tell students:

- The latest date they can arrive
- What to do if they can't arrive in time (for example defer their place)
- To complete their IT registration online as soon as possible
- To keep the university updated on their travel and arrival plans (through CAS shield)
- What should be their key priorities on arrival, including attending the Registration/InfoHub, starting classes promptly, and guidance for out-of-hours arrivals

If a student contacts the School to say they will arrive after teaching has started, schools should direct them to the Admissions team. Admissions will confirm whether a late start is possible and ensure the student is supported through the appropriate late arrival process. Admissions will liaise with the relevant school(s) and the Immigration and Compliance team.

Support for students upon arrival

All [registration services](#) will be based in the Science Teaching Hub for the first 3 weeks of teaching, thereafter based at the InfoHub.

The teams will:

- Support students to complete registration
- Help resolve any issues or system blocks (for example IT, MyCurriculum, MyTimetable, Immigration & Compliance)
- Complete the on-campus mandatory Right to Study check
- Ensure students have access to key systems and apps to enable them to commence their studies including Wi-Fi and Virtual Learning Environment access
- Inform students they will be contacted by their School but that they should attend their next scheduled class as soon as possible and begin catching up using available online resources
- Inform students of the wellbeing support available

Note: If a student first arrives at School / any other location direct them to Registration support/InfoHub.

Wellbeing Support

The Wellbeing team receives weekly lists of newly arrived students until the final registration date:

- Scheduled “Arrival and Wellbeing” sessions will be promoted to students to support with settling in (the team can support with GP registration, essential apps, and settling into student life)
- Additional small group or 1-2-1 support can be arranged if needed
- For queries, contact wellbeing@abdn.ac.uk

School and Academic Support

Heads of School and School Administration Managers receive a weekly list of students who have completed their on-campus Right to Study check, up to the final registration date. Each School should nominate a single point of contact to coordinate support for late-arriving students.

The School contact should:

- Confirm the student has completed all registration steps
- Direct the student to recorded induction materials and missed course content
- Arrange a 1-2-1 or group induction session
- Ensure the student meets with their Programme Lead or Course Coordinator
- Liaise with the Pastoral Lead where needed

Additional support (if required):

- Arrange extensions for early assessments
- Make adjustments for block teaching
- Support rescheduling of missed teaching sessions

If student arrives out of hours

Students staying in University accommodation should collect accommodation keys from Hillhead Student Village (open 24/7).

For King’s Campus arrivals after 6pm, key collection may be possible via Security at Dunbar Street (subject to agreement with Accommodation team).

Students should be advised to go to **Registration support/ InfoHub** as soon as possible and seek support if they have any wellbeing concerns.

If student arrives after the latest arrival date

Contact David Stoll david.stoll@abdn.ac.uk (Head of Admissions) who will liaise with relevant teams (such as Immigration & Compliance and the relevant school) and follow up with the student.

Monitoring & Follow-Up

Identified school contact should check late arriving student engagement and progress (especially during term transitions) and arrange a follow up if there are concerns about:

- Virtual Learning Environment activity (for example student not being active in MyAberdeen)
- Attendance
- Student not engaging
- Academic risk identified
- Non attendance at pastoral support meeting

Late arrivals local task force

Schools may wish to create a 'late arrivals local task force' to coordinate support and ensure a consistent approach. Use the table below to identify key contacts and responsibilities locally.

Admissions contacts	
Undergraduate admissions	ugadmissions@abdn.ac.uk
Postgraduate admissions	pgadmissions@abdn.ac.uk
Academic contacts	
School late arrival contacts	
Programme leads	
Course Coordinators	
Relevant school admin	
Registration and Compliance contacts	
Registry	undergraduate@abdn.ac.uk postgraduate@abdn.ac.uk
Student immigration and compliance	immigration@abdn.ac.uk
Infohub	infohub@abdn.ac.uk
Support & Wellbeing	
Pastoral leads	
Student Support	student.support@abdn.ac.uk
Wellbeing team	wellbeing@abdn.ac.uk
Out of Hours contacts	
Campus security (24/7)	01224273327 (non-emergency) 01224273939 (emergency)
Hillhead Student Village (24/7)	01224 274000

Useful links

New Students Registration overview: <https://www.abdn.ac.uk/students/new-students/>

Student Support Services: <https://www.abdn.ac.uk/students/support/>

This document has been developed by the Wellbeing team, in consultation with colleagues in Admissions, Registry, Immigration & Compliance, Infohub, School administrative staff and Dean for Student Support. Last review August 2026. Comments can be made to: wellbeing@abdn.ac.uk