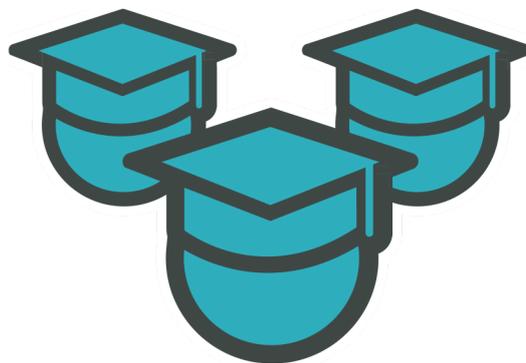


Your guide to student services at Bradford College



Introduction

This guide provides an overview of the different services available to you as a Bradford College student.

Student Services will deliver help and advice to students online. They will also be available to speak to in person at college from Monday 21 September 2020.

Main Campus (David Hockney Building, Lister Building and the Advanced Technology Centre)

Location: Ground floor including GF19, David Hockney Building (DHB)

Opening times: Monday to Thursday 8.30am to 5pm

Trinity Green Campus

Location: Student Services Zone, Ground floor (just beyond reception)

Opening times: Monday to Thursday 8.30am to 5pm

Bowling Back Lane Campus

Location: Unit 3, Refectory

Opening times: Monday to Thursday 8.30am to 5pm

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and the Students' Union**

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1 Safeguarding and Wellbeing

Who we are

The Safeguarding and Wellbeing Team can support you to achieve your potential and help ensure your time here is an enjoyable and outstanding experience. We are committed to ensuring our learners are safe and protected from harm. This includes, supporting you with your mental health and wellbeing throughout your time at College.

What we do

Safeguarding is about ensuring our students (and staff) are safe from harm. The Safeguarding Team are here to:

- Listen to you
- Believe you
- Keep you safe and out of danger
- Help you find the best way forward
- Explain to you if we need to involve anybody else.

We have a non-judgmental approach and take all concerns seriously.

We are here to support and provide you with expert guidance as and when you need us. Remember, it is good to talk and share your concerns.

We can provide support with the following:

- Something or someone is making you feel really unhappy
- Somebody is making you do things that you don't want to do
- A situation you are in feels dangerous, risky or uncomfortable
- You are worried about a friend, classmate, brother, sister or other family member
- You have feeling of not being able to cope
- You feel overwhelmed
- You have feelings of low mood
- You feel anxious
- You have worrying thoughts and emotions

How to contact us

Tel: 01274 088999 or 07872 052703

Email: safeguarding@bradfordcollege.ac.uk

We are based on the Ground floor, Student Services, David Hockney Building (DHB)

We are available from **Monday to Thursday, 8.30am to 5pm and Friday 8.30am to 4.30pm.**

For an up-to-date list of help and resources, please visit

www.bradfordcollege.ac.uk/help/knowledge-base/safeguarding

Mental Health and Wellbeing

What is Mental Health and Wellbeing?

In many ways, mental health is just like physical health: everybody has it and we need to take care of it. Mental health impacts how we think, feel, communicate and react. Good mental health is therefore essential so that you as students can achieve your full potential.

Good mental health enables you to deal with the stresses and strains of everyday life and including your studies.

Mental health problems are common and 1 in 4 people will experience poor mental health at some point in their lives.

Common mental health conditions include depression, anxiety and eating disorders.

What we can do to help

If you feel like you're struggling with your mental health, please have a chat with a member of our Mental Health and Wellbeing Team. We can support you and ensure that reasonable adjustments are made when you need it.

Support can include:

- Specialist one-to-one mental health support
- Adjustments to coursework/deadlines
- Exam considerations such as extra time, seo
- Access to counselling
- Referral to external charities and support organisations

Referral process – what happens when a referral is received?

· A member of our team will contact you directly for an initial assessment.

During the assessment, we will ask you:

- If you have any diagnosed mental health conditions.
- If you are working with the Additional Learning Services (ALS) Team.
- If you have had support in the past.
- If you are working with any external professionals.
- What your symptoms are and how your mental health affects you day-to-day.
- If you would like your tutors to be aware. If they are aware we can draw up a Learning Support Agreement (LSA) with reasonable adjustments in place for support in class.

Support provided may include:

- Specialist one-to-one sessions to see how you're doing, discuss coping strategies and other ways of helping.
- Referring you to our counselling service and external support agencies.
- Liaise with curriculum staff and attend review meetings if required.
- Attend relevant professional meetings with you to agree how best to support you moving forward.

Who to contact in college:

Call 01274 088999 or Email wellbeing@bradfordcollege.ac.uk

Welfare Advice

Our Welfare Advisors provide support for any students experiencing hardship or in need of financial support.

They also provide specialist bespoke support in the following areas:

Young Carers

Young carers are those under the age of 18 who have the responsibility of caring for someone else - normally a family member with a mental or physical illness/ physical and/ or mental disability, substance misuse such as alcohol or drugs.

Estranged Students

This is someone studying without the support of a family network.

Unaccompanied Asylum-Seeking Children (UASC)

This is a young person who is in local authority care due to being in the country without any family. We have a dedicated Wellbeing Officer for students who are Unaccompanied Asylum Seeker Children (UASC).

Looked after Children (LAC)

If you have been in care for a minimum of 13 weeks, some of which was after age 16, you are entitled to continuing support from your local authority until age 25. As a looked-after child, until the age of 18 you will be invited to attend Personal Education Plan and Looked After Child reviews, to ensure that your needs are being met.

Guidance for students:

If any of the below applies to you, please get in touch with the safeguarding and wellbeing team and we will support you during your time at college.

How to contact us

Tel: 01274 088999

Email: safeguarding@bradfordcollege.ac.uk

For an up to date list of help and resources, please visit

www.bradfordcollege.ac.uk/help/knowledge-base/welfare-support

2 Personal Development Team and the Students' Union

What is Enrichment?

Enrichment is learning outside the classroom that gives you the knowledge and skills you need to succeed in life.

Enrichment includes things like: health and fitness (sport), volunteering and social responsibility.

Where can I find out what enrichment activities are on offer?

Visit www.bradfordcollegesu.ac.uk / www.bradfordcollegesu.co.uk
or email activities@bradfordcollege.ac.uk

Students' Union

The Students' Union represents the students of Bradford College giving you access to advice, information and a voice on how things work.

If you are 16 years of age or older then you are automatically a member of Bradford College Students' Union.

Course Representatives

Course Reps are a way for students to share their views, feedback and ideas with the college. Training is provided and it should only take up about 10-15 minutes of your time per week.

If you'd like more information about becoming a course rep,
email studentvoice@bradfordcollege.ac.uk

I want to find out more about the Students' Union

We have lots of information on the website about Bradford College Students' Union, but, if you can't find what you are looking for then please contact us by

Email: s.union@bradfordcollege.ac.uk

Website: www.bradfordcollegesu.co.uk

Student Services

If you've got any other questions about the services available to students, email sservices@bradfordcollege.ac.uk

3 Careers Advice

Our Careers Advisors can:

- Help you choose a course
- Offer advice if you didn't get the grades you needed for your course
- Give advice on writing a CV
- Help you apply to university (UCAS application)
- Offer advice on finding a job

To speak to one of our Careers Advisors, email careers@bradfordcollege.ac.uk with your contact details and they will make an appointment to speak with you.

For help applying for a Bradford College course, email admissions@bradfordcollege.ac.uk or call 01274 088088

Our Careers Advisors can give you general advice about apprenticeships, but if you would like to apply for an apprenticeship, email info@citytraining.org.uk or call 01274 728316

4 Student Funding

Funding, loans and bursaries are available to eligible students who need financial help while they studies.

Student Finance Team

Email studentfunding@bradfordcollege.ac.uk or call 01274 088349.

The team are available Monday to Thursday, 8.30am - 5.00pm, and Friday, 8.30am - 4.30pm.

How do I apply for the bursary/bus pass/childcare?

You can apply for the learner support fund bursary online

<https://bradford.paymystudent.com/portal>

Can I get money for my free meals?

Some students aged 16-18 may be eligible for free meals and some students aged 19+ may be eligible under exceptional circumstances. Students need to apply for the bursary to find out if they are eligible <https://bradford.paymystudent.com/portal>

Do I have to pay for tuition fees?

You will be advised during enrolment if you need to pay for your course. If you're not sure, email enrolment@bradfordcollege.ac.uk

If help is required, we can only help cover half of tuition fees if you are studying a course at level 3 or below.

If you are studying towards a degree, email hestudentfinance@bradfordcollege.ac.uk

What documents do I need to provide?

You can find details of what you need to provide at

www.bradfordcollege.ac.uk/help/knowledge-base/learner-support-fund

How do I apply for a loan?

Information about the Advanced Learner Loan is available here:

www.bradfordcollege.ac.uk/help/knowledge-base/advanced-learner-loan

or alternatively email admissions@bradfordcollege.ac.uk

What help can I get?

If eligible, students aged 16-18 could receive help with course related costs, travel, and meals. 19+ students could receive help with course related costs, travel, childcare (aged 20+) and tuition fees.

I can't register/login to the online Student Bursary Portal?

You must be fully enrolled onto your course and have access to your college email address to register. If you've not completed enrolment, email enrolment@bradfordcollege.ac.uk

Childcare for students under 20

If you're under the age of 20, you can apply for help with childcare costs through the government's Care to Learn scheme: www.gov.uk/care-to-learn

I don't have a laptop/ device to study from home?

Call 01274 088349 or email studentfunding@bradfordcollege.ac.uk for help.

5 Useful information

Enquiry	Whom to contact?
Application and enrolment	
Your application	Visit: www.bradfordcollege.ac.uk/apply Email: admissions@bradfordcollege.ac.uk Call: 01274 088088
Your enrolment	Visit: www.bradfordcollege.ac.uk/help/knowledge-base/enrolment Email: enrolment@bradfordcollege.ac.uk
After enrolment	
Induction	Student induction takes place online. For more information visit: www.bradfordcollege.ac.uk/help/information-for-enrolled-students
Accessing college email	<p>To log in to your college email:</p> <ol style="list-style-type: none"> 1. Go to: www.outlook.com/bradfordcollege.ac.uk 2. Input your username. Your username is your 8-digit student/enrolment number, followed by @bradfordcollege.ac.uk. Here's an example: 12345678@bradfordcollege.ac.uk 3. Your password is the first letter of your first name, date of birth (six digits, such as 1st September 1995 would be 010995), and the first letter of your surname. Both letters should be lowercase. Here's an example password for Joseph Bloggs who was born on 1st September 1995, which would be j010995b <p>If your password isn't working, make sure the letters are both lowercase.</p> <p>Still need help? Take a look at our email set-up instructions video here: www.estream.bradfordcollege.ac.uk</p> <p>Or contact our Technology & Media team for help on: 01274 088411 media@bradfordcollege.ac.uk</p>
Student portal	enrolment@bradfordcollege.ac.uk
Timetable	<p>Your timetable will be published on the Student Portal. Your tutor may also email it to your college email account.</p> <p>The first time you use the Student Portal you will need to register your account. Instructions on how to register are on the Student Portal homepage.</p>

Moodle	moodle@bradfordcollege.ac.uk
Microsoft Teams - not received invite	<p>If you have not received your invite, check your spam/junk mail folder. Alternatively, email your tutor and they can re-send your invite.</p> <p>Don't know how to contact your tutor? Check your Student Portal, your timetable will have your tutors name.</p>
Microsoft Teams - difficulty logging in	<p>A guide on how to login to Microsoft Teams is available here: www.bradfordcollege.ac.uk/help/information-for-enrolled-students</p> <p>If you still need help email media@bradfordcollege.ac.uk or telephone 01274 088411</p>
Letter to prove you're a student at Bradford College	<p>FE Students: A letter will be available for you to print on your Student Portal after 10 days of full attendance.</p> <p>HE Students: A letter will be available for you to print on your Student Portal after you have enrolled.</p>