



Student Welfare and Support pocket guide.

Learning Support
Mental Health and Wellbeing
Counselling
Safeguarding

Student Welfare and Support Service.

At BPP, we understand that you might need some extra support during your studies. That's why we offer a dedicated Student Welfare and Support Service.

Our collaborative approach includes Learning Support, Mental Health and Wellbeing Support, and Safeguarding. We work closely with other BPP services to ensure a joined-up approach, so that you can thrive both personally and academically.

To contact any of the Student Welfare and Support teams, please use the appropriate email, phone number or QR codes provided in this guide.

We want everyone to feel comfortable at BPP, and safe in the knowledge that if you ever needed support, you would know where to go.



Learning Support.

How we can support you

Students with neurodiversity, learning difficulty, disability, health and wellbeing and/or mental health issues. We work with all BPP teams to make reasonable adjustments so you can access all services and participate fully in learning.

We need at least one month's notice to prepare your Learning Support Agreement – the sooner you reach out, the better we can assist you.

What are reasonable adjustments?

The term “reasonable adjustments” is from the Equality Act 2010. Reasonable adjustments are put in place to make sure students with neurodiversity, disability, physical or mental health conditions aren't substantially disadvantaged during their studies.

Examples of reasonable adjustments include: Extra time or rest breaks in examinations, alternative forms of assessment, low occupancy rooms, adjusted timetables, extended library loans, materials in alternative formats, advance materials, study skills support, sighted guides, BSL interpreters, audio recording of lectures, ramp access, assistive technology, accessible materials.

Five Steps to Learning Support

1.

Contact the team by filling out a Student Welfare and Support Form, or email **learningsupport@bpp.com**

2.

Complete a Disability Disclosure support form to tell us about your needs confidentially, and control who sees your information. We won't share without your consent.

3.

Discuss your support and send us evidence – we can advise if you are not sure what evidence to provide.

4.

We produce a Learning Support Agreement outlining your support, which is yours to keep and share as you need.

5.

We recommend and implement support for exams and assessments in partnership with your school.

Evidence for Arrangements

We will need evidence of your neurodiversity, learning difficulty / difficulties, disability, or physical/mental health condition to make sure we can set up the right arrangements for your exams or assessments.

Types of Evidence

- ✓ A letter from a doctor or consultant
- ✓ A report from an educational psychologist
- ✓ A letter from a social worker or counsellor

Don't struggle alone — if you're unsure, just reach out, and we can provide advice on getting the appropriate support and what evidence could be used.

Undiagnosed Conditions

If you think you may have an undiagnosed condition impacting your studies, the Learning Support team at BPP can help. We provide screening for dyslexia and can offer advice to connect you with professionals for formal assessments of dyslexia, dyspraxia, and dyscalculia.

Disabled Students' Allowances (University students)

Disabled Students' Allowances (DSAs) are non-repayable grants designed to assist you with the additional costs that you may incur. You may be eligible if you have a disability, including mental health conditions, and specific learning difficulties such as dyslexia, dyscalculia, or dyspraxia.

There are four types of DSAs:

1. Specialist equipment allowance
2. Non-medical helper's allowance
3. General and other expenditure allowance
4. Travel costs allowance

To be eligible, you must be a UK resident or have settled status, be an EU national or family member, and have lived in the UK, Channel Islands, or Isle of Man for at least three years before your course.

How to contact us

You can contact the team by filling out a Student Welfare and Support form, or be emailing **learningsupport@bpp.com**.

For more information about this team, or to fill out a Student Welfare and Support form, please scan the QR Code.



Mental Health and Wellbeing.

What support do we offer?

The Mental Health and Wellbeing team at BPP is here to support you throughout your studies. We offer a range of services to ensure you have access to the mental health and wellbeing support that you need. We provide an inclusive, accessible, and friendly service to help you succeed in both your studies and personal life.

Wellbeing

Wellbeing is important for both your physical and mental health. It's all about being comfortable, healthy, and happy. Wellbeing includes how you feel about yourself, the quality of your relationships, and your sense of purpose.

Mental Health

Around one in four people experience mental health problems each year. Mental health involves your cognitive, behavioural, and emotional wellbeing. It's a state where you realise your abilities, can cope with normal stresses, work productively, and contribute to your community.

Wellbeing Support

Our experienced wellbeing advisers offer personalised advice and support on a range of wellbeing concerns, to help you navigate your time at BPP with confidence.

Counselling Services

Our counselling services provide a safe and confidential space for you to discuss any issues impacting your mental health and wellbeing.

Workshops and Resources

A variety of sessions, workshops, and resources on wellbeing and mental health concerns, to equip you with essential skills and knowledge.

Outreach and Engagement

Promoting mental health awareness through campaigns, collaborations with other teams, and initiatives with external support services.

How to contact us

You can contact us by filling out a Student Welfare and Support form, or by emailing **wellbeing@bpp.com**

If you are worried about your mental or physical health, you can call **111** who can tell you what to do next. Please note if you are in need of the emergency services you must call **999**.

Scan the QR code and select 'Student Welfare and Support Form' to fill out the form.



Counselling.

How can counselling help?

Counselling can help with a wide range of issues, including emotional difficulties, stress, anxiety, depression, and relationship problems. It provides a safe and confidential space to explore your feelings, thoughts, and behaviours, and to work towards positive change. Counsellors all belong to a professional association for counsellors and adhere to the ethical frameworks of those, ensuring professional standards and confidentiality.

The Counselling Service

Counselling is a talking therapy that involves a trained therapist listening to you and helping you find ways to deal with emotional issues. It's a collaborative process where you work together with your counsellor to explore your feelings, thoughts, and behaviours. The aim is to improve your mental health and wellbeing. At BPP we offer a free and confidential counselling service that provides short-term, solution focused sessions.



What counselling might look like

Initial Assessment –

Firstly, you will have an initial assessment to get to know you and understand your concerns, so that you can set goals for your counselling sessions.

Confidentiality –

What you share with your counsellor stays private, as it is a confidential process. Note that they are required by law to disclose information if they believe that there is a risk to life.

Safe and Supportive Environment –

Sessions are a safe and supportive environment where you can speak brief, solution focused therapy. This is held on a regular basis, with a frequency that suits you, lasting around 50 minutes each.

Active Listening and Approaches –

Your counsellor will listen actively, show empathy, and help you explore your thoughts and feelings. Together with your counsellor, you will set goals for what you want to achieve through counselling.

We offer a counselling service for immediate intervention, and one that you can self-refer to. Please get in touch with any of the Student Welfare and Support teams, or email wellbeing@bpp.com to be referred over, or for more information.

To self-refer, and find out more you can visit our [bppstudents.com](https://www.bppstudents.com) website or scan the QR code below. This service is free and confidential for all those who study with us.



Safeguarding.

What does Safeguarding mean?

Safeguarding means protecting people's health, welfare, and human rights, and enabling them to live free from harm, abuse, and neglect. For as long as you are studying with us, we have a duty of care to look after you.

How might we support you?

In real terms, that means if you are in a situation where you feel unsafe, are worried about your welfare, or feel like you are at risk of harm, please contact us and we will listen without judgement and signpost you to support. We work very closely with the students that come to us and will respond with useful compassion. We will listen, without judgement,

and establish support as necessary. This may mean linking you in with other BPP services or external charities or organisations, and ensuring that you are safe during your studies with us.

If you are concerned about any of the following, please contact us for confidential advice and support from our specially trained team:

- ✓ Physical Abuse
- ✓ Emotional/ Psychological Abuse
- ✓ Sexual Abuse or Exploitation
- ✓ Neglect (lack of food, shelter, or care)
- ✓ Domestic Violence or Abuse
- ✓ Financial or Economic Abuse
- ✓ Harassment/Sexual Misconduct

- ✓ Discriminatory Abuse/ Hate Crime
- ✓ Online Abuse or Online Safety
- ✓ Radicalisation or extremism (Prevent Duty)
- ✓ Female Genital Mutilation (FGM)
- ✓ Forced Marriage
- ✓ Child-on-child/ Peer-on-Peer abuse
- ✓ Human Trafficking or Modern Slavery
- ✓ Substance misuse (drugs or alcohol)
- ✓ Criminal exploitation (including coercion by gangs)
- ✓ Homelessness

How to contact us

You can contact us by filling out a Student Welfare and Support form, emailing **safeguarding@bpp.com**, or if urgent, by phoning **07464 542 636** (Monday - Friday 9:00am – 5:30pm, excluding UK Public Holidays). Please note if you are in need of the emergency services you must call 999.

For more information about this team, or to fill out a Student Welfare and Support form, please scan the QR Code.



Inclusion at BPP.

At BPP, our values ensure that we learn through understanding and tolerance, with the ability to challenge divisive or radical threats to tolerance and respect. Don't be a bystander! If you see or experience anything that doesn't sound or look right, including discrimination or harassment, please let us know and we will follow it up in a sensitive and professional way. Please email: **inclusion@bpp.com**

Staff Mental Health First Aiders

At BPP, we have many staff members who are trained Mental Health First Aiders. This means they have completed a nationally accredited Mental Health First Aid course, equipping them to recognise signs of mental health difficulties and how to help and respond. If you're on campus and would like to talk to someone, your first point of contact should always be our dedicated Student Welfare and Support teams. However, you can also approach staff wearing green lanyards — these indicate that they are trained Mental Health First Aiders. They can listen and guide you to the right support services as needed.

Harassment and Sexual Misconduct

BPP is committed to ensuring a safe environment for all students, both on campus and online. We take harassment, sexual misconduct, and gender-based violence very seriously and have robust policies to address these concerns. Students must adhere to the University's rules and regulations, particularly the Student Conduct Policy, which outlines acceptable behaviour and consequences for misconduct.

We have dedicated teams within the Student Welfare and Support service, including the Safeguarding team, Mental Health and Wellbeing team, and Learning Support team. These teams provide a safe space, advice, and support for those affected. If you or someone you know is at immediate risk of harm, please call emergency services on 999.

If you need to speak to someone, please reach out to **safeguarding@bpp.com**. We will reply within 48 working hours. For urgent matters, you can call our helpline on **07464 542 636** Monday – Friday 9:00am – 5:30pm excluding UK Public Holidays.



Contact Information.

Support at BPP

More information about the Student Welfare and Support teams can be found on the support pages on The Hub for all current BPP students and for prospective students on the Students' Association website via the QR code.

Student Welfare and Support Form

We have a central Student Welfare and Support contact form. This form makes it simple to reach the right team, whether you need help from Mental Health and Wellbeing, Safeguarding, or Learning Support. Fill out the form, and we'll make sure your concern or question gets to the right place. You can also find the form in the email signatures of many BPP staff members.

The most important thing you can do is reach out for support, we're here for you.



learningsupport@bpp.com

wellbeing@bpp.com

safeguarding@bpp.com

inclusion@bpp.com



bppstudents.com/support

Scan the QR code and select 'Student Welfare and Support Form' to fill out the form.



Disclaimer: This information is accurate at the date of publication, April 2025. However, some information in it may change without notice. This document is for guidance only and does not form part of any contract.

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