

BPP University Student Handbook

2019 - 2020



BPP
UNIVERSITY

Contents.

Welcome

Welcome from the Vice-Chancellor	3
Welcome from the Managing Director of the Students' Association	4
Useful contacts	6

Your Students' Association

What we do and how we do it	7
Student focused and student led in everything we do	8
Independent Advice	9
Engagement, clubs and societies	11

Getting started

Registration	12
Timetables and grouping	14
Online access and the Virtual Learning Environment (VLE)	16

Your learning experience

Teaching styles at BPP University	20
Feedback	23
Expectations	24

Support and advice

Student Records Admin Team	25
Using the Student Queries portal	26
Wellbeing and Learning Support at BPP	27
Inclusion: Equality and Diversity at BPP	29
Harassment and bullying	30
English Language Services	32
Your Personal Tutor or Programme Support Officer	33

Additional student services

Library and information services	34
Careers Service	36
BPP University Pro Bono centre	38

Helpful information for international students

Attendance and immigration	41
Working in the UK, tax and banking	42
Opening a bank account	43
Safety and security	44
Medical care	46
Exams	48
Community	50
General Academic Regulations and the Manual of Policies and Procedures	51
Complaints and appeals	52

How to find and contact us

Maps, locations and facilities	54
London City	55
London Holborn	56
London Shepherd's Bush	57
London Waterloo	58
Abingdon (Oxfordshire)	59
Birmingham	60
Bristol	61
Cambridge	62
Leeds	63
Manchester	64

BPP University Student Charter 2019	66
--	-----------

Welcome to BPP University.

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

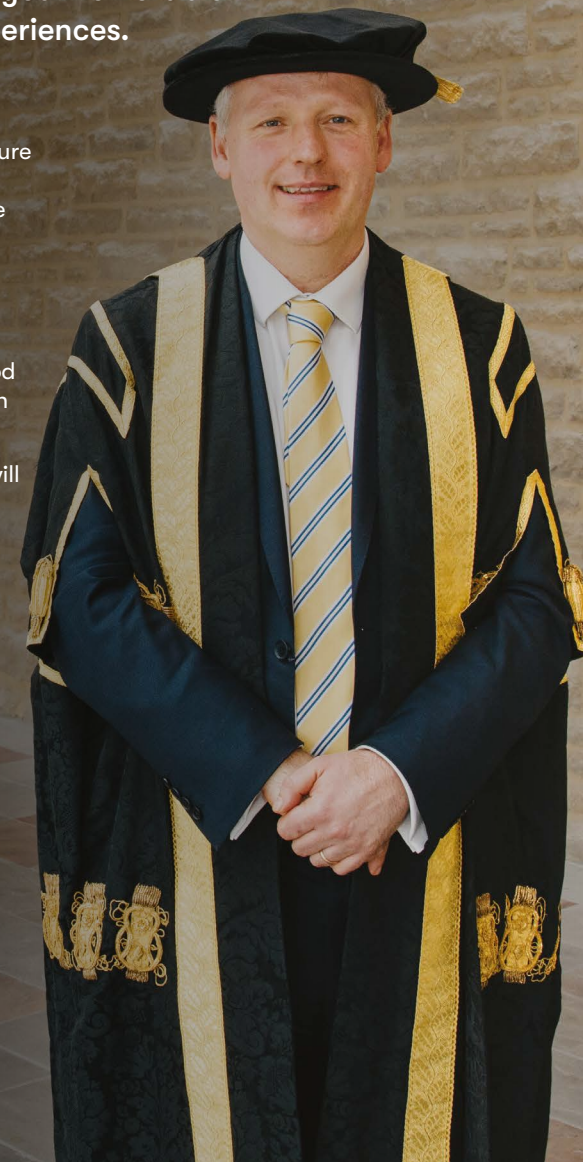
I am delighted to welcome you to BPP University. We intend to make sure that the time you spend with us is a valuable investment that will provide you with the knowledge, skills and professional values to enable you to succeed in your chosen career.

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

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

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

Professor Tim Stewart
Vice-Chancellor, BPP University



Welcome from the Managing Director of the Students' Association.

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

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

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

The Independent Advisers are here to help you when 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, housing and wellbeing.

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

Make sure you visit bppstudents.com for more information and to join our vibrant student community.

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

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

Shahban Aziz
Managing Director,
BPP Students' Association
Head of Student Experience,
BPP University



Useful contacts.

Student Records Admin Team

- 📞 0330 060 3777
- ✉ studentrecords@bpp.com

Student Enrolment Team

- 📞 03300 603 100
- ✉ studentenrolmentteam@bpp.com

Examinations and Assessments

- 📞 0330 060 3344
- ✉ examinations@bpp.com

Overseas Exams

- ✉ overseasexams@bpp.com

Office of Regulation and Compliance

- ✉ orc@bpp.com

Student Finance

- 📞 0207 061 1301
- ✉ studentfinance@bpp.com

International Student Advice and Guidance

- 📞 0330 060 3777
- ✉ internationaladvice@bpp.com

Learning Support

- 📞 0207 430 7069
- ✉ learningsupport@bpp.com

Student Visa Team

- ✉ studyvisas@bpp.com

IT Support

- 📞 03300 603 850
- ✉ bpptac@bpp.com

Library

- ✉ library@bpp.com

SLC Queries

- ✉ slcqueries@bpp.com

Graduation Ceremonies

- ✉ graduationceremonies@bpp.com

Students' Association Contacts, Events, clubs and societies

- ✉ engage@bpp.com

Independent Advice

- ✉ independentadvice@bpp.com

Student Representation

- ✉ represent@bpp.com

Alumni Network

- ✉ alumni@bpp.com

For a full up-to-date list of contacts you can refer to:
bppstudents.com/university_services

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 SSLC and Voice Representation and media
- Running student representative elections via bppstudents.com
- Facilitating student voice focus groups



Facilitating engagement, clubs and societies

- Facilitating clubs and societies' admission
- Delivering events and social activities
- Organising communications and media



Providing independent advice and support

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



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

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

Clubs and societies

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

Events

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

Student representation

The Students' Voice is championed and supported by the association through a variety of channels at every level and committee at BPP University.

Information and support

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

Online community

Join BPP Community, our online network for all BPP students, alumni, staff and learners. It has a Student group where you can engage with other students and share updates - plus you can book events and find a mentor.

community.bpp.com

BPP Alumni Network

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

Further information on all these opportunities is available at: bppstudents.com

Association useful contacts:

Events, clubs and societies

✉ engage@bpp.com

Independent Advice

✉ independentadvice@bpp.com

Student Representation

✉ represent@bpp.com

Independent Advice.

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

Appeals and mitigating circumstances

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

Complaints

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

Academic malpractice

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

Accommodation

When things go wrong with your landlord, we can step in and let you know your rights as tenants.

Financial support

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

🌐 bppstudents.com/advice_help
✉ independentadvice@bpp.com



Engagement, clubs and societies.

Societies and sports clubs

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

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

Student media and publications

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

Events

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

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

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

For a list of current events visit the Events and News section at: **bppstudents.com**

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

Registration.

Our Registry Team will check your original documents, take your photo for your Student ID card and provide you with a Confirmation of Registration letter. If you have not completed your registration with us you will need to do this as soon as possible ahead of the final registration date relevant to your programme.

When and where?

You will receive an email confirming the time, date and location of your registration from the Student Records Office two weeks before the date of your registration.

How long?

Registration times vary depending on the course you are registering for. However, registration usually takes approximately fifteen minutes. Please note that there may also be other activities/talks taking place on the day alongside registration.

What happens if I don't have all of my registration documents?

If you do not have all your documents it is still important to attend a registration appointment and bring the original documents that you have, as we may be able to temporarily register you. This will help you begin your course without delay. Please bring your passport, as this is a mandatory requirement. You will need to provide any outstanding documents to us as soon as possible to complete the process and ensure you become fully registered, a minimum of a passport is required. If you would like advice on registration documentation then please contact: studentrecords@bpp.com

How will temporary registration affect me?

Temporarily registered students cannot borrow books from the library, receive a Council Tax Exemption letter (for full-time students) or Student ID card.

Keeping your details up-to-date

If any of your details change during your time at BPP University (such as a change of name, address, phone number, email address, or emergency contact) then please inform us by submitting your changes to the Student Query Form via the VLE or by email to: studentrecords@bpp.com

What if I haven't paid the first instalment of my fees?

If you have not paid your first instalment of fees, you will not be able to register for your programme of study. If you are planning on applying for a loan and have not yet submitted an application, we would advise you to do this as soon as possible. Alternatively, if you have made an application under a different institution, you must notify the award authority of this change before commencing your studies.

If you have any queries regarding the Student Loans Company (e.g. attendance confirmations, change of circumstances etc) you can email us at: slcqueries@bpp.com

If you would like advice on paying your first instalment, please contact: Domestic & EU - Student Enrolment Team: **03300 603 100**
International Students - International Admissions: **03300 603 100**

When will I get my Student ID card?

Your Student ID card will be posted to you within 2 weeks of registration. If you have not received your ID card after 2 weeks please submit a query on the online Student Query Form via the VLE. You must notify the award authority of this change before commencing your studies.

If you have any queries regarding the Student Loans Company (e.g. attendance confirmations, change of circumstances etc.) you can email us at: slcqueries@bpp.com

If you would like advice on paying your fees please contact our Finance Team. You can email: studentfinance@bpp.com or call **0207 0611301**

What is my Student Reference Number (SRN)?

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

How do I get a copy of a student status or Council Tax letter?

You can request your letters using the online Student Query Form via the VLE. This will be emailed to you, however should you require a hard copy please reference this in your request.

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 Virtual Learning Environment (VLE) under Home > Timetables for your programme. Your timetable will be made available after your induction.

What if I am having trouble understanding my timetable?

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

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

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

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

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

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



Online access and the Virtual Learning Environment (VLE).

Wireless internet access is available throughout our libraries and study centres providing you with convenient access. The VLE is available at anytime, from anywhere in the world at **vle.bpp.com**

Your BPP University network details

When will I receive my login details?

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

Where do I use these?

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

What do I use them for?

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

BPP University network details

Logging in for the first time:

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

Changing your password

To change your network password, please change your VLE password - this will automatically change your network password too since both are linked. To change your VLE password, go to **vle.bpp.com** and click the 'Forgotten password' link.

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

My Learning

When you first log in you will see a 'My Learning' page. This contains all of your study modules, together with a 'Home' page for the programme you are studying.

Home (for your programme)

This is the central point for general information about your programme including:

- Information on assessments
- Timetables and groups
- Staff contact details
- Announcements
- The Programme Handbook

Other tabs

Once you are in the 'Home' page, or within any study module, you also have access via the bar at the top to a number of other areas.

Library

Your Library tab gives you access to:

- e-books
- Journals
- Online resources
- Topping up your printing and photocopying credits
- Renewing library loans
- Guidance on referencing
- Guidance on copyright
- General information about library services, such as opening hours and contact details

Registry and Student Support

The Registry and Student Support tab contains:

- The online Student Queries Form
- A copy of the General Academic Regulations
- The Student Handbook
- BPP University's Manual of Policies and Procedures
- Information on assessment regulations
- Extensions, deferrals and mitigating circumstances
- Information about appeals
- BPP University's Complaints Procedure
- The Student Discipline Code
- Contact details for all support service teams across the University

Careers

An area maintained by the careers services including their services, applying for jobs, preparing for interviews.

IT Support

Includes information on how to change your password, FAQs and helpdesk contact details.

Email

A link to access your BPP University email and some guidance (for example regarding mobile access). All study related emails will be sent to your BPP email address so it is important to check your BPP email regularly.

More

Various other information resources and services are available including:

- Student Staff Liaison Committee
- Visa compliance
- Pro Bono
- Academic Committees
- Inclusion
- Learning Support
- BPP University Students' Association
- BPP University locations

Where can I find more information about my programme?

Information about your programme structure, credits, modules and assessments can be found in your Programme Handbook, which is downloadable via the VLE, in your 'Learning Resources' tab. If you can't find the information you are looking for in the programme handbook, your Personal Tutor or Programme Support Officer, Programme Leader or Head of Programme will be able to help you.

Where can I find the Academic Regulations regarding mitigating circumstances, deferring assessments and interruption of study?

You can find this information in the academic registry tab on the VLE which has links to the BPP University's General Academic Regulations and The Student Handbook. If you want additional guidance on the regulations or how to make applications, the Association's Independent Advice Team: independentadvice@bpp.com are there to help you.

If you find you can't log on or have any questions, please contact us at the IT Assistance Centre. We are available 24 hours a day.



Teaching styles at BPP University.

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

What is a lecture?

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

Lectures may be face-to-face, online or both. Generally lectures are associated with larger groups of students, but the exact size of the group will vary according to your location; the maximum will be 300 students. For most programmes you will find your lectures are pre-recorded and on our VLE, but you may also have face-to-face lectures, and for some programmes all lectures are face-to-face.

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

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

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

How to prepare for a lecture

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

During the lecture

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

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

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

How to prepare for other sessions

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

Your classmates

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

During the session

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

Other resources

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

Feedback.

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

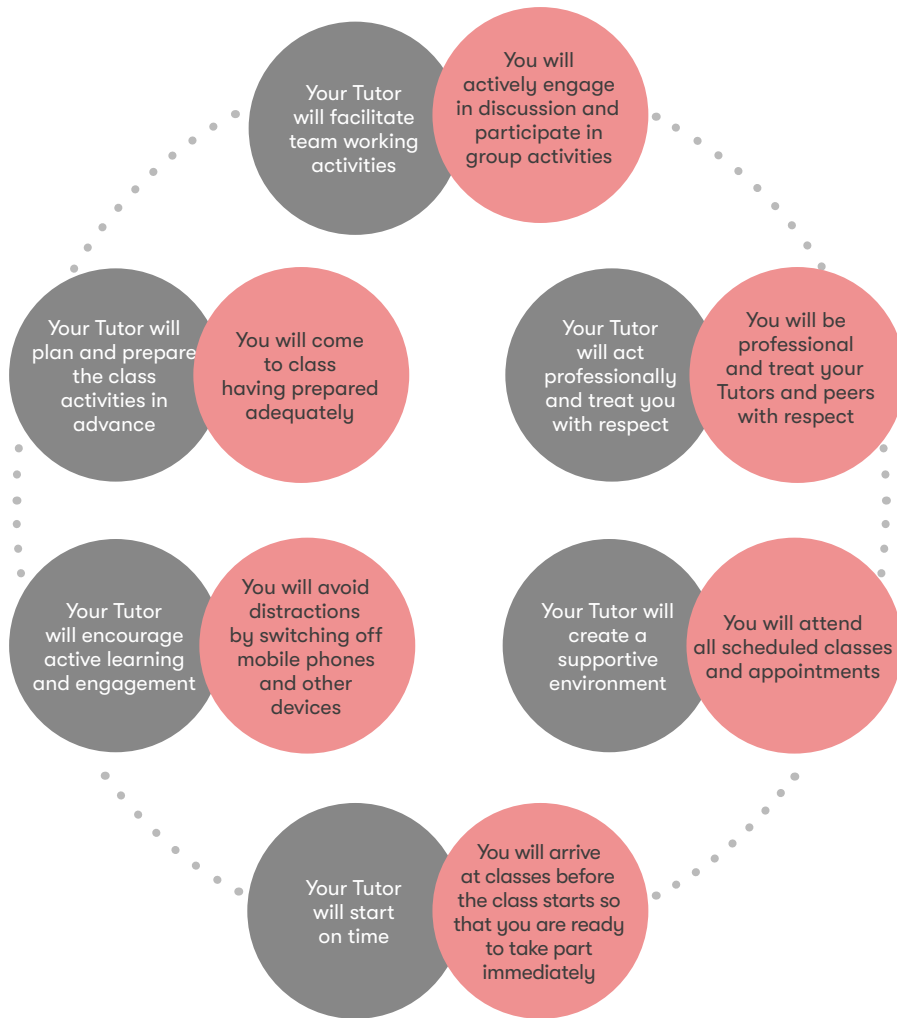
We actively seek and give feedback through:

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

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

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

Expectations.



Student Records Admin Team.

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

Student Records can assist with the following:

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

International Advice and Guidance Team

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

📞 0330 060 3777

✉️ internationaladvice@bpp.com

International advisers can assist with the following:

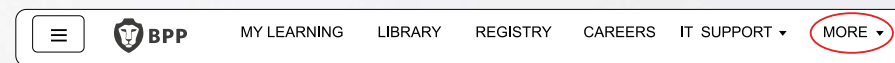
- International Student Support
- Tier 4 visa advice and support
- Schengen visa letters and support

Using the Student Queries portal.

Did you know?

BPP provides an online student queries portal for all students, where our designated teams will handle your queries quickly and efficiently.

The online queries portal allows you to access and request services at any time, giving you the flexibility to focus on your studies.



Step 1:

Log into VLE, go to the 'More' tab on the main page and click 'Student Query Form' If using a mobile device please scroll down to the bottom of the home page.

Step 2:

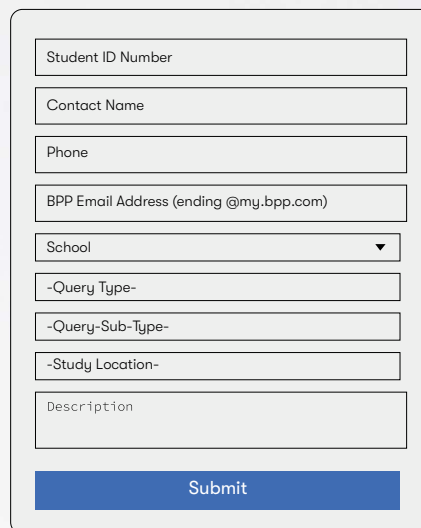
Click on 'Launch Student Query' and complete the online form. Click Submit!

Step 3:

Once submitted, your query will be automatically sent to the relevant team

Step 4:

Once your query has been actioned you will receive a response to your BPP Email address.



Wellbeing and Learning Support at BPP.

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

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

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

We can arrange support for:

- Learning difficulties: Dyslexia, Dyspraxia and Dyscalculia
- Mental health, including anxiety and depression
- Visual impairment
- Autism

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

Wellbeing and mental health

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

Counselling service

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

Your story makes you stronger.

Please visit the Counselling Service website: totalwellness.info and select the 'Make your Appointment' tab.

Disabled Students' Allowances (DSA)

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

DSAs can help pay for:

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

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

How to contact us

Email: learningsupport@bpp.com

For more information, access the Inclusion and Learning Support section, which is located under the 'More' tab in the VLE.

There are five simple steps to arranging Learning Support:



Inclusion: Equality and Diversity at BPP.

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

Diversity Matters

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

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

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

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

Please contact Inclusion@bpp.com if you have any concerns.

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

Previous events include:

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

The Diversity groups aim to:

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

We always want to hear your views so please contact: **Inclusion@bpp.com**

To join our groups, suggest a new group or find out more or please contact: **Inclusion@bpp.com**

Multifaith rooms

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

If you have a cause for concern that the facilities are being used in breach of the above terms, please contact a member of the Inclusion Team:

Inclusion@bpp.com

For more information access the Inclusion and Learning Support section, which is located under the 'More' tab in the VLE.

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.

English Language Services.

BPP's English Language Services provide you with support in the development of your English language and Academic Skills. We offer a range of services to support international students:

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

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

Pre-Sessional and In-Sessional English courses

The Pre-Sessional and In-Sessional courses aim to develop students' academic English and academic skills needed for programmes at the Business and Technology, Law and Nursing Schools. They are designed to help you become more confident with your academic English expression and the skills you need for the range of assignments you will have on your programme.

Pre-Sessional English courses are intensive courses to help you develop your English before your progress on to your main degree, and will be 6 or 12 weeks depending on your entry level of English.

In-Sessional courses run in the first term of study for certain programmes at the Business and Technology, Law, and Nursing Schools.

One-to-one support

You can send an email to **english@bpp.com** with questions about academic English and academic skills, or to book a one-to-one consultation. In the consultation, you and tutor discuss a sample of your work. Your tutor will help you to:

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

If you need any support or want to find out if you can participate in an English course, then please email:

english@bpp.com

Your Personal Tutor or Programme Support Officer.

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

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

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

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

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

It is expected that as a student you will:

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

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

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

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

Library and information services.

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

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

Your Library account

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

Library collections

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

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

Online Library

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

bpp.libguides.com/Home

Research skills workshops

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

bpp.libguides.com/Home/StudySupport

Lexis and Westlaw certifications

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

Microsoft Office Specialist Programme (MOS)

You will have the opportunity to join the Microsoft Office Specialist (MOS) programme. MOS certifications are recognised internationally and can be used to demonstrate to employers that you are a skilled and competent user of Microsoft Office applications. You can add MOS certifications to your CV making you more attractive to future employers. You can join the Microsoft Office Specialist Programme (MOS) by visiting the Study Support page of the Online Library:

bpp.libguides.com/Home/StudySupport



Careers Service.

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

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

CareerHub

Through the CareerHub online platform you can book an appointment with a careers consultant, look at careers resources, find out about careers events and book yourself a place, ask a question to a careers consultant and read about opportunities with employers. Either log into CareerHub at bit.ly/bppcareerhub or click the Careers Service tab on your VLE.

Careers appointments

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

Ask us a question

Email us with your career queries and receive expert advice on your CV, cover letters and applications.

Mock interviews

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

Careers events

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

Careers workshops

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

- Planning your career, researching the market and job search strategies
- Researching potential employers
- Making successful applications through CVs and cover letters, application forms, interview skills and practice
- Mock assessment centre and psychometric testing
- Career Ready Skills support in negotiation, presentation, business and customer understanding, networking and communication skills

Job opportunities database

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

Access CareerHub at:

bit.ly/bppcareerhub or click the Careers Service tab in your VLE.

Resources and information

On CareerHub you will find a wide range of online resources, including careers guides, employer videos and software for psychometric tests. Check out our GoinGlobal, Graduates First and other subscription services for students.

And much more

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

Career ready

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

How to contact the Careers Service

Contact us at bit.ly/bppcareerhub or click the Careers Service tab in your VLE.

BPP University

Pro Bono centre.

The Pro Bono centre offers opportunities for law students to engage in projects which improve access to justice for the most vulnerable in our society. Students 'give back' whilst gaining experience of the skills required in the world of work.

A sample of projects include:

Legal advice clinic

Students interview clients and provide written letters of advice on a range of legal issues. Students gain interviewing, research and drafting skills.

Employment law telephone advice line

Students interview clients on the phone, obtaining background information for volunteer lawyers who provide free telephone advice to the public. Students develop interviewing, note taking and client handling skills.

Streetlaw

Students deliver legal workshops to community groups to increase public understanding of their legal rights and responsibilities. Venues include schools, homeless shelters, prisons and local charities. Students develop presenting skills, and there are opportunities to research legal issues.

Personal Support Unit and tribunal services

Student volunteers provide litigants in person with moral and administrative support at court. Students gain client handling skills and are exposed to court procedures.

Legal translation service

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

Human Rights Unit (HRU)

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

Opportunities differ at each centre. For details of which projects run at each site, and more information about the projects, visit the Pro Bono centre website: probono.bppuniversity.ac.uk/projects/



Helpful information for international students.



Attendance and immigration.

Supporting you

If you have just joined us from overseas, you will have already been in regular contact with us. Please be assured that we are here to support you for your entire student journey from settling into the UK through to graduation.

Visas

It is essential that you look after your visa and ensure that you follow its conditions. If you think that any errors have been printed on your BRP (Biometric Residence Permit) or you are unsure if you need to register with the Police, please email or phone one of our experienced international student advisers.

Working during your studies

Tier four visa students on a programme at degree level can work during term time up to 20 hours per week. If you are a Tier four student studying below degree level the permitted working hours are up to ten hours per week.

If you are unsure what applies to you please check the endorsement on your visa and remember unpaid work may count towards the hours you are permitted to work so if you are unsure please check with us.

Working in the UK, tax and banking.

Can I work while studying in the UK?

You can work part-time during term time and full-time during the holidays. The number of hours that you can work during term time will be listed on your visa. You must ensure that you do not exceed your working hours allowance.

If you are unsure about when your official holiday period is, please speak with a member of your programme team.

How do I show my employer my work entitlement?

Your work entitlement can be found on your Biometric Residence Permit (BRP) or Entry Clearance Vignette (visa sticker in your passport). BPP University will not confirm your work entitlement to your employer. BPP University does not issue letters confirming that you are able to work full-time during holidays.

How can I prove that I am a full-time student?

We will be able to provide you with a status letter confirming that you are studying full-time with BPP University and your term dates. You can request this letter using the Student Query Form via the VLE.

What do I do if my work entitlement is incorrect on my visa?

Your work entitlement is clearly marked on your visa. If you believe that your work entitlement is incorrect please email internationaladvice@bpp.com. We can help you request an 'administrative review' of your visa. You have 14 days to apply from receiving your visa.

How do I get a National Insurance Number?

To be able to work in the UK, you will need to apply for a National Insurance Number. You don't need to have one of these before finding a job, but will need one to start working. To apply for a National Insurance number you will need to phone Job Centre Plus on **0845 600 0643**

You will need:

- To be fully registered with BPP University
- To hold a current visa which shows your work allowance
- A student status letter from BPP University confirming that you are registered on your course

Opening a bank account.

Do I need to open a bank account?

Yes, when you arrive in the UK, you will need to open a bank account in order to receive funds from overseas from either your own, or your financial sponsor's account.

Please note that if you wish to bring cash and/or traveller's cheques with you, that there is a cap of Euro 10,000 foreign exchange equivalent. Any funds over this amount will need to be declared going through customs.

How do I open a bank account?

To be able to open an account you will need to choose a bank and then provide them with the following documentation:

- Your passport with student visa sticker (vignette)
- Your Biometric Residence Permit (BRP) if you have one
- If you are from an EU country, your national photo ID card
- A letter from BPP University confirming that you are a student with us for 'banking purposes'. You can request this letter using the Student Query Form via the VLE.

How do I choose a bank?

There are a number of banks available to you; the type of bank account can vary greatly and you will need to decide which type works best for the kind of transaction that you will be making. The British Banking and Financial Association has produced a helpful guide to UK bank accounts at bba.org.uk/publications/entry/international-students/leaflets

Safety and security.

Here are some tips for keeping safe:

- Do not walk around with valuables such as your mobile phone, camera and laptops on display
- Guard your credit or debit card PIN at ATM machines and when paying by card
- Use registered taxis or black cabs, and do not get into unregistered mini cabs
- When out at night, do not leave your drinks unattended
- When walking at night, where possible take busy main roads and avoid walking around alone

Who to call in an emergency?

If you need immediate emergency assistance dial **999** (free) on any telephone. An operator will ask which service you require: Police, Ambulance or Fire Service. If you need to report an incident, but do not require immediate assistance you can call **101** or go to a police station.



Medical care.

Am I entitled to the UK's National Health Service (NHS)?

All international students who have paid their Immigration Health Surcharge (IHS) and are studying in the UK for six months or more are eligible to receive full healthcare with the NHS. This includes hospital treatment as an in-patient, the treatment of pre-existing conditions, full maternity services and registering as a patient with a doctor/general practitioner (GP).

The spouse and dependent children accompanying an international student in the UK are also entitled to the same healthcare benefits as outlined above. If you have any questions about accessing healthcare please speak with an International Student Adviser.

How do I register with a doctor?

Ideally you should register with a doctor near to where you live as soon as possible. You can find a local doctor on the following link of the NHS website [nhs.uk](https://www.nhs.uk)

Please note that if you miss classes due to illness we will require a doctor's certificate from an NHS registered doctor.

To register with the doctor you will need:

- To be fully registered with BPP University
- A student status letter confirming that you are registered on a course at BPP University for at least six months. You can request this letter using the Student Query Form via the VLE.

Do I need medical insurance?

Yes, even if you are entitled to NHS treatment you must have insurance, with enough cover to meet the costs of substantial treatment and to return home if necessary.

What is a prescription?

This is an instruction written by a medical doctor to authorise that a patient can have a particular medicine.

How do I get medicines?

Most medicines are available at pharmacies, chemists or supermarkets. Some medicines will require a prescription from a medical doctor which authorises a pharmacist to give you that medicine. Some may not, please speak to your pharmacist for details.

Do I have to pay for my prescriptions?

Yes, you will have to pay part of the cost of your prescriptions at the pharmacy, this costs £9.00 per item. If you are over 19 and are on a low income, you may also be able to get free prescriptions by filling out an HC1 form. You can order the HC1 form from: nhsbsa.nhs.uk/search?aggregated_field=HC1+form

How do I register with a dentist?

Registration with a dentist is different to registration with a GP. There are not as many NHS dentists as there are doctors so finding one near where you live can be more challenging.

You should register by filling in the medical form provided by the dental practice that you wish to join. You will need to give them the NHS number on your medical card. If you have a payment exemption certificate (HC2), you should take it with you.

Do I have to pay for dental treatment?

You do not need to pay for dental treatment if:

- You are under 18 years of age
- You are under 19 years of age and in full-time education
- You are pregnant and hold a valid exemption certificate
- You have had a baby within the last 12 months and hold a valid exemption certificate

Keeping your details up-to-date

As a Tier 4 Sponsor, BPP University is required by the UKVI to maintain up-to-date contact details in the UK for the duration of your enrolment.

These include:

- Your correspondence address
- Your telephone number/mobile number
- Your email address

It is not acceptable to give the contact details of a friend or relative in the UK, unless you do not have your own telephone number. It is your responsibility to let us know if any of the above details have changed.

If your contact details change please log a query using the online Student Query Form on the VLE or email studentrecords@bpp.com

Both BPP University and UK Visas and Immigration may need to notify you of important changes to your enrolment or immigration status (for example if you fail to attend, your leave may be curtailed). Therefore, you must ensure you always keep your details up-to-date so that we are able to contact you.

Please note that we will not accept responsibility, nor will this be an acceptable reason for an appeal or a concession application if you have changed your contact details and failed to inform us.

Useful contacts

International Student Advice and Guidance
internationaladvice@bpp.com

Student visa Team
studyvisas@bpp.com

Student Records Admin Team
studentrecords@bpp.com

Exams.

Before your exam

1. The dates of your exams will be released to you on the VLE at the beginning of your course.
2. Your exams may take place at either at one of BPP centres or one of the external venues – please ensure that you check this information prior to your exam so that you know which venue you should be going to. We cannot guarantee that all your examinations will take place at the same venue (this will depend on the size of the exam and venue availability), therefore it is important not to assume that you are going to the same place as last time. The venue information is available from the VLE under: **Home > Assessments > Your programme**
3. The venue information will be released on the VLE at least 2 weeks prior to the exam date.
4. If you have specific arrangements for your exams, you will receive an email 2 weeks prior to the exam, detailing what the provisions will be.
5. As there are specific annotation rules, please familiarise yourself with these so that you can remove anything that should not be in your book prior to the exam and avoid having it confiscated on the day. Be aware that the materials will be checked at the beginning of each exam by the invigilators – we will do this as quickly as we can so we do not disturb you.

6. Lastly, please allow plenty of time to get to the venue! Factor in additional time that may be taken if, for example, trains are late, you become stuck in traffic etc.

On the day of the exam

1. Your desk number will be available on the day of the examination at the venue. Your SRN will appear on the list with the allocated desk number and the section you are in (we will have colour coded sections). The students will be let into the room between 15-30 mins prior to the exam. This is to give you plenty of time to find a seat and settle in. You might be in a room with students studying other programmes/modules so please do check that you are sitting in the right seat.
2. Once you are in the room, you are under exam conditions. From this point, you should not communicate with colleagues. Do not begin reading the exam paper until instructed.
3. Shortly before the exam begins you will hear the examination instructions. You will be informed when you can start writing.

4. You will be given all the materials that you need for your exams so please just make sure you have your permitted materials with you. The rough paper is attached to the back of the exam paper. If you need any extra paper to write your answers on, indicate to the invigilator and they will give an answer booklet or some continuation sheets that you will need to attach to your main answer booklet.
5. Time warnings will be given as the end of the exam approaches.

6. We will collect the answer booklets and other materials – you will not be permitted to take home any other materials we give you. We then have to count the papers to make sure that all of them have been collected. Once we have them all, we will let you leave the examination room.
7. Now your answer will be marked.



BPP Community.

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

Login at **community.bpp.com** – you can sync with your LinkedIn or Facebook account and an admin will approve your membership.

Why Join the BPP Community?

Students can:

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

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

Alumni can:

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

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

🌐 **community.bpp.com**

General Academic Regulations and the Manual of Policies and Procedures.

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

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

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

- 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 and Workload
- Suspension of Registration and the Granting of Interruption of Studies
- Withdrawal of Registration
- Code of Practice on Freedom of Speech
- Events and External Speaker Policy
- BPP IT Regulations and Acceptable Use Policy

Complaints and appeals.

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

The University operates a framework of appeals and complaints.

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

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

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

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

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

The Office of the Independent Adjudicator

Where the student is dissatisfied with the decision of the University, he or she may refer their complaint to the Office of the Independent Adjudicator (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 and guidance on BPP University's Regulatory Framework with regard to Complaints and Appeals can be found in the General Academic Regulations and the Manual of Policies and Procedures available from the Registry and Student Support section of the VLE and at: bppstudents.com

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

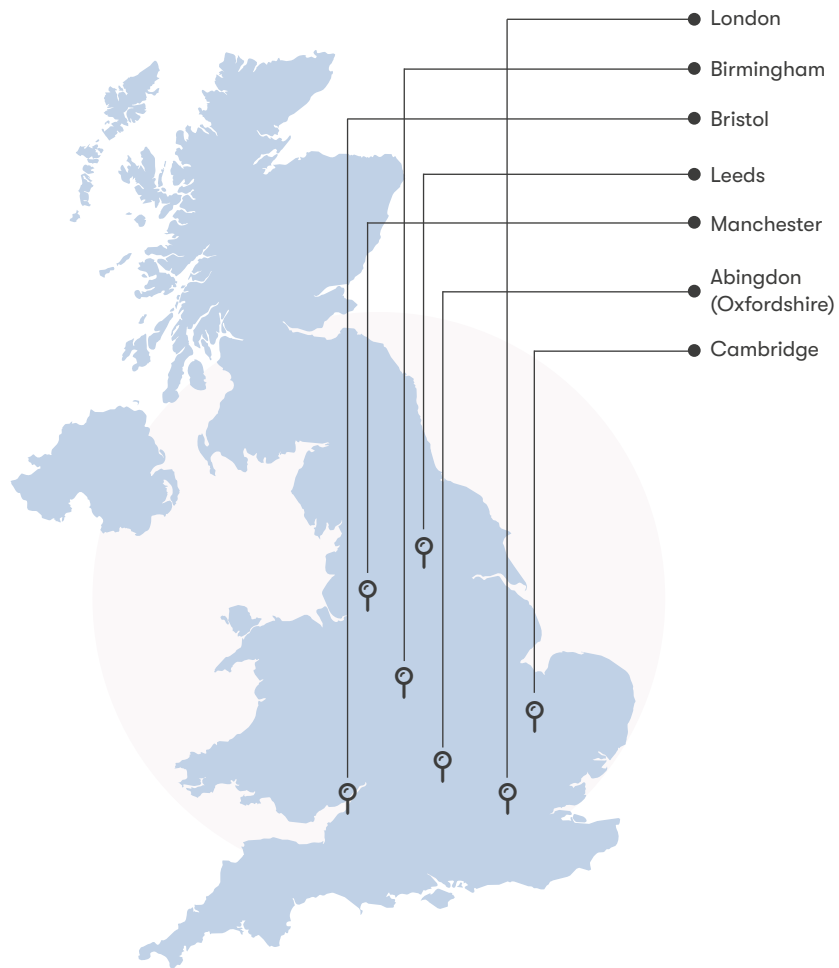
The Student Protection Plan is a document that is approved by the Office for Students (OfS) that every University is required to have. It sets out what measures we have in place to protect you, as a student at BPP University, should a risk to the continuation of your studies arise and details how we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

Maps, locations and facilities.

With carefully selected locations, we mean business.

BPP University is in seven choice locations across the country. For example, if you want to study law, business or accounting you can

study in some of the biggest business and legal districts in the UK, so you will already be acclimatised to the professional environment when you start work.



London City.

Getting here

2 St Mary's Axe
London
EC3A 8BF

BPP University London City is just a short walk away both from Bank and Liverpool Street stations. Aldgate, Monument and Fenchurch Street underground and overground stations are also within easy reach. You can also reach us on numerous bus routes. Buses 8, 25, 26, 35, 40, 42, 47, 48, 78, 100, 149, 242, 344, 388 all stop nearby.

London City opening hours

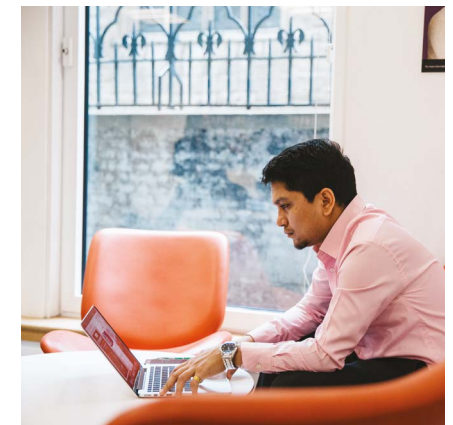
Monday to Friday, 8.00am - 9.00pm
Saturday, 8.00am - 6.00pm

Facilities

- 12 classrooms with the latest audio-visual technology
- BPP University library that offers a range of quiet study zones
- Free internet and Wi-Fi access
- Vanta centre: a multi-functional collaboration area with integrated technology
- Dedicated careers service on-site
- 42 computers
- Student lounge and breakout area
- Disabled access
- Multifaith room
- Snack vending machines
- Secure cycle racks

Find out more about our London City study centre at:

bpp.com/about-bpp/locations/london-city



London Holborn.

Getting here

68-70 Red Lion Street
London
WC1R 4NY

BPP University Holborn is easily accessible by bus and underground, and is just a few minutes' walk from Holborn and Chancery Lane underground stations.

Directions from Holborn Tube station: Take the right-hand exit out of Holborn Tube station (signed High Holborn). Turn right and walk on the same side, past Waitrose, once you have passed the entrance to the Rosewood Hotel, cross the road. Carry on in the same direction as before and turn left when you see the Red Lion pub on the corner of Red Lion Street.

BPP University Law School is the large glass-fronted building on the left, on the corner of Red Lion Street and Eagle Street.

London Holborn opening hours

Monday to Thursday,
7.00am - 11.00pm
Friday, 7.00am - 10.00pm
Weekends, 8.00am - 8.00pm

Facilities

- 320 seat lecture theatre
- 43 classrooms with the latest audio-visual technology
- BPP University library that offers a range of quiet study zones
- Mock courtroom for realistic role-play for law students
- Free internet and Wi-Fi access
- 314 computers
- Student lounge and breakout area
- Disabled access
- Multifaith room
- Snack vending machines
- Secure cycle racks

Find out more about our London Holborn study centre at:
bpp.com/about-bpp/locations/london-holborn



London Shepherd's Bush.

Getting here

Aldine Place
142-144 Uxbridge Road
London
W12 8AW

The new overground rail station, White City bus station, and London Underground Central and Hammersmith and City lines, all converge by the Westfield Shopping Centre, and are only a few minutes walk from the centre. There is also easy access from both Paddington and King's Cross stations.

London Shepherd's Bush opening hours

Monday to Friday, 8.30am - 5.00pm

Facilities

- 14 classrooms with the latest audio-visual technology
- BPP University library that offers a range of quiet study zones
- Free internet and Wi-Fi access
- 92 computers
- Student lounge and breakout area
- Disabled access
- Multifaith room
- Snack vending machines
- Secure cycle racks

Find out more about our London Shepherd's Bush study centre at:
bpp.com/about-bpp/locations/london-shepherds-bush



London Waterloo.

Getting here

137 Stamford Street
London
SE1 9NN

BPP University Waterloo is easily accessible by bus and underground, and is just a few minutes walk from Waterloo station with connections to tube, train and bus routes.

Our building is located at the corner of Stamford Street, opposite the Imax cinema.

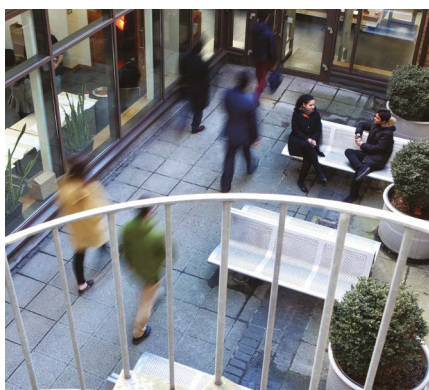
London Waterloo opening hours

Monday to Thursday, 8.00am - 11.00pm
Friday, 8.00am - 10.00pm
Weekends, 8.00am - 8.00pm

Facilities

- Lecture theatre
- 30 classrooms with the latest audio-visual technology
- BPP University library that offers a range of quiet study zones
- Dedicated careers service on-site
- Pro Bono centre
- Free internet and Wi-Fi access
- 203 computers
- Student lounge and breakout area
- Disabled access
- Multifaith room
- Snack vending machines
- Secure cycle rack

Find out more about our London Waterloo study centre at:
bpp.com/about-bpp/locations/london-waterloo



Abingdon (Oxfordshire).

Getting here

McTimoney House
1 Kimber Road
Abingdon
Oxfordshire
OX14 1BZ

BPP University's McTimoney College of Chiropractic is located in Abingdon, Oxfordshire. This is centrally located just south of Oxford, only a few minutes from the A34 trunk road, and within easy access of the M4 and M40 motorways.

To take a train you can go to Oxford or Didcot stations and take a bus to Abingdon.

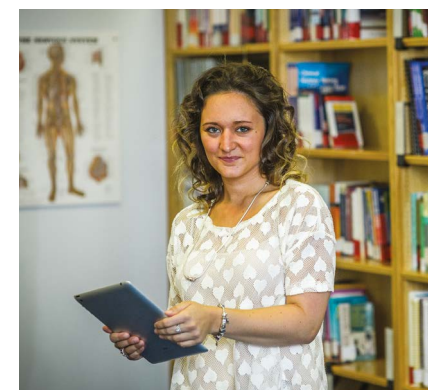
Abingdon opening hours

Monday to Friday, 9.00am - 9.00pm
Weekends, 9.00am - 6.00pm

Facilities

- 100 seat lecture theatre
- 2,000 square foot technique room with practical benches and teaching models
- On-site eight room clinic suite
- Six classrooms with the latest audio-visual technology
- BPP University library that seats 42 and offers a range of quiet study zones
- IT room
- Student lounge and breakout area
- Snack vending machines

Find out more about our Abingdon study centre at:
bpp.com/about-bpp/locations/abingdon



Birmingham.

Getting here

32-34 Colmore Circus
Birmingham
B4 6BN

BPP University in Birmingham is easily accessible via trains, buses and the Metro. We are located just 500 yards from Birmingham Snow Hill train station, a short walk from the city centre bus links and only 10 minutes' walk from Birmingham New Street station.

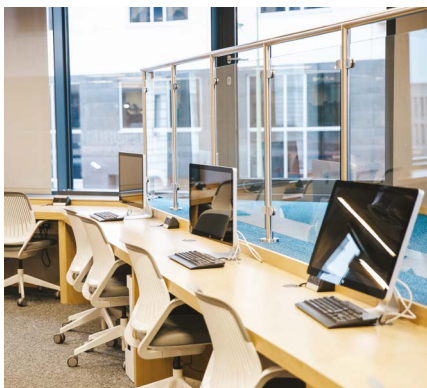
Birmingham opening hours

Monday to Friday, 9.00am - 9.00pm
Saturday and Sunday,
9.00am - 6.00pm

Facilities

- 15 classrooms with the latest audio-visual technology
- BPP University library that offers a range of quiet study zones
- Free internet and Wi-Fi access
- Dedicated student advice and careers service on-site
- 84 computers
- Computer-based assessment lab
- Vanta centre: a multi-functional collaboration area with integrated technology
- Student lounge and breakout area
- Disabled access
- Multifaith room
- Snack vending machines

Find out more about our Birmingham study centre at:
bpp.com/about-bpp/locations/birmingham



Bristol.

Getting here

Queen Square
Grove Avenue
Bristol
BS1 4QY

BPP University in Bristol is easily accessible via public transport – it is only a 15 minute walk from Bristol Temple Meads train station, and there are numerous bus stops just minutes away. If you wish to drive, the Grove car park is located opposite BPP University in Bristol. You can also use the NCP car park on Queen Charlotte Street, a three-minute walk away and offers discounted all-day tickets to BPP University students at a cost of £7 each.

Please note: discounted tickets must be collected from reception prior to parking to qualify for the discount.

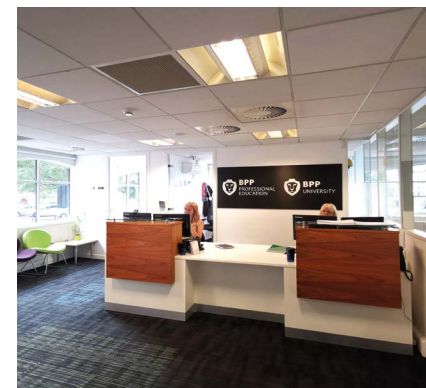
Bristol opening hours

Monday to Friday, 8.00am - 9.00pm
Selected weekends, 8.30am - 6.00pm

Facilities

- 10 classrooms with the latest audio-visual technology
- BPP University library
- Free internet and Wi-Fi access
- 23 computers
- Computer-based assessment lab
- Student lounge and breakout area
- Snack vending machines
- Secure cycle racks and showers
- A nearby café which gives BPP University students a discount
- Staff/student running and Tough Mudder team
- Access to Bristol University Societies on payment of a small annual fee

Find out more about our Bristol study centre at: bpp.com/about-bpp/locations/bristol



Cambridge.

Getting here

Third Floor
Lion House
Lion Yard
Cambridge
CB2 3NA

BPP University Cambridge is easily accessible and is just a few minutes' walk from the main bus station on Emmanuel Street. It is a five-minute bus or taxi ride, or a 20-minute walk, from Cambridge train station. The entrance is located in the pedestrianised area between St Andrew the Great Church and the cafe EAT.

Parking

We recommend that students travelling to Cambridge by car use one of the many park-and-ride car parks around the city. You can also use the Grand Arcade short-term car park.

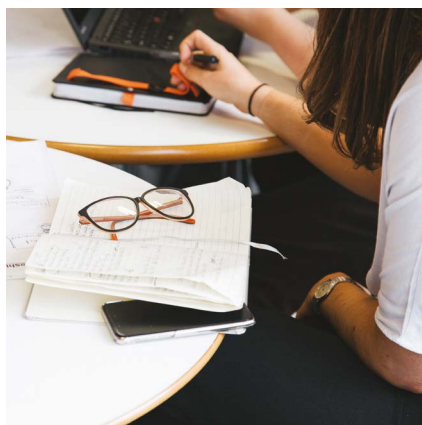
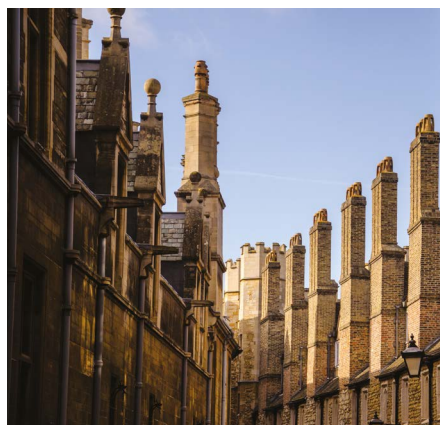
Cambridge opening hours

Monday to Friday, 8.00am - 9.00pm
Selected weekends, 8.00am - 6.00pm

Facilities

- 7 comfortable classrooms
- Free Wi-Fi and internet access
- Student lounge
- University library with PCs and study space to seat 27
- Disabled access
- Cycle racks nearby
- Tea and coffee and snack vending machines, microwave
- A city centre location, nestled above high street and independent shops, cafes, food outlets and supermarkets

Find out more about our Cambridge study centre at: bpp.com/about-bpp/locations/cambridge



Leeds.

Getting here

Whitehall 2
Whitehall Quay
Leeds
LS1 4HR

BPP University in Leeds is only a three minute walk from Leeds train station and a 15-minute walk from the city centre bus station on York Street. Students can make use of the Leeds CityBus service, which links all key locations including the train station.

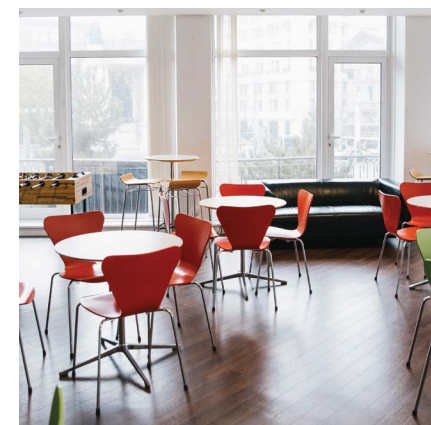
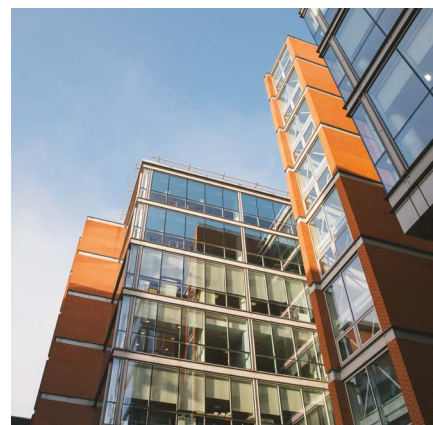
Leeds opening hours

Monday to Thursday, 7.30am - 11.00pm
Friday, 7.30am - 9.00pm
Weekends, 8.00am - 8.00pm

Facilities

- 13 classrooms with the latest audio-visual technology
- BPP University library that offers a range of quiet study zones
- Mock courtroom for realistic role-play for law students
- Free internet and Wi-Fi access
- PCs/laptops available for student use
- Student lounge and breakout area
- Disabled access
- Multifaith room
- Snack vending machines
- Secure cycle racks
- Employability suite
- Pro Bono centre

Find out more about our Leeds study centre at: bpp.com/about-bpp/locations/leeds



Manchester.

Getting here

St. James's Building
79 Oxford Street
Manchester
M1 6FQ

The closest train station is Manchester Oxford Road, which is two minutes' walk from the centre. The main train station is Manchester Piccadilly which is 10 minutes away, as is the main bus station. The closest tram stop to the centre is St Peter's Square, just a five-minute walk away.

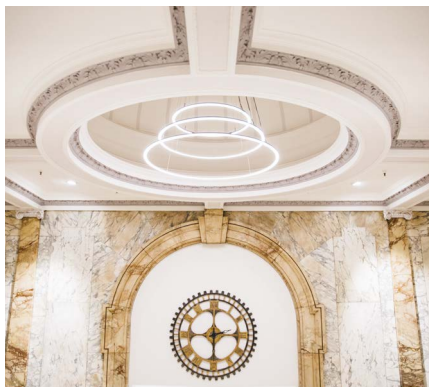
Manchester opening hours

Monday to Friday, 7.30am - 11.00pm
Weekends, 8.00am - 8.00pm

Facilities

- 24 classrooms with the latest audio-visual technology
- BPP University library that offers a range of quiet study zones
- Mock courtrooms for realistic role-play for law students
- Free internet and Wi-Fi access
- Dedicated student advice and careers service
- Pro Bono centre
- Student lounge and breakout area
- Disabled access
- Multifaith room
- Snack vending machines
- Secure cycle racks

Find out more about our Manchester study centre at:
bpp.com/about-bpp/locations/manchester



BPP University Student Charter 2019.

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

The University's Commitment

- Provide the highest standards of teaching, taught by professionals from the professions
- Provide you with opportunities to enhance your "Career Ready Skills", both through a dedicated careers service and by integrating key skills into your curriculum
- Encourage participation in shaping the quality of your academic experience by listening to constructive feedback from you, your student representatives and the Students' Association
- Provide you with accessible and accurate information relating to all aspects of your studies
- Set assessments appropriate to the teaching on your course, and provide you with access to tailored and timely feedback on all assessments
- Offer support, advice and equal opportunities to all students in every aspect of their student experience

Your Commitment

- Take responsibility and participate fully in your studies and the management of your course commitments
- Make the most of all the opportunities provided by the University and Students' Association to assist in your personal development, in order to help you achieve your academic potential and career goals
- Engage proactively in opportunities to provide feedback on your student experience, including supporting your student representatives
- Behave professionally as representatives of BPP University, both in your academic environment and the communities around you

The Students' Association's Commitment

- Provide access to Independent Academic and Welfare Advisers, who can offer impartial and confidential advice
- Actively represent the voice of the student body at all BPP University Academic committees
- Facilitate student-led clubs, societies and events, by providing access to support and funding
- To be student-led and student-focused in everything we do, across all BPP University centres

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

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

Get in touch

🌐 bppstudents.com

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



Disclaimer: This information is accurate as at the date of publication, August 2019. It is subject to change. This document is for guidance only and does not form part of any contract. For more, visit bpp.com. ©BPP Professional Education Limited 2019 05418