

BPP University Student Handbook.

2023-2024



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Welcome to BPP University.

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

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

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

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

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

Professor Tim Stewart
Vice-Chancellor, BPP University



Welcome from BPP Students' Association.

We would like to extend a warm welcome to all new and returning students. We 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. Our team work closely with the Student President and annually elected Student Voice Representatives who act as an independent voice for students on all academic committees and school boards, to ensure a positive experience for everyone during their time at BPP University.

The Independent Advisors 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.

Our new strategy embodies a forward-looking approach, tailored to enhance student engagement and empowerment. Designed to foster inclusivity, amplify student voices, and cultivate a vibrant learning community, this strategy arises from a collective effort to create a more enriching and impactful university experience for all. By embracing this approach, we aim to cultivate skills, promote diverse initiatives, and ensure a thriving and united student body. Click here to access it now, or visit the bppstudents.com website.

Make sure you visit www.bppstudents.com for more information and to join our vibrant student community on the Virtual Campus. You can also join us on Facebook [@BPPStudentsAssociation](https://www.facebook.com/BPPStudentsAssociation), follow us on Twitter [@BPPStudents](https://twitter.com/BPPStudents) and Instagram [@BPPStudentsAssociation](https://www.instagram.com/BPPStudentsAssociation).

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

The Students' Association



Your Students' Association: What we do and how we do it.



Enabling the student voice and representation

- Representing you at every level and committee at BPP University
- Supporting feedback mechanisms
- Supporting the Staff and Student Liaison Committee (SSLC) and Student Voice Representation
- Recruiting student voice representatives
- Facilitating student voice focus groups
- Recruiting diversity ambassadors



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 guidance in difficult situations
- Representing you at university meetings
- Supporting you with your wellbeing



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 society or set up your own academic, cultural, or special interest group. A great way to make new friends, gain skills and have fun.

Events

Look out for Students' Association and society-led events throughout the year. Get involved to network with fellow students and staff and try something new!

Student representation

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

Information and support

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

BPP Virtual Campus

Join BPP 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

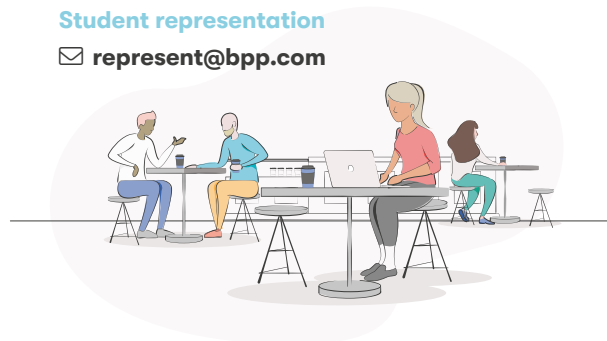
Independent advice

✉ independentadvice@bpp.com

Visit bppstudents.com and click contact on the independent advice tab and complete the **form**.

Student representation

✉ represent@bpp.com



Independent education and welfare advice.

The Students' Association has an Independent Advice team, on hand to help students across BPP courses and providing support if things don't go to plan.



Extension, Extenuating Circumstances and Academic Appeals

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.

Welfare

We run welfare campaigns around mental health awareness, stress awareness, and other wellbeing issues. These are aimed at aiding your learning and development to ensure that your student experience is positive and well supported. This also includes resources around coping with problems, general wellbeing advice and also ways to stay connected to others and managing your overall wellbeing.

Complaints

We 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 and collusion, through to 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

You can contact us via our **Contact Form here.**



Clubs and societies, events and engagement.

Clubs and societies

Join a club or society, or start your own, where you can meet new friends, have new experiences, and develop your professional skills to enhance your career prospects!

There are a range of brilliant student-led societies up and down the country at each centre for you to join and get involved with. Find the best one for you at bppstudents.com/clubs_soc

Events

We host a range of exciting and professional in-person and virtual events where you can meet your peers and learn something new. Do you have a great idea for an event? Get in touch!

For a list of current events, visit the What's On section at bppstudents.com and the Event Board at community.bpp.com

Get involved!

Do you want to arrange a competition, debate, charity, or employability event? The Students' Association can help you! Would you like to write for our Student Life Magazine or even start your own podcast? We can help with that too!

Let us at the Students' Association know how you want to spend your spare time and we'll work with you to make it happen.

If you want any more information on any of the above, please contact the Events and Engagement Manager 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
- National Student Council
- Annual student written submission
- Student Focus Groups
- Student Opinion Surveys including the Student Experience Survey and the National Student Survey
- Feedback via the Students' Association team and Student President

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

*The Graduway App may not be available in all locations.



How to join the Virtual Campus.

Desktop

Go to community.bpp.com

Mobile

1. Search:
 - For apple app store students search for Graduway
 - For any other app store students should search for BPP Virtual Campus
2. Open the app and search “BPP Community” in the institution name
3. Log in or sign up

To log in or sign up

1. Complete your full profile
2. Sign up using LinkedIn or a personal email address
3. Use Virtual Campus to stay connected

The BPP University Student Charter 2023-24.

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

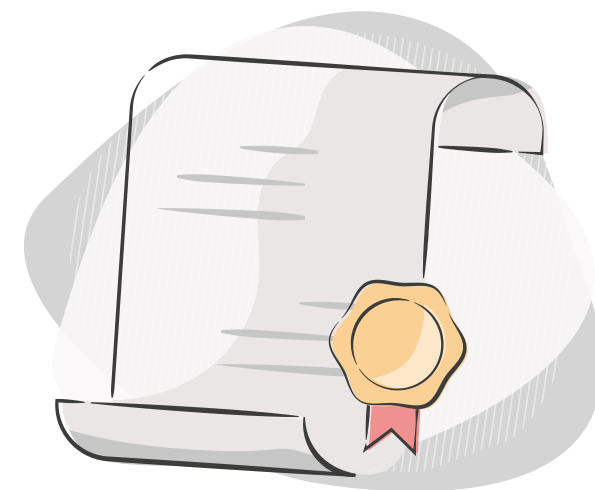
- Provide the highest standards of professional teaching
- Provide students with access to all relevant teaching materials
- Provide opportunities to express any concerns and ensure that these are dealt with fairly and appropriately
- Provide opportunities for you to develop career skills and progress into your chosen profession, both through the curriculum and our dedicated Careers 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
- Provide the opportunity to keep in touch via the University's alumni network

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, and reporting any health and safety concerns to your personal tutor or the Facilities team
- Understand and comply with all university policies, procedures and regulations

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 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.

What if I am having trouble understanding my timetable?

If you have difficulty in understanding your timetable, you should contact either your Academic Support Tutor or raise a query on the hub to reach a Student Support Officer. 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.

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, 9.00-18.00). 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.

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

The Hub

The Hub 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.

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

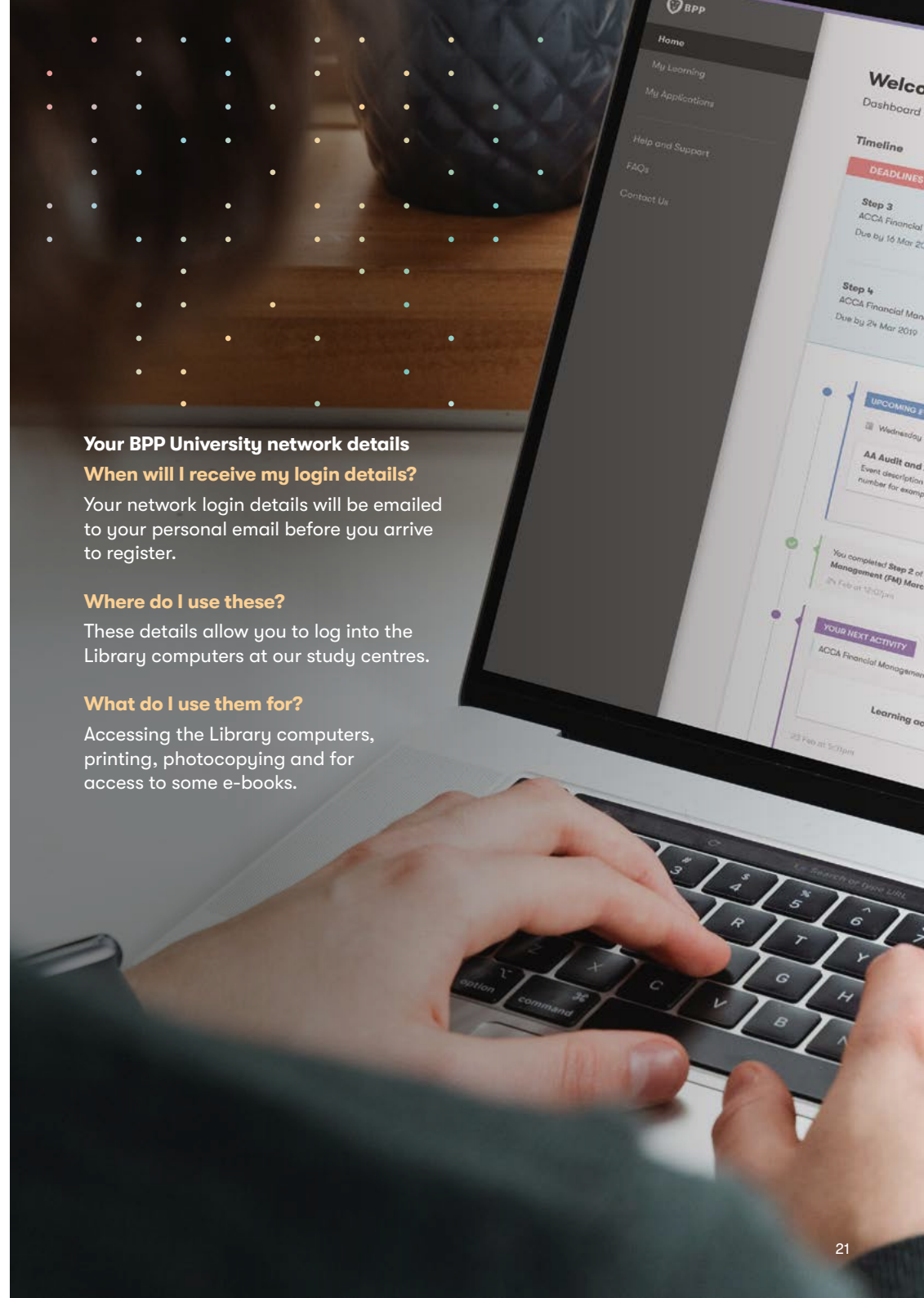
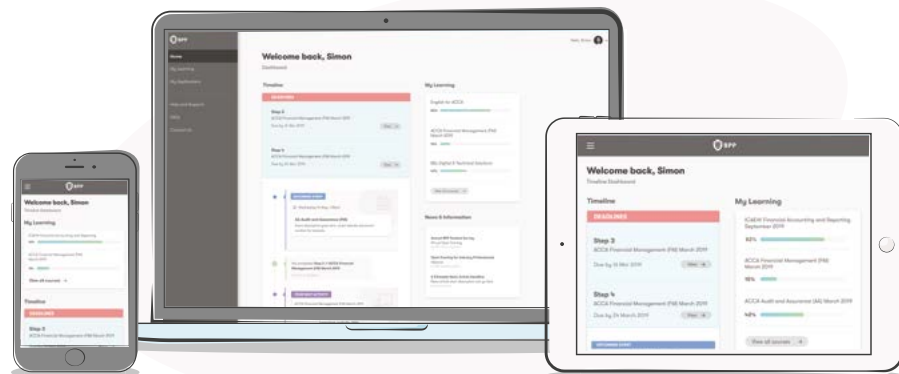
You can now download our mobile app, BPP Hub, from app stores and access your learning anywhere you like. Perfect for when you want to learn on the go, for example when commuting, or for you to watch videos offline.

Click here for a short video, giving you a sneak preview of The Hub.

Need support?

The quickest and easiest way to access information, guidance and support on your most frequently asked questions is via our Help Centre. It allows you to search or browse through information across a wide range of areas – access it **here**.

If you cannot find the answer to your question, then you can raise a query using the **Online Form here**.



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 approaches 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, but you may also have face-to-face lectures that take place at a BPP centre.

Lectures are not designed to act as a substitute for private study or to give completely comprehensive coverage of a topic. They may, however, be your introduction to a subject, act as a map to a particular topic, and give you a basis for 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 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 completing any work or reading that you are asked to do. You are strongly advised to attend the lecture when it is delivered live wherever possible or watch it online via The Hub as soon as it becomes available. You can watch recorded lectures as many times as you like.

During the lecture

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

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

These are generally interactive sessions where you can expect to discuss and explore a particular topic in depth with your fellow students and/or your tutor. In such sessions you may work in groups or teams to solve a problem or examine case studies. You may also be asked to present or discuss some aspect of a piece of work that you or your group has done. The exact nature of these sessions will vary depending on the subject you are studying, and 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 **must** 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

Glossary

Academic Support Tutors

This team supports students through their academic studies. They can help you with re-submissions.

Student Support Officers

Contactable in centre, over the phone and via the query form on The Hub. This team can help you with all general non-academic related queries.

Programmes Operations Officer

Nursing School Only

Only contactable via email
nursingtimesheets@bpp.com

Operations Coordinators

School of Technology only

This team deals with learning plans, schedules, onboarding documentation, inductions and hub enrolment. Contactable via email:
operationcoordinators@bpp.com

Engagement Officers

Supports first term international students.

Student Support Officers.

Information

As a student at BPP University, you will have access to Academic Support Tutors and Student Support Officers from the start of your programme of study. These people will be your first point of contact for programme related query. Both teams can be contacted through the query form on The Hub, or in centre.

If you are an apprentice, your first port of call will usually be your coach who will be able to help you.

- If you are a Nursing school apprentice and you have a timesheet query, then please email nursingtimesheets@bpp.com
- If you are School of Technology apprentice and have an admin query like access to online classroom/hub/timetable, please contact your Operation Coordinator (operationcoordinators@bpp.com)
- If you are Legal apprentice and have any programme related queries, please contact legalappssupport@bpp.com

Your Academic Support Tutors are there to offer you assistance and support with any academic issue that may arise. Student Support Officers are there to offer you assistance and support with any non-academic, programme related queries you may have, such as timetable queries. Both can signpost you to support services which are available for any personal difficulties that may experience.

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.

If you are an international student, you will be assigned an Engagement Officer when you first start your programme. Your Engagement Officer will be your first point of contact during your first term, supporting you with any queries you may have. They will contact you via email, calls and can arrange face to face meetings; ensuring you are staying engaged with your programme and attending all classes as required.

It is expected that as a student you will:

- Attend arranged meetings with your Academic Support Tutors
- Contact your Academic Support Tutors and Student Support Officers 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, if you experience any problem which is negatively affecting your studies, you should see your Academic Support Tutors and Student Support Officers without delay. Addressing matters promptly will help to resolve the issue at the earliest opportunity.

Student Support.

BPP University is committed to providing excellent student support. We offer a variety of resources and services to help you throughout your programme.

Help Centre

Our Help Centre is a one-stop shop for students to find answers to their questions. You can search our database of frequently asked questions, on a variety of topics. The Help Centre can be found on the BPP website or through The Hub.

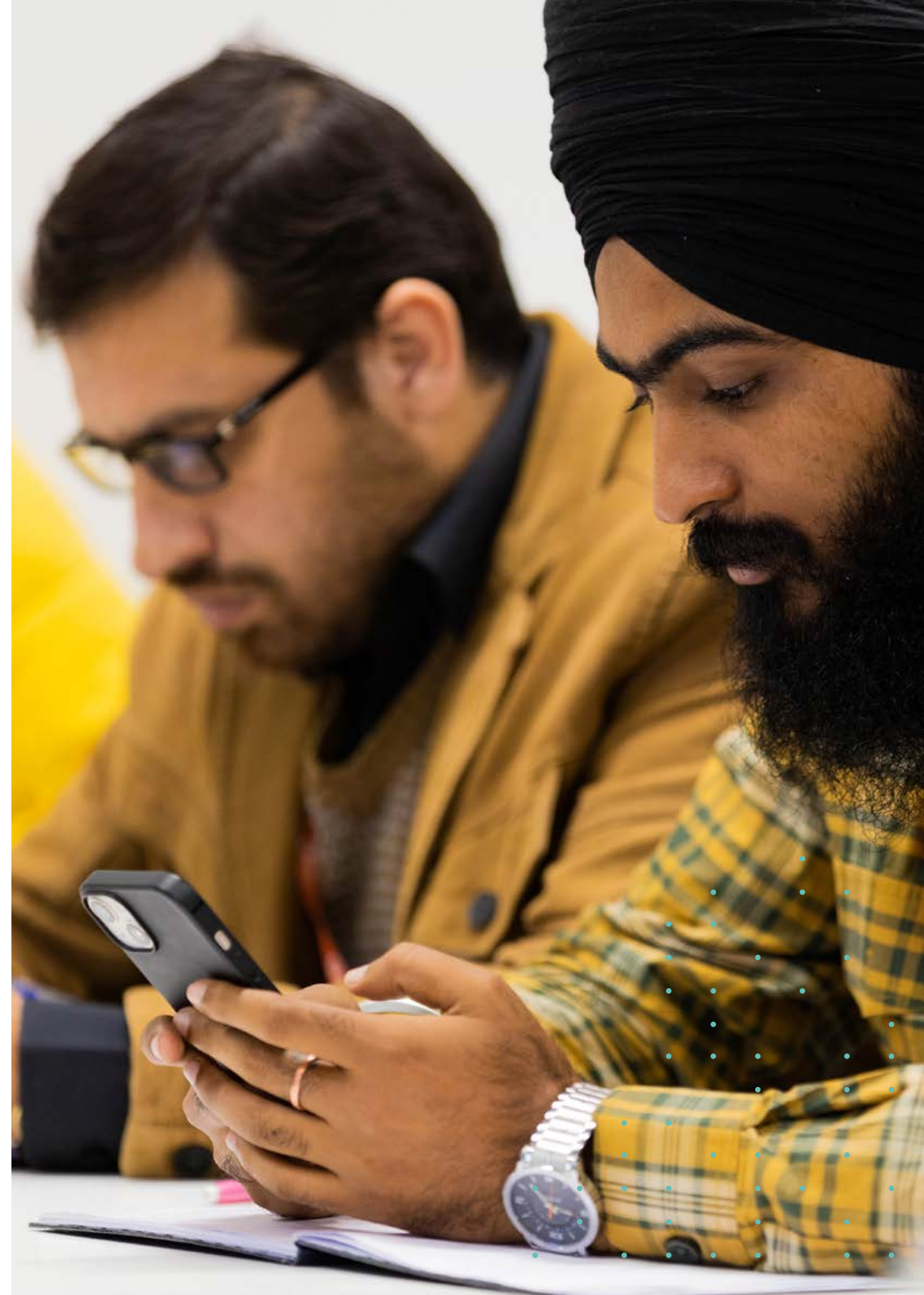
University Student Support Team

Our University Student Support team is your first point of contact for any queries that you need further assistance with. Whether you are a new or existing student, our team is here to help you succeed. You can contact a Student Support Officer through the Student Query form, by phone, or by visiting your campus.

If we are unable to answer your query, we will ensure we direct you to the correct specialist support services at BPP.

Contact Us

- Phone: **03300 603 100**
- Online: **Student Query Form**
- Visit us in-centre



Assessments.

Assessments are an important part of any learning experience and therefore should be seen as an opportunity to showcase what you have learnt.

There are generally two types of assessments:

Formative assessments

Summative assessments

- Known as practice or mock assessments
- Do not count towards your final grade
- Important for testing what you have learnt, ensuring you are familiar with how your exam will be structured and getting feedback from your tutor
- Opportunities to test your knowledge in most modules
- Evidence shows that students who take up formative assessment opportunities often do better in their summative assessments
- You should aim to complete as many as you can

- Count towards your final grade
- Are held 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 for the specific assessment details:

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 effectively 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 Inpera, The Hub 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 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 one of our BPP centres or an external venue:

Face-to-face assessments

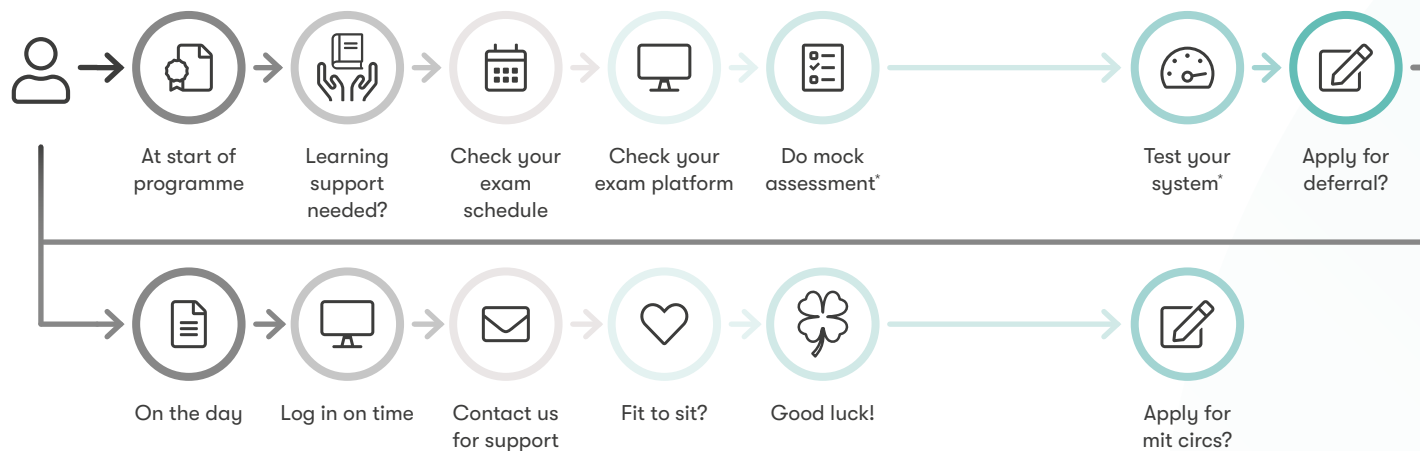
- These may include some exams, practical assessments or oral assessments
- The location will be confirmed on The Hub at least two weeks before the assessment
- Make sure you map out the route to the venue and give yourself enough time to account for any transport delays
- Aim to arrive approximately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

Online assessments

Check the Assessments Hub on the Students' Association page for details of the computer specification you need to sit the exams. An 'e-proctoring' software may be used:

- This monitors your computer and your environment to ensure you comply with assessment rules
- Detailed guidance will be available on the Assessments Hub on the Students' Association website
- Check your exam environment prior to the assessment to ensure no unpermitted materials are in the room
- Ensure you check the link you are sent prior to the assessment and run a practice test of the system to make sure that you have no technical issues
- If you have any issues, you can email screenshots of these to our dedicated Support team who will be on hand to help you

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.



*Dependent on programme/platform.

Learning support

If you have a special education need or disability, you should contact BPP's Learning Support Service by emailing learningsupport@bpp.com 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.

Results

After sitting your summative assessments, these will be marked and your results will be released once they have been approved by the Board of Examiners.

On the day that your results are due to be released to you, you will receive an email to your BPP email address, inviting you to click on a link to access your results.

Further information and support

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

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 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 give the Student Enrolment team a call on **03300 603 100**.

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

Ahead of registration, you will be given access via The Hub account. Please be sure to access via The Hub account using your BPP email address. Here you will have access to your 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?

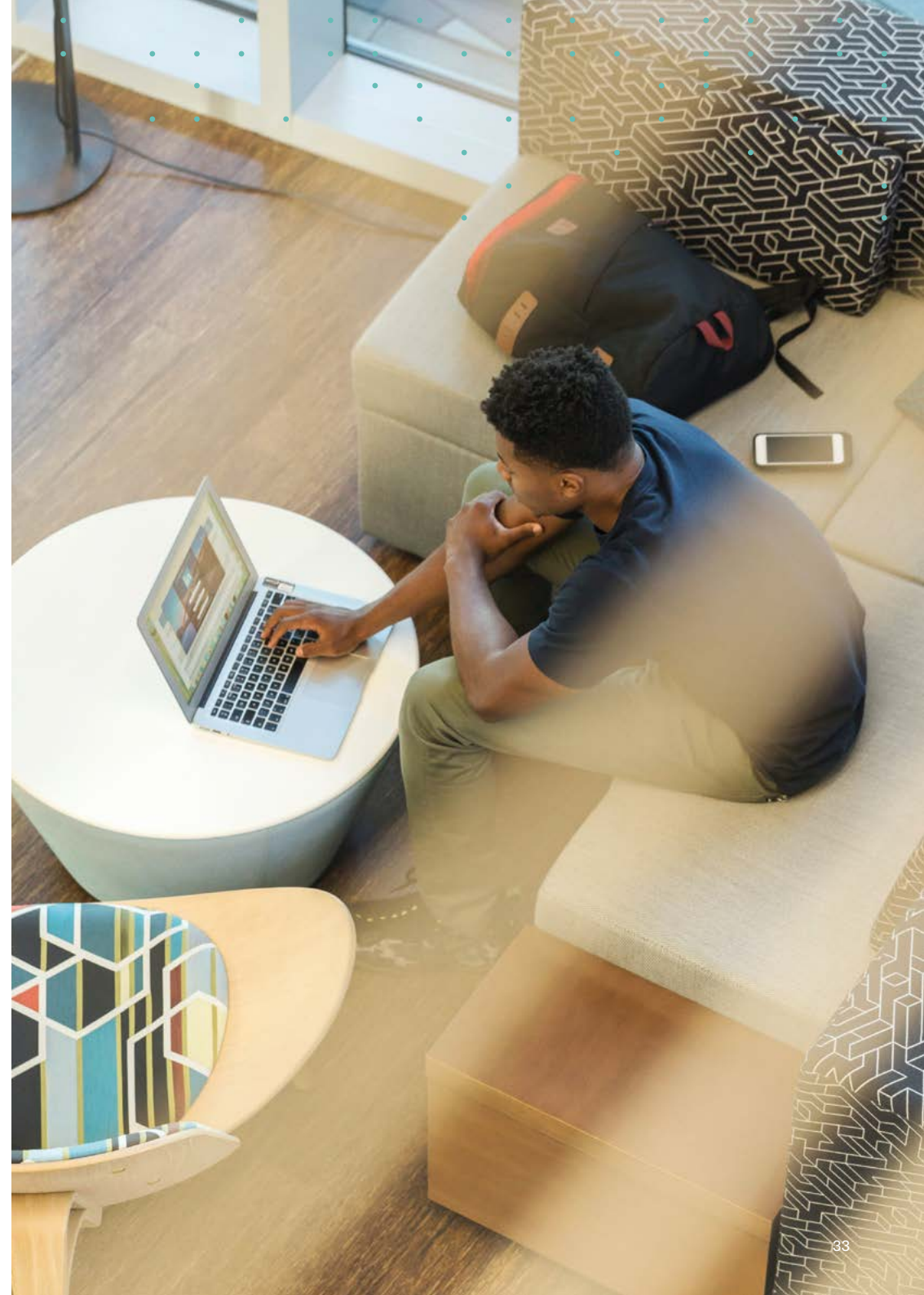
You will be contacted by the Student Enrolment team ahead of registration for non-academic, financial and registration support. You will be advised via email of the documents you are required to provide in order to register, which can be found in your Welcome email.

Please note, Should the Student Enrolment team require additional documents, you will receive email reminders confirming the individual documents are outstanding. These reminders will be sent recurrently until we are in receipt of the correct documents.

Registration 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 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 request any missing documentation in order to complete your registration in full.

If you have questions regarding your registration, we recommend giving us a call on **03300 603 100** or alternatively you can contact us via the online chat service which is accessible via bpp.com.



Student Administration.

The Student Administration team in University Central Administration 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 a student's journey.

The teams can help you with non-academic queries and if they do not know the answer, they will help signpost you to the right department who does.

Student Administration can assist with the following:

- Changes to your studies – Initial point of contact should be the school.
- Changes to your personal details.
- Maintain and update your record
- Creation of ID Cards
- Student Loans Company Funding queries and confirmations

Keeping your details up-to-date

If any of your contact details change during your time at BPP University (such as a change address or phone number) then please ensure that you update these via the self-service portal on the HUB, under 'My Account'.

If any of your personal details change during your time at BPP University (including name, emergency contact or email address) then please inform us by submitting your changes on the Query Form via The Hub.

When will I get my Student ID card?

As part of the registration process you need to submit a clear, front facing passport style photo to the Student Enrolment team, which we can use to create your ID card. ID cards are printed and sent to your campus of study ready for when you have your first day on site. There is no need to contact us to check as it will be completed automatically. You will be sign posted as to where to collect them from your relevant campus. 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 (or visa) in centre in order to obtain your physical ID card. Further information will be provided in due course.

In the meantime, should you wish benefit from an array of discounts then you can apply for a TOTUM Card: www.totum.com.

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.

For further information on Student Administration Services, please see our [Student Administration page](#).

Queries about the Student Loans Company

The Student Records and Funding Officers which are a part of the University Central Administration Department are responsible for Student Loans Company (SLC) guidance and support. This includes attendance confirmations, change of circumstances, NHS attendance confirmations etc.

How to make sure your attendance confirmation isn't delayed/ There is an error on my application

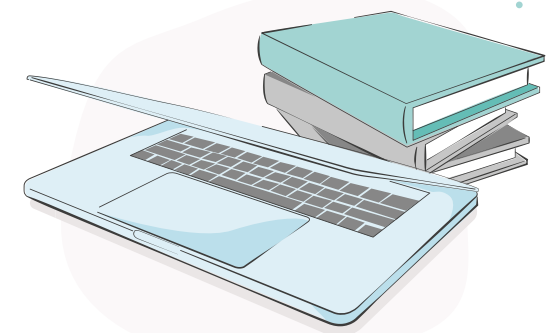
Delays are often caused by mistakes within an application. This can include incorrect course names, intake errors, and discrepancies with personal details. Prior to starting your course, you can amend any errors on your online Student Loans Company account. If you have begun your course at BPP, please contact us about this so we can assist with any changes.

My attendance has not been confirmed yet

The Student Loan Company will not be informed of your attendance until you have received an email from the Enrolment team confirming temporary or full registration. If you have already received an email regarding your registration, but we have not confirmed your attendance, please contact us.

For further information on Student Loans Company Funding, please see our [Student Administration page](#) on the Student Association website.

To get in touch with SLC Queries team please contact us on slcqueries@bpp.com or via the Query Form on The Hub.



The BPP Student Finance Team.

The Student Finance team are there to help answer any queries you have in regard to your BPP tuition fees. We aim to support you on your journey as a student at BPP.

How to contact BPP Student finance team?

Please call **03300 603 100** to speak to directly to the team. Our lines are open 08.00-18.00 Monday to Friday.

You can also raise a case via The Hub, choose Student Finance as the Query Type and choose one of the options on the query subtype that relates to your question.

You can speak to a member of the team face to face in London Shepherd's Bush and Portsoken campuses. You can also arrange a face-to-face meeting with someone in the Manchester campus.

How to make payment towards your tuition fees?

Please see link that contain all the payment methods we accept. Please be aware we do not accept cash payments.

bpp.com/study/funding/payment-options

What happens if I am unable to make payment towards my tuition fees?

Contact the BPP Student Finance team as soon as possible and we can arrange flexibility on payment dates under extenuating circumstances. If payment is not received on time, it can affect your learning on the programme so it's important that you reach out to us prior to the instalment date.

Where can I see a copy of my payment plan?

Your payment plan was sent to you along with your offer. Please check previous communications from BPP University. You will have been given an offer letter/email at the admissions stage which includes the payment plan for your programme. You would have also been sent a payment plan in your welcome email from the Student Enrolment team.

I would like a receipt for my most recent transaction.

The Student Records and Funding Officers which are a part of the University Central Administration Department are responsible for Student Loans Company (SLC) guidance and support. This includes attendance confirmations, change of circumstances, NHS attendance confirmations etc.

Refund Query

If there is an overpayment of your tuition fees, we can process a refund. The refund will always go back to the account/card which was originally used. This is non-negotiable due to regulations the University must follow. It can take approx. 28 days for the refund payment to reach you.

Resit Charges query

Students will be charged a fee for attempting a second or third sitting at an assessment. The charge for this is £75 per assessment. These can be paid via our usual payment methods. If you believe you should not have to pay due to a deferral or mitigating circumstances, then you will need to provide evidence of this and we can make a correction.

Retake Modules

If you have to retake a module, there will be a charge for this. If this affects you, you will be given more information at that time.

What is my balance left to pay?

Please contact the Student Finance team via phone number provided above or raising a case via The Hub and we can update you on your balance.



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

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

The International Advice team are a student-facing team and the first point of contact for international student seeking assistance for Student Visa related queries, as well as general immigration guidance. The International Advice team aims to support and guide our International student through their academic journey and progression here at BPP.

You can raise a case with the team via the Online student Query Form and a member of the team will respond to you. Alternatively, students can also attend the London, or the Manchester, campus to speak to international advice caseworkers in person or request for a scheduled online Teams meeting. Please see availability below for your nearest campus with a caseworker.

Advisers can assist with the following:

- International student support
- General student visa guidance and support
- Visa extensions
- Complying with visa requirements e.g employment and work hours, academic engagement
- Advising students on inviting visitors to the UK
- Graduate route visa eligibility and application guidance
- Academic withdrawals and appeal
- Schengen visa letters and support

Availability

Monday – Thursday

09.00-17.30

London Portsoken Street

London Shepherd's Bush

London Holborn

(please raise a case to request for a scheduled meeting).

Manchester St James

English language support.

In-Sessional English courses help to develop your academic English and academic skills needed for specific programmes in all of our schools.

They are designed to help you become more confident with using academic and professional English and to develop the skills and language you need for the assignments and exams you will do on your programme.

In-Sessional English courses usually run in the first term of study for specific programmes, covering topics including:

- Professional vocabulary
- Academic written and spoken English
- Referencing and using sources appropriately
- Assignment structure
- Exam skills

Further resources to help you with English language and academic skills are available on the **English page** of BPP's Online Library. You can also raise a request for further English support through the Student Query Form on The Hub.



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 Advisers 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 Microsoft 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

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.

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.

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 totalwellness.info

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

Safeguarding.

The Safeguarding team exists to help you! We want every learner to feel comfortable within BPP and safe in the knowledge that if you ever needed support, you would know where to go.

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

For as long as you are studying with us, we have a duty of care to look after you. In real terms, that means if you have any issues that are affecting your studies that you feel overwhelmed by, the Safeguarding team can find the right resources to help you.

The Safeguarding Team also ensure all other BPP staff members are trained to identify any potential safeguarding concerns and that they know how to escalate these to the Safeguarding (SG) Team. The team provides safeguarding support to all BPP Students including our university, international and apprentice student bodies.

Safeguarding team

We are an enthusiastic and dedicated team. We work very closely with the students that come to us and try to respond with useful compassion. We will listen, without judgement, and establish support as necessary. This may mean linking the student in with other BPP services or external charities or organizations or it may mean offering emotional support during a tricky time. We work closely with the other support services within BPP such as Learning Support, Independent Advice and the Student Association Team to ensure that there is a joined up approach to your support at BPP.

If you would like to talk to us about a welfare issue that might impact on your studies, such as; abuse, sexual harassment or misconduct, online safety, radicalisation, FGM, bereavement, addiction, homelessness, please contact the Safeguarding Team. You can contact us via safeguarding@bpp.com or, if urgent, you can call the helpline **07464 542 636**. **Please note, this helpline is for assistance only, if you need the emergency services you must call 999.**

We also have our new **out of hours support** service, **Togetherall**, which provides BPP students with free tools and support so you can talk about your mental health and well-being, while staying connected to others with similar experiences.

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 can you 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/
- 🌐 saferinternet.org.uk/advice-centre

Get in touch

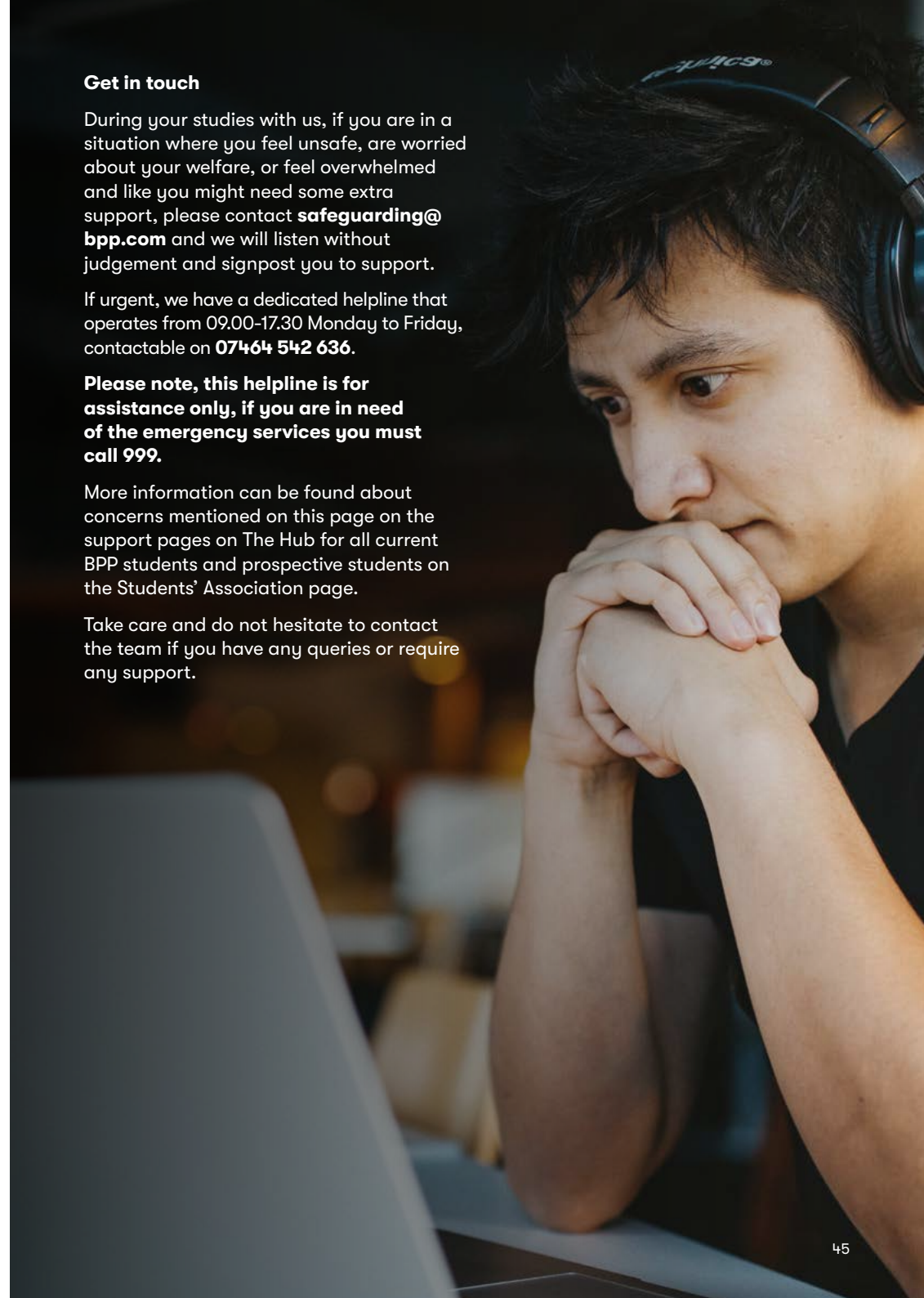
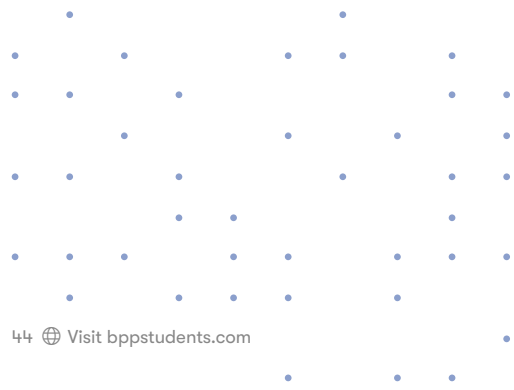
During your studies with us, if you are in a situation where you feel unsafe, are worried about your welfare, or feel overwhelmed and like you might need some extra support, please contact safeguarding@bpp.com and we will listen without judgement and signpost you to support.

If urgent, we have a dedicated helpline that operates from 09.00-17.30 Monday to Friday, contactable on **07464 542 636**.

Please note, this helpline is for assistance only, if you are in need of 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 for all current BPP students and 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.

Your Library introduction

On induction you will receive an email welcoming you to the BPP library service. Locations and opening times are found on the library website, bpp.libguides.com, and the library team can be contacted using live chat, on **020 7430 7099** or library@bpp.com

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 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.

What is 'Employability' and how does BPP approach it differently?

Employability means different things to different people. At BPP, we see it as getting you ready to land your first professional job or supporting your career progression. We approach Employability by offering practical, skills-focused resources and opportunities that complement your learning. We encourage all students and learners to make the most of the experience, expertise and professional network provided by our Employability Service at BPP, to enable us to help you develop the skills employers want.

Careers

The Careers Information, Advice and Guidance team within Employability offers a comprehensive range of services to enable you to achieve your career and professional development goals. We can support you with the next step in your career on completion of your studies and to develop your professional skills and knowledge within the workplace.

BPP Futures

Through our central platform, BPP Futures, you can book an appointment, Ask a Question with a Careers Consultant, look at careers resources on a vast range of topics, practice video interviews and book onto careers, employer and professional development events. Either log into **BPP Futures** or click the Careers Service tab on The Hub.

Ask us a question

Contact us through BPP Futures **'Ask a Question'** to receive expert advice on quick career queries and document reviews such as your CV, cover letter or application form.



Careers appointments

You can book these:

- face to face
- by Microsoft Teams or
- by 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.

Mock interviews

Prior to going to your real interview for a new job or promotion, you can book in for a practice run. Fill in the **mock interview request form** on BPP Futures under the Forms tab. Mock interviews give you the chance to receive constructive feedback on improving your interview technique. You can also practise your interview technique using **Shortlist.Me**, our video interview tool, and view feedback from students who have attended interviews at firms and other organisations on BPP Futures which will help you understand what to expect at your interview.

Careers events

We invite speakers from a range of organisations and employers, including leading companies, 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 run 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
- Professional skills, such as developing your professional brand, communication, resilience and wellbeing, emotional intelligence, professionalism, management and leadership and self-development

You can find an up-to-date list of workshops and events, and book your place on these by visiting the **Events page** on BPP Futures.

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. In the last 12 months, over 1,400 different roles were advertised through our online database of employer opportunities. Access **BPP Futures** or via The Hub.

Resources and information

On BPP Futures you will find a wide range of online resources and platforms, including careers guides, employer videos and software for psychometric tests. Check out **CareerSet** (CV checker), **Graduates First** (psychometric test practice) and **Shortlist.Me** (interviewing practice by video with feedback) packages which are very popular with students! Also, **eCareersGrad**, with its modular, video-based, interactive eLearning courses. You can also gain an insight into real work tasks you may undertake in your potential future role by taking part in a virtual Internship with **Forge**.

And much more...

We offer Access to Practice schemes in partnership with employers, one-to-one coaching and employer mentors for some students. These schemes are designed to help students who have had limited access to employers or who have 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.

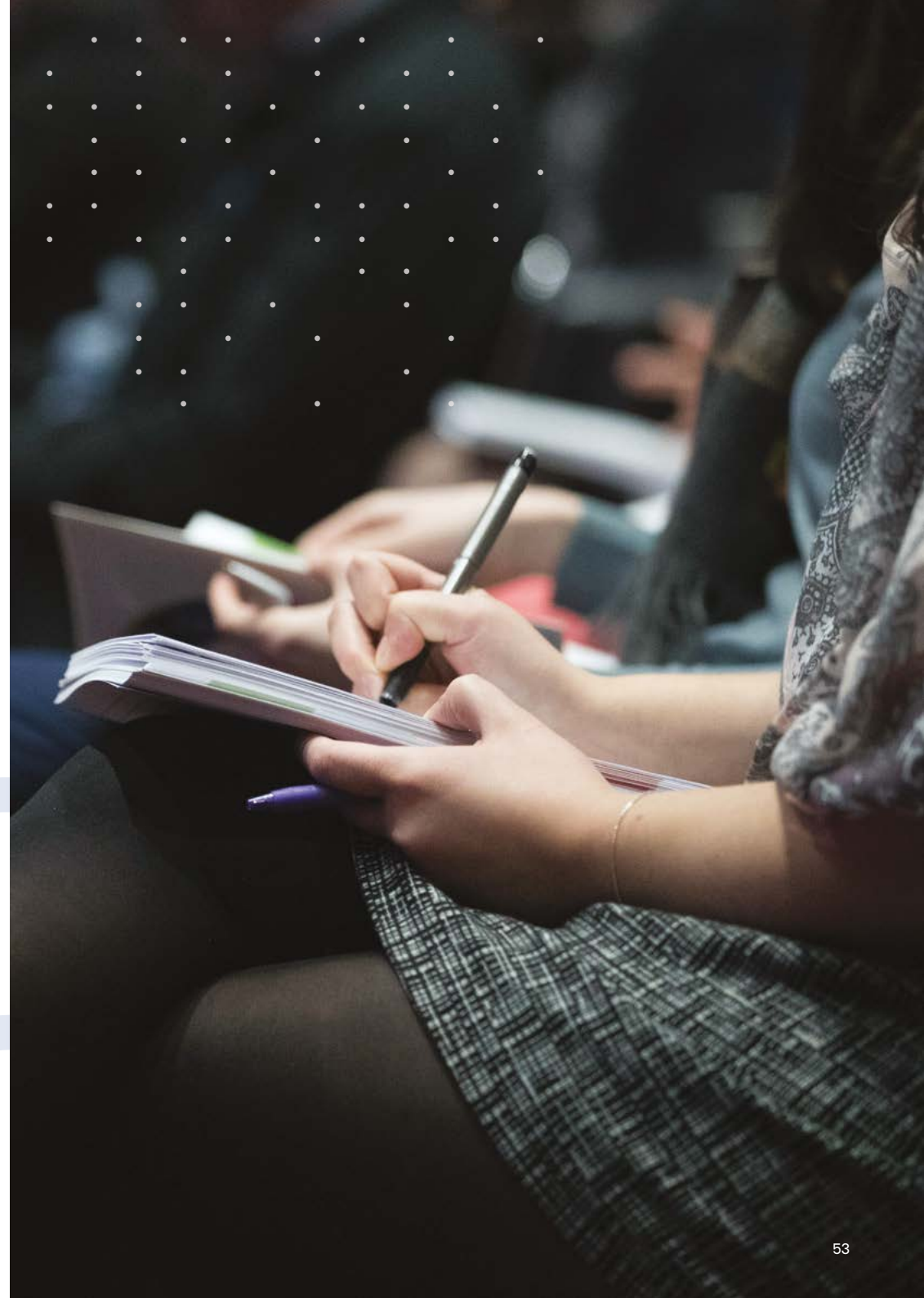
You have the opportunity to take part in our Professional Development Award. The award is a flexible, online professional development programme offering you certification for your involvement in developmental activities. The award will help you develop the skills and attributes employers seek in addition to a degree.

Struggling to use BPP Futures?

Email us at careers@bpp.com; or for apprentices, at employability@bpp.com

Developing your skills

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



Social Impact at BPP.

The BPP Social Impact team plays a key role in enhancing the student experience at BPP. Learn from a different perspective. Make a difference.

We offer practical opportunities that make a difference in the community but that also boost your employability and support your professional development. We offer a range of in centre, external and online opportunities, to suit all students and learners, irrespective of mode of study.

Across our social impact projects, you can expect to attend training and networking events, run client meetings, deliver presentations, undertake research or draft documents and advice. The development opportunity that social impact work offers means that our projects are open to students and learners across our BPP schools, irrespective of whether they are in employment, or have secured a job for the future. Every social impact opportunity offers a practical way to increase confidence, improve professional skills and enhance your overall learning experience at BPP.

Getting involved

Working with the Social Impact team is easy. Just review our opportunities on BPP Futures, follow the application process and wait to hear from us. You will find us under the 'Social Impact' tab. You will also find out more from the team as part of your programme induction but, if you have any burning questions, you can also contact your local Social Impact Manager of staff or email socialimpact@bpp.com

Scan the QR code below to go straight to BPP Futures.

📱 Scan the code



What to expect

We currently offer around 21 different social impact projects at BPP, which include:

BPP's Legal Advice Clinic

The Social Impact team's six Legal Advice Clinics cover a range of practice areas, including commercial, housing, family, welfare rights, environmental law and consumer. Volunteers interview clients and provide supervised written advice on a range of legal issues. Through interviewing, research and drafting documents, you can improve your communication, professionalism, emotional intelligence and problem-solving skills.

BPP Experience Project

BPP is committed to educating young people about professional careers with the aim of raising aspirations and promoting social mobility. The BPP Experience Project is an exciting new initiative that supports young people from lower socio-economic backgrounds to help them to find out more about different pathways into professional careers. Designed to be led by students, apprentices and their employers, our students and apprentice 'influencers' deliver workshops with schools to give a flavour of what it is to study and work towards a particular career. Resources are provided by BPP.

BPP Translation Service

If you have fluent language skills in another language you can provide not-for-profit organisations with free written and oral interpretation and translation services, providing vital support for clients for whom English is not their first language.

BPP Human Rights Unit (HRU)

BPP's Human Rights Unit is a student driven initiative which seeks to raise awareness of human rights issues and provide students with knowledge and opportunities to support human rights and access to justice. Student volunteers within the HRU host panel events, publish blogs and create content for the new BPP Universal Podcast on Human Rights.



Student Conduct - A message from the University Proctor.

The University is committed to providing a welcoming, inclusive, and positive environment in which all our students can achieve their full potential, and in which you can study and engage with the University community safely.

Creating that positive environment is something that both you our student body, and the University of which you are part of, do collectively together. As part of this, the University expects you to engage in positive and appropriate personal and professional behaviours that demonstrate respect for the broader university community of students and staff of which you are part. It is important to remember that everyone in our community matters, we must show high levels of respect for each other, and above all we are stronger together as an inclusive and welcoming community.

Where you do however have concerns about the conduct of other students, either affecting you directly, or the University community more broadly, the University has a range of specialist resources and staff to support students who have been affected by student misconduct, harassment, or sexual misconduct, both through the University Proctor's Office and our Safeguarding and Learning Support teams.

We know that sometimes students can feel hesitant or uncomfortable speaking about these types of concerns, but the University treats all concerns seriously and have support and policies and procedures in the Student Conduct Policy to address concerns you raise with us. Always remember these resources and support are on offer to you should you ever need them, and please make use of them if you need to. Our door is always open.

At BPP University, our staff and students are committed to upholding first-class standards of personal and professional conduct that create an outstanding and positive environment to study and participate in. As you join our community, you too are a big part of making BPP University a welcoming, inclusive, and positive place, and we look forward to you joining us and making your own positive contribution too.



Assoc. Prof. Dr Alexander I. Griffiths
FRSA, University Proctor



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.

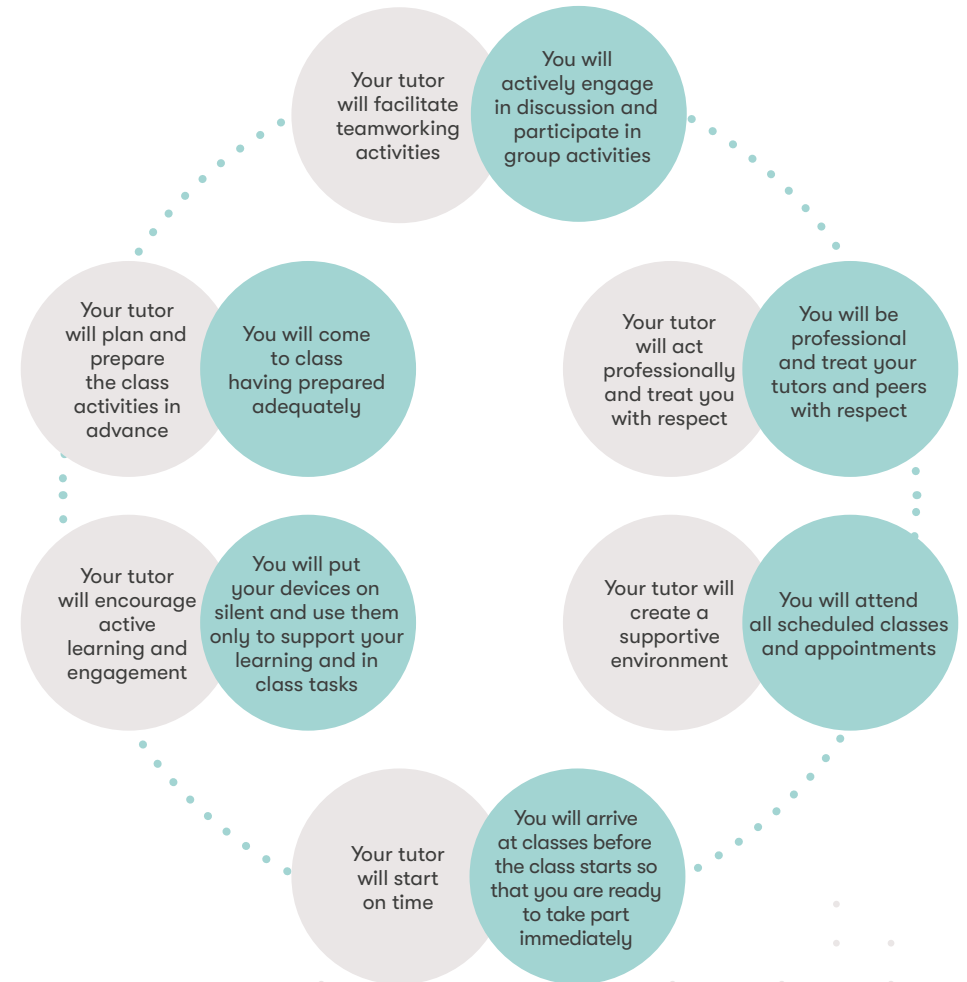
We have taken lots of recent feedback on board and created a pledge to commit that BPP's communications are:

- 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 to communicate university wide announcements and programme updates. Teaching and support staff will also use The Hub 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, 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
- Reporting any accidents, incidents or other health and safety concerns to your personal tutor, the Reception team or via the Query Form on your learning environment

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 your learning environment.

Security

To uphold the security and safety of all staff and students, it is essential that you follow the guidance below when attending a BPP study centre:

1. **Wear your lanyard** at all times
2. Be ready to **show your Student ID card when asked** – you can store it behind your lanyard for easy access
3. **Never share security codes** with non-BPP students
4. You **cannot bring guests** into the centre
5. Show absolutely courtesy and respect to our Reception teams, who are required to check your ID every time you enter the building. We have a **zero tolerance policy** to those who do not uphold this guidance, and will take disciplinary action against any acts of discourtesy or aggression towards our teams.

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 your learning environment.

Babies and Young Children

BPP is breastfeeding friendly, but you must complete a risk assessment with healthandsafety@bpp.com before bringing your baby to centre. You are not permitted to bring children on site for any other reason.



General Academic Regulations and University's 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 and University's Policies and Procedures. Detailed and current information on all topics is available on BPP University's The Hub.

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 and the University's 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 the University's Policies and Procedures and this University Handbook, the General Academic Regulations and University's Policies and Procedures prevail.

The General Academic Regulations and University's Policies and Procedures contain information on a number of topics including but not limited to:

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

Prevent Duty

Section 26 (1) of the Counter-Terrorism and Security Act 2015 imposes a duty upon universities as 'specified authorities' to have due regard to the need to prevent people from being drawn into terrorism. This is known as the Prevent Duty. The Prevent Duty is part of the government's overall counter-terrorism strategy and seeks to reduce the threat to the UK of terrorism by stopping people from becoming terrorists and/or from supporting terrorism. The government has identified universities as institutions where there are risks from extremist groups or organisations of radicalisation.

The government has defined extremism in the Prevent strategy as: "vocal or active opposition to fundamental British values, including democracy,

the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces".

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

Student Protection Plan

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

Student Transfer Plan

The Student Transfer Plan is a document that is approved by the 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 University's Policies and Procedures 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 University's Policies and Procedures available on The Hub.

Next steps after completion.

Once you have successfully completed your exams you will receive your transcript confirming your marks. Later, once the Academic Council has ratified your degree award, you will receive your award certificate and you will be invited to a graduation ceremony.

Transcript

Your transcript is your academic record which shows the marks you achieved for each of your modules.

BPP University provides electronic transcripts. The Examinations team will automatically email your transcript to you within six weeks of you receiving your final results.

Your Academic Award

Your academic award must be ratified by the Academic Council, who meet 3-4 times per year. Once your award has been approved you will be eligible to receive your award certificate and to attend your graduation ceremony.

Certificate

Once the Academic Council have approved your award, you will be contacted to confirm your up-to-date address so your certificate can be mailed to you. Because many students move home after their studies, certificates are only sent if students confirm their mailing addresses.

You will also be invited to view the electronic copy of your certificate which is on our eModule platform. This platform enables you to share your electronic certificate with third parties such as potential employers and institutions so they can verify your qualifications.

Please note that your certificate will not be immediately available when you receive your final results, and it may take several months before you receive it.

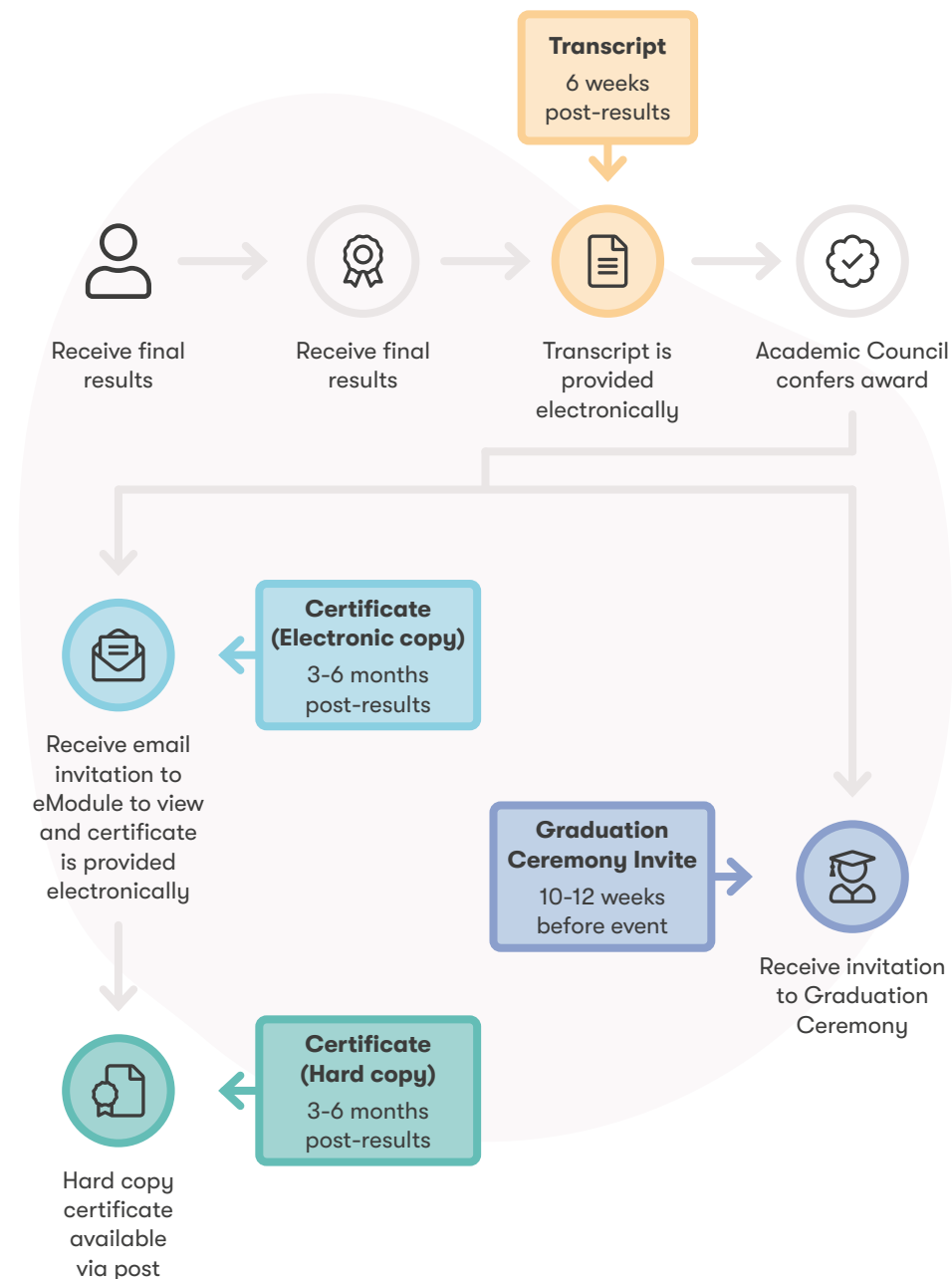
Graduation

You will be emailed an invitation to your graduation ceremony, where your award will be recognised and we can help you celebrate your achievement.

Your invitation will be sent to you 10-12 weeks before the event, which enables you to plan and obtain any necessary visas.

The chart shown right summarises the stages that occur once you receive your final results.

For up-to-date details, dates and timings please see our Graduation webpage bppstudents.com/graduation





Your success is our priority.

Our Careers Service offers a comprehensive range of support options to help you achieve your career goals, from finding a graduate role to career skills workshops.

To find out more, visit [bpp.com/study/support/careers](https://www.bpp.com/study/support/careers)

Notes.

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 Falak Ali Student Communications Officer:

✉ **Falakali@bpp.com**

Get in touch

🌐 bppstudents.com

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

📷 [BPPStudentsAssociation](https://www.instagram.com/BPPStudentsAssociation)

🎵 [bppstudentsassociation](https://www.tiktok.com/@bppstudentsassociation)

📄 [BPP Students Association](https://www.linkedin.com/company/BPP-Students-Association)

📘 [BPP University Students' Association](https://www.facebook.com/BPP-University-Students-Association)



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