



## Frequently Asked Questions

Welcome to BPP University! Please see below answers to a list of frequently asked questions that you may find useful when starting your new programme. Should you have further queries or do not find the answer you are looking for, please contact: [studentenrolmentteam@bpp.com](mailto:studentenrolmentteam@bpp.com)

**Q: Where do I find my course timetable?**

**A:** This will be visible as a live calendar on your Office365 calendar. This is accessed through the student portal.

**Q: I cannot access or there is an error on the student portal, who do I contact?**

**A:** If you have any queries regarding access to the student portal, please contact our Technical Assistance Centre on: [BPPTAC@bpp.com](mailto:BPPTAC@bpp.com)

**Q: I cannot access my timetable, who do I contact?**

**A:** If you have any queries regarding access to your timetable, please check the instructions on how to access your timetable which are available on the student portal. If you still have issues please fill in the student query form [here](#).

**Q: I need to change my contact details, who do I contact?**

**A:** If your contact details change whilst registered on a programme please fill in the student query form [here](#) and these will be updated by the Student Records team.

**Q: I am Temporary Registered, what do I need to do to be fully Registered?**

**A:** You can be Temporary Registered for if we require further information or documentation from yourself for you to be fully registered. You will be advised at the point of registration, what is required and a reminder will be sent to you within three weeks of registration.

If you have any further concerns regarding your registration status, please contact [studentenrolmentteam@bpp.com](mailto:studentenrolmentteam@bpp.com)

**Q: When do I get my Student ID Card?**

**A:** Once you have been fully registered onto your course, a Student ID card will be generated. This can be collected from your study centre or requested in a PDF format via the student query form [here](#).

**Q: Who is my Personal Tutor/Programme Support Officer?**

**A:** BPP students are assigned a Personal Tutor who offer advice, assistance and support with any academic and personal difficulties that may arise, throughout your studies. During your induction week they will be in contact with you to introduce themselves. We also have a dedicated programme support team who can assist with academic queries.

**Q: How do I register for my modules?**

**A:** All core modules are added to your account automatically upon completion of your registration. If you do have any queries regarding module selection, please contact the programme support team in the first instance.

**Q: I have a disability and/or a health condition - including mental health conditions. Where can I get support?**

**A:** BPP has a dedicated Learning Support team with a network of Disability Advisors who are able to assist and support you throughout your studies. Please contact [LearningSupport@bpp.com](mailto:LearningSupport@bpp.com) to arrange an informal meeting with one of the team who will talk you through the process. If you are UK 'Home' student, you should also make an application for Disabled Students Allowances. As soon as possible

**Q: I am interested in Inclusion, Equality and Diversity and would like to get involved with activities at BPP.**

**A:** BPP has a dedicated Inclusion team who facilitate a range of student led activities across a range of diversity issues. We are always keen to hear more views from our students so please get in touch. Email: [Inclusion@bpp.com](mailto:Inclusion@bpp.com)

**Q: Can I get student discounts?**

**A:** Once you have fully registered you will be able to apply for a TOTUM (<https://www.totum.com/>) card which costs £14.99. This gives you hundreds of exclusive discounts and offers from numerous brands and retailers. Your student ID card will also grant you access to student discounts in a large number of retail outlets, simply ask in store or check online.

**Q: Can I get a letter to enable me to apply for a reduction in council tax?**

**A:** Once you are fully registered on your course you are able to request a council tax letter by submitting a query [here](#). These letters are only available to fully registered students on full time courses.

Did you know that BPP have a Safeguarding Team that can talk to you about any welfare issues you may have or any circumstances that are impacting upon your safety or wellbeing? They can talk to you about the issue and signpost to resources both internally and externally. You can reach them here – [safeguarding@bpp.com](mailto:safeguarding@bpp.com)