

BPP University Student Handbook.

2021–2022

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Introduction.

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 Group Head of Student Experience.

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 Presidents 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** and Instagram **@BPPStudentsAssociation**

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



Hajra Babariya
Group Head of Student Experience

🌐 bppstudents.com
f [BPPStudentsAssociation](https://www.facebook.com/BPPStudentsAssociation)
t [@bppstudents](https://twitter.com/bppstudents)
i [BPPStudentsAssociation](https://www.instagram.com/BPPStudentsAssociation)

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 we are working hard to deliver you the best possible education as well as ensuring our students and staff feel safe. Inevitably there are lessons to be learnt from the pandemic and we have been trying to take these into our plans for returning to a face-to-face world.

From September 2021 we will be returning to face-to-face teaching but will retain some successful elements of the online learning experience, such as lecture recordings, examinations, and digital revision material.

For the time being we continue to recommend the wearing of masks when moving around BPP Study Centres and strongly encourage you to support regular free asymptomatic testing as a way of keeping our community safe and our facilities open. Extensive guidance on the testing process can be found on the Students' Association's website **bppstudents.com**

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

You should regularly check The Hub/VLE for the latest BPP news. We are very happy to hear from you if there is anything that you think we haven't thought of or given the right priority to.

We want to assure you that everybody matters and we will continue to do our very best to support you in what continues to be a challenging and unprecedented time.



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 on boards and committees within BPP University
- Supporting feedback mechanisms
- Supporting the Staff and Student Liaison Committee (SSLC) and Student Voice Representation
- Recruiting student voice representatives
- 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 club or set up your own academic, 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 on boards and committees at BPP University.

Information and support

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

BPP Virtual Campus

Join BPP Virtual Campus, our online social platform for all BPP students, alumni, staff and learners. It has several student groups where you can engage with other students and share updates – plus you can book events and enter our amazing competitions, all at community.bpp.com

Association useful contacts

Events, clubs and societies

✉ engage@bpp.com

Independent advice

✉ independentadvice@bpp.com

Student representation

✉ represent@bpp.com

Independent education and welfare 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

✉ independentadvice@bpp.com





Engagement, clubs and societies.

Clubs and societies

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 for you to join and get involved with.

Student media and publications

Would you like to write for Student Life, a student publication, a blog for our website 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 and **community.bpp.com**

If you want any more information on any of the above, then please do contact us at **engage@bpp.com**

Feedback and the student voice.

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 (SSLC)

- Students' Association
- 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 Team and Student Presidents

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.



Virtual Campus.

Check out our Virtual Campus on **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!

You can access the Virtual Campus from your desktop or your phone via the Graduway App:

1. Search “Graduway Community” in your app store
2. Open the app and search “BPP Community” in the institution name
3. Login or Sign up!



How to join the Virtual Campus on BPP Community:

- 1 Go to **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

The BPP University Student Charter 2021.

At BPP University, we want you to have every opportunity to succeed. Below is a set of commitments developed by the key stakeholders. The University and the Students' Association give their full support to these principles.

The University's Commitment

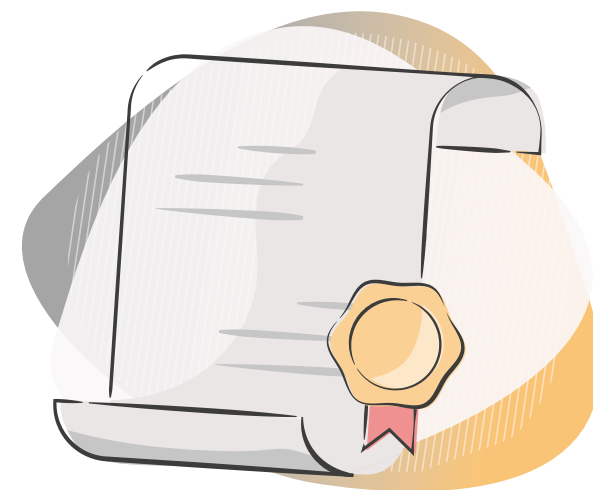
- Provide the highest standards of professional teaching
- Provide opportunities for you to develop career skills and progress into your chosen profession, both through the curriculum and our dedicated Employability Service
- Work in partnership with students, Student Voice Representatives and the Students' 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
- Provide you with accurate, timely and proactive updates and communications during your studies via The Hub or the VLE

Your Commitment

- Participate fully in your studies and take responsibility for managing your course commitments. For instance, in prioritising your course over any part-time work
- Engage with the resources available via the University and Students' Association to assist in your personal development, achieve your academic potential and meet your career goals
- Provide feedback on your student experience via your Student Voice and SSLC Representatives
- Act professionally at all times retaining dignity, tolerance and respect for BPP's diverse community
- Contribute to a safe learning environment by respecting equipment and instruction provided for your health and safety, cooperating with guidance available on The Hub/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
- Offer personal support and guidance to students experiencing challenges during their studies at the University
- Be open and receptive to student feedback and suggestions
- Actively represent the student voice at all BPP Academic Boards and Committees, and seek to present solutions to common challenges
- Facilitate social and professional student-led clubs, societies and events through funding, organisational support and advertising
- Promote a diverse, tolerant and welcoming environment at BPP for students of all backgrounds



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 Hub/VLE.

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 The Hub/VLE.

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 Hub or the Virtual Learning Environment (VLE).

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

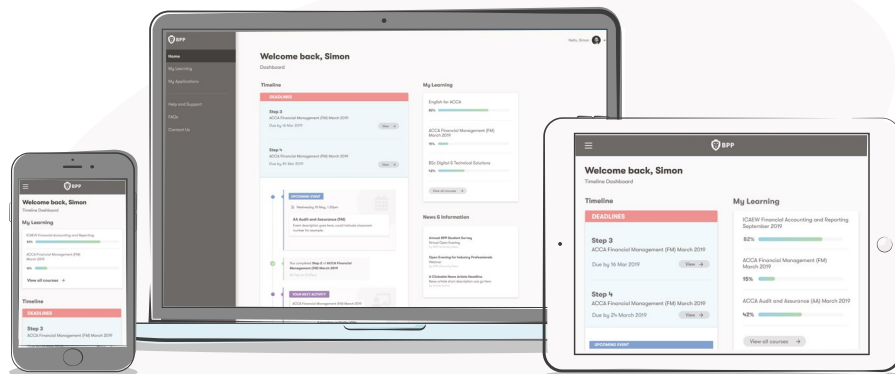
The Hub/VLE

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

All other digital learning resources are integrated to The Hub/VLE and therefore are just one click away, rather than requiring multiple logins, creating a smooth and seamless experience for students.

You can now download our mobile app, BPP Hub, from app stores and access your learning whilst on the go. Perfect for when you want to learn on the go, for example when commuting, or for you to watch videos offline, anywhere you like.

Click here for a short video to give you a sneak preview of our mobile app, BPP Hub.



Your BPP University network details

When will I receive my login details?

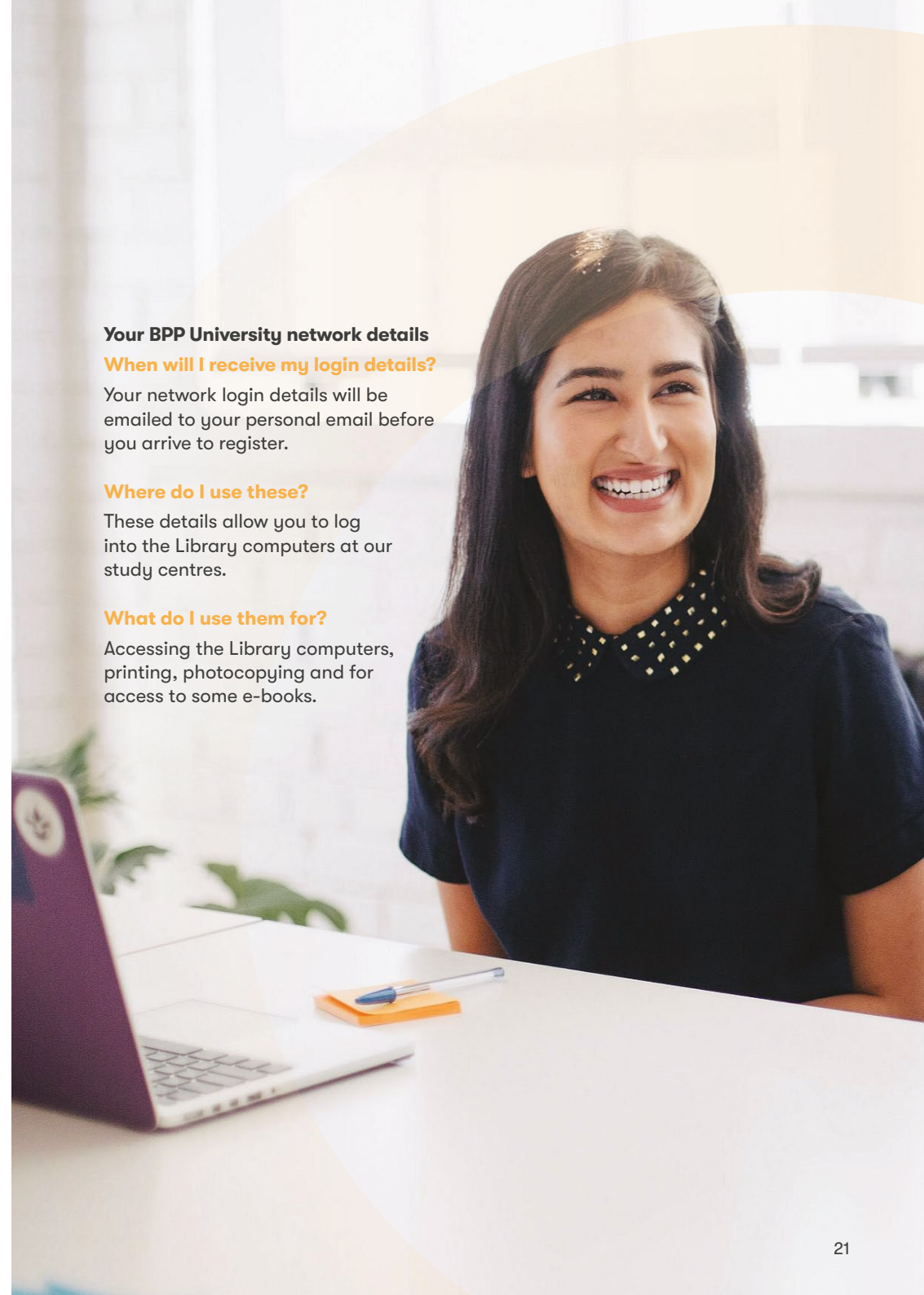
Your network login details will be emailed to your personal email before you arrive to register.

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.



Teaching styles at BPP University.

Our tutors use a range of different approaches to teaching and supporting 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 or online. 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 available on The Hub/VLE, but you may also have face-to-face lectures that take place at a BPP centre (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, 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 are likely to be encouraged to ask 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 with the tutor or lecturer where appropriate 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. There are several possible purposes that a lecture might have:

- 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 to attend the lecture when it is delivered live wherever possible or watch it online via The Hub/VLE 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 some subjects may not use all of 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 seminars, workshops, small group sessions (SGS) and tutorials

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. You should also review 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.

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 for your future career success.

During the session

You should endeavour to take part in any activity and fully contribute to the discussions. When you express your ideas and point 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 have the opportunity to ask your tutor questions about the discussion topic. When working in a team, you should be prepared to contribute by, 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, in placements, or in your workplace.

Bring your own device

To ensure you can participate fully in your BPP programme, you will need to have your own device to access online learning materials, carry out activities in class and take assessments. If you are a sponsored student, please ensure you check with your employer/sponsor what their policy is on providing equipment for your studies. For more information, see: bpp.com/terms-and-conditions/bring-your-own-device-policy

Other resources

If you are new to higher education study in the UK, you may find the Prepare for Success web resources helpful. Prepare for Success 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



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. This person 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. They will ensure that, where appropriate, any problems are made known to the relevant people at BPP University, and that you are referred to the available 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. They will discuss your progress on the programme and any other issues which may arise. If you are studying online or part-time and would find a face-to-face meeting impractical, 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 your performance on the programme. 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. This will help to resolve the issue at the earliest opportunity.

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

Addressing matters promptly will aid their resolution.

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.

There are generally two types of assessments:

Formative assessments

- Known as practice or mock assessments
- Important for testing what you have learnt, ensuring you are familiar with how your exam will be structured and getting feedback from your tutor
- Opportunity to undertake one in most modules
- Evidence shows students who take up formative assessment opportunities often do better in their summative assessments
- You should aim to complete as many as you can

Summative assessments

- Count towards your final grade
- Are usually at the end of a module
- Measure your knowledge gained against a set standard
- The mark and feedback help you focus your efforts in future assessments



Your programme is likely to have a range of different assessment methods. Check your programme handbook to see the specific assessments for your programme:

Assessment method	Timing and preparation
Coursework Reports Dissertations	<ul style="list-style-type: none"> • You will be given a number of days (e.g. one-two weeks) to complete and submit the work • Make sure you know submission dates and manage your time to ensure you have sufficient time to research and write your answer • Note – you may have more than one piece of work to submit within the same timeframe and/or other assessments • These are normally submitted via Inspira, The Hub/VLE or through Turnitin
Exams Oral assessments	<ul style="list-style-type: none"> • Are timed • Will require you to be available at a specific time • Dates will be released on The Hub/VLE at the beginning of each module in your programme • Make sure to: <ul style="list-style-type: none"> • Note the dates and times in your diary • Allow time in weeks leading up to these to review your material, consolidate your learning and revise • Create a personal timetable to structure your assessment period and include plenty of breaks • Give yourself enough time before and after each assessment to mentally prepare and relax • By starting an assessment, you are confirming that you are 'fit to sit' and that you have no knowledge of any circumstances, physical or otherwise, which may affect your performance

Many assessments will be online but some may be face to face in a physical location:

Online assessments

Check The Hub/VLE for details of the computer specification you need to access the exams. An 'e-proctoring' software may be used:

- Your computer and your environment may be monitored to ensure you comply with assessment rules
- Detailed guidance will be available on The Hub/VLE and Students' Association website
- Take particular note of the guidance on the physical environment prior to the assessment
- Run a practice test at least a few days before to make sure that you have no technical issues
- If you have any issues you can message or email some screenshots to our dedicated Support Team who will be on hand to help you

Face-to-face assessments

- These may include some exams, practical assessments or oral assessments
- The location will be confirmed on The Hub/VLE at least two weeks before the assessment
- Make sure you map out the route to the venue and give yourself enough time to account for any transport delays
- Aim to arrive approximately one hour before the scheduled start time

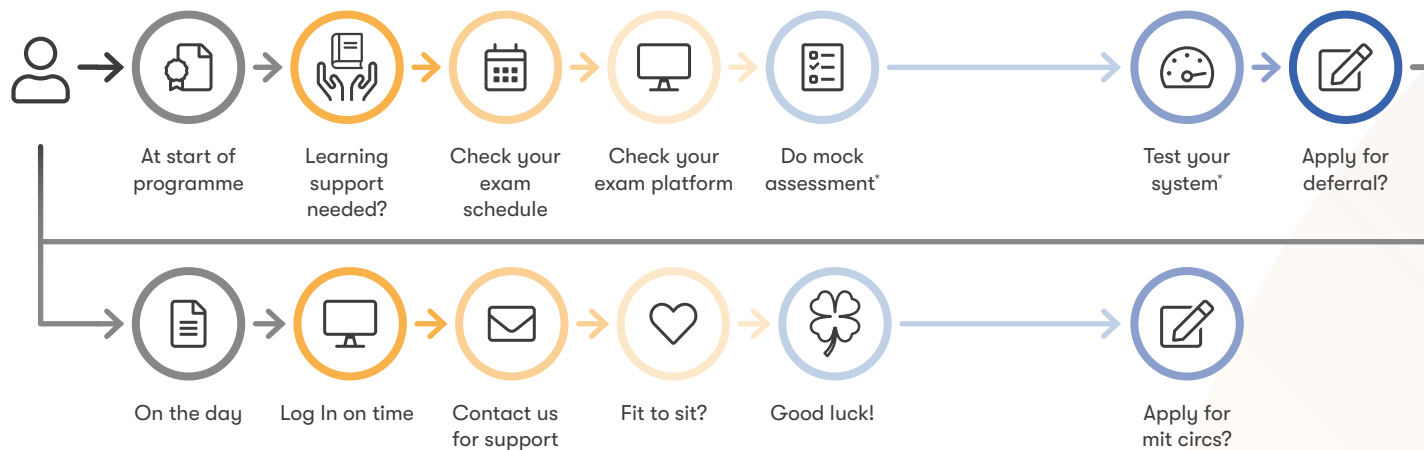
For all assessments you should make sure that you find a quiet place where you will not be interrupted and where you can sit and work comfortably, possibly for three-four hours at a time.

Learning Support

If you experience neurodiversity, learning difficulty, disability, health and wellbeing and/or mental health issues you should contact BPP's Learning Support Service (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 information and support

A full explanation about assessments, related information, helpful guides and who to contact for queries are provided on The Hub/VLE and on the Students' Association website in the University Services' Assessment Hub.



*Dependent on programme/platform.

Student Enrolment Team.

The Student Enrolment Team provides University students with non-academic, financial and pre-registration support ahead of registration and the first day of teaching.

If you have a question, please reach out to us, and ask for help as and when you need it.

How do I make a first instalment payment?

The quickest and easiest way to make a first instalment payment is online via bppcollegepayments.com ensuring that you quote your Student Reference Number.

If you would like to discuss your finances before registration, then please call the Student Enrolment Team on **03300 603 100**.

When will I be able to access content on my learning environment?

Ahead of registration you should be able to access welcome modules via your online learning environment. On the first day of teaching your online learning environment will be updated with all your academic modules.

What is “registration”?

Registration helps us check information such as your course and funding method as well as legal documents such as your passport before you attend your first day of teaching. Essentially, registration is the official process of becoming a student at BPP University.

When can I register?

You will be contacted by the Student Enrolment Team ahead of registration for non-academic, financial and registration support. You should expect to be advised of the documents you are required to provide in order to register – all of these important documents should be emailed to admissionsdocuments@bpp.com as soon as possible.

If we have received your payment or supporting financial documents but are missing other registration documents such as a transcript or a Biometric Residence Permit (BRP) card then you may become a temporarily registered student. The Student Enrolment Team will be in touch to advise you of this, as well as to request any missing documentation in order to complete your registration in full.

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 a Student ID card. Once you have provided the Student Enrolment Team with your missing documents via admissionsdocuments@bpp.com you will be fully registered, and the above restrictions removed.

If you have questions regarding your registration, we recommend calling the team on **03300 603 100** or alternatively, get in contact via the online chat service, which is accessible via bpp.com



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.

The team 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:

- Standard student letters (including council tax exemption, setting up bank accounts and confirming student status)
- Student ID cards
- Student 18+ Oyster cards (London only)
- The Hub/VLE access and navigation
- Changes to your studies – initial point of contact should be the School

Registration

Students are registered onto their programme once the Enrolment 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 the Student Records Team as soon as possible to complete the process and ensure you become fully registered. Failure to provide these documents within an agreed timescale or provision of a valid reason not to may lead to suspension from your course.

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 The Hub/VLE.

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. ID cards are currently being printed. We will contact you to arrange collection of your card. There is no need to contact us to check as it will be completed automatically. In the meantime should you wish to avail of discounts then you can apply for a totum card www.totum.com.

If you are an international (sponsored student), we need to verify your right to study in the UK at BPP. You will therefore be required to present your passport (and visa) in centre in order to obtain your physical ID card. Further information will be provided in due course.

What is my Student Reference Number (SRN)?

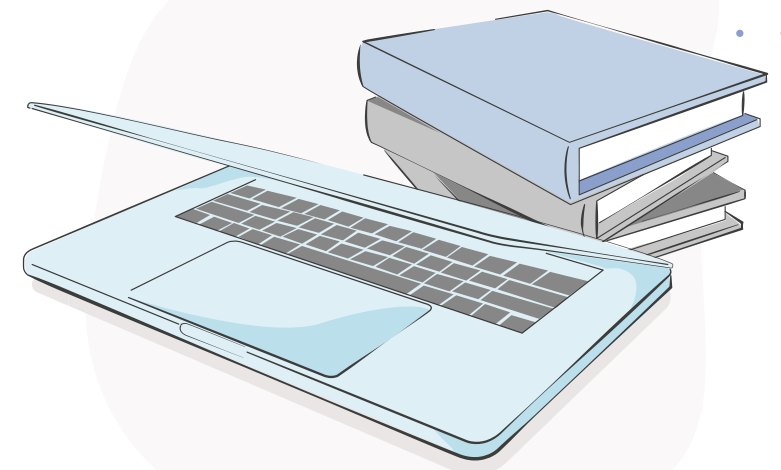
Your SRN appears on your Student ID card; it must be cited on all correspondence within BPP University and any assessments you complete. We advise that you try and memorise your SRN as soon as you can.

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

Please submit your request via the Query Form via The Hub/VLE 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 The Hub/VLE with your questions and we will be able to provide you with advice and guidance.



Wellbeing and Learning Support.

At BPP we respect your independence but appreciate that you may require support for parts of your studies if you experience neurodiversity, learning difficulty, disability, health and wellbeing and/or mental health issues.

BPP has a multidisciplinary team of Disability Advisors who are based in each region so there is always someone available at your location. You can contact them to arrange a face-to-face meeting, a call, or a virtual meeting via Skype or MS Teams.

How we can help you

As a student with neurodiversity, learning difficulty, disability, health and wellbeing and/or mental health issues, you are covered by the Equality Act 2010. We work with all BPP teams to make reasonable adjustments so you can access all services and participate fully in learning. We want you to be the best you can be.

Tell us and trust us – Disability Disclosure

We encourage you to tell us about your neurodiversity, disability, physical or mental health condition as soon as possible. Please contact us directly, the sooner you contact us the earlier we can plan your support with you. Our services are available to all students at any stage of their journey at BPP.

Everything you discuss with the Learning Support Team will be dealt with in the strictest confidence. It will only be shared with relevant staff at BPP and, where specialist support is provided, with our specialist support staff at Barry Bennett Ltd or Randstad on a 'need to know' basis.

The 5 steps to Learning Support

- 1 Contact the Learning Support Team.
- 2 Complete a Disclosure Form.
- 3 Discuss your support and send us a Doctor's Note or Educational Psychologist's Report.
- 4 We produce a Learning Support Agreement – outlining your support.
- 5 We arrange support on your chosen course and for exams.

In order to put support in place, including for examinations and assessments, we require some form of evidence; this could be any one of the following:

- A letter from a Doctor or Consultant
- A report from an Educational Psychologist
- A letter from a social worker or counsellor

If you don't have any evidence, it's still a good idea to contact us. We can give you advice on getting appropriate support and what evidence could be used. We can also arrange for an assessment for dyslexia for example.

Please ask for details. Contact **learningsupport@bpp.com** for more information and to make an appointment. Find all our contact details on The Hub/VLE.

Your wellbeing and mental health

It's time to talk.

Wellbeing and mental health difficulties will affect one in four of us. When this occurs the most important thing you can do is to reach out to another human being. We all have a story, a journey and at times we all need some support along the way. That's just how it is. So, come and talk to us, we understand. We really do.

If you are experiencing low mood, changes in your behaviour, low self-esteem, feeling overwhelmed, loss of appetite or isolation, and/or have an existing mental health condition please contact the Learning Support Team to see how we can help. We can also support you with eating disorders such as bulimia and anorexia.

There are many factors that can affect your mood and emotional states and hence your studies, 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 to talk things through, the Learning Support Team is here for you. We can support you through the challenges that employment, apprenticeships or university life naturally present.

Contact **learningsupport@bpp.com** for more information and to make an appointment. Find all our contact details on The Hub/VLE.

The Counselling Service

Taking the first step to talk to someone can make you feel awkward and anxious – but making that decision is the beginning of a more positive chapter in your life.

Counselling is a relationship of trust. Confidentiality is paramount to successful counselling. The service will explain their policy on confidentiality. Note that they are required by law to disclose information if they believe that there is a risk to life.

Please contact the Counselling Service at **www.totalwellness.info**

The Learning Support Team may also be able to help you.

Safeguarding.

At BPP we respect your independence but appreciate that you may require support for parts of your studies if you experience neurodiversity, learning difficulty, disability, health and wellbeing and/or mental health issues.

The Safeguarding Team work closely with students that approach them and respond with full compassion. They listen without judgement and establish support as necessary. This may mean linking the student in with other BPP services, external charities, or organisations; or it may mean offering emotional support during a difficult time.

They work closely with the other support services within BPP such as Learning Support, Independent Advice and the Students' Association to ensure that there is well-rounded approach to your support at BPP.

The Safeguarding Team consists of Sarah Jane Compson, Esme Howden, Sakina Amlani, Juliette Parker-Jervis and Susan Aufiero.

If you would like to talk to them about a welfare issue that might impact on your studies, such as abuse, sexual harassment, online safety, radicalisation, FGM, bereavement, addiction, homelessness, or any other welfare issues, please contact the Safeguarding Team. You can contact them via **safeguarding@bpp.com** or, if urgent, you can call the helpline: **07464 542 636** between the hours of 9am - 5.30pm.

Please note, this helpline is for assistance only, if you are in need of the emergency services you must call **999**.

Prevent

Why are we talking about Prevent?
At BPP we treat Prevent under the safeguarding umbrella – if it is a Prevent concern it is also a safeguarding concern as we are worried about that individual and want to keep them safe.

Prevent is the strategy adopted by the Government to stop individuals being radicalised. The intention behind the Prevent duty is to stop the real threat of terrorism.

Terrorism is defined as an action that endangers or causes serious violence to a person/people; causes serious damage to property; or seriously interferes with or disrupts an electronic system. The use or the threat must be designed to influence governments or to intimidate the public and is made for the purpose of advancing political or religious beliefs and ideologies.

Extremism is defined as vocal or active opposition to our fundamental values, including democracy, the rule of law, individual liberty, and the mutual respect and tolerance of different faiths and beliefs.

Radicalisation is defined as the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. It represents a significant threat to our student body; this is due to a few different factors:

- Vulnerability
- Access
- Stability
- Secrecy

With online interactions currently being a large portion of individuals' daily lives, people might be increasingly vulnerable to the risk of radicalisation. Perhaps feeling a disconnect with normal social groups and extended family, individuals may be speaking with different groups online, and not all will have their best interests at heart.

Please be aware of any activity online that worries you, either yours or a fellow student.

If you are concerned about someone within BPP then please contact **prevent@bpp.com**

If you are worried about someone in your own life, perhaps a friend or family member and want to seek advice on how to help them, please visit **ACT Early** for advice and information.

All BPP Staff have a responsibility to be aware of the Prevent duty and to encourage students to be diligent and report any concerns to a member of staff. For more information please contact **safeguarding@bpp.com**

British Values

We mentioned fundamental values within the Prevent section, and it is the responsibility of all education providers to respect and promote fundamental British Values, and to discuss the threat of radicalisation with their students.

The Department of Education has specified the four elements of fundamental British Values as:

- Democracy
- The Rule of Law
- Individual Liberty
- Mutual respect for and tolerance of those with different faiths and beliefs

At BPP we feel the best way to embody these values is through mutual respect, understanding and support, and to enable students to gain appreciation and respect for their own and other cultures.

By cultivating a diverse student population, by having rules and guidelines by which we study and socialise, and by giving our student body a voice, we can embed these values into your learning journey.

We aim to help you develop and cultivate the life skills that will see you become an integral member of society and an informed participant in our democratic process, by encouraging respect for others, and a positive contribution to both the BPP and wider society.

Online safety

With all this data being shared at home, in the office and on the go, how can we make sure that what we are accessing is 'clean' and won't corrupt our devices at home and at work? And how you can ensure you are safe whilst using the Internet?

If you are currently working, your office will have its own rules on cyber security, but here are some best practice tips for everyone:

- Every device you use should have good anti-virus software on it which will need updating periodically
- Keep your Wi-Fi connection secure and password protected
- Do not click on random links sent to you from an unknown source. This particularly applies with pop-ups that look legitimate. If you aren't expecting it/not sure what it is, don't click on it
- Do not download any files or programmes to your computer without checking their authenticity

Helpful websites

safestars.org/internet-safety

www.saferinternet.org.uk/advice-centre

Get in touch

During your studies with us, if you are in a situation where you feel unsafe, are worried about your welfare, or feel overwhelmed and like you might need some extra support, please contact **safeguarding@bpp.com** and we will listen without judgement and signpost you to support.

If urgent, we have a dedicated helpline that operates from 9am-5:30pm, Monday to Friday, contactable on **07464 542 636**.

Please note, this helpline is for assistance only, if you need the emergency services you must call **999**.

More information can be found about concerns mentioned on this page on the support pages on The Hub/VLE for all current BPP students and for prospective students on the Students' Association page.

Take care, and do not hesitate to contact the team if you have any queries or require any support.

Equality, Diversity and Inclusion at BPP.

We know that how you feel affects how you study. We know that your race, gender, sexual orientation, age, neurodiversity, (dis)ability, faith, religion and beliefs energise you. We also know that world events, history, culture, perspective and experiences matter to you. We acknowledge that these can be emotive subjects, which need to be discussed. We are striving to ensure that your experience at BPP is inclusive and free from prejudice and discrimination.

The Equality, Diversity and Inclusion Office at BPP leads on a wide range of strategies, initiatives, events, consultations to ensure that we:

- Understand who our students are and what motivates them
- Understand how our students perform and what effects their performance
- Promote inclusion and remove barriers to learning
- Respond to discrimination and harassment in all its forms
- Build strategies to improve experiences and improve performance

Come and talk to us, join the conversation, help us make our services even more inclusive so you can focus on being the best you can be. We have a wide range of services available to support you.

- Contact us for a friendly chat
- Talk to us if you have something on your mind

- Talk to us if you see or experience something you don't like which relates to your identity
- Consult with us – help us when we ask for your input

Report it

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

Equality, Diversity and Inclusion (EDI) Programmes

All our EDI programmes are designed to bring people together. To learn from each other, to deepen understanding, to make real change to BPP and how we operate. We appreciate that it's not always easy to meet new people, to study a new subject or participate in activities and events. We know that your culture, ethnicity, or background means that your perspective may be different from those around you. We also know that diversity makes us stronger and leads us to understand the world around us in new ways. Join one of our Diversity programmes and help us build a brighter, more inclusive culture for everyone.

Diversity Ambassadors programme

Diversity Ambassadors will have the opportunity to work in a diverse team across diverse backgrounds, to design and deliver activities on the BPP campus and online:

- EDI-focused activities and events for the wider student body
- Produce engaging social media content
- Host and contribute to our popular EDI podcast on issues that matter to you
- Write short articles for our website
- Meet and engage with new people at BPP and externally

If you are interested in enhancing diversity and inclusion conversations and collaborations, and meeting new people at the BPP, then apply to be a Diversity Ambassador.

Reverse Mentoring programme

The aim of the Reverse Mentoring programme at BPP is:

- For a student to mentor BPP staff or faculty on a one-on-one basis. To share what it is like for them to attend BPP and to provide a cultural and inclusive exchange.
- The programme encourages dialogue at an individual level; whereby staff and students experience a much deeper and more open conversation, leading to a far greater appreciation of diversity and inclusion.
- Create more interaction between faculty and students and opportunities for new perspectives for inclusive teaching at BPP

To apply for this programme or for more information on the programme please contact the Inclusion Team at: inclusion@bpp.com



Care experienced

We understand that leaving the support and care you are familiar with can be a daunting experience. Coupled with taking the first step to attend university or an apprenticeship, this is a big move for anyone. At BPP we hope that you will settle in and make lots of new friends and colleagues as part of the BPP family. We are here to support you along your journey.

Have a look at the Students' Association website where you can join clubs and societies and attend events, it's a great way to meet new people. Join the BPP Community platform and one of their many groups.

To discuss how we can work with you and support you please do not hesitate to contact: inclusion@bpp.com

We can provide a named contact to ensure you always have someone to talk to.

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.

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 Hub/VLE or by going directly to: bpp.libguides.com/Home

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 online 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.

Research Skills Workshops

You will be invited to attend a series of Research Skills Workshops delivered throughout the academic year both online and face to face, subject to demand. 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 or view Upcoming Training sections of your library subject pages. We run regular Ask a Librarian sessions which do not require booking.

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 or can be taken independently. 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 later. Certificates can be added to your CV and used as evidence of your legal research skills.

Employability Service – Careers.

The Careers Service 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 or click the Careers Service tab on your The Hub/VLE.

Careers appointments

You can book these face to face, by Microsoft Teams or telephone and receive individual careers information. Explore your options, set career objectives and start working towards your goals. Appointments can also be used to go over CVs and application forms.

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) packages which are very popular with students! There's also eCareersGrad, with its modular, video-based, interactive eLearning courses.

Mock interviews

Prior to going to your real interview, you can book in for a practice run. Fill in the Mock interview request form on Career Hub under the Forms tab. 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 to provide greater access to a wide range of national employers.

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 or via The Hub/VLE.

Ask us a question

You can either email us with your career queries at careers@bpp.com to or contact us through CareerHub 'Ask a Question' to receive expert advice on quick career queries and document reviews such as CVs, cover letters or application forms.

Placements

We work with students on certain courses to find them a suitable work-based placement or to help them source their own through networking and speculative applications.

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 help 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.

Struggling to use CareerHub?

Use **careers@bpp.com** or **employability@bpp.com** (BPP apprentices only).

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.



Employability Service – Pro Bono.

The Pro Bono Team provides opportunities for students to engage in projects that enhance employability while improving access to justice for the most vulnerable in our society.

Students ‘give back’ whilst gaining experience of the skills and behaviours required in the world of work.

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

A sample of our projects includes:

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

Through interviewing, note taking and handling clients, students develop essential skills in communication, learn professionalism and increase their emotional intelligence and problem-solving abilities.

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.

Community Outreach Programme

Whilst all of BPP’s Pro Bono projects are accessible to all students who want to enhance their Career Skills, the selection does have a legal focus. To combat this, we have developed a Public Education Programme: BPP’s Community Outreach Project. This allows students from faculties outside of Law to undertake pro bono in their chosen field. For example, Psychology students undertake presentations to school and community groups to increase public understanding on issues surrounding mental health and Business students on financial literacy. Through presenting students develop their teamwork, emotional intelligence, analytical and technological skills and most significantly their communication skills.



Employability Service – 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, 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



Management and Leadership

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



Self-Development

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



Teamwork

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



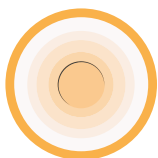
Communication

- 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



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)



Resilience and Wellbeing

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

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.

English Language Services.

BPP's English Language Support 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
- One-to-one support

Our Pre-Sessional English courses take place prior to your starting your main degree programme with us, but we also offer further support while you study.

Pre-Sessional and In-Sessional English courses

Pre-sessional English courses are intensive courses that help you achieve the required entry level for your chosen programme. For example, MSc Management entry requirements are 6.5. If you have a 6.0 you would be expected to complete a six-week Pre-sessional course. If you have 5.5, you would need to complete a 12-week Pre-sessional course.

In-Sessional English courses usually run in the first term of study in the Schools. Check with your Programme Support Team or email **English@bpp.com** to see if there are In-sessional English classes for your programme.

One-to-one support

Why not book a one-to-one consultation? You and a tutor will discuss a sample of your work, and 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 have any questions about academic English and academic skills, need support, or want to find out if you can join an English course, then please contact us via **English@bpp.com**.

International student support.

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 designed 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
- Culture shock

You will receive the guide during your application process, or you can find it on the BPP University Students' Association website: **bppstudents.com**

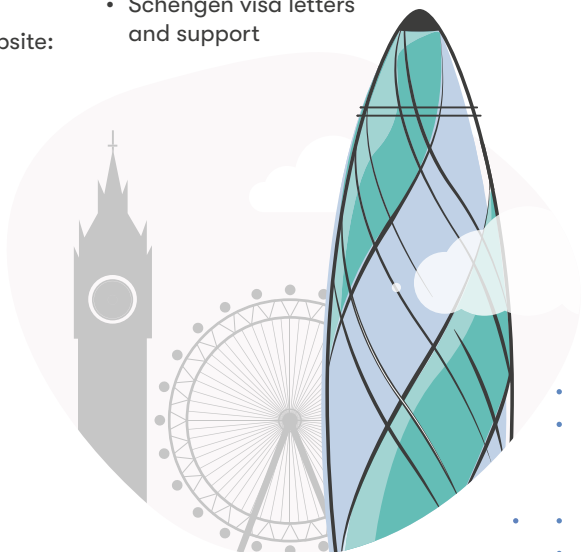
International Advice and Guidance Team

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 **internationaladvice@bpp.com**

International Advisers can assist with the following:

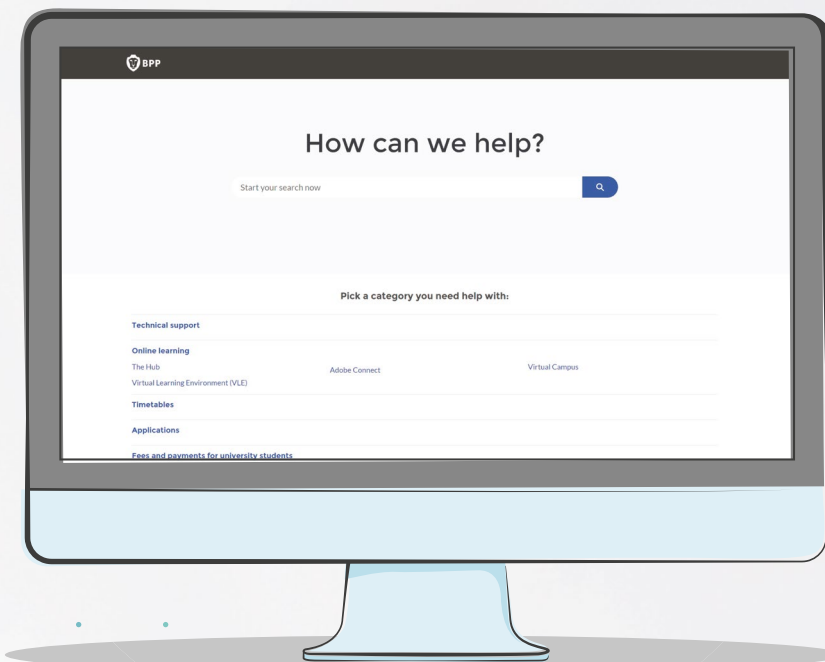
- International student support
- Tier 4 visa advice and support
- Schengen visa letters and support



Got a query?

Browse our Help Centre

You can find information, guidance and support on our most frequently asked questions and explore the range of student support services available to you in our **Help Centre** here: **bpphelpcentre.force.com**



Get in touch

If you still need any additional support, please contact us by raising a case using the 'Get in touch' form within the 'Help and Support' section in The Hub, or 'Student Queries' form within the 'Student Services' section in VLE. You will receive a response within 48 hours.

Our Student Communications Pledge.

Here at BPP University, we are committed to providing an outstanding learning experience, ensuring that you are kept informed of useful information or updates relating to your studies.

We have taken lots of recent feedback on board and created a pledge to commit that BPP's communications are:

- **Accurate**

All communications with you are accurate and consistent. We encourage you to inform us of any incorrect information you identify to ensure that we can collectively keep information accurate and relevant.

- **Timely**

We will provide you with notice of news and events in good time, even where further updates are likely to follow.

- **Proactive**

Our communications will always strive to explain 'what comes next' and highlight options available to you. We will use The Hub/VLE to communicate University-wide announcements and programme updates. Teaching and support staff will also use The Hub and the VLE to proactively respond to your feedback.

In addition, we will continuously improve and aspire to ensure that BPP's communications are:

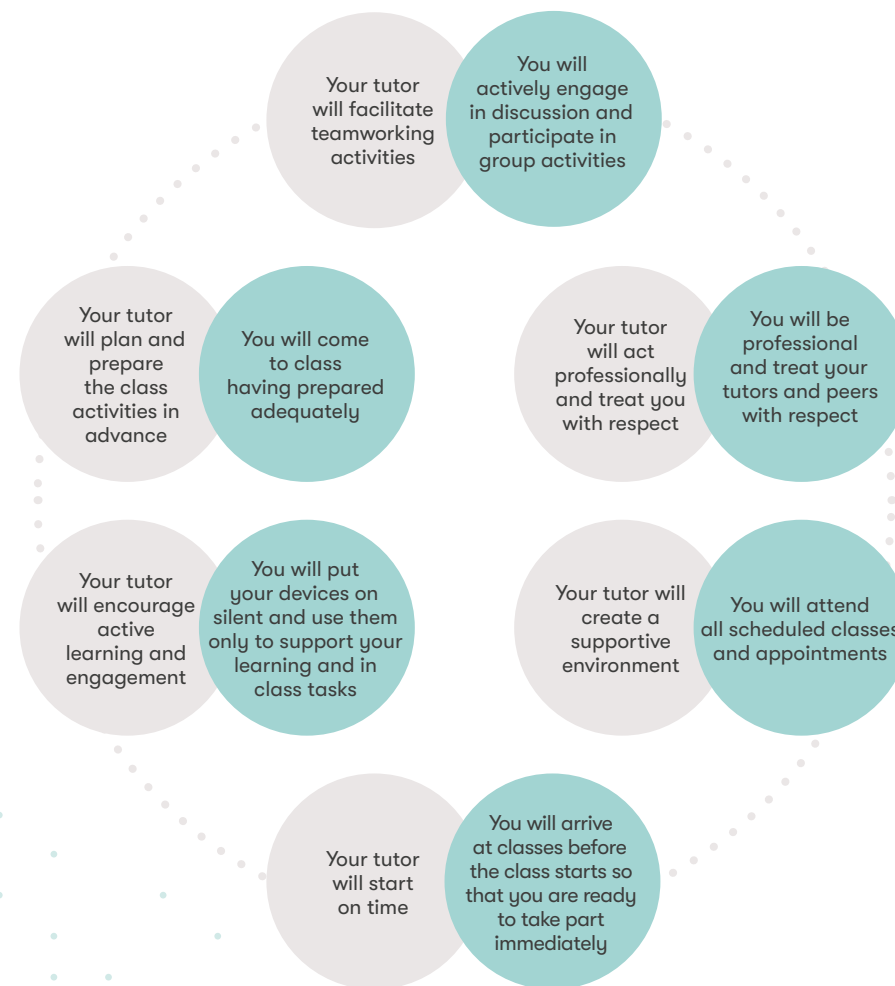
- **Informative**

We will keep you informed of University news through announcements on The Hub/VLE, and where relevant, directly to your BPP email account.

- **Justified**

You will receive a response to your queries confirming the outcome. Communications will explain why certain decisions have been made and we will provide you with a means of sharing your feedback.

Expectations.



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.

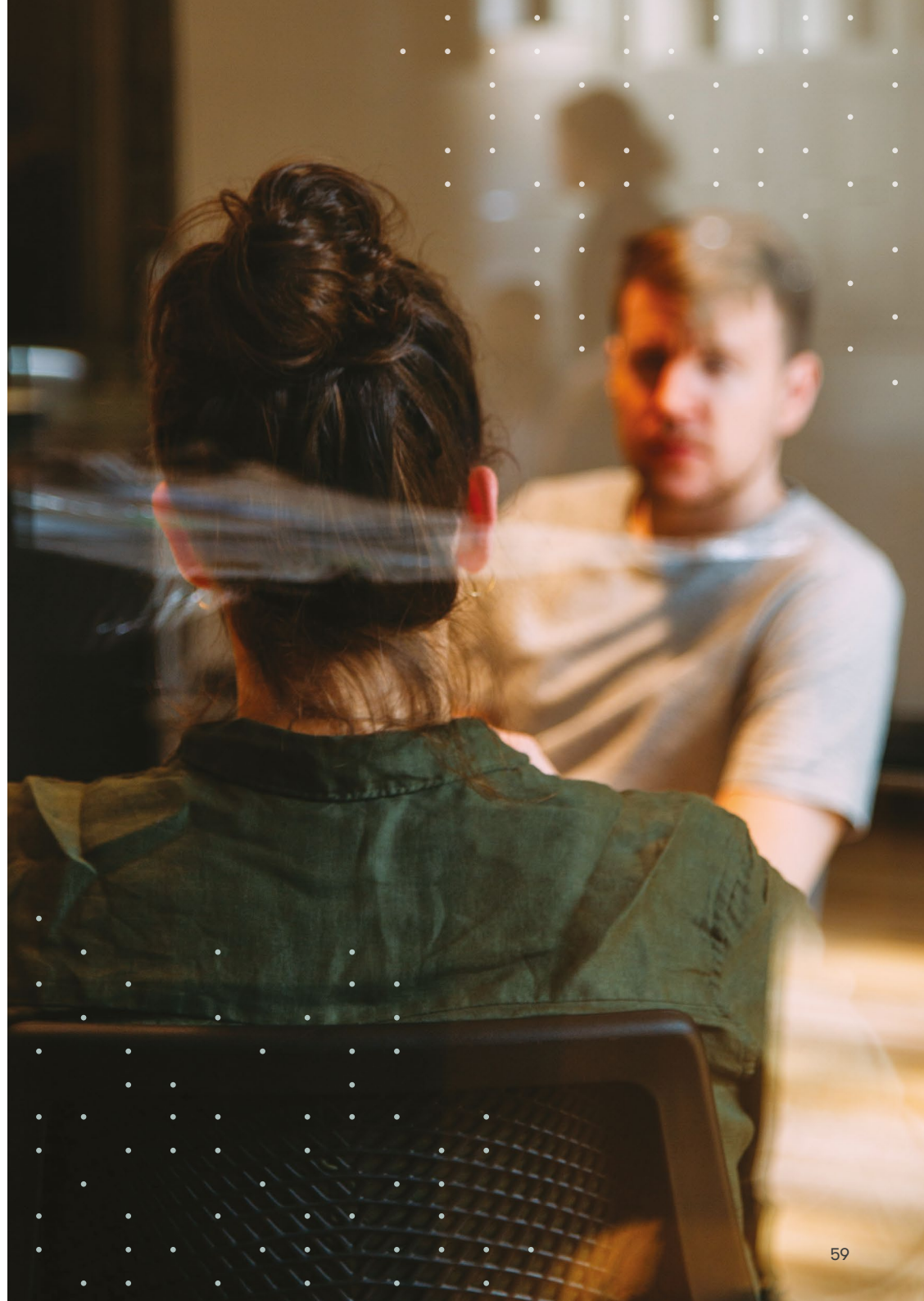
Similarly, BPP University will not condone victimisation due to an employee or student having made a complaint or allegation of harassment, discrimination, bullying, or having acted as a witness in such cases.

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 issue or concerns please contact us via **inclusion@bpp.com**



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 Hub/VLE
- Reporting any accidents, incidents or other health and safety concerns to your personal tutor, the Reception Team or via the Query Form on The Hub/VLE

Covid-19

Regular updates on the coronavirus pandemic will be posted on the **The Hub/VLE**.

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 Hub/VLE.

Security

Please always carry your Student ID card (or have a digital copy readily available on the devices you carry) and be prepared to show it on request. Do not share security codes with others and be mindful of tailgaters when entering our buildings. If you have any security concerns, please report them to the Reception Team.

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 Hub/VLE.



General Academic Regulation 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 (The Hub/VLE), or on our Students' Association website at: **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:

- Equality and Diversity
- 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**

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**

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, they 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

Detailed information can be found in the GARs and MoPPs available on The Hub/VLE and at 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 Hajra Babariya, Group Head of Student Experience, BPP University:

✉ **HajraBabariya@bpp.com**

Get in touch

🌐 bppstudents.com

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

📷 [BPPStudentsAssociation](#)



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