

# BPP University Student Handbook.

2020–2021



BPP University  
Students'  
Association



**BPP**  
UNIVERSITY

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# Welcome to BPP University.

**BPP University is committed to creating a learning environment, which is not only stimulating and supportive, but also offers you memorable and rewarding student experiences.**

I am delighted to welcome you to BPP University. We intend to make sure that the time you spend with us is a valuable investment that will provide you with the knowledge, skills and professional values to enable you to succeed in your chosen career.

We recognise that your time at BPP University will be a unique period in your life and we want to work with you to make it all the more special.

We hope that your studies with us will be both successful and enjoyable. We want you to benefit from the academic and pastoral guidance we offer. You can take advantage of our comprehensive library and IT resources, as well as make the most of our specialised Careers Service, Pro Bono centre and award-winning Students' Association.

The purpose of this handbook is to help you get the most out of your induction period, and introduce you to our services and opportunities at BPP University.

**Professor Tim Stewart**  
Vice-Chancellor, BPP University



# Welcome from the Managing Director of the Students' Association.

On behalf of the whole of the BPP University Students' Association Team, I would like to extend a warm welcome to all new and returning students. I hope your time at BPP University will be both rewarding and successful.

The Students' Association is here to help you make the most of your student experience and consists of several parts.

The student voice is key to ensuring that your views and opinions are heard across the University. My team and I work closely with the President and annually elected Student Voice Representatives who act as an independent voice for students on all academic committees and school boards, to ensure a positive experience for everyone during their time at BPP University.

The Independent Advisers are here to help you if things don't go to plan. They provide an impartial, confidential service which is independent from the University and can help with academic and welfare issues such as appeals, complaints and wellbeing.

The Student Engagement Team works closely with student-run clubs and societies across all centres and online to help offer a number of exciting opportunities for you to socialise, as well as to develop skills that will assist you with life in practice.

Make sure you visit **bppstudents.com** for more information and to join our vibrant student community on the Virtual Campus.

You can also join us on Facebook @BPPStudentsAssociation and follow us on Twitter @BPPStudents.

I wish you all the best during your time at BPP University and look forward to meeting each of you soon.

**Shahban Aziz**  
Managing Director,  
BPP Students' Association



## Covid-19:

# A message from the University's Deputy Vice-Chancellor to all new students.

You will be aware that the world has been significantly affected by the Covid-19 pandemic and I wanted to assure all new students that whilst your experience as a BPP student may be different than you previously expected it to be, it will still be great!

We continue to be guided by two key priorities:

- The safety and security of all our students and staff
- Enabling students to continue to progress through their studies, where possible

These priorities have underpinned our approach to all the adjustments we have made in response to the pandemic. I am delighted that we have been successful in achieving both and I am especially pleased that we have minimised any academic disadvantage during this period.

Since March, when lockdown happened, all of our teaching and assessments have been online and this remains our approach until it is safe to return to face-to-face. We continue to work closely with the Students' Association as we plan for centres reopening and teaching and assessments to return to a new 'normal', once government guidance permits.

At BPP University we have always viewed our students as partners and in these unprecedented times I am pleased to be working very closely with the Students' Association to continually prioritise our students in all University decisions.

You need not worry as we will guide and support you with clear, detailed information that you will find on your VLE/The Hub and in our FAQs on the **bpp.com** website.

I would like to reassure you that the University will continue to prioritise your personal and academic wellbeing.

Best wishes

**Professor Sally-Ann Burnett**  
Deputy Vice-Chancellor

## Your Students' Association:

# What we do and how we do it.



### Enabling the student voice and representation

- Representing you at every level and committee at BPP University
- Supporting feedback mechanisms
- Supporting the Staff and Student Liaison Community and Voice Representation
- Running student representative elections via **bppstudents.com**
- Facilitating student voice focus groups



### Facilitating engagement, clubs and societies

- Facilitating admissions for clubs and societies
- Delivering events and social activities
- Organising communications and media



### Providing independent advice and support

- Providing impartial, confidential advice and support
- Providing hardship guidance
- Representing you at University meetings

# Student-focused and student-led in everything we do.

Here are just a few of the community activities and great opportunities on offer from your Students' Association.

## Clubs and societies

Join an existing or set up your own sporting, cultural or special interest group and make new friends, experience something new and have fun.

## Events

Join us at our events and network with fellow students at a variety of association and society-led events throughout the year.

## Student representation

The students' voice is championed and supported by the Association through a variety of channels at every level and committee at BPP University.

## Information and support

Our website and our Independent Advisers provide information on many aspects of student life including education advice and appeals and welfare campaigns.

## BPP Virtual Campus

Join BPP Community, our online network for all BPP students, alumni, staff and learners. It has a Student Group where you can engage with other students and share updates – plus you can book events and find a mentor: [community.bpp.com](https://community.bpp.com)

## BPP Alumni Network

Enjoy some of the benefits of the Students' Association even after you complete your BPP studies. You can find information about alumni events, networking and career progression opportunities.

Further information on all these opportunities is available at: [community.bpp.com](https://community.bpp.com)

## Association useful contacts:

### Events, clubs and societies

✉ [engage@bpp.com](mailto:engage@bpp.com)

### Independent Advice

✉ [independentadvice@bpp.com](mailto:independentadvice@bpp.com)

### Student Representation

✉ [represent@bpp.com](mailto:represent@bpp.com)

# Independent advice.

The Students' Association has an Independent Advice Team on hand across the country to support you when things go wrong.

## Appeals and mitigating circumstances

We will support you through these procedures and offer tailored guidance on your case. This can cover situations such as being unwell during your assessments or being academically withdrawn from a programme.

## Complaints

We can provide guidance on the internal University Complaints procedure and the process of raising a complaint with the University Ombudsman – the Office of the Independent Adjudicator.

## Academic malpractice

This can cover malpractice matters ranging from plagiarism, collusion and cheating. We will support you by explaining University policy and procedure in an accessible manner, what will happen next and answer any questions surrounding the investigation.

## Financial support

Have you been left in an unforeseen emergency situation and have no money? Get in touch with us (and complete a Crisis Fund Form) to see if you are eligible for support. Visit our website for more information on the services that we offer:

🌐 [bppstudents.com/advice\\_help](https://bppstudents.com/advice_help)  
✉ [independentadvice@bpp.com](mailto:independentadvice@bpp.com)



# Engagement, clubs and societies.

## **Societies and sports clubs**

Set up your own or join some of our existing societies to meet new friends, develop your professional skills to enhance your career prospects and try new experiences!

We have a range of great societies up and down the country at each centre for you to join and get involved with.

## **Student media and publications**

Would you like to write for Student Life, a student publication, the Human Rights Law Journal or even have your own radio station session/podcast? Then we can make it happen.

## **Events**

Come along to a range of events and socialise with other students. Is there an event you want to see happen that hasn't been organised?

Do you want to arrange a competition, a debate, a charity or employability event, or a sustainability initiative?

Then get in touch and let us know how you want to spend your spare time at BPP University and how we can make it the best it can be.

For a list of current events visit the Events section at [bppstudents.com](http://bppstudents.com) and [community.bpp.com](http://community.bpp.com)

If you want any more information on any of the above, then please do contact us at: [engage@bpp.com](mailto:engage@bpp.com)

# BPP University Student Charter 2020.

At BPP University, we want you to have every opportunity to succeed during your time with us. Below is a set of commitments developed by the students and staff at BPP University. The University and the Students' Association give their full support to these principles.

## The University's Commitment

- Provide the highest standards of teaching, taught by professionals from the professions
- Provide opportunities for you to grow career skills, both through integrating these into your curriculum and through a dedicated Employability Service, and in so doing enhance you entering and/or progressing in your chosen professional career
- Work in partnership with students, Student Voice representatives and the Students' Association, to enable you to contribute to the improvement of the student experience
- Set regulations and policies relating to all aspects of your studies, and make them accessible
- Provide an inclusive, tolerant and respectful environment which reflects our shared humanity and celebrates diversity

## Your Commitment

- Take responsibility and participate fully in your studies and the management of your course commitments
- Make the most of all the opportunities provided by the University and Students' Association to assist in your personal development, in order to help you achieve your academic potential and career goals
- Engage proactively in opportunities to provide feedback on your student experience, including supporting your student representatives
- Behave professionally at all times in BPP's diverse community, retaining dignity, tolerance and respect throughout the academic environment including in your interactions with staff, students and the communities around you
- Contribute to a safe learning environment by respecting equipment and instruction provided for your health and safety, cooperating with guidance both issued by staff and available on the VLE, and reporting any health and safety concerns to your personal tutor or the Facilities Team



## The Students' Association's Commitment

- Provide access to a student-centric, impartial and confidential independent advice service to support students on all matters relating to their studies at BPP
- Offer personal support and guidance to students experiencing challenges during their studies at the University
- Actively represent the student voice at all BPP Academic Boards and Committees, and seek to put forward solutions to challenges that students may face
- Facilitate student-led clubs, societies and events at the University by providing access to organisational support, funding and dedication to creating a broad and diverse space for students to network professionally and socially
- Remain student-led and student-centred in functionality both in centres and online, whilst ensuring that a diverse, tolerant and welcoming environment exists at BPP for students of all backgrounds

# Stay connected on BPP Community.

Check out our Virtual Campus on [community.bpp.com](https://community.bpp.com) where you can:



## Connect

Leverage your professional network and be introduced to people you should know



## Advance

Check out our online employability and professional development events



## Enjoy

Take part in a wide range of activities and discussions – plus enter competitions to win top prizes!



## How to join the Virtual Campus on BPP Community:

- 1 Go to [community.bpp.com](https://community.bpp.com)
- 2 Sign up using LinkedIn or a personal email address
- 3 Complete your full profile
- 4 Wait for the confirmation email to say you're a member
- 5 Use BPP Community to stay connected

# Student Records.

The Student Records Team in Registry works with faculty staff to ensure that the University collects and stores accurate personal data about students, programme and module data and any changes in students' registrations'.

## Registration

Students are registered onto their programme once the Student Records Team receives all the requested documents. If we do not have all the required documents then you will be temporarily registered. You will need to provide any outstanding documents to us as soon as possible to complete the process and ensure you become fully registered.

## How will temporary registration affect me?

Temporarily registered students have all the same rights and privileges as a fully registered student but cannot borrow books from our Library Service, receive a Council Tax Exemption letter (for full-time students) or Student ID card.

## Keeping your details up to date

If any of your details change during your time at BPP University (such as a change of name, address, phone number, email address, or emergency contact) then please inform us by submitting your changes on the Query Form via your VLE/The Hub.

## When will I get my Student ID card?

As part of the registration process you need to submit a clear front facing passport style photo which we can use to create your ID card. Your Student ID card will be emailed to you once you have submitted all the required documents and we have registered you. You will receive this at the same time as your registration confirmation letter. If you have not received your ID card two weeks from the start of your course then please submit a query on the Query Form via the VLE. Please note that temporarily registered students will not be eligible for an ID card.

## What is my Student Reference Number (SRN)?

Your SRN appears on your Student ID card; it must be cited on all correspondence within BPP University and any assessments you complete.

We advise that you try and memorise your SRN as soon as you can.

## How do I get a Student Status Letter, a Bank Account letter or a Council Tax letter?

Please submit your request the Query Form via your VLE/The Hub and you will receive a letter to your BPP email address. The Student Status and Bank Account letters are generated automatically and you receive these almost immediately.

As not all students are eligible to receive a discount on their Council Tax, this letter is not generated automatically as we have to check your programme of study.

## Queries about the Student Loans Company (SLC)

If you have any queries regarding the Student Loans Company, such as attendance confirmations, changes of circumstances etc., please contact us on the Query Form via your VLE/The Hub with your questions and we will be able to provide you with advice and guidance.

# Timetables and grouping.

## Where can I find my timetable?

Your timetable will be accessible via your Office 365 account. The teaching activities will be visible as appointments in your calendar. Guidance on how to access your timetable via all devices will be provided on the VLE/The Hub.

## What if I am having trouble understanding my timetable?

If you have difficulty in understanding your timetable, you should contact either your personal tutor or Programme Support Officer who will be able to help you.

If you are a Solicitor or Paralegal Apprentice, your first port of call will be your Apprenticeship Manager who will be able to help you.

If you are an apprentice in the Business School or the School of Technology, your first point of call will be your Skills Development Coach. Any administrative queries should be logged through the Query Form on your VLE/The Hub.

## What if I want to change my group or the classes that I attend?

You should only attend the classes you are timetabled for and, as a general rule, changing class is prohibited unless there is a compelling reason (e.g. regular medical appointments, childcare commitments or requirements of religious observance). These reasons do not include personal preferences or work commitments and will need to be evidenced. Unfortunately, it may not always be possible to accommodate your requirements. Please note that you cannot attend a different class without permission.

## What if I am working while I am studying and it conflicts with my timetable?

If you have registered as a full-time student, you will be expected to attend lectures, workshops and seminars on a full-time basis during a normal working week (Monday-Friday, 9.00am-6.00pm). While we understand that many students have to work part-time, such employment should not interfere with your studies during these hours.



# Online access and the Virtual Learning Environment (VLE) or The Hub.

Wireless internet access is available throughout our Libraries and study centres providing you with convenient access. The VLE/The Hub is available at any time, from anywhere in the world.

## VLE/The Hub

Depending on your programme, you will be given access to the VLE or The Hub. This should be your first port of call for any information whilst you are at BPP. Much of the information within this document is contained within your VLE/The Hub.

## Your BPP University network details

### When will I receive my login details?

Your network login details will be emailed to your personal email before you arrive to register.

### Where do I use these?

These details allow you to log into the Library computers at our study centres.

### What do I use them for?

Accessing the Library computers, printing, photocopying and for access to some e-books.

## BPP University network details

### Logging in for the first time:

1. Enter your name and password
2. Check that BPPLS is shown in the 'Log on to' box as the domain and select OK

## Assistive Technology

We have MindView mind mapping software available on all student computers, a designated PC with JAWS in each centre and other assistive technology available on request.



# Teaching styles at BPP University.

Our tutors use a range of different approaches to teaching and learning to deliver BPP University's programmes of study.

## What is a lecture?

A lecture is an educational talk delivered to an audience; in this context, a group of students.

Lectures may be face to face, online or both. Generally lectures are associated with larger groups of students, but the exact size of the group will vary according to your location. For most programmes you will find your lectures are pre-recorded and on our VLE/The Hub, but you may also have face-to-face lectures, and for some programmes all lectures are face to face.

Lectures are not designed to act as a substitute for private study or to give completely comprehensive coverage of a particular topic. They may, however, be your introduction to a subject and should act as a map to a particular topic, and facilitate your subsequent, deeper understanding. You can expect the lecturer to use software such as PowerPoint and/or written material, such as flow charts, in their presentation. If you attend live face-to-face lectures you may be asked questions and will be given the opportunity to ask questions yourself.

To make the most of your lecture experience you are encouraged to engage in discussion where appropriate with the tutor or lecturer and, in many cases, with your fellow students. However, you are also expected to be courteous to everyone else present by, for example, keeping your mobile phone on 'silent' and not talking over others. Lectures have several goals:

- To provide you with an introduction to a particular topic
- To set a subject in its context, for example, why a particular principle was developed
- To provide an overview of a topic
- To explain complex or difficult aspects of a topic
- To introduce you to comparative aspects of a topic
- To help you prepare for assessment

## How to prepare for a lecture

It is very important that you prepare for a lecture in advance by reading over any lecture slides (if they are available beforehand), the relevant book chapter from your core textbooks and any other preparatory material given. You are strongly recommended either to attend the lecture when it is delivered live, or watch it online via the VLE/The Hub as soon as it becomes available. You can watch recorded lectures as many times as you like.

## During the lecture

You should listen to the presentation and make notes of the main points made by the lecturer. You will then be able to use these for your private study and group study sessions, and come back to them when you are revising. A good set of lecture notes will help you prepare for seminars (or other small group sessions) and for the assessment, including revision for examinations.

## Seminars, workshops, small group sessions (SGS) and tutorials

These are generally interactive sessions where you can expect to discuss and explore a particular topic in depth with your fellow students and/or your tutor. In such sessions you may work in groups or teams to solve a problem or examine case studies. You may also be asked to present or discuss some aspect of a piece of work that you or your group has done. The exact nature of these sessions will vary depending on the subject you are studying and for some subjects they may not use all these types of sessions; for example, not all subjects have tutorials. In some courses, seminars tend to involve discussions on complex concepts, whereas tutorials are used to focus on the practical application of such principles. Generally all these types of sessions are associated with smaller groups of students, but the exact size of the group will vary from around 10 to 30 students.

### How to prepare for other sessions

You need to prepare for these sessions in advance. Very often they involve a team effort and therefore, to ensure that everyone benefits from them and that you support your group or team, you must come to the session with the knowledge and understanding of the subject that will enable you to contribute. Read any material you are asked to look at, such as the facts of any case studies or scenarios, book chapters or journal articles and any other preparatory material you have been given, such as an online lecture. You may also find it useful to read through relevant lecture notes you have made and to formulate some views on the key points in the scenario.

### Your classmates

BPP University is proud to have students and graduates from a variety of backgrounds and cultures. It is very likely that on your programme of study you will meet students with many different experiences and perspectives and we believe that this contributes to an incredibly rich learning environment. It also helps prepare our students for an increasingly global workplace. We encourage you to be respectful of and, indeed, embrace the diversity you find amongst your classmates and to view your peers as valuable connections and assets for your future career success.

### During the session

You should take part in any activity and fully contribute to the discussions. When you express your ideas and points of view, it is good practice to back these up with reasons or evidence. You may be asked questions about your pre-reading by the tutor and you will be encouraged to ask your tutor questions about the discussion topic. You should support your fellow team members by doing what you can to help the overall team effort, for example, actively engaging in any role allocated to you and being prepared to justify and present aspects of your team's thoughts or findings if called upon to do so. To get the most out of these sessions, you should take notes of the key points covered in the session for future use, for example, in assessments.

### Other resources

If you are new to higher education study in the UK, you may find the Prepare for Success web resources helpful. It is an interactive web learning tool aimed at integrating international students into UK university education and is funded by the UK Council for International Student Affairs: [prepareforsuccess.org.uk](http://prepareforsuccess.org.uk)

# Feedback.

At BPP University, we are committed to creating a high-quality, flexible and engaging learning environment which enables our students to achieve their goals. We constantly aim to enhance the student experience and are keen to hear your views on the various aspects of University life.

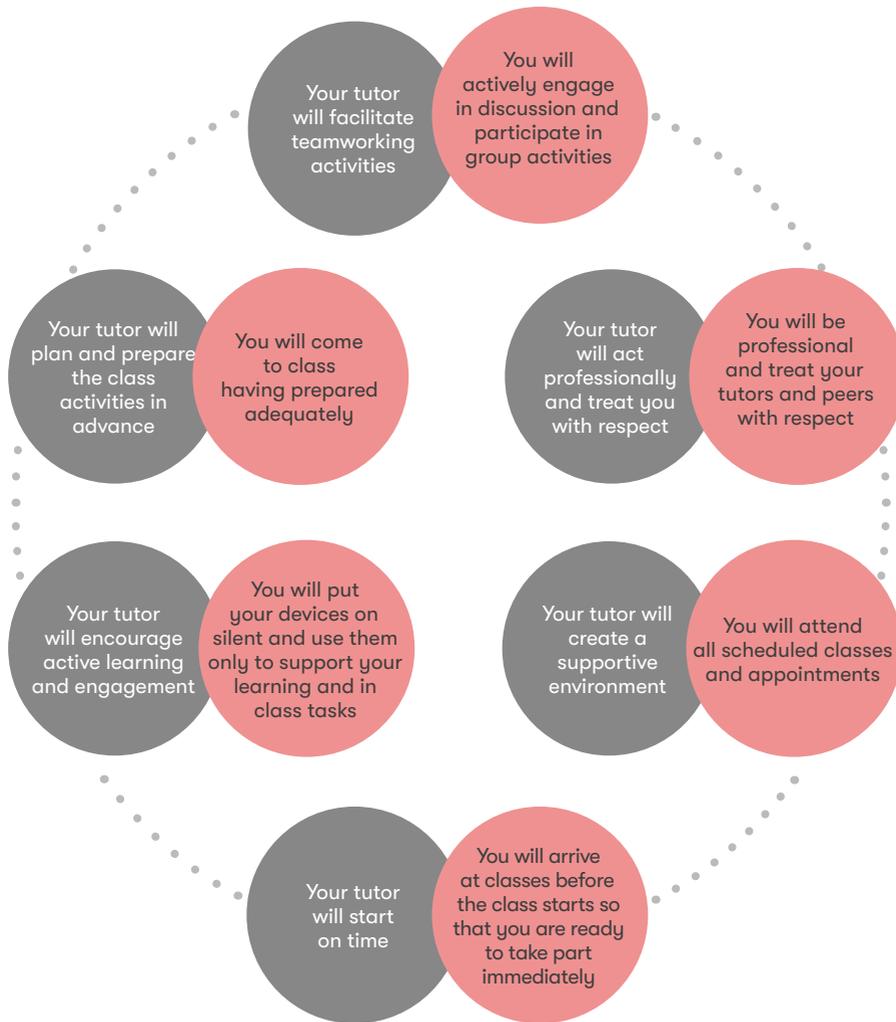
We actively seek and give feedback through:

- Peer and tutor feedback
- Feedback opportunities within individual programmes
- Student representation on key University committees, including the Academic Council, which constitutes the highest academic authority within BPP University
- Staff Student Liaison Committees
- Students' Association
- National Student Council
- Annual Student Written Submission
- Student Focus Groups
- Student Opinion Surveys including the Student Experience Survey and the National Student Survey
- Feedback via the Students' Association President and Student Voice Manager

We aim to promote open, friendly and respectful relations between our students and University staff. We hope that you will not hesitate to share your views with us using informal, as well as formal channels.

We value your opinion. Work with us to help us improve your student experience and the experience of future students.

# Expectations.



# Student Records Admin Team.

Registry support is made up of two teams, Student Records Admin Team and International Student Advice. These teams can help you with non-academic queries and if they don't know the answer they will help signpost you to the right department who does.

Student Records can assist with the following:

- Registration queries
- Standard student letters (including council tax exemption, setting up bank accounts and confirming student status)
- Student ID cards
- Student 18+ Oyster cards (London only)
- University procedures and policies
- VLE/The Hub access and navigation
- Locker keys
- Changes to your studies

## International Advice and Guidance Team

The International Advice and Guidance Team can provide advice and guidance, face to face, online and via email and telephone appointments. Advisers are based at various BPP University study centres and will be present at many of your induction events.

You can contact us via the Query Form on the VLE/The Hub.

## International advisers can assist with the following:

- International Student Support
- Tier 4 visa advice and support
- Schengen visa letters and support

# Wellbeing, Learning Support and Safeguarding at BPP.

BPP University provides support for hundreds of students with a wide range of learning difficulties, disabilities and health conditions, including mental health. We provide support for all students regardless of visa status and we can offer guidance and support with applications for Disabled Students' Allowances.

We can arrange assessments, mentors, support staff and dyslexia study skills for you. We will always listen and assist whenever we can. Our Disability Disclosure process is designed to protect and control any personal information you share with us and we will never share information about you with prospective employers.

We support roughly 10% of the student population. Our two biggest groups are students with specific learning difficulties (dyslexia) and a wide range of mental health conditions. We encourage you to disclose your disability, learning difficulty or health condition so we can help you with adjustments to access your studies, all based on your individual requirements. We can arrange support for:

- Learning difficulties: dyslexia, dyspraxia and dyscalculia
- Mental health, including anxiety and depression
- Visual impairment
- Autism

Don't leave it too late to contact us and remember that you need to register with Learning Support at least one month before examinations to ensure we have time to process your reasonable adjustments.

## Wellbeing and mental health

Your wellbeing is important and we appreciate that you may just want to discuss your feelings. If you are experiencing low mood, depression, anxiety, have an existing mental health condition or just want someone to talk things through, don't hesitate to contact the Learning Support Team. We can offer our experience and support you through the challenges which university naturally presents.

## Safeguarding and Prevent at BPP

If you would like to talk to us about a welfare issue that might impact on your studies, such as; abuse, online safety, radicalisation, bereavement, addiction, homelessness, please contact the Safeguarding Team on [safeguarding@bpp.com](mailto:safeguarding@bpp.com) or call us on **07464 542 636**

## Counselling Service

BPP also offers a free telephone and virtual counselling service to all students.

*Your story makes you stronger.*

Please visit the Counselling Service website: [totalwellness.info](http://totalwellness.info) and select the 'Make your Appointment' tab.

## Disabled Students' Allowances (DSA)

If you have a learning difficulty and/or a disability, you may be entitled to a UK government grant to assist with your studies. Please contact the Learning Support Team or the Student Records Admin Team via the online Query Form on the the VLE/The Hub. You can also contact Student Finance England for more details. Remember to apply early.

DSAs can help pay for:

- Specialist equipment
- Specialist support staff
- Extra travel costs
- General costs

DSAs are either paid on top of the standard student finance package, or on their own. You don't have to pay DSAs back and they're not counted as income when calculating benefits or Tax Credits.

## How to contact us

For more information, access the Inclusion and Learning Support section, on the VLE/The Hub.

There are five simple steps to arranging Learning Support:



# Inclusion: Equality and Diversity at BPP.

The Inclusion Team provides guidance and support to students in relation to inclusion and diversity at BPP. Our Diversity groups facilitate opportunities for students to connect and provide each other with peer-to-peer support. Our inclusion work covers all aspects of the student experience, including learning and teaching, staff training, IT accessibility and other areas of inclusive practice.

## Diversity Matters

Inclusion is about you as an individual. You have multiple roles and identities in everyday life in relation to your work, study, families and backgrounds. Who you are as a student is important to us and shapes our commitment as a university to your progress and achievement through supporting equality and diversity in the student experience.

In the UK, the Equality Act 2010 is legislation which provides a framework to protect individuals from unfair treatment and promotes a fair and more equal society.

Whilst studying at BPP University you will be exposed to values and beliefs which may be different from your own. Responding in a respectful way is a true sign of professionalism and demonstrates a maturity which will assist you in building a truly global perspective, required for any practising professional in our ever-shrinking world.

Our values ensure that we all learn through understanding and tolerance whilst maintaining the ability to challenge divisive or radical perspectives which may threaten tolerance or respect. Please be aware that BPP will respond to all claims of harassment and bullying including racially motivated or divisive language and communication. Please be mindful of your own unconscious biases and respect those around you.

Please contact us via the Query Form on the VLE/The Hub if you have any concerns.

We have a wide network of relationships with external partners and run events to promote and foster inclusion and access to both education and employment.

Previous events include:

- Diversity in law and business
- Racial equality in the workplace, panel of professionals
- Evening with Stonewall
- Mature student group
- Set up a group

The Diversity groups aim to:

1. Provide students with the opportunity to express views and participate in continuous improvement of inclusive practice
2. Provide opportunities for students to participate in consultations in relation to developments and activities offered at the University
3. Provide support and peer group networks

## Why not become a Diversity Ambassador?

We always want to hear your views. To make a general comment, join our groups, suggest a new group or find out more, please contact us via your Query Form on your VLE or The Hub.

## Multifaith rooms

At BPP University, we are proud of the diversity of our students and we understand that for many, religious observance is part of their identity. We offer multifaith rooms at most of our main centres and facilities for religious observance. This can also be requested at other centres, such as booking a classroom, where available. Ensuring these spaces are as neutral as possible to accommodate a wide variety of faiths and personal beliefs is maintained through our conditions of use which are available in all our multifaith spaces.

If you have a cause for concern that the facilities are being used in breach of the above terms, please contact a member of the Inclusion Team via the Query Form on the VLE/The Hub.

For more information access the Inclusion and Learning Support section on the VLE/The Hub.

# Harassment and bullying.

The Inclusion Team provides guidance and support to students in relation to inclusion and diversity at BPP. Our Diversity groups facilitate opportunities for students to connect and provide each other with peer-to-peer support. Our inclusion work covers all aspects of the student experience, including learning and teaching, staff training, IT accessibility and other areas of inclusive practice.

BPP University is committed to providing an environment which ensures that staff and students are free from any form of harassment, intimidation or bullying.

Harassment and bullying can create an intimidating, hostile or offensive atmosphere, interfere with an individual's attendance, confidence or work performance.

BPP University recognises the seriousness of harassment and bullying, and has a responsibility to take appropriate action against all incidents of harassment and bullying.

BPP University will not condone abusive or offensive behaviour with regard to gender, race, political or religious belief, ethnic or national origin, sexual orientation, colour, age, or disability.

Similarly, BPP University will not condone victimisation due to an employee or student having made a complaint or allegation of harassment, discrimination, bullying, or having acted as a witness in such cases.

Discriminatory conduct or remarks are not acceptable whatever the intention. It is the impact of the behaviour that is important rather than the intention of the perpetrator.

BPP University will not condone the promotion of intolerance of different faiths and beliefs.

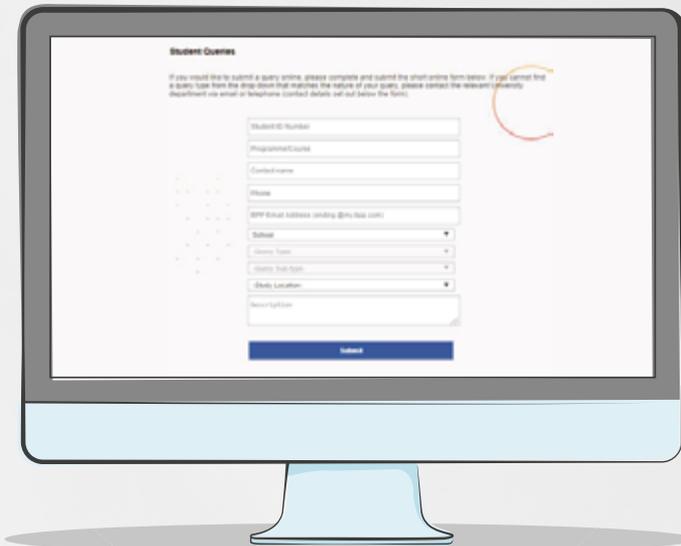
### **Your story makes you stronger.**

To report an issues or concerns please contact us via the Query Form on your VLE/The Hub.

# Using the Student Queries portal.

## **Need support?**

BPP provides an online form that can be accessed from the VLE/The Hub. This route provides you with the fastest way to get the support you need and helps us continuously improve the student experience.



# English Language Services.

BPP's English Language Services can help you to improve your academic English and academic skills. As a student studying at university, if you have English as a second language or if you are not familiar with higher education, you may need extra support in order to help you in your studies. This support can be in the form of:

- Pre-Sessional English courses
- In-Sessional English courses
- English Language Testing
- One-to-one support

As an international student studying at university, or if you are not familiar with higher education study, you may need extra support in order to help you in your studies. Our English Language Testing and Pre-Sessional English courses take place prior to you starting your main degree programme with us, but we also offer further support while you study.

## Pre-Sessional and In-Sessional English courses

The Pre-Sessional and In-Sessional courses aim to develop students' academic English and academic skills needed for specific programmes in all Schools. They are designed to help you become more confident with your academic English expression and the skills you need for the assignments and exams you will have on your programme.

Pre-Sessional English courses are intensive courses to help you develop your English before you progress on to your main programme, and will be six or 12 weeks depending on your entry level of English. In-Sessional English courses usually run in the first term of study for certain programmes in the Schools.

## English Language Testing

Testing services are available to assess a student's language profile to ensure they receive appropriate support to be successful in their studies.

## One-to-one support

You If you have any questions about academic English and academic skills, or to book a one-to-one consultation please contact us via the Query Form on the VLE or The Hub. In the consultation, you and a tutor discuss a sample of your work. Your tutor will help you to:

- Structure your work more appropriately
- Write/speak more clearly and accurately
- Explain any areas of difficulty with language
- Help you to use sources appropriately and avoid plagiarism
- Explain how to improve your use of academic conventions

If you need English or academic skills support, or want to find out if you can join an English course, then please contact us via the Query Form on your VLE or The Hub.

# Your personal tutor or Programme Support Officer.

As a student at BPP University, you will be assigned a personal tutor or Programme Support Officer at the start of your programme of study who will be your first point of contact for academic queries.

If you are a Solicitor or Paralegal apprentice, your first port of call will be your Apprenticeship Manager who will be able to help you.

Your personal tutor or Programme Support Officer is there to offer you advice, assistance and support with any academic and personal difficulties that may arise, ensuring that, where appropriate, any problems are made known to the relevant people at BPP University, and that you are referred to the relevant student support services to help you with any issues that may be affecting your academic progress.

Your personal tutor or Programme Support Officer will arrange to meet with you individually, during the first term, and will then remain in contact for the duration of your study with BPP University, in order to discuss your progress on the programme and any other issues which may arise.

If you are studying online or part-time and a face-to-face meeting may not be practical, your personal tutor or Programme Support Officer can arrange online or telephone meetings instead to suit you.

It is expected that as a student you will:

- Attend arranged meetings with your personal tutor or Programme Support Officer
- Contact your personal tutor or Programme Support Officer to inform them of any issue that may be affecting your academic progress

As a student, you are expected to take responsibility for both your performance on the programme and your personal life. However, should any difficulty arise, it is advisable to ask for help from your personal tutor or Programme Support Officer or another appropriate source as soon as possible, in order to resolve the issue at the earliest opportunity.

Routine matters should initially be referred informally to your personal tutor or Programme Support Officer. If you experience any problem which is affecting your studies, you should see your personal tutor or Programme Support Officer without delay.

Someone else may have experienced these difficulties before; therefore, there may already be a solution in place. Addressing matters promptly will aid their resolution.

# Health and safety.

Your health, safety and wellbeing is our top priority. We ask that you contribute to a safe learning environment by:

- Taking reasonable care of yourself and others
- Respecting equipment and instruction provided for your health and safety
- Cooperating with guidance both issued by staff and available on the VLE/The Hub
- Reporting any accidents, incidents or other health and safety concerns to your personal tutor, the Reception Team or via the Query Form on the VLE/The Hub

## Covid-19

Regular updates on the coronavirus pandemic will be posted on the following website: **bpp.com**

## First aiders

Everyone in our Customer Services Team is a trained first aider. Please go to reception if you are injured, feel ill or see someone else who requires support.

## Fire safety

We test our alarms each week. If you hear a short ring, you do not need to leave the building.

If you hear a continuous ring, you **MUST** calmly evacuate the building by the nearest exit and proceed to the assembly point. Follow the instruction of our fire marshals, who will be wearing high-viz jackets. Do not use the lifts and **DO NOT** re-enter the building while the alarm is sounding.

We run fire drills twice each year. These are important as they ensure everyone on site knows how to respond in an emergency – and can help us to identify areas where we can improve. You must treat every evacuation as a real emergency.

If you see a fire or smoke on site but the alarm is not sounding, it is your responsibility to raise the alarm. Do not try to put out the fire yourself.

If you have a disability, injury, are heavily pregnant or have any other condition that might mean you require support using stairs or exiting a building in an emergency, please speak to the Reception Team or contact us via the Query Form on the VLE/The Hub.

## Security

Please always carry your Student ID card and be prepared to show it on request. Do not share security codes with others and be mindful of tailgaters when entering our buildings.

## Smoking

BPP operates a strict no smoking policy.

If you have any further questions about health and safety at BPP, please speak to the Reception Team at your site or contact us via the Query Form on the VLE/The Hub.



# Library and Information Services.

BPP University's Library and Information Services provide you with access to a wide range of resources to support your studies and prepare you for professional life. As a new student, you will have the opportunity to attend a library induction. This will provide you with all the information you need to begin accessing and using the extensive range of resources available to you during your time at BPP University.

It is never too early to start thinking about the practical skills that will help you to be successful in your chosen career. The Library will provide you with access to many of the resources you will use in your professional life. We will also provide expert advice to help you to get the most out of them to support your studies and boost your employability.

## Your Library account

You will receive an email from the Library during your induction period which will provide your login details for BPP's Online Library resources and Library Catalogue. Your Athens login details will allow you to access many of the online resources available to you via BPP's Online Library. Your Library Catalogue login details will allow you to check your loans and renew eligible items.

## Library collections

Our Library collections are tailored to meet the needs of BPP's taught programmes and consist of nearly 40,000 books, 74,000 e-books, over 65,000 journal titles, 36,000 case studies, 350 law reports including all major series, legal research materials, financial reports and information for UK and international companies.

We follow a digital first policy. This ensures as many resources as possible are available to you whether you are on or off campus. The collection is an active teaching collection which ensures all the reading referred to throughout your programme is available to access through the Library Service. You should not need to look further than BPP's Library Services for resources to support you in your studies.

## Online Library

The Online Library is your portal to accessing the information resources available to you during your time at BPP. You can access the Online Library at any time via the VLE/The Hub or by going directly to:

[bpp.libguides.com/Home](http://bpp.libguides.com/Home)

## Research Skills Workshops

You will be invited to attend a series of Research Skills Workshops delivered throughout the academic year both face to face and online. Our workshops are designed to enhance your employability and support your studies, and some will also provide you with the opportunity to gain certifications to add to your CV. Research Skills Workshops can be booked by visiting the Study Support page of the Online Library:

[bpp.libguides.com/Home/StudySupport](http://bpp.libguides.com/Home/StudySupport)

## Lexis and Westlaw certifications

Law students are encouraged to look out for the Lexis and Westlaw certification sessions which are delivered throughout the academic year. As a Law student it is important to ensure you are confident in navigating legal databases and in carrying out legal research as this will help you in your studies and prepare you for work experience or employment at a later date. Certificates can be added to your CV and used as evidence of your legal research skills.



# Employability Service

## – Careers.

The Employability Service – Careers offers a comprehensive range of services to enable you to achieve your career goals. We can help and support you in securing a graduate role on completion of your studies or help you develop your career skills and knowledge within the workplace.

It is never too early to start thinking about your career and we would encourage you to take advantage of our services as soon as you have secured your place at BPP. You will have the opportunity to take part in a wide range of activities and employer events to prepare you for your chosen career, and the earlier you contact us the more you will benefit from our range of services.

**Whether you are a new student or learner, or already in employment or not, we urge you to use the Employability Service, and the talents of our very capable staff team, to develop your career skills and make yourself even more ‘Career Ready’.**

### CareerHub

CareerHub is our central communication channel for and with students. Through the CareerHub online platform you can book an appointment with a Careers Consultant, look at careers resources on a vast range of topics, find out about careers events and book yourself a place, ask a question to a Careers Consultant and read about opportunities

with employers. Either log into CareerHub at [bit.ly/bppcareerhub](https://bit.ly/bppcareerhub) or click the Careers Service tab on your VLE/The Hub.

### Careers appointments

You can book these face to face, by telephone or Skype, Microsoft Teams or Zoom and receive individual careers information. Explore your options, set career objectives and start working towards your goals.

### Ask us a question

Email us with your career queries and receive expert advice on for example your CV, cover letter or application.

### Mock interviews

Prior to going to your real interview, you can book in for a practice run. Mock interviews give you the chance to receive constructive feedback on improving your interview technique. You can also view feedback from students who have attended interviews at firms and other organisations on CareerHub which will help you understand what to expect at your interview.

### Careers events

We invite speakers from a range of organisations and employers, including firms and chambers, for events throughout the year. These events are the perfect way for you to decide on a career path and network with employers, alumni and members of the professions. Events are increasingly held online.

### Careers workshops

We provide a number of careers workshops in the following areas:

- Planning your career, researching the market and job search strategies
- Researching potential employers
- Making successful applications through CVs and cover letters, application forms, interview skills and practice
- Mock assessment centre and psychometric testing
- ‘Career Ready’ skills, or business skills, such as communication, resilience and wellbeing, emotional intelligence, professionalism, management and leadership and self-development

### Job opportunities database

Find out about vacancies, work experience, events, activities and a range of professional development opportunities from a diverse range of firms and organisations through our online database of employer opportunities on your CareerHub.

Access CareerHub at: [bit.ly/bppcareerhub](https://bit.ly/bppcareerhub) or via the VLE/The Hub.

### Resources and information

On CareerHub you will find a wide range of online resources, including careers guides, employer videos and software for psychometric tests. Check out our Graduates First (psychometric test practice) and ShortList Me (interviewing practice by video with feedback) package which are very popular with students!

### And much more...

We offer Access to Practice schemes in partnership with employers, employer mentors for some students and one-to-one coaching. These schemes are designed to assist those students who have had limited access to employers or who have had mitigating circumstances, to help them achieve their career ambitions. Many of these initiatives are by application only, so get in touch with us early on to see if any of these activities might be right for you.

### Getting yourself ‘Career Ready’

Participation in careers events and activities will enhance your professional skills, attributes and behaviours. This complements what you are learning on your programme in addition to your qualification. You will be able to evidence examples of communication, digital, enterprise, leadership and self-management skills that employers demand in the modern workplace, alongside developing a ‘can do’ attitude, self-reflective ability and personal integrity.

Contact us at [bit.ly/bppcareerhub](https://bit.ly/bppcareerhub) or via the VLE/The Hub.

# Employability Service

## – Pro Bono.

The Pro Bono Team offers opportunities for students to engage in projects which enhance employability while improving access to justice for the most vulnerable in our society. Students ‘give back’ whilst gaining experience of the skills required in the world of work.

### A sample of projects include:

#### Legal Advice Clinic

Students interview clients and provide written letters of advice on a range of legal issues. Through interviewing, research and drafting documents, students improve their communication, professionalism, emotional intelligence and problem solving skills.

#### Employment Law Telephone Advice Line

Students interview clients on the phone, obtaining background information for volunteer lawyers who provide free telephone advice to the public. Through interviewing, note taking and handling clients, students develop their communication, professionalism, emotional intelligence and problem solving skills.

#### Streetlaw

Students deliver legal workshops to community groups to increase public understanding of their legal rights and responsibilities. Venues include schools, homeless shelters, prisons and local charities. Through presenting and researching legal issues, students develop their teamwork, professionalism, emotional intelligence and analytical and technological skills.

#### Tribunal Services

Student volunteers provide litigants with in-person moral and administrative support at tribunal. Through client handling and being exposed to court procedures, students enhance their professionalism and emotional intelligence, as well as resilience and communication skills.

#### Legal Translation Service

Students with language skills provide not-for-profit organisations with free written and oral interpretation and translation services, providing access to justice for clients for whom English is not their first language.

#### Human Rights Unit (HRU)

HRU is a student-led project which organises a series of talks from external speakers and publishes articles via the HRU blog. Students increase their understanding of human rights law and develop their communication skills.

For details of which projects run at each centre, and more information about the projects, visit the Pro Bono website: [probono.bppuniversity.ac.uk/projects/](http://probono.bppuniversity.ac.uk/projects/)

# Career skills.

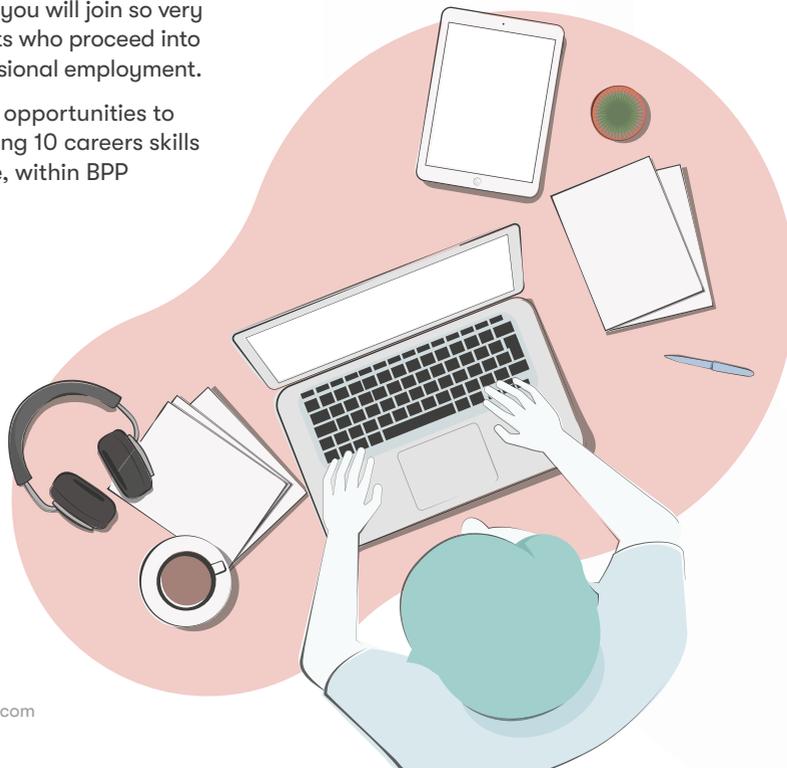
The word employability means different things to different people. At BPP, we see it as you getting ready to land your first professional job after your studies; or if you are already in employment, to grow, progress and advance in your career.

## Employability

Whether you are a new student or learner, or returning to BPP, we want you to use your time with us to develop your career skills as well as gain your qualification, and make yourself even more 'Career Ready'.

You'll need to take responsibility for your own learning. But be encouraged that by gaining your qualification, getting involved in your programme, in wider BPP and externally, you will join so very many of our students who proceed into highly skilled professional employment.

You will have lots of opportunities to evidence the following 10 careers skills on your programme, within BPP and externally.



## Professionalism

- Professionalism
- Ethics and conduct
- Commercial awareness
- Governance and compliance
- Risk management
- Accountability
- Financial fluency



## Self-Development

- Lifelong learning
- Using initiative
- Organisational skills
- Reflective approach
- Seek and value feedback
- Responsive to change



## Management and Leadership

- Project management
- Influence and persuade
- Delegate appropriately
- Supervise
- Drive performance
- Adaptable and agile



## Teamwork

- Respect and support others
- Inclusive and collaborative
- Transdisciplinary thinking
- Share common vision
- Value contributions
- Build trust



### Communication

- English and maths proficiency
- Active listening
- Active questioning
- Clear speaking and writing
- Presentation skills
- Apply knowledge to everyday life scenarios



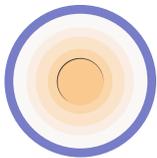
### Problem Solving

- Evaluation and critical thinking
- Negotiation skills
- Decision making
- Researching skills
- Goal-oriented behaviours



### Resilience and Wellbeing

- Look after self
- Positive coping strategies
- Effective relationships
- Adaptable and flexible
- Manage conflict
- Mental health aware



### Innovation

- Enterprising
- Entrepreneurial
- Innovative design
- Global mind-set
- Creative thinking



### Emotional Intelligence

- Self-awareness
- Self-regulation
- Motivation and commitment
- Empathy
- Social skills
- Cultural awareness



### Analytical and Technological

- Information and technological literacy
- Understanding of automation
- Data analytics/visualisation
- Data strategy and planning
- Acquisition of new skills (e.g. Office, analytics, visualisation software)

In particular, BPP Employability Service stands ready to advise, support, guide, instruct and also teach you to be ready for your next steps and to provide a range of opportunities for you to get there.



# Assessments.

Assessments are an important part of any learning experience and your assessments should be seen as an opportunity to showcase what you have learnt. Your programme is likely to have a range of different assessment methods, which might include exams, coursework, oral assessments, reports or dissertations, and you should consult your programme handbook to see the specific assessments for your programme. You will see assessments referred to as formative assessments (also known as practice or mock assessments); and summative assessments, which are the assessments which will count towards your final grades.

In every module you will have the opportunity to undertake a formative assessment. These are an important way in which you can test what you have learnt, ensure you are familiar with the mode of assessment and get feedback from your tutor on your performance and any areas for development. You should aim to complete as many of formative assessments as you can. Evidence shows that those who take up formative assessment opportunities often do better in their summative assessments.

## Your Assessments

The dates of your assessments will be released to you on the VLE/The Hub at the beginning of each module in your programme.

For some assessments (e.g. coursework, reports and dissertations) you will be given a number of days (for instance one-two weeks) to complete and submit the work. You should make sure you know the submission dates and manage your time to ensure that you have sufficient time to research and write your answer. Bear in mind that you may have more than one piece of work to submit within the same timeframe and/or other assessments. These types of assessment will normally be submitted via the VLE/The Hub and through Turnitin.

Other assessments (e.g. exams or oral assessments) may be timed and these will require you to be available at a specific time. You should make sure you note these in your diary and give yourself enough time before and after to mentally prepare and relax. In the weeks leading up to your timed assessment you should make sure you have given yourself enough time to review your material, consolidate your learning and revise. Creating a personal timetable will help to structure your assessment period, but don't forget to put in plenty of breaks. Most timed assessments will be undertaken online.

You should check the VLE/The Hub for details of the computer specification you need to access any online assessments and run a practice test at least a few days before to make sure that you have no technical issues. We will guide you through this process, especially when it's your first time. For all assessments you should make sure that you find a quiet place where you will not be interrupted and where you can sit and work comfortably, possibly for three-four hours at a time. For some assessments, BPP will use an 'e-proctoring' software. This software will monitor your computer and your environment to ensure you comply with the assessment rules. Detailed guidance will be available for this on the VLE/The Hub, and you should take particular note of the guidance on the physical environment prior to the assessment.

Some assessments may be run face to face in a physical location (e.g. practical assessments or oral assessments). If you have an assessment in a physical location, you will be provided with the details of the assessment on the VLE/The Hub at least two weeks before the assessment. You should make sure you map out the route to the venue and give yourself enough time to account for any transport delays. Aiming to arrive approximately one hour before the scheduled start time is recommended.

## Learning Support

If you have a special education need or disability, you should contact BPP's Learning Support Service ([learningsupport@bpp.com](mailto:learningsupport@bpp.com)) by emailing at least four weeks prior to your assessment, and ideally at the start of your programme. This specialist team will work with you individually to ensure that the assessment is accessible to you and to arrange any adjustments which are needed.

## Further Support

If you have any questions about your assessment you should consult the VLE/The Hub in the first instance where you will find the answer to most questions. If the answer is not there, your programme team or the Exams Team are available to support you via the Query Form.

# BPP Virtual Campus.

BPP Community is our online network connecting BPP students, alumni and staff.

Login at [community.bpp.com](https://community.bpp.com) – you can sync with your LinkedIn or Facebook account and an admin will approve your membership.

## Why Join the BPP Community?

### Students can:

- Book events
- Reach out to a Mentor
- View industry articles
- Receive regular updates
- Network with fellow students in the Student Group.

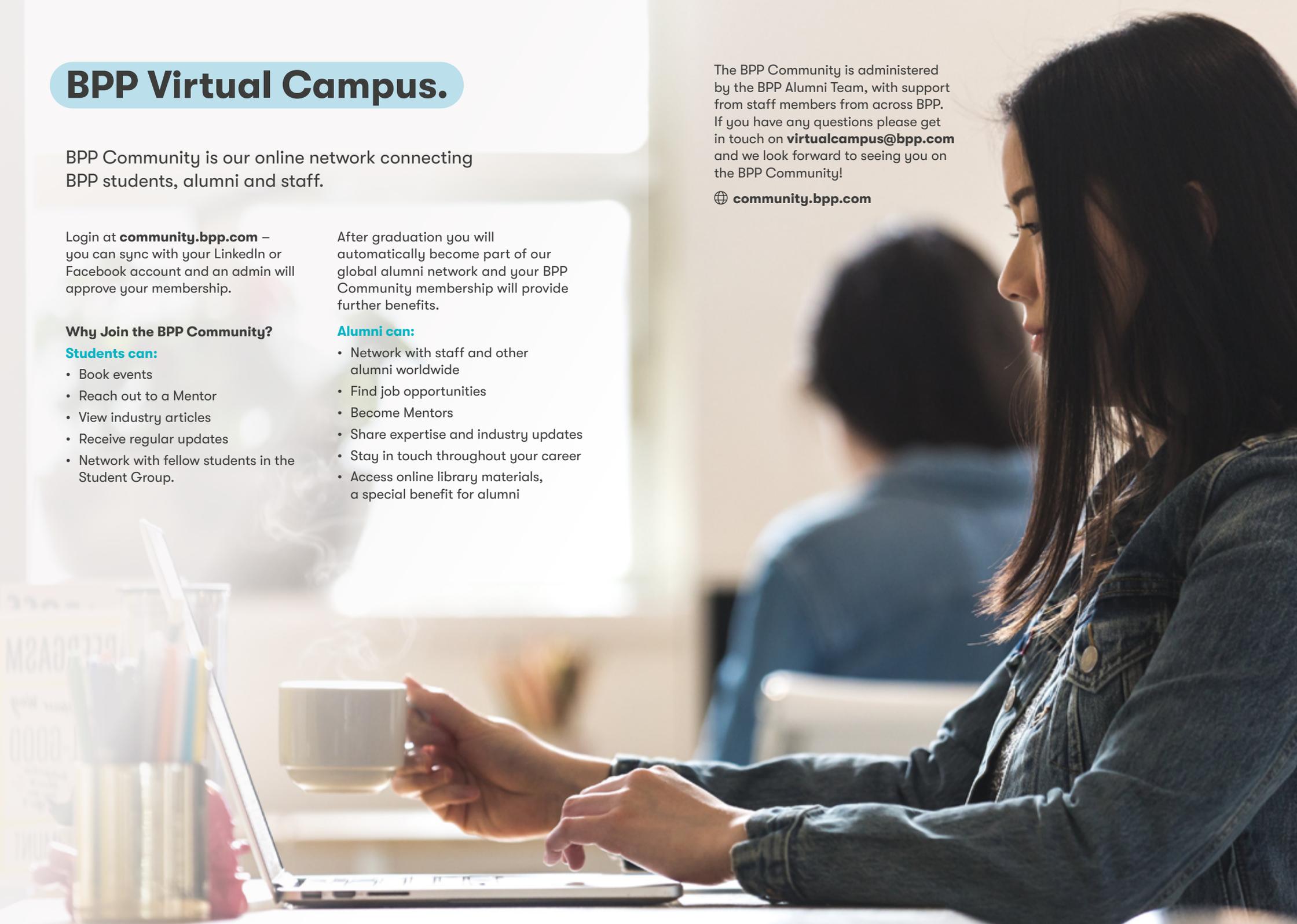
After graduation you will automatically become part of our global alumni network and your BPP Community membership will provide further benefits.

### Alumni can:

- Network with staff and other alumni worldwide
- Find job opportunities
- Become Mentors
- Share expertise and industry updates
- Stay in touch throughout your career
- Access online library materials, a special benefit for alumni

The BPP Community is administered by the BPP Alumni Team, with support from staff members from across BPP. If you have any questions please get in touch on [virtualcampus@bpp.com](mailto:virtualcampus@bpp.com) and we look forward to seeing you on the BPP Community!

🌐 [community.bpp.com](https://community.bpp.com)



# General Academic Regulations and the Manual of Policies and Procedures.

This University Handbook is intended as a useful reference to key information and to other relevant sources. It complements your Programme Handbook and is underpinned by the General Academic Regulations (GARs) and the Manual of Policies and Procedures (MoPPs). Detailed and current information on all topics is available on BPP University's Virtual Learning Environment (VLE/The Hub), or on our Students' Association website at: [bppstudents.com](http://bppstudents.com)

This University Handbook seeks to provide you with an accessible summary of information relating to BPP University. However, please note that for any regulatory or disciplinary matters, it is the General Academic Regulations, supported by the Manual of Policies and Procedures, that take precedence and constitute the ultimate authority. In instances of ambiguity, inconsistency or disagreement in interpretation between the General Academic Regulations and this University Handbook, the General Academic Regulations prevail.

The General Academic Regulations and the Manual of Policies and Procedure contain information on a number of topics including but not limited to:

- Examination and Assessment
- Integrity of Assessment
- Absence from or Failure at Assessments
- Extensions, Deferrals and Mitigating Circumstances
- 'Fit to Sit' Policy
- Academic Malpractice
- Academic Progress
- Fitness to Study and Fitness to Practise
- Attendance
- Suspension of Registration and the Granting of Interruption of Studies
- Withdrawal of Registration
- Code of Practice on Freedom of Speech

## Prevent Duty

Section 26 (1) of the Counter-Terrorism and Security Act 2015 imposes a duty upon universities as 'specified authorities' to have due regard to the need to prevent people from being drawn into terrorism. This is known as the Prevent Duty.

The Prevent Duty is part of the government's overall counter-terrorism strategy and seeks to reduce the threat to the UK of terrorism by stopping people from becoming terrorists and/or from supporting terrorism. The government has identified universities as institutions where there are risks from extremist groups or organisations of radicalisation.

The government has defined extremism in the Prevent strategy as: "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces".

The Prevent Duty further encompasses the commitment of universities to academic freedom and the freedom of speech. Universities exist to promote the advancement of knowledge and the exploration of diverse perspectives. In that regard, there must exist opportunities to challenge and question extreme views and ideologies. The University will monitor the use of its premises and resources to ensure that they are not used to promote radicalisation, insurrection, incitement to riot, hatred or violence towards a section of society.

## Student Protection Plan

The Student Protection Plan is a document that is approved by the Office for Students (OfS) that every university is required to have. It sets out what measures we have in place to protect you, as a student at BPP University, should a risk to the continuation of your studies arise and details how we would communicate with you about this. The Student Protection Plan is available to view on: [bpp.com](http://bpp.com)

## Student Transfer Plan

The Student Transfer Plan is a document that is approved by the Office for Students (OfS) that every university is required to have. It sets out the procedures in place for students transferring to, or from, a programme offered by BPP University. The Student Transfer Plan is available to view on: [bpp.com](http://bpp.com)

# Complaints and appeals.

At BPP University, we are committed to acting in the best interests of our students while abiding by principles of fairness and integrity in all matters.

Complaints and appeals are important to the University because we recognise that although we aim to provide a high-quality service, no system is error-proof. We rely on our members (students and staff) to help us identify potential errors and correct them. The General Academic Regulations make provision for appeals against University decisions to ensure that students are treated fairly and reasonably. We make every effort to hear and determine all applications from students as expeditiously and as reasonably as possible, having regard to the circumstances of each individual case and the requirements of natural justice.

The University operates a framework of appeals and complaints.

An appeal is a written request by a student for the reconsideration of a determination made by an officer, board, committee or panel of the University in relation to their status, progression or achievement as a student.

A complaint is the notification by a student to the University of their dissatisfaction with an aspect of service or treatment that they have received from the University. A complaint should usually include an indication as to what resolution is being sought.

The University's complaints and appeals processes are built on the following key principles:

- Fair, reasonable and independent decision-making;
- A multi-stage, centrally administered process which ensures confidential, consistent, proportionate, independent and due consideration of each case by appropriately appointed officers and panels. Both processes involve initial consideration, formal consideration, as well as internal and external mechanisms of independent review;
- No student would be disadvantaged, discriminated against or in any way penalised for initiating a complaint or appeal.

The Office of Regulation and Compliance (ORC) centrally administers appeals and complaints. External independent review is available through the UK's Office of the Independent Adjudicator (OIA). The effectiveness of the complaints and appeals processes are monitored annually.

## The Office of the Independent Adjudicator

Where the student is dissatisfied with the decision of the University, he or she may refer their complaint to the OIA, within 12 months of BPP University issuing a Completion of Procedure letter. The OIA is an independent body established by government to run an independent student complaints scheme for universities in England and Wales. For more information about the OIA and the procedure for submitting a complaint, students can visit the OIA website at: [oiahe.org.uk](http://oiahe.org.uk)

Detailed information can be found in the GARs and MoPPs available on the VLE/The Hub and at [bppstudents.com](http://bppstudents.com)



# International Student Guide.

We are so pleased you have chosen to study with us if you are from outside the UK. To support you studying with us, we have a guide specifically to walk you through everything you will need while in the UK.

You will find guidance on:

- Information before you arrive in the UK
- Visa application guidance
- Working during your studies
- General help for living in the UK, such as opening a bank account and health services

You receive the guide during your application process, or can find it on the BPP University Students' Association website: [bppstudents.com](http://bppstudents.com)



Any changes or updates to this handbook will be available on **bppstudents.com**

If you have any comments or amendments about this handbook or about any aspect of your student experience, please email Shahban Aziz, Managing Director, BPP Students' Association and Head of Student Experience, BPP University  
✉ **ShahbanAziz@bpp.com**

### Get in touch

🌐 [bppstudents.com](http://bppstudents.com)

🐦 [@bppstudents](https://twitter.com/bppstudents)



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