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# Student WRITTEN SUBMISSION



# Foreword

A Student Written Submission is a comprehensive report which triangulates thousands of data points including student surveys, focus groups, town hall meetings, student representative interviews and Staff Student Liaison Committee feedback into one high-level document. In the past, most Students' Associations or Students' Unions produced a Student Written Submission once every six years - usually prior to a Quality Assurance Agency (QAA) review.

Here at BPP Students' Association, our Student Written Submission goes far beyond that of the sector as we produce this report annually - and this has been recognised as sector leading and as good practice by the QAA. We know that it takes significant time, energy and effort to produce such a report, however every moment is worth it as it helps articulate the continuous improvements that have been made and also helps identify further improvements that are required as part of a continuous improvement cycle.

Students and student representatives take pride in reading and supporting the Student Written Submission and feel that this goes to the heart of the sector theme of 'Students as Partners'. Additionally, BPP staff value how the Student Written Submission follows the entire student journey whilst providing invaluable comments at each stage of this student journey.

I hope this Student Written Submission is useful in summarising the student journey at BPP over the last twelve months and the aim of this document is for the University to continue to go from strength to strength.

As always, thanks must be given to our Student President and our Student Voice Representatives who have helped with this Student Written Submission and continue to do themselves and BPP proud.

**HAJRA**  
*Babarिया*



**Group Head of Student Affairs**



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# Students' Association Board of Governors...

Professor

# MARTYN

Jones



**Former Chair of BPP Students'  
Association Board of  
Governors**

I have been involved with the Association since its inception and have been part of a remarkable shared journey. During that time together we have established the authoritative voice for our students by embedding robust, independent and an informed student voice in all we do and say. This has not happened over-night and as I look back it is extraordinary how far we have come together. I am now content we have the structures, strategy, and mechanisms in place to take the Association forward, and this Submission is a benchmark of good practice and a unique exemplar of how we partner with the University's staff in working positively together to shape our future.

Of course, these fruitful working relationships would not have been possible if it had not been for the quality of the elected and executive staff who have supported me over all these years: I would like to thank Kurt and Sam who have fully delivered on their elected pledges working tirelessly in the most challenging of times; Hajra and Charlotte who have guided us with advice and wise counsel. And looking back, to two members of the executive, Shahban and Laila who worked with vigour and prescience in those early, seminal days. And lastly, Mark Stoddard who has been a superb independent member. Thanks to you all for producing a University culture in which the contributions of our students are genuinely elicited, embraced, and embedded as demonstrated in the contents of this thoughtful student contribution.





KURT *Satney*



# Welcome

## FROM THE PRESIDENT

By way of thanks, firstly, I would like to take this opportunity to express immense gratitude to the Group Head of Student Affairs, Hajra Babariya, and the Pro Vice Chancellor, Juliette Wagner for the overall support provided to the students and the Students' Association throughout 2020/2021 which continues to date. Through their unwavering support we have been able to persevere through the pandemic and address the students' issues and concerns which were raised throughout and continue to provide the world class student experience that they expect. Both Juliette and Hajra play extremely important roles in the student experience at BPP and their track records are exemplary in that regard. As champions of the Student Voice, the student body recognises that they are fortunate to have them as leaders within the BPP family and appreciate their support wholeheartedly.

Secondly, my thanks must also go to my equally effective Co-President, Sam Edwards, who worked with me to bring about positive results for students during the phasing of student operations back to face-to-face in 2021. Sam worked closely with our Deputy Vice Chancellor, Professor Sally-Ann Burnett in delivering a student-oriented transition which was well informed and proactive, resulting in overwhelming positive feedback from students. Sam and Sally-Ann also took on the University Comms recommendation which was highlighted in the 2020/2021 SWS and installed a Student Comms Pledge which

was agreed to by each School, BPP Marketing Team and all University Senior Leadership. The pledge was implemented in September 2021 and has played a significant role in developing more effective comms to students University wide. I take this opportunity to thank Sally-Ann for leading on the work done for our successful transition and working so closely with the Students' Association in order to bring the Student Voice into the decision-making aspect. Sally-Ann has also graciously requested that I hold her and the University to account on student comms to ensure that the pledge is adhered to and for that I am incredibly grateful.

Through Sam's efforts the Students' Association was also able to recognise members of staff who went above and beyond for students during 2020/2021 by organising and hosting the Student Led Staff Awards in October 2021. We had over 700 nominations and faculty and staff were overwhelmed with joy at the quotes from students on their experience. Although Sam's time with us was only ten months long, he left an indelible impression on the University, its students and staff and his contributions will go a long way in shaping a more positive student experience at BPP for a long time to come.

Thirdly, thank you to our esteemed Vice Chancellor and CEO, Professor Tim Stewart, for always availing himself to meet with me and students and for assisting with the issues which have been raised with him whether

through myself or directly to him from students. Tim has been instrumental in assisting me with a myriad of concerns which required a more senior level approach raised by students over the year. For example, working collaboratively with the Schools and the Head of Compliance Reporting, Adam Coll, to ensure that exam results were released in an appropriate timeframe so that international students were not disadvantaged in any way by the University for eligibility for the Graduate Visa.

I would also like to say a special thank you to the University Senior Leadership Team (SLT) as a collective, not only for their support but for listening to students. Juliette, Sally-Ann, and Tim show by their actions as described above that the student experience lay at the heart of what they do, and they each equally want that experience to be as positive as possible. The dedication to students displayed by the Senior Leadership Team have not gone unnoticed and the students and I express our enormous gratitude for this refreshing approach to higher education leadership.

Students at BPP University have displayed enormous resilience during the pandemic and took full advantage of the opportunities which were available to them, so that they could progress through their respective programmes. The University managed students very well during the pandemic, allowing students to progress to completion of their studies with minimal interruption as possible; and this is reflected in

the over 14,000 students who became eligible for graduation in Spring 2022, the first in-person convocation from BPP since the pandemic began.

In order to achieve these successes, it took a collaborative approach with teamworking and support from various teams within the University. The recently renamed University Central Administration (UCA) team formerly the Registry Team lead by Laila Barbe, revamped and reorganised onboarding through an onboarding project which took into account student feedback and thoughts to create a better experience for students. As a result, there were no major queries or concerns raised by students in this area. The UCA team took a similar approach with assessments, assessment results release and information relating to assessments. Assessment information has been made more accessible to students via the Students' Association website, Virtual Campus, and the Hub. Thus, making the assessment aspect of the student journey smoother than ever before.

The collaboration did not stop with University Admin teams this past year as we worked very closely with each of the Schools and collaborated on many occasions to support students. Student concerns no matter the size which were raised with the Students Association were all actioned by me, and the results led to positive student feedback which is reflected in this year's SWS. The quality of teaching at BPP continues to be highlighted by students as second to none and played a significant role in progressing students even in the challenging days of online teaching.

This year we were able to recruit 33 Student Voice Representatives (SVR) who are representative of each programme and School at BPP. They have been described as the most diverse group of SVRs that we have ever had, representing a diversity of religion, race, ethnic background, gender, sexual orientation, age, domestic and international. These SVRs have been as engaged with us as the highly praised 2020/2021 cohort were and have been a rich source of feedback and opinions for us throughout the year. Consequently, we have been able to gather student feedback from the SVRs in numerous ways including topic-specific



focus groups, emails, testimonials, and the like. We were finally able to host an in-person SWS Away Day in February 2022 which was a tremendous success.

Mounting on the enormous success we had in 2020/2021 with student focus groups informing decision-making at BPP, we aimed to facilitate 30 focus groups in 2021/2022. At the time of writing this SWS we were able to facilitate 27 and counting. We will soon surpass the target of 30 and we are well on the way to facilitating a record number of focus groups this academic year. Success was found in hosting focus groups online because of the pandemic and due to this success, we have decided to continue hosting them online for the foreseeable future. Our SVRs have consistently engaged with us in these focus groups, and they cover a wide range of topics which include International Student Experience, Race Equality Charter, and Results Release to name a few. Focus Groups will feature throughout this SWS as they have been a key ingredient in gathering student feedback throughout this year.

This academic year 2021/2022 was not without its challenges however, because of the University's proactive nature, the challenges did not evolve into unmanageable situations. This SWS is a positive read and a true reflection of the positive student experience which was observed and highlights 12 areas of good practice and provides two recommendations. I would like to thank the student body which I represent for their continued and unwavering support throughout this past year and for the remainder of my term, and I look forward to working with them in advancing positive student outcomes through the Student Voice.

# Chapter 1

## METHODOLOGY

## Feedback SOURCES

At BPP, many feedback mechanisms are used to triangulate student feedback, which in turn helps to produce this Student Written Submission. BPP's message of 'Students as Partners' and 'Together we Change' are paramount in enabling us to complete this submission successfully. The extensive evidence base for this document includes, but is not limited to, the following sources of feedback:

- Feedback from the Student Voice Representatives, including that of their peer groups, programmes and centres which they represent
- Direct face to face student feedback
- A range of student surveys
- Staff Student Liaison Committees
- Thematic focus groups
- A review of the previous Student Written Submission and associated action plan
- Student feedback sent directly to the Students' Association via their website ([www.bppstudents.com](http://www.bppstudents.com)) or email

# Chapter 2

## PREPARATION & BACKGROUND

## Students AS PARTNERS

This modest ethos is one of the reasons BPP University stands out as sector leading in various aspects of the student experience. The students feel that “Students as Partners” is not just words on paper or a slogan, at BPP, it is tangible action. BPP University deliberately listens to the Student Voice not because it is the popular thing to do, but because it informs the University on what it is doing well and what needs improving for an overall positive student experience.

This tangible action is evidenced by the following key achievements:

- ★ All the recommendations in the 2020/2021 SWS were achieved,
- ★ The “You Said...We Did” campaign was re-operationalised; and
- ★ The Students’ Association was given autonomy to project the Student Voice in all University decision-making.

The SWS Away Day which produced this submission was well supported by the University and it remains a core part of projecting the Student Voice. The SVRs have provided their feedback on various topics and included in this year’s submission within the areas of good practice is “**students feel listened to**”.



This is tangible evidence that “**Students as Partners**” is not just an ethos at BPP, it is also a way of life.



# Chapter 3

## UPDATE ON PREVIOUS RECOMMENDATIONS



The 2020/2021 Student Written Submission (SWS) was written against the backdrop of the Covid-19 pandemic and is one of our most successful submissions to date. It contained eight areas of good practice which demonstrates that BPP University got many things right for our students during this trying time. The SWS also contained eleven minor and three major recommendations. These served to guide the University to continuous improvement in the overall student experience. The eleven minor recommendations were mostly achieved in short order as they provided the University an opportunity to gain some quick wins. The three recommendations on the other hand aimed to improve the student experience with the Case Management System (CMS), Assessment Feedback and University Comms:

# Assessment and Feedback

All Schools committed to ensuring that automatic feedback would be provided to students for all summative assessments whether pass or fail and this was achieved by the Autumn term of 2021 with live implementation for exams sat in December 2021, January 2022 and moving forward. The university is committed to taking this further by making the following changes to enhance the student experience:

- Move to providing formative feedback within 4 weeks and also making sure summative feedback is available within 4 weeks of results release.
- Learning & Teaching have pushed out Generic Assessment Criteria/Rubric for all Schools to use as part of their marking and feedback processes, which are then contextualised to individual assessments
- This has been taken further recently to having all holistic marking rubrics available in Turnitin that schools can now adopt in their marking processes to provide consistency in feedback. This was rolled out in past few months and benefits for students are beginning to materialise

The Students' Association remains committed to monitoring this and will raise any concerns from students with the Schools.

# Case Management System (CMS)

Perhaps the trickier recommendation to achieve was that of the CMS because up to the point of the last SWS, it had been a more problematic part of the student experience especially during peak intake times at the University. However, with students placing the CMS in a prominent position in the last SWS, the University sought to expend meaningful resources in order to permanently deal with the issues affecting students with the CMS. In an update in January 2022, the University announced the following achievements with the CMS:

**1.**

BPP have added an auto reply to case submissions which provides guidance on expected timeframes for resolution and additional work is going on to make these responses more accurate for a given query type. To date the CMS queries are resolved within 3 days, which is an impressive achievement over where this once was.

**2.**

The number of query categories has been reduced with more accurate language utilised in over 70 subqueries with 10 additional specific queues created in the systems with workflows that triage queries directly to the correct team.

**3.**

Over 400 hours of development in 2021 has gone into correcting any technical issues with the query form and optimising the way the cases get to staff.

**4.**

New projects are underway focussing on offering instant and automated provision of letters as well as for students to be able to make changes to their personal details held with the University. A key focus is to optimise processes that typically require urgent action such as for assessment deferrals, where in the short term, the University have offered a direct link to the form with autoreply confirmations and in the long term, BPP is looking to modify the deferrals processes to reduce processing time.

**5.**

BPP aims in 2022 to provide better communication across the student journey and links to key information and remove technical issues that might cause high case volumes so we can then improve the customer service we provide and ensure cases are resolved correctly and quickly the first time. The BPP Help Centre was launched in 2021 to support students in finding answers to common queries without the need to raise a case.

# University

## COMMS



Major improvements to University Communications (Comms) were achieved by September 2021 as all Schools signed up to the newly introduced comms pledge which looks to ensure that moving forward all University Comms are accurate, timely, proactive, informative, and justified. This was particularly evident in comms around Covid-19, assessments, and graduation for example. The students feel that the pledge is adequately being adhered to by the university thus far and are confident that this major step will continue to enhance communication between the University and its students.

Former Co-President, Sam Edwards and Deputy Vice Chancellor, Professor Sally-Ann Burnett worked together on this project. It aimed to deliver to students, more proactive and informative communication and addressed their concerns. Having the Student Voice involved in the project has borne fruit and the University will continue to do so by requiring input from the Students' Association before releasing comms to the student population.

Overall, the 2020/2021 SWS was remarkably successful because the Student Voice Reps provided honest and constructive feedback which in turn informed the University on what it was doing well and areas where improvements could be made. Achieving all recommendations within 2021 should be touted as a major win for students and the University as it continues to illustrate BPP's commitment to "Students as Partners".

# Chapter 4

## INDEPENDENT REPRESENTATION

# Independent ADVICE

The Students' Association's Independent Advice team provides **free, confidential, and unbiased advice** to all students and endeavours to guide students that are potentially experiencing difficulties at various points in their University life.

The bulk of the work the Independent Advice team fulfil is related to academic welfare; offering practical support for students in need of direction for next steps when things have not quite gone to plan. The team cover a variety of internal processes and procedures, from advice on Mitigating Circumstances and Academic Appeals to guidance through Deferral processes and the Complaints procedure. They also work closely with any students that require support through the Academic Misconduct process, providing constructive reassurance throughout the process and attending hearings as an observer.

As a team of two, they are small, but they work very hard and aspire to respond to all students within three working days to ensure they maintain the quality and efficiency they have become known for. In addition, they are also responsible for administering the Students' Association Crisis Fund, which is there to support students that find themselves in emergency financial difficulty.

Not only this, but the team also engage in activities and events related to student wellbeing. They run Time-out Tuesday wellness sessions fortnightly and create a Time-out Tuesday post with a mindful tip on the Virtual Campus every week. Further to this, the team actively collaborate with the Students' Association's Events and Engagement Manager to help create content and campaigns throughout the academic year – notably they were very much involved in LGBT+ History Month and Stress Awareness Month. Visit the [Students' Association website](#), to check out a wealth of resources aimed at helping students from the Independent Advice team.

Ultimately, the team endeavours to provide an advisory service that is there to operate as a net to catch any students that might have fallen through the cracks. Their work is predominantly aimed at helping students to get back on track and allow them to get the best out of their time at BPP and finish their studies successfully.

# Student Voice

The Student Voice at BPP is very prominent and remains one of the key influences of decision-making at BPP. It is called upon whenever there are big decisions which affect the student body are being made and is always listened to. This academic year the Student Voice was very evident in many decisions which were made as the students saw their suggestions being implemented in various aspects of their student journey.

This academic year our Student Voice Representatives continue to represent the student interests effectively on the various University boards and committees on which they sit. They have now also been added to University Approval Panels for each of the Schools. This opportunity provides the University to gain useful insight into the end user's perspective i.e., students, and it enables the student representatives to be a part of behind-the-scenes aspect of programme development. The students have welcomed this added element and have participated in five Approval Panels thus far for this academic year. The Academic Quality team is currently reviewing the format of the process of approving programmes at BPP and have opted to involve the student's perspective at an even earlier stage in the process of programme development by including the President to represent the Student Voice in the Curriculum Review Panel. By including the Student Voice on these Panels, the University ensures that the student Voice remains a prominent feature with representation by the President and students where appropriate.

In keeping with our commitment to ensuring that we seek feedback from our students on various topics which affect the student experience, we have continued to facilitate focus groups. We originally aimed to facilitate 30 focus groups this academic year and we are well on our way to surpassing this goal by the end of the academic year as we have hosted 27 focus groups so far. Diverse topics have been covered including, Results Release, Query Management, Sexual Misconduct & Healthy Relationships, and several in-person General Discussion focus groups held in times when it was safe so to do at various regional centres.

The University also considers themes which emerge out of Student Staff Liaison Committee (SSLC) meetings and within the Students' Association, the President has direct oversight of SSLC data from all Schools. Monitoring the progress of actions coming out of SSLC meeting remains a top priority for the University and the Students' Association reports on this data weekly. Furthermore, monitoring common themes coming out of SSLC meetings enables the University to deal with issues which arise and to learn about what is working well for students directly from them.

The involvement of the Student Voice at BPP continues to grow from strength to strength and continues to attract positive feedback from students because it is more tangible evidence of Students as Partners.

“

“ BPP is actively dedicated to ensuring a positive student experience ”

“

“ Ever changing and ever adapting, BPP listens to its students in order to brings out the very best in decision-making ”

## 2021/2022

# STUDENT VOICE REPRESENTATIVES FOR SWS



**SHAVITTA**

*Devi Raja Mohan*

LLM Legal Practice  
(Barristers) – Law School



**REBECCA**

*Taylor*

Registered Nurse Degree  
Apprenticeship (Child  
Health) – Nursing



**PHILIP**

*Nyeko*

MSc Management with  
Project Management –  
Business School

**NAOMI***Joy Knight*Registered Nurse Degree  
Apprenticeship – Nursing**BETHANY***Thompson*Solicitor Apprentice –  
Law School**DANIEL***Scrase*LLM Law & Legal Practice  
(PGDL/LLM) – Law School**AFSHAN***Sher*MSc Management with  
Project Management –  
Business School**FAHAD***Khan Lashari*BSc Accounting &  
Finance (Hons) –  
Business School**OBUMNEME***David Ezeobi*MSc Management with  
Project Management –  
Business School**FARHEEN***Basheed*MSc Accounting &  
Finance (ADAF Route) –  
Business School**MAXWELL***Stanley Harrison*LLM Legal Practice  
(Barristers) – Law School**ADITYA***Sharma*Digital Technology  
Solutions – School of  
Technology**HIRA***Shaikh*Bar Training Course – Law  
School**IRINA***Thomas*MSc Psychology  
(Campus-Based) – School  
of Psychology**AMAN***Singh*Post Graduate Diploma in  
Law (PGDL) – Law School**ASHIF***Mohamed Abbas*MSc Management –  
Business School**VICTORIA***Stammers*Solicitor Apprentice –  
Law School**ABHINENDRA***Jain*MSc Accounting &  
Finance (ADAF Route) –  
Business School**DHANANJAY***Madhav Lele*LLM Legal Practice  
(Solicitors) – Law School**AMY***Marren*Solicitor Apprentice –  
Law School**ASAD***Ghani*Advanced Diploma in  
Accounting & Finance  
(ADAF) – Business School

**CHLOE***Yu*

MSc Psychology (Online)  
– School of Psychology

**ASHLEY***O'horan*

BSc Mental Health  
Nursing – School of  
Nursing

**EMMA-JANE***Dean*

Legal Practice Course –  
Law School

**ELLEN***Eyers*

Registered Nurse Degree  
Apprenticeship – School  
of Nursing

**HABIB ULLAH***Khan Niazi*

MSc Management with  
Project Management –  
Business School

**HILLARY***Ghinyerere*

BSc Mental Health  
Nursing – School of  
Nursing

**KEIRA***Koroma*

Post Graduate Diploma in  
Law (Distance Learning) –  
Law School

**LAURA***Green*

Adult Nursing Degree –  
School of Nursing

**LUCIA***Hawkes*

MSc Applied Data  
Analytics – School of  
Technology

**JAMES***Hounslow*

BSc Digital & Technology  
Solutions Professional –  
School of Technology

**LUCY-ERIN***Hunter*

Solicitor Apprentice –  
Law School

**TUTUOLA***Ladipo*

BSc Accounting &  
Finance (Hons) –  
Business School

# Chapter 5

## THEMATIC FEEDBACK

## Quality OF TEACHING

It is indeed an amazing accomplishment for any educational institution to consistently achieve high scores from its students for its quality of teaching. BPP University has been making this accomplishment relentlessly year on year as students continue to consistently rate this aspect of their student journey extremely high at **4.76 out of 5**. Unsurprisingly, quality of teaching has made the list of areas of good practice for another year.

Tutors were among the biggest winners in the 2021 Student Led Staff Awards held in October 2021 in which one Legal Practice Course (LPC) tutor in the Law School, Natasha Saleh received 114 nominations in total from students. Tutors were heartened by the number of nominations and by the kind words which came from the students about their teaching.



“ Teaching at BPP  
is second to none ”



“ BPP is the best  
place to build and  
nurture a career,  
students become  
great professionals  
at the end of their  
studies because  
we are taught by  
professionals ”



“ Teachers are interactive,  
understanding and  
knowledgeable.”

Overall, the University should be proud of this achievement and will continue to benefit from the positive impact tutors are having with our students across the University.



## Registration

This year Registration was praised by students as they had a much smoother experience than the previous years and this is reflected in the positive feedback, we received from them. BPP University invested heavily in an onboarding project to achieve this and it augers well for the University that successive cohorts are reaping the benefits of the strides made to address the concerns raised by their predecessors. Students are hopeful that this current trend continues and express their gratitude to the University for committing to addressing concerns raised and the improvements made.

## Finance

Students have by and large had a pleasant experience in their interactions with the Finance team, however, there is some frustration which students feel on occasion with requesting balances and payment of fees. Students are also frequently affected by a prevalent internal non-communication between the finance team and the examinations teams, and they are left with their results being withheld erroneously, and this the source of their frustration.

Students have therefore singled out Finance as one area for recommendation so that the University would consider urgently addressing their concerns which they have raised with it. If these issues are addressed in the manner the students have suggested, then the experience with the service will be much more pleasant and positive.

## Student ID cards

Lanyards were provided to all students from September 2021. This project is one which the previous Student President, Shahroze Warraich, took on and should have been in place from September 2020 however, it was delayed due to the pandemic. The University remained committed to this project and along with the distribution of ID cards, lanyards and ID card cases were also given to students.

The distribution of the IDs and Lanyards went very smoothly and students at all centres were urged to wear their lanyards whilst at BPP centres. Students were happy to be back in centres and were generally happy with the distribution of hard copy ID cards in each centre.

## Timetables

A lot of work and resources have gone into scheduling for students over the years and as a result, there were minimal issues with timetabling raised by students this year. Generally, students received their timetables at least two weeks before they were scheduled to start classes. Now that timetables are accessed on Office 365, they are easier to access by students and can be updated in real time. Any issues or concerns with timetabling can be raised via the Student Query Form which uses a better stream of query type, and students can access this resource via the Hub. These queries are addressed more speedily, and students have benefited from this tremendously.

# Library

Year on year, Library Services receive tremendous high praise from students for the level of available resources and this year is no exception. Following the easing of restrictions in higher education in Spring 2021, access to the physical library was allowed and students had to book a space via the library booking system. The library booking system was scrapped by the summer of 2021 and students were allowed to use the library more freely but were advised to wear masks when moving around the study centres. Students were also encouraged to perform lateral flow tests (LFT) before coming into centre and remain home and follow the government guidance which were in place at the time if they displayed symptoms of covid-19 or had a positive result from their LFT test.

As result of this approach, student felt safe whilst at BPP centres and were incredibly pleased to have use of the physical library facilities. The online library services which were always in place long before the pandemic remains in place for students and they continue to use all the resources available for their studies. Students continue to place heavy praise on the library team for their professionalism and availability via the live chat function on the online library.





# Career Hub

The Careers team were able to provide a wide range of engagement to our students who benefitted from this tremendously. Although the events and opportunities were all virtual, the convenience and availability of them were highly praised by students. Engagement with the team and the Career Hub was very prevalent and students gained a lot from it. The Careers Services at BPP University has unsurprisingly been identified by students as an area of good practice and this is a valuable stamp of approval for the Employability team who have worked tirelessly to ensure that students remained up to date with their employability skills and opportunities available to them.

“

Careers team is great, they are warm people, friendly and the Career Hub is an appropriate steppingstone into my future career ”

“

Careers team are always available to help students ”

“

Career Hub is an excellent platform to boost up employability. ”

“

Confidence building and preparing me to remain being me but also to convince others that I can work to the highest standards.”

# Pro Bono

After all the changes Covid-19 brought in 2020, September 2021 gave the Pro Bono Centre an opportunity to roll out a new hybrid model of pro bono delivery at BPP. Projects that had transitioned temporarily to online have now become an established feature of the Pro Bono Centre's portfolio of remote volunteering work, and slowly but surely, we have been able to bring back a mixed service with in-person sessions, online sessions, and some hybrid sessions too. Being away from centres has brought its challenges however, it has also driven positive change that has increased the accessibility of the Pro Bono Centre's opportunities for our students and our professional partners alike. Crucially, it has also meant that we have significantly increased the reach of our key services for the individuals and communities who need them most. The pandemic has fundamentally changed the way in which the Pro Bono Centre operates, for the better. We are extremely fortunate to have a creative, committed, and passionate Pro Bono team that has not just met, but has exceeded, all expectation of what could be achieved this year. This is why BPP has an award-winning Pro Bono Centre and is what makes these statistics such an impressive read.

The BPP Pro Bono Centre has 35 distinct projects on offer and since September 2021, BPP students and learners have undertaken 3199 hours of Pro Bono. This academic year so far, the students have advised 437 clients and have recovered over £83,000 for them. The students dealt with 539 enquiries through the Employment Law telephone Advice Line (ELTAL), and they delivered 2450 Streetlaw Presentations to the members of the public.

“

“Clear dedication from the Pro Bono team and enormous support from the staff.”

“

“The Pro Bono team is magnificent.”

# Virtual Campus

The Virtual Campus has continued to be a vital part of the wider student experience at BPP and is growing from strength to strength as we adapt to the new normal post Covid-19. Since the start of this academic year, we have seen a 32.8% growth in users registering for the platform. As of March 2022, we have 13,746 registered users on the campus of which 10,466 are Students, 1,833 Alumni, 794 Learners and 653 Staff. Since September 2021, we have facilitated over 300 events on the platform, had 56,819 page views and 465 feed posts. Whilst adapting to the new normal, the Virtual Campus has provided a way to connect, network, wind-down, meet new people.

*“The Virtual Campus is a notable example of BPP’s innovation in creating a community in which we can interact with other students and staff, focused on collaboration and well-being.”*

The Virtual Campus Weekly Digest newsletter is sent every Monday with information about the upcoming week's events, campaigns and need to know information. While this has a strong input from the Students' Association the Digest also features updates from various teams across BPP including Safeguarding and the Library. Since September 2021 we have made changes to ensure the Digest has longevity and a place in a post-Pandemic BPP. The first of these is to continue the ever-popular weekly competitions however we have shifted the focus of these to professional and skills-based topics. This reflects BPP's professional education approach and encourages students to reflect on their skills throughout the year. Considering recent global developments, we also make an effort to feature positive news stories to provide a break from the news cycle and a burst of positivity. Finally, we have updated the Digest format to ensure it is easy to read and we take time to update the email subject weekly to be eye catching and representative of the Digest's content. With these changes in place the Virtual Campus Weekly Digest has solidified its place in a post pandemic BPP and continues to be a great resource to our students.

*“The Virtual Campus is your place to start exploring BPP, make new friends and get answers to your questions before arriving in the UK.”*

*“Great experience and easy to navigate throughout.”*

# Chapter 6

## RECOMMENDATIONS

# Recommendations

## FINANCE

The Student Finance Team at BPP is there for students to manage their fees and payments with the University. However, the students' ability to better manage their fee payments has been impeded because of the present process being used to manage it. In light of this, students believe that a more personalised service for individuals would be a better way to handle this. The students recommend that the University should create a self-portal for students to access their fee balances, check payment statuses, and make payments in one place. This portal could also be used to by students to update their personal details like UK addresses, phone numbers and so on, and they can access it 24 hours a day.

## THE HUB

*"The Hub is a valuable resource, but we are concerned about the outage of the Hub during the crucial exam period in Jan 2022 and again during results release in February 2022".*

In 2021, all programmes at BPP University moved to using the Hub as the primary tool for learning except for a couple of older programmes which are in teach out. The students who use the Hub have found the Hub to be an excellent upgrade over the previous VLE learning environment; however, issues with accessing the Hub during crucial times recently has created a situation where the Hub features as both an area of good practice and recommendation. Here, the students also suggest a separate self-service portal to handle assessments, including results release and all assessment related information.

# Chapter 7

## AREAS OF GOOD PRACTICE

# Areas of Good Practice

## QUALITY OF TEACHING

BPP University has been making this accomplishment relentlessly year on year as students continue to consistently rate this aspect of their student journey extremely high at 4.76 out of 5. Unsurprisingly, quality of teaching has made the list of areas of good practice for another year.

*“Teaching at BPP is a unique experience which is second to none.”*

*“BPP’s simplified teaching method is commendable.”*

*“Faculty at BPP are knowledgeable about the subject, enthusiastic and engaging. The quality of teaching cannot be faltered.”*



## LEARNING SUPPORT & SAFEGUARDING

The invaluable student service which the Learning Support Team provides is greatly appreciated by students at BPP. The team has supported students throughout the pandemic and have been a staple of excellent student support for an exceptionally long time. Students have consistently highlighted this as an area of good practice and the value which it brings to students at BPP became increasing more apparent as we lived through the pandemic.

*“Life changing and dependable, without their support, I doubt that I would still be in university”*

The Safeguarding Team, headed by Sarah-Jane Compson, has consistently been a source of relief and support for students in times of acute difficulty. Whether it is providing students with an outlet for talking therapy or for intervention, the Safeguarding Team is there for all students at BPP no matter their circumstances. They provide a service for students and students really appreciate that they go above and beyond for them. This proved invaluable throughout the pandemic and because of their support many students were able to progress successfully to completion of their studies.

*“Along with our academics, our mental health is also given priority. The Safeguarding Team is simply brilliant and has personally helped me get past some hurdles.”*



## INSPERA

Assessments completed via the Inspera platform has been highlighted by students as an area of good practice. This is a tremendous achievement for the University because it is an indication that the University got it right in choosing the Inspera platform for conducting online assessments. With a success rating of 98%, Inspera has truly been a valuable resource for students and the students hope that it will continue to play its role in progressing them through their programmes in the Digital First era the University is embarking upon.

*“Inspera allowed me to include more detailed evidence in my exam due to the digital, typing format which gave me the opportunity to increase my overall grade and showcase my full range of knowledge”*

*“I found Inspera to be excellent when doing my remote exams. It allowed me to sit my exams in a calm environment and I would highly recommend it.”*

*“Using Inspera is quite easy, and it has been helpful throughout the assessment period. It allowed remote exams to be undertaken in a way which was secure and structured. I was sent my log in details and timings well in advance and found the running of the platform smooth throughout.”*

## CAREERS AND PRO BONO TEAMS

The Careers Services at BPP University has unsurprisingly been identified by students as an area of good practice and this is a valuable stamp of approval for the Employability team who have worked tirelessly to ensure that students remained up to date with their employability skills and opportunities available to them.

*“Pro Bono helps me feel like one day I could be a lawyer. It makes it all feel very real.”*

*“The Careers Team really takes ample amount of time out to check our CVs and LinkedIn profiles individually and give great constructive feedback.”*

*“There are virtual internships offered that can help polish off our CVs and I would not have heard about them if it was not for the Careers team.”*

## VIRTUAL CAMPUS



The Virtual Campus has continued to be a vital part of the wider student experience at BPP and is growing from strength to strength as we adapt to the new normal post Covid-19. Whilst adapting to the new normal, the Virtual Campus has provided a way to connect, network, wind-down, meet new people. For these reasons, the Virtual Campus has been highlighted by students by as an area of good practice.

*“Virtual Campus involves lots of competitions, society, and activities for students. Never leaves students alone.”*

*“The Virtual Campus is an interactive and engaging platform for students to engage with each other.”*



## SUPPORT FOR NURSING STUDENTS DURING THE COVID-19 PANDEMIC



During the pandemic, our Nursing students were faced with being on the frontline in the fight against covid-19 and the University was right there with them. The support provided and dedication shown to the Nursing students throughout the pandemic has been singled out by students as an area of good practice. The Nursing students take this opportunity to thank the Dean of the School of Nursing, Professor Lynne Gell and the entire faculty and staff for everything that was done for them.

*“The School of Nursing has been incredible with their support during the pandemic and teaching has remained great!”*

*“The School of Nursing at BPP is AMAZING! They invest in you as a student through above and beyond support with interactive teaching and valuing student feedback.”*

## THE HUB

Overall, the Hub is a good learning resource and the information availability on it has been highlighted by students as an area of good practice. The Hub has learning materials in various formats and students state that the Hub is very user friendly and can be relied upon as a useful learning environment. Although the students featured the Hub for recommendations, they strongly believe it is as an area of good practice and will be further enhanced by their suggestion for improvement.

## INTERNATIONAL STUDENT SUPPORT

The support provided for international students in the Business School at BPP has been chosen by students as an area of good practice. Pre-arrival, students are issued with their BPP email address and are sent a welcome email which gives them information about registration and next steps. Once enrolled, the Engagement Team contacts students and lets them know about inductions and how to attend and stays connected with the students throughout the term by keeping regular touch points with them. The students are also enrolled onto the PASS module which teaches them academic skills, modern UK values and about life in the UK, and professional development planning. Finally, the Programme Support Team is available to students throughout their time with BPP to help them with programme related issues. International students feel very well supported by these initiatives and have provided positive feedback about their experience.

*“BPP gives us well-rounded experience.”*

*“Exceptional experience, learnt, explored and observed many things in the PASS classes which is a lifetime of learning.”*



## COURSE STRUCTURE AND COLLABORATIVE WORKSHOPS

Students have provided positive feedback about the course structures at BPP and have highlighted them because they feel that they are fit for purpose, easy to follow and interactive. The Small Group Sessions (SGS), workshops, tutorials, and lectures all provide the student with the requisite knowledge and skills needed to do well in assessments and prepare students for their chosen profession. From moving to an online version and back to face-to-face, the courses at BPP evolved to accommodate students no matter the circumstances they were faced with during the pandemic and rightfully so, students have highlighted this as an area of good practice.

*“Regular, personalised teaching and academic discussion through use of the tutorial system.”*

*“The MSc Management courses are well structured with rich content which is relevant for today’s dynamic business environment.”*

*“Equal opportunities for students to engage with the learning material and to come prepared for classes to have discussions on the topic.”*



## EXPERIENCED TUTORS

Tutors at BPP are highly qualified, from Professional Practice and no matter what course a student is on, they are taught by the absolute best. This is reflected in the positive feedback that students have given about teaching in all Schools at BPP. Tutors are described as caring, understanding, and readily going above and beyond to ensure that students are equipped for success in their studies. Experienced tutors have been highlighted as an area of good practice by the students.

*“Educating students with only the highest quality of excellence as tutors at BPP are unparalleled in their passion and drive.”*

*“The tutors are experts and very experienced in their fields. The teaching is a mentor-like thing in that the tutors share their experiences.”*

*“Experienced and well qualified faculty members, exceptional experience with industry experts.”*



## SWS AWAY DAY

The Student Written Submission (SWS) Away Day is an annual event put on by the Students' Association, for them and the Student Voice Representatives to have a closed discussion session on the overall student experience for the academic year. The session is fun, interactive, engaging and gives the students an opportunity to provide their unfiltered and honest feedback on several aspects of the student experience. The 2020/2021 session was held virtually in March 2021 and considering the circumstances it was hailed as an enormous success. This year we were able to hold an in-person Away Day and most of the SVRs were able to attend. Each School was represented, and the students were extremely happy to meet each other for the first time in-person and enjoyed the event tremendously. This event has been an especially useful feedback mechanism for the University as it plays a significant role informing the University's decision-making. The SVRs unanimously select the SWS Away Day as an area of good practice for its productive, useful, and fulfilling experience for students.

*"Working closely with the Association was like we are stakeholders and not just individuals paying a fee."*

*"The Away Day was a great experience. It was my best UK experience. It was a great treat with a lot of fun at an exciting location."*

*"Attending the Away Day was an honour and privilege. At my previous institution, I never felt part of the community and felt like there was no one supporting me. This away day demonstrated the ethos of BPP and how much it cares about its students. I love being a student rep and will look back at this productive away day with immense pride and affection"*

*"Helps people feel more comfortable to talk"*



## PROACTIVE STUDENTS' ASSOCIATION

The Students' Association has been continually active in supporting students while at BPP University. Under Presidents Kurt and Sam, the Students' Association was able to collaborate with many internal teams at BPP to address student issues from the onset. This year, the Students' Association has been able to cement the Student Voice in high level University decision-making, tremendously increase student engagement on the Virtual Campus, increase visibility on social media, assist a record number of students facing academic concerns through the Independent Advice Team; and brought student representation to higher heights at BPP. Students overwhelmingly agree that the proactiveness of the Students' Association is an area of good practice worthy of singling out.

*"Very dynamic and friendly"*

*"The Students' Association are so keen to hear your thoughts and make positive improvements"*

*"The Students' Association is the place to go when you need any help. They will solve your issue as soon as possible. They are people you can trust."*

*"One of the best places outside of the curriculum to learn how to solve problems faced by students, a key takeaway for other facts of life."*

*"A lovely team, great to work with and most likely the best team at BPP"*

*"The Students' Association all work together in a collaborative environment to enrich the student experience."*

# FINAL WORDS

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**“BPP IS THE WARM AND WELCOMING  
COMMUNITY YOU BECOME A PART OF  
WITH EQUAL OPPORTUNITIES FOR ALL.”**

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This quote from one of our students, encapsulates exactly what BPP University is. It is a community of students, faculty and staff who are dedicated to education and equal opportunities for everyone. This SWS demonstrates this in many ways. It is truly heart-warming to see that the University listened to its student body and brought the Student Voice into decision-making more widely, improved on all the areas students highlighted as needing improvement in the last SWS and enhanced all the areas which students thought are good practices. I am proud of these achievements because it shows how working together with its students, BPP University brings out the best version of itself.

*Kurt Satney*

(Student President)