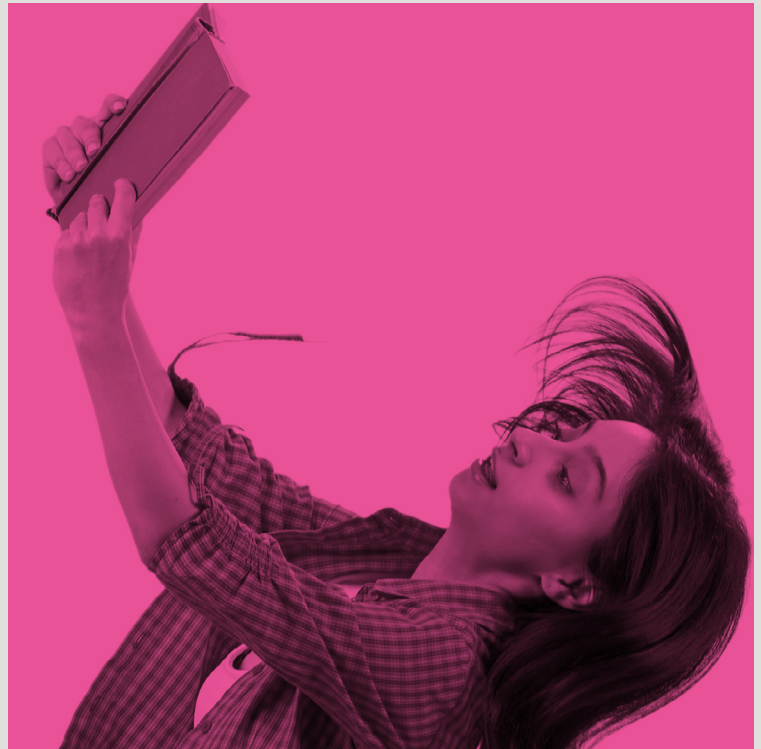
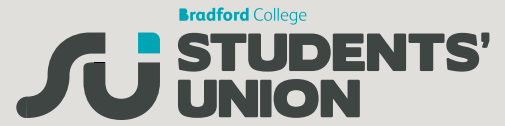


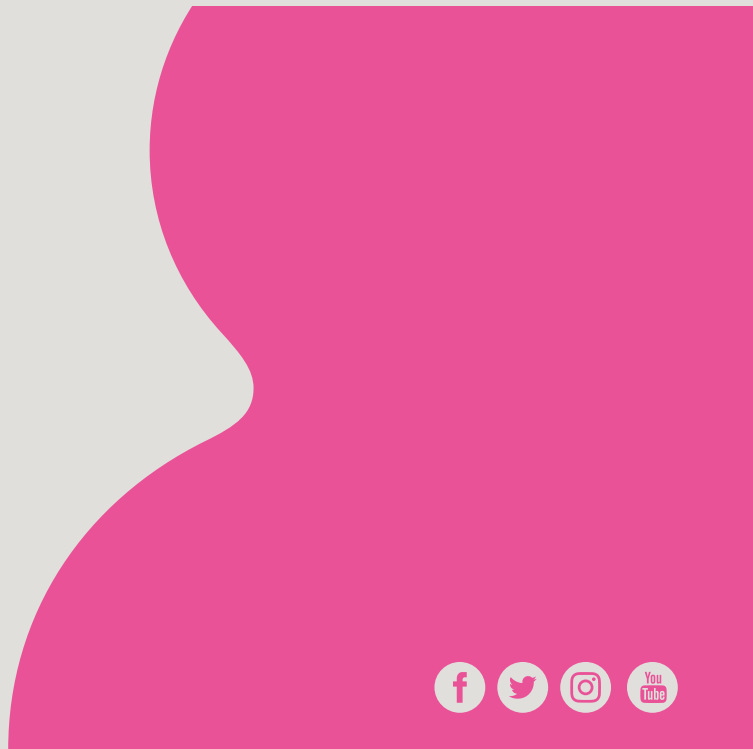
HIGHER EDUCATION STUDENT HANDBOOK 2023-24



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WELCOME TO YOUR NEXT CHAPTER IN EDUCATION AT BRADFORD COLLEGE!

On behalf of the entire Bradford College community, I am delighted to extend a heartfelt welcome to each and every one of you.

As your Vice Principal for EDI and Student Experience, I would like to welcome you to a community that celebrates the richness of diversity and values the uniqueness that each one of you brings. As you step into the Bradford College family, you're embarking on a transformative journey that merges education with an inclusive, and vibrant student experience.

Our purpose at Bradford College is to transform lives, and firmly believe that diversity is not just a buzzword, but our biggest strength. Our commitment to fostering an environment where every voice is heard and every perspective is valued is unwavering. As you embark on this exciting journey, keep in mind that you're not alone. You're joining a community that's as eager to learn from you as much as you're eager to learn from it. Embrace the differences, engage with empathy, and contribute your unique perspectives to the conversations that shape our collective experience.

Bradford College is a vibrant and exciting learning community, it reflects the population of the city, and I expect you to treat all staff and students with courtesy and respect at all times.

Remember that education is not just about absorbing facts, but about developing skills that will serve you well in all aspects of your life. It's about critical thinking, problem-solving, and self-development. As you navigate through this educational adventure, don't hesitate to ask questions, seek guidance, and engage with your peers and support services.

Our dedicated curriculum and support staff are committed to your success. They are here to support you, challenge you, and inspire you to achieve your best. They are focused on your individual needs and aspirations, and are fiercely ambitious for our students. Embrace the opportunities that come your way, both inside and outside the classroom. Participate in discussions, take part in enrichment activities, and make the most of the resources available to you.

My personal ask of you, is that you attend fully, remain Ready, Respectful and Safe (more details throughout this handbook), and work hard during your time at college. As without this commitment, it will be impossible for you to fulfil your full potential.

Congratulations on taking this bold step forward. Your determination and curiosity have brought you here, and they will continue to drive you toward success. Here's to an enriching and transformative experience as you further your education and shape a brighter future.

Let the journey begin!

If you would like to get in touch about your student experience, please contact me via a.khan11@bradfordcollege.ac.uk

INTRODUCTION

This Student Handbook directs you to essential information about the College's services and facilities and the regulations under which your programme of study will operate.

It should be read alongside the Higher Education Student Contract Terms and Conditions 2023-24 Entry which applies to applicants who accept the offer of a place, either conditional or unconditional, to study as a full-time or part-time undergraduate or postgraduate (UK or EU) higher education student of Bradford College, during the academic year 1st August 2023 and 31st July 2024.

All students of Bradford College are required to complete a registration or re-registration process annually.

Students who are returning to study at Bradford College will return under the Terms and Conditions which were in effect at the time of their initial offer, provided their contract with Bradford College has not been terminated.

Other documents include the College Charter and information specific to your school or programme of study.

You should also read this Student Handbook alongside your Programme Handbook, which gives more specific information about your programme. Your Programme Handbook will be provided by your Programme Leader.

You should read all of these documents carefully and keep them for future reference.

More information about the College's vision, mission and strategy is available on the Bradford College website.

If you would like to provide any feedback or comments about this Student Handbook to help us develop future editions, please email the Quality Department: **hequality@bradfordcollege.ac.uk**

1. Essential information when you start at the college

1.01 Starting at the college

Before starting your programme, you will receive instructions about registering with the College. You need to register to confirm that you are attending the College and to provide evidence of your qualifications and identity, together with any other information such as skills tests and DBS information.

Once you have registered, you will be provided with proof of your registration and, if you're a full-time student, you will be given a student council tax exemption certificate – refer to Section 8.04. If you have problems receiving your student loan e.g. it has not arrived or you think the amount is incorrect, you should speak to the loan provider in the first instance. Student Finance England can be contacted on 0300 100 0607.

If you still have problems, or need an emergency loan for a short period, you can contact one of our Student Funding Officers on 01274 088732 or email hestudentfinance@bradfordcollege.ac.uk. Refer to Section 8.05 of this handbook for further information.

1.02 Username, password and PIN

You will receive a username and password as part of the registration process. You need your username and password to benefit from the College's IT facilities, to access your student email, online assessment results, use the library facilities and to access online learning facilities via **Moodle**.

For further information visit <https://www.bradfordcollege.ac.uk/student-portal>

1.03 Communicating with you

We usually communicate with you through your College email account or the HE Student Portal. For more formal communications we may send you a letter. We also publish relevant information and news on our website and on Moodle.

In exceptional situations we may text or phone you when we need to get in touch urgently; for example, if there are late changes to timetabled classes or the closure of the campus because of bad weather. We may also use phone or text when attempts to contact you by other means have failed to produce a response.

1.04 Email accounts

When you start at the College we will supply you with a College email account, which will be the way that the College and your tutors communicate with you, so it is important that you check it regularly so you do not miss any key information.

To access your email account, go to <https://www.bradfordcollege.ac.uk/student-portal>

1.05 **Change of personal details**

It is important that you keep us informed of any changes in your personal details, such as your name, telephone number, address or personal email address. A 'change of personal detail form' can be obtained from the Data, Exams and Funding Department (located in the Lister Building). You can update contact details through the Student Portal (see Section 1.07) except for name and address changes which must be made via the Data, Exams and Funding Department. This information is essential so that Assessment/Award results are accurately recorded and the details on your certificate are correct.

You are also required to inform us of any changes to your personal circumstances which may be relevant to your programme; for example, this could include you or anyone in your household receiving a conviction, or changes to your health. If you are unsure please discuss with your tutor or speak with Student Services located on the ground floor of the David Hockney Building.

1.06 **Data protection**

Bradford College is committed to your privacy.

The College needs to keep certain information about our students, staff and other users to enable us to run programmes, monitor achievement, report to the Government on the college's performance and progress and meet other basic requirements.

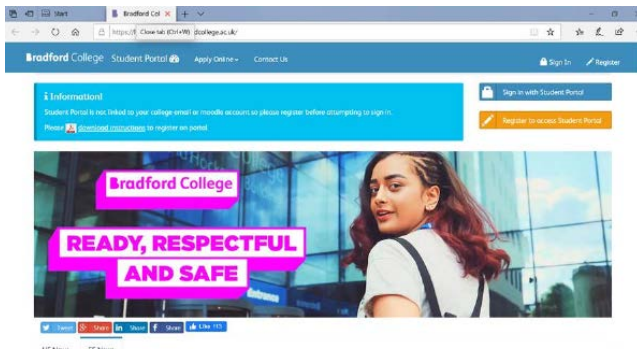
We only collect information that is necessary to our work. Our Data Protection (GDPR) Policy complies with the EU General Data Protection Regulations (GDPR) and the UK Data Protection Act 2018 and other supporting documentation.

Data protection legislation places obligations on us to protect your personal information. We have to make sure we process personal data in line with data protection principles and ensure that your rights as Individuals (Data Subjects) are met.

We will tell you what we are doing with your personal data, why we need to collect it, and who we will share it with. We will give you this information in our **Privacy Notices**, which are available on our website. Where we need to collect, process or share your personal information for any purpose not outlined on the Privacy Notices, we will provide separate information and obtain consent where necessary.

Staff at the College have responsibility to check, update and correct personal data and to ensure it is confidential and secure.

We monitor and record the progress and achievement of our students. We collect information about you when you enquire, apply and register on our programmes. We also collect information when you voluntarily complete learner satisfaction surveys, provide feedback or participate in competitions. When you access our websites, we may use your IP address to help diagnose problems with our server and to administer our website. We may use cookies to keep the style of the pages you are viewing consistent throughout the site and in the same state next time you return to us.



You will also register onto the next stage of your award via your HE Student Portal account. Once you are eligible to register, you will be requested via your College email account to confirm your intention to return on the 'My Registrations' tab of your HE Student Portal account. After you have completed this step, you will be provided with further information on how to finalise your registration.

1.07 HE Student Portal

The HE Student Portal provides access for students to manage their module choices and personal details and provides access to important information on assessments, results and student finance.

You will need to register an account on the HE Student Portal by visiting: <https://learnerportal.bradfordcollege.ac.uk/>, and following the instructions on screen. It is important that you activate your College email account as your account details, password resets and notifications will be emailed to you.

Your official transcript of results will be available to view on the 'My Results' tab of your HE Student Portal account 10 working days after the Assessment Board for your programme.

You will be informed via your College email account when transcripts are ready to view and you will be able to download a copy for your records. Additional guidance notes have been provided at <https://learnerportal.bradfordcollege.ac.uk>

Refer to Section 2.04 for further information.

1.08 E-learning

Moodle is the College's Virtual Learning Environment (VLE). It is used to support teaching and learning online.

In order to use Moodle, you need to activate your College IT account. As well as accessing Moodle, your username and password can be used to access your email, your College document storage and to log into a PC on campus.

To access Moodle, simply visit <https://moodle.bradfordcollege.ac.uk>. We advise you to bookmark or otherwise save this link for your convenience.

Moodle is available to students at any time on any internet-connected computer, laptop or device with a web browser, both on and off the College campus.



The advantage of Moodle is that you can catch up on your work at any time and do not necessarily need to be on campus to do all your research.

Moodle is a media rich environment where, appropriate to your programme, you can:

- Choose to view or download resources or revisit classroom activities online
- Watch short video clips or specially selected TV programmes, listen to audio or podcasts
- See scheduled events on the calendar, helping you to organise your time and remind you of important assignment and exam dates
- Easily and quickly submit your assignments online through Turnitin without having to come into College and view grades and feedback at the same time (summative assignments will be monitored for plagiarism)
- Track and monitor your own progress by taking online quizzes and informal tests
- Communicate with your peers through the discussion forums and share ideas and experiences



- Send messages directly to your tutor and other learners on your programme
- Gain access to a wide range of electronic resources and journals to help with your research and assignments
- Access e-books online

1.08.01 When you need help with Moodle

For help and assistance, please use the support links on Moodle, which include a contact form. This will raise a support ticket and allow us to investigate your issue.

If you're unable to access Moodle or if you cannot raise a support ticket, please send an email to moodle@bradfordcollege.ac.uk

When contacting the Moodle support team, you should include:

- Your student ID number
- Your full name
- Details about what you're experiencing difficulty with, including any links if available

You can also ask for help from a member of staff when you are in the college library.

1.08.02 Microsoft Teams

Any online delivery will predominantly be conducted through Microsoft Teams. You will be introduced to this system during your Induction with the College.

1.09 Student ID card

Your student ID card will be issued to you as part of registration. You must always carry and display your student ID card whilst on College premises.

You will need it:

- To access buildings
- To borrow items from the library
- To use the College print and copy services
- To access various facilities including sports facilities
- As an identification card – for example you must produce it for examinations
- For attendance monitoring purposes

To borrow, reserve or renew library items you will also need your personal identity number (PIN). You must report any lost or stolen student ID card to the College immediately. This will enable us to disable the card to prevent improper use. You can report a lost card either:

- In person at David Hockney Building Reception, where you can also apply for a replacement card
- By telephoning the College Liaison Team on 01274 088090

The re-issuing process includes identity checks and a charge of £5 may be made to replace lost cards.

1.10 The College Charter

The College wants all students to be successful and have a rewarding time when they are with us. The College Charter outlines what you should expect as a student and what we expect from you.

It can be found at: <https://www.bradfordcollege.ac.uk/help/knowledge-base/policies/>

1.11 Promoting a mutually respectful college community

The College produces Student Discipline Procedures, which is a code of conduct for students.

You must comply with the College's policies and codes of practice laid down in the College Charter, the student guides and the programme handbooks provided to you. In particular, you must behave in a manner that shows:

- Consideration for other members of the College
- Respect for College property
- Regard for the quality of the College environment and its locality

1.12 College regulations

Admissions regulations

These relate to the College's admissions processes. They include the Higher Education Admissions Policy and the Admission to Higher Education Appeals and Complaints Policy. Please note the College does not allow appeals against admissions decisions on academic grounds but only on the conduct and accuracy of the process.

Academic regulations can be found in Section 2.01.

Financial regulations

The HE Tuition Fee Policy summarises your financial obligations to the College. It includes information about the financial implications of withdrawing from your programme and sets out the main processes for repaying debts.

General regulations

These are mainly regulations that apply to all members of the College community. They include the Health and Safety Policy Statement with its associated policies, procedures and guidance and the Equality and Diversity Policy.

Legal regulations

These include the College's policies relating to the Use of Copyright Materials, Data Protection (GDPR) Policy and Freedom of Information and Publication policy

Other regulations, policies and procedures

Various policies and procedures can be found at: <https://www.bradfordcollege.ac.uk/help/knowledge-base/policies/>

1.13

Semester dates 2023-24

The College's standard semester dates for 2023-24 are shown below. If there is any variation to these dates for your particular programme you will be notified before beginning your studies with us.

Semester 1	11/09/2023 to 15/12/2023
Semester 2	22/01/2024 to 10/05/2024

1.14

Campus information

Our campus includes The David Hockney Building, opened in 2014 and named after famous Bradford College alumnus and internationally acclaimed artist David Hockney. It has transformed the learner experience using new styles of learning which embrace cutting-edge technologies.

Our Higher Education provision is based in our dedicated campuses at the stunning Lister Building and our Advanced Technology Centre. A recent £400,000 investment has made this an outstanding environment for degree-level studies, with subject-specific classrooms, networking and gaming facilities, practical spaces and buildings.

The Lister Building is home to our Textile Archive, Fashion and Textiles workshop, Media Makeup and special effects studios and Mac/ Photography suites. A new performance theatre space is available for performing arts students' shows, the Dye House Gallery and cafe offers students a great space to work, socialise and refuel.

Our fabulous state-of-the-art Advanced Technology Centre houses facilities for ophthalmic dispensing, computing, business, accounting and law courses – including ophthalmic dispensing labs, a Moot Court, computer suites and enterprise spaces alongside study areas and comfortable rooms for socialising with classmates and working in groups.

You can also explore our Trinity Green Campus, just a short walk from the main campus sites, which houses our sports, construction and engineering facilities in a modern environment packed with workshops, technical spaces and tool shops alongside our sports hall, boxing gym and gym.

2. ACADEMIC INFORMATION

This section of the Student Handbook provides information to help you with your studies.

Studying at Higher Education level is challenging. Although your lecturers will provide support, the onus to learn is placed firmly on you.

For example, each 20-credit module typically requires around 200 hours of 'learning time'. In most cases, only around 50-60 hours will be spent in lectures, tutorials and practicals.

The remaining learning time is for you to gain a greater understanding of the subject.

For specific details of the way your learning hours are split across each module, please consult the individual module specification or module handbook, which is available on Moodle.

Additional information for your awarding body can be found within academic regulations or on Moodle here. Remember, you will need to log in using your student ID.

You will be provided with detailed information about your study at the beginning of the programme. This will include Programme and Module Handbooks. Handbooks will be available on Moodle.

Key information is published on our website for each programme and includes fees information and National Student Survey results. You can also find detailed programme specifications available on the website.

2.01 Your academic programme

Your programme has been designed by a specialist and qualified team of academic staff. The College is responsible for all your teaching, support and assessment.

The Validating Body has carefully scrutinised and approved the standard of your programme and the learning environment provided by the College.

The Validating Body is responsible for:

Ensuring that your programme meets the expectations of the Higher Education sector for the setting and/or maintenance of academic standards, the provision of learning opportunities, the provision of information and the enhancement of the quality of students' learning opportunities. This includes:

Putting all programmes through rigorous approval with an annual and periodic review process

Appointing external examiners for all programmes to confirm that they are of an equivalent standard to similar programmes at other HE providers

Ensuring that your programme undergoes appropriate enhancement processes

Issuing you with a Certificate and a Diploma Supplement (a detailed transcript of your academic achievements) when we notify them that you have successfully completed your programme.

Act as a point of appeal when the College's complaints/appeals processes have been exhausted.

Academic regulations

Detailed information on all academic regulations can be found on the website at <https://www.bradfordcollege.ac.uk/help/knowledge-base/academic-regulations/>

For programmes validated by:

University of Bolton, please visit: <https://www.bolton.ac.uk/student-policy-zone>

Pearson (BTEC Higher Nationals) visit: <https://www.bradfordcollege.ac.uk/help/knowledge-base/academic-regulations/>

2.02 Attendance

If you fail to engage with the **Attendance Policy** or do not meet the requirements of the action plan agreed, your contract with the College will be terminated and you will be withdrawn from the course. Fees will be due up to the withdrawal date and Student Finance England notified accordingly.

2.03 Assessment information

Assessment is key to learning. There is much more to assessment than just giving you a mark for a piece of work. Well-designed assessment helps both you and tutors understand how well you are progressing and in what areas you may need to do a little better.

It may include written comments about your work, verbal comments from your tutors, discussions with peers, electronic discussion, emails, feedback grids and generic feedback.

There are two main classes of assessment: formative and summative.

Formative assessment takes place during the delivery of a module or unit. It is often informal and intended to provide feedback for both tutors and students. This form of assessment is not normally marked. If a mark is given it is used to help the students understand their strengths and weaknesses and does not directly influence the final module mark. That is not to say that formative assessment is not important. Recognising where you are in the context of understanding the subject is vital to success.

Summative assessment is marked and contributes to the final module mark. It includes examinations, essays, a portfolio of work, laboratory reports etc. and is detailed within each module assignment brief/module handbook.

2.03.01 Assignment submission

Most assignments are submitted electronically via Turnitin on our virtual learning environment - Moodle.

You are strongly advised to take a copy of your assignment prior to submission so that you can review it at a later date. If submitting via hard copy, please ensure you obtain a receipt for your work when handing in.

An overview of the assessment submission deadlines for each module is provided in the Assessment Schedule, which can be found in your Programme Specification, Module Handbook or on your Moodle page.

2.03.02 Mitigating Circumstances

It is the responsibility of all students to attend examinations and to submit work for assessment by the set date.

There may be times when, for reasons outside your control, you have not performed as well as you could in your assessment or there may be extenuating/mitigating circumstances that prevent you from submitting a summative assessment on time or attending an examination.

It is important that you discuss your situation as soon as possible with an appropriate member of staff, such as your module leader or Head of School, who will be able to provide you with guidance on the most appropriate course of action. This must take place before the submission/examination date.

For more information on extenuating circumstances please refer to the academic regulations applicable to your validating body in Section 2.01.

For programmes validated by the University of Bolton please visit <https://www.bolton.ac.uk/student-policy-zone> to access Mitigating Circumstances Regulations and Procedures 2022-23.

For programmes awarded by Pearson Education Ltd please visit <https://www.bradfordcollege.ac.uk/help/knowledge-base/academic-regulations/> to download the regulations.

When a student writes a piece of academic work such as an essay or a project they are expected to present information in an honest, acceptable way, in accordance with the assessment brief, referenced using Harvard conventions and verified as their own work.

Detailed guidelines on referencing and citation can be found on Moodle, under Learning Resources/ Study Skills.

Where a case is proven, the least serious penalty a student can expect is that the mark from their work stands but the record of academic misconduct is retained on file meaning any subsequent offence will be treated more seriously. The harshest punishment is that you will be expelled from the College.

2.03.03 Plagiarism and academic misconduct

The College expects all of its students to act honestly when completing academic work, and our policy on Academic Integrity makes clear what sort of behaviour relating to assessment is unacceptable. It sets out rules about how students are expected to behave when they do written and other forms of academic assessment. **Further information can be found on Moodle.**



Academic misconduct

University of Bolton – academic misconduct

Information on academic misconduct can be found in:

<https://www.bolton.ac.uk/student-policy-zone>

Academic misconduct is treated very seriously and is defined by the University of Bolton as any activity or attempted activity that gives an unfair advantage to one or more students over their peers.

To ensure that students are treated fairly and equitably, academic misconduct is divided into the following three types:

Academic negligence: This is the least serious offence and covers first-time minor offences. It includes plagiarism that is small in scale, not related to the work of other students, and which is considered to have resulted from ignorance or carelessness.

Academic malpractice: This covers extensive paraphrasing of material with no acknowledgement of the source, systematic failure to reference, submitting work that has already been submitted for another assignment, and subsequent cases of academic negligence.

Academic cheating: This is the most serious offence and covers plagiarism in dissertations/final year projects/taught doctorate modules, collusion with other students, theft, commissioning/purchasing work, falsification of results/data, and all examination irregularities.

If suspected of academic misconduct, you will be required to attend either an informal or formal meeting and if subsequently found guilty, you will receive a penalty, the most serious of which can be exclusion from the university. The processes and penalties are described in Appendix 2 of the regulations. If you are found guilty of academic misconduct after the end of your course, any award that you have received may be withdrawn. This can be done after you have graduated.

The following tips may help you to avoid academic misconduct:

Do:

- Familiarise yourself with the regulations and penalties that can be incurred. For professional programmes, a single case of academic misconduct may result in you being discontinued from your course
- Make sure that you know how to correctly acknowledge other people's work or opinions, and get feedback from your tutor on whether or not you are doing this correctly
- Take care when making notes from books or articles. Always keep a record of whether your notes are a paraphrase of the source or a direct quotation, so that you don't inadvertently include quotes without proper acknowledgement (this is a frequently cited reason students give when accused of academic misconduct)
- Seek support from your module or personal tutor if you are experiencing difficulties in completing your work on time

Don't:

- Cut and paste (or reproduce) chunks of material from electronic sources or books/articles (even if you acknowledge the source, material not stated as being a direct quotation will make you vulnerable to an accusation of academic misconduct)
- Loan your work to other students (if it is then copied, you may be accused of academic misconduct)
- Borrow work from current or previous students
- Submit the same work for different assessments
- Get someone else to do your work (essay-writing websites don't always keep their promises and have been known to inform colleges and universities of students who have purchased work)

Pearson BTEC HNC/HND – academic misconduct

Information on HNC/HND academic misconduct can be found in Regulation 12 of the Bradford College Pearson BTEC HNC/HND Regulations: <https://www.bradfordcollege.ac.uk/help/knowledge-base/academic-regulations/>

2.03.04 Academic Appeal Regulations

If you wish to appeal the decision of an assessment board you may do so, but only under specific grounds and after your results have been ratified and published by an assessment board. This procedure cannot be used to challenge academic judgement or question marks/grades awarded.

2.04 Receipt of results

Your transcript will be available to view on the student portal 14 days after the assessment board has taken place. To access these results, please ensure you have registered to use the student portal. See Section 1.07. Advice will be given on the student portal to support you in accessing any help or advice you require once you have received your results.

2.05 External Examiners

Students often ask questions about how we know that their degree is broadly of the same standard as degrees awarded for similar courses by other universities. In the UK, we have a system called external examining which is one of several ways that we confirm that standards are met. An External Examiner is generally an experienced lecturer from another University/Higher Education Institution, who offers an independent view as to whether the work of students on the course is of the correct standard. The External Examiner does this by looking at a sample of work (e.g. assignments, exam answers, dissertations), discussing the work with your lecturers and normally attending the assessment boards to endorse results. They then produce an annual report which highlights any good practice they have seen and allows them to report any concerns they may have. They also confirm in their report that academic standards and achievement are comparable with the UK Higher Education sector. The External Examiners' reports are made available to student representatives via programme committees and are also considered at relevant assessment boards. Your Programme Handbook will provide details of the external examiner for your programme. External Examiner reports are available for students to view on your programme Moodle pages.

2.06 Studying additional credits

You will be registered primarily on one programme of study. If you wish to study additional modules outside your main programme, you must first obtain consent from the Head of School or their nominated representative.

2.07 Transferring programmes

If you think that you would prefer to study on a different programme, you may request an internal transfer. You should discuss your transfer request with staff on your current programme and staff on the programme you are seeking to join. For further information, please refer to Section 8.3.

2.08 Diploma supplements

Diploma supplements (detailed transcripts of your academic achievements) provide a description of the nature, level, context, content and status of the studies you have undertaken and successfully completed.

The diploma supplement is a recognised document across Europe. It provides international transparency and fair academic and professional recognition of UK qualifications. It will enhance your academic profile and employability in the UK, European and international job markets.

If you are a University of Bolton student, you will be able to print off your transcript from the student portal. We will tell you when you can do this through your College email account.

Diploma supplements are attached to your University of Bolton Certificate. Notification of performance is attached to your BTEC Pearson Award Certificate.

2.09 Withholding awards if students have an academic debt

Students who are not in good financial standing may be subject to sanctions and, ultimately, have their studies terminated. Such sanctions include being prevented from using College resources and prevented from entering College buildings. Students whose studies are terminated are not allowed to finish their programme, receive award certification or attend their graduation ceremony. The debt they owe to the College remains outstanding.

The College may withhold the certificate and prevent the student from attending the graduation ceremony for any student who has not paid their fees. A student who owes fees will also be ineligible to proceed from one stage or level of a programme to the next or receive an academic award.

2.10 Progression from undergraduate to postgraduate study

If you are studying for an undergraduate degree and decide that you would like to progress to study for a postgraduate qualification the College will always welcome your application. Please be aware that progression to postgraduate study is not automatic. It is conditional on the College offering you a place and on you achieving the required grade for your undergraduate programme.

For more details about applying for postgraduate study at the College, contact your programme leader.

3. GRADUATION

Graduating students will be marking the occasion of their graduation this year with a return to ceremonies held over 23rd November 2023 at St. George's Hall in Bradford's city centre.

Graduating students will be contacted via email and letter at the beginning of the Autumn Term with information on eligibility, booking tickets, and gown hire.

For updates please visit www.bradfordcollege.ac.uk/graduation



4. STUDENT COMPLAINTS

A complaint refers to an act or omission on the part of the College that is considered to be unsatisfactory or deficient by an individual student or group of students.

Examples of matters that would be considered under this policy include:

- The quality and standards of a service provided by the College, including learning and teaching provision, advice, resources and facilities
- Failure to correctly apply administrative or academic processes
- Unfair treatment or inappropriate behaviour by a member of staff

The procedure does not apply to:

- Academic appeals
- Findings of fitness for professional practice hearings
- Complaints against other students

Advice and advocacy

Students who wish to pursue a complaint through this procedure are advised to seek support from the Students' Union by emailing s.union@bradfordcollege.ac.uk with details or by speaking to the student advice and advocacy worker in the Students' Union office on the ground floor of the David Hockney Building.

Timescales for making complaints

These are based on the understanding that complaints should be made as soon as possible. Raising a complaint in the first instance as a concern will not prevent a formal complaint being rejected on the basis of time elapsed. There is considerable flexibility for informal concerns. Under the formal process, timescales are strictly defined and consideration of the matter may be refused if they are not adhered to.

Stage 1 Informal concern

Concerns should be raised within 20 working days of its last occurrence. However, it is recognised that the nature of such concerns can vary widely and they can be accepted up to one calendar month after the last occurrence.

Stage 2 Formal stage

Students wishing to invoke the formal procedure are required to lodge their complaint within 20 working days of the end of the last occurrence if the formal stage is invoked directly. Alternatively, the complaint should be submitted 20 working days from the end of the attempt to resolve the concern informally.

A stage 3 appeal can only be invoked when the stage 2 appeal has been completed. No new complaints can be introduced at stage 3.

The grounds for the appeal are:

- The emergence of new and relevant evidence that was not available to the original process of consideration for good or reasonable cause.
- There was an irregularity in the original process, which has materially disadvantaged the student.
- Evidence is available to show that the outcome reached at an earlier stage was manifestly unreasonable. In this context, unreasonable shall be taken to mean perverse, i.e. the outcome was not a possible conclusion that a similar process of consideration might have reached.

Details of how to make a complaint can be found on our website along with the Complaints Policy and Procedures.

Students who are studying on programmes validated by the University of Bolton may appeal to the Director of Quality and Information Services only when they have exhausted the College complaints process. The University of Bolton Student Complaints Procedure can be found at: <https://www.bolton.ac.uk/student-policy-zone>

Students may appeal to the Office of the Independent Adjudicator (OIA) if they have exhausted the College appeals or complaints procedure. For further information on this process and how to contact the OIA, please visit: <https://www.oiahe.org.uk/students/how-to-complain-to-us/>

5. STUDENT FEEDBACK

5.01 Student voice

The College is committed to giving students as many opportunities as possible to influence their student experience and the way the College works. Each year course representatives (also known as course reps or student reps) are elected to represent their fellow students. Course representatives are volunteers who gather feedback from others on their course and share this at departmental meetings. This is called the 'Student Voice' and is about gaining honest student feedback (good and bad) in order to improve teaching and learning. Course representatives play an important role in helping Bradford College to provide the best learning opportunities for its students.

5.02 Student experience surveys

Student experience surveys are distributed twice a year, post-induction and end of stage. These surveys have been designed for you to provide us with feedback on:

- Your teaching and learning experience
- Organisation and management of your programme
- The College overall

Surveys are anonymous so you are encouraged to be as open as possible. This helps us to focus on areas that concern you most and where improvements are needed.

Feedback and comments are collated by the Quality team who then work with Schools to make any necessary changes. As a result of student feedback, we have made improvements that have enhanced the reputation of the College and underlined the value that we place on our students.

5.03 Focus groups

In addition to student experience surveys, focus groups enable students to voice their opinions and provide feedback on teaching and learning, as well as the overall College environment and facilities.

Again, all student comments are anonymous. The feedback is normally given to the relevant Head of School and programme team, who will address any issues as appropriate.

If you would like to request a focus group, please contact the Quality Team by email at hequality@bradfordcollege.ac.uk

5.04 The National Student Survey (NSS)

What is it?

- Annual survey of final year undergraduates across the UK
- The NSS runs from January to April every year
- Quick and easy to complete
- Commissioned by the Office for Students (OfS) on behalf of the UK funding and regulatory bodies
- Fully supported by the National Union of Students
- The survey is carried out independently by Ipsos MORI to ensure that all responses are confidential
- Responses to the survey are anonymous
- It could be worth your while - some previous prizes have included Samsung Tablets and vouchers

How are the results used?

NSS results are published at <https://www.officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/> to help prospective students make informed decisions on where and what to study.

Bradford College is provided with anonymised data to help us identify both where we are doing well and where there is room for improvement. This helps us improve the student learning experience for future cohorts of students.

You will be able to complete the survey at <http://www.thestudentsurvey.com/> between January and April.

There are a few exceptions in which some students who may not be in their final year are eligible to complete the NSS or may take it again if they have already completed it in a previous year. Please email thestudentsurvey@ipsos.com in January if you would like them to check your eligibility.

For any other queries, including to find out how the data will be used or to ask about changing your responses to the survey if you change your mind after you complete it, contact Ipsos Mori via the Student Survey website before the end of April 2024.

6. STUDENTS' UNION



Every student at Bradford College is enrolled as a member of Bradford College Students' Union at no charge. The Students' Union can help with a wide range of things. From help and support, activities and clubs, volunteering and opportunities to give students a voice both in college and in wider society.

The Students' Union is led by elected students, who serve the student membership and decide on key priorities and campaigns each year.



"Hello and welcome to Bradford College, I'm Taqi, your Students' Union President. You are now a member of a fantastic Students' Union and part of a diverse community of students. It's my job to represent all students here at the college and to make sure that the Students' Union works in your best interests. With the help of my fellow officers, I look forward to working with you on the issues that matter the most so that we can help improve the student experience for everyone."

Taqi,
Students' Union President

6.01 Representation

Course representatives and student officers are elected by you each year to speak up on your behalf at formal meetings across college.

Students' Union officers work part time alongside their studies, or, are paid to take a year out and work full-time. Officers lead activities and campaigns based on agreed priorities and needs of students. Speak to your course tutor to find out who your course representative is. You can find information about your current student officers online at: www.bradfordcollegesu.co.uk/suelections-2023

For more information, including how you can get involved in becoming a course representative, or, student officer, please contact: studentvoice@bradfordcollege.ac.uk

6.02 Student Societies

We are keen to support students who wish to form and lead student societies. Societies can be based around shared interests, hobbies, something that will benefit your education, improve your health and fitness by creating or joining a sports or fitness club. Clubs and societies can book spaces in College for their activities and can access a budget from the Students' Union to help them out.

6.03 Student Discounts

TOTUM is the UK's leading student discount card and app; recommended by NUS. Download the app to access discounts for free* or you can upgrade and buy a card from £14.99 a year, to access the full range of discounts. For more information: www.bcsu.me/discounts

You can opt out of Union membership if you want, but Students' Union activities and services are open to all students regardless of membership.

6.04 **Contacting Bradford College Students' Union**

Our desk is located next to the Garden Café on the Ground Floor. Alternatively, you can contact us by email: s.union@bradfordcollege.ac.uk

You can also find lots of information on our website at: www.bradfordcollegesu.co.uk

7.02 **Student Admissions**

The Student Admissions Team covers your student journey from initial enquiry.

Our officers and assistants are aligned to curriculum areas to ensure that the student experience is as efficient, professional and supportive as possible. Ask them about:

- Programme details and entry requirements
- Recognition of prior learning (RPEL)
- Registration
- Assessments

7. SERVICES AND FACILITIES

7.01 **Governance and regulatory frameworks**

This area provides professional guidance and support for:

- Academic regulations
- Committees and boards
- Breach of assessment (academic misconduct)
- Attendance Policy
- Appeals
- Complaints
- Mitigating circumstances
- Extensions
- Awards
- Transcripts
- Fitness to Practise
- School Experience Professional Panels
- Professional, Statutory and regulatory body requirements

7.03 **Management Information Systems and student records**

This team provides curriculum and student data for all Higher Education programmes under the University of Bolton, and Pearson regulations.

In addition, the team is responsible for timetabling, exams, Student Portal and the Graduate Outcomes Survey, which is a requirement for all Higher Education Institutions.

Ask them about:

- Examinations
- Exam timetabling
- Student and academic data
- Data verification
- Data returns
- Higher Education Statistical Agency (HESA)
- Department for Education (DfE)
- HE Student Portal

Contact details:

Governance and regulatory frameworks

General Enquiries:

heawards@bradfordcollege.ac.uk

Appeals:

appeals@bradfordcollege.ac.uk

Complaints:

complaints@bradfordcollege.ac.uk

Mitigating Circumstances:

mitigation@bradfordcollege.ac.uk

Academic Misconduct:

academicintegrity@bradfordcollege.ac.uk

Attendance Policy:

HEattendance@bradfordcollege.ac.uk

Fitness to Practise:

FtP@bradfordcollege.ac.uk

Suspensions, Withdrawals and Transfers
including HE Student Finance

hestudentfinance@bradfordcollege.ac.uk

Head of Student Services: Nick Scaife

n.scaife@bradfordcollege.ac.uk

Head of MIS, Student Records & Exams (Interim):

Safraz Mayat

Vice Principal - Student Recruitment
and External Relations: **Sarah Towan**

7.04 Quality and Information Services Department

The Quality and Information Services Department is the operational driver of quality assurance and enhancement activity in across the College. Its core responsibility is the assurance of the College's compliance with the UK HE Quality Standards and the regulatory requirements of its validating partners. It balances this with its front-

facing activity, i.e. working with academic departments and students to assure and enhance the student experience and support academic innovation.

It does this through the following actions:

- The development and management of the Quality Cycle – including planning, review and continuous improvement activity points
- Providing a point of knowledge and advice regarding the regulatory framework and its impact on academic delivery and development
- The maintenance and provision of definitive course documentation in collaboration with validating partners
- Supporting the work of External Examiners
- Engaging students in quality assurance and enhancement activity
- Seeking opportunities to embed quality assurance into delivery practice – looking to reduce paperwork and bureaucracy
- Supporting the College's mission and strategic aims – ensuring that the monitoring of progress towards this plan is embedded in College processes and review.
- Providing support with Student Finance

7.05

Student Services

Student Services is based on the ground floor of the David Hockney Building. It offers a centralised location for delivery of a range of support services and information, advice and guidance for Bradford College students. These services are delivered both by College staff and in some instances by partner organisations. Student Services staff will also direct you to additional services, both internally and externally, where appropriate. Services offered include:

- Careers guidance
- Access to range of enrichment activities and clubs including football, cricket, boxing and badminton
- Welfare support
- Counselling
- Students' Union
- Accommodation advice (UNIPOL adviser)

7.06

Accommodation

A range of comfortable and affordable accommodation is available that provides a secure and supportive environment and is an ideal base for students who are leaving home for the first time or who are new to Bradford.

Whether you choose Halls or Homestay the same high standard of facilities and support are available to you.

The Student Accommodation Service is administered by Unipol, a not-for-profit housing charity, who are knowledgeable about the different types of accommodation available in Bradford.

You can contact Jo on:

Email: j.macnaughton@unipol.org.uk

Mobile: 07850 462892

<https://www.bradfordcollege.ac.uk/help/knowledge-base/accommodation/>

Who is eligible for accommodation?

Any full-time HE or A level Bradford College student may apply for accommodation. It is customary for students who are under 18 when they start their course to stay in Homestay accommodation. Students aged over 18 may apply for a place in Halls of Residence or Homestay.

About our accommodation

There are three types of accommodation available depending on your needs and budget.

Halls of Residence

An en-suite room in Halls in a shared flat with other students, you will live in a supportive and vibrant community with staff available onsite.

Homestay Accommodation

Gain an insight into home life in Bradford by choosing Homestay. This is a good option if you want to improve your English language skills or want the security of living with a host family.

Private Accommodation

There are many properties available with private landlords in Bradford. Staff in the Accommodation Service will be able to advise you of these.

Why choose college accommodation?

If you choose Halls or Homestay you will benefit from a range of facilities and services:

- Support and guidance will be available from Unipol staff
- Affordable rents and low deposit payments linked to student income dates
- Great locations within easy walking distance of College or good transport links
- All accommodation recommended by the team is checked by Unipol and meets all government standards & recommendations.

7.07

Alumni Association

Alumni: plural for a former student of a particular college, or university.

Alumnus: former male student and Alumna: former female student.

At Bradford College, our network of supporters and former students, staff and Honorary Fellows is growing all the time and is represented by the Bradford College Alumni group. The group celebrates the successes and achievements of those who have passed through our doors in more than 180 years of providing quality education, documenting the past, showing the diversity of experience and endeavour, and sharing the latest news.

Many of our alumni and friends stay in touch with the college by:

- Sharing news via our social media channels
- Volunteering in the College
- Giving talks and demonstrations to students
- Attending exhibitions and events
- Joining programmes and postgraduate studies
- Supporting our work
- Employing students and offering work experience/apprenticeship opportunities

The College is always interested in hearing alumni news, requests and ideas that will help it continue to develop the alumni network.

All former students and staff are welcomed, from new graduates to those who attended the College several decades ago.

Please follow us on twitter, Instagram and Facebook via @BradfordCollege to keep up to date with news and events and connect with us on LinkedIn. You can also visit our alumni pages on our website here: <https://www.bradfordcollege.ac.uk/join-bradford-college-alumni/>

7.08

Careers Service

Bradford College Careers Service provides the support and guidance you need with every stage of your learning journey. Our team of fully qualified professional careers advisers offer both one-to-one support and group workshops covering all of the following and more:

- Guiding you through different career paths and industries
- Helping you plan the next steps for your future career plans
- Helping you identify graduate employment opportunities and postgraduate opportunities
- Supporting you with CV writing, job applications and interviews for employment
- Part-time work
- Volunteering

Job search skills like CV writing, job applications and covering letters. We also arrange a variety of exciting events and activities across the academic year, including careers fairs, recruitment events and visiting speakers.

Visit us at the MyFuture Hub on the Ground Floor, David Hockney Building

Email: careers@bradfordcollege.ac.uk

Website: <https://www.bradfordcollege.ac.uk/help/knowledge-base/careersadvice>

7.09 Catering services

The student-run Grove Restaurant can be found on the ground floor of the David Hockney Building. The restaurant is a working restaurant which offers our students a realistic working environment to help them build the skills needed to work in the Hospitality industry, both within the kitchen and front of house, thereby giving our students a wider knowledge of the industry. The Grove Restaurant offers gourmet dining at student prices. Menus cater for a variety of tastes and are rotated to reflect seasonal produce. Light and healthy options are also available.

The Grove Restaurant is open Tuesday to Friday for lunches from 12noon to 2pm (last orders 1.15pm) and Thursday evenings for gourmet and theme dinners. Although you don't need to make a reservation for lunches, bookings are recommended and essential for our popular gourmet dining on Thursday evenings. Please note that these opening times may vary, and are subject to student timetables.

The Grove Restaurant is open during term time only. It can be contacted on 01274 088520 or alternatively email: hospitality@bradfordcollege.ac.uk

The Grove Café Bar is situated within the Grove Restaurant – It is run by catering and hospitality students and sells barista coffees and hot drinks. A selection of in house made sandwiches and cakes will be available Tuesday – Friday. The Grove Café Bar will be open from 9.30am – 3.30pm. Please note that these opening times may vary, and are subject to student timetables.

The College offers a number of other cafés in most of our campus buildings with food to eat in or take away. Whether you're in the mood for a freshly made sandwich, tasty hot snack, cakes or pastries to go with your hot or cold beverage, there is something for you.

Our cafés and opening hours are as follows:

The Culture Café (DHB, ground floor):
07:45 - 14.30

Garden Café (DHB ground floor):
09:00 – 15:00

Jo Cox Café (DHB, fourth floor):
15:00 – 19:00

David (Dave) Midwood Café (Trinity Green):
07:45 – 15:00 (2.30pm on Fridays)

Samuel Lister Café (Lister Building):
08.30 – 15:00

Filling Station (Bowling Back Lane)
08:00 – 14.30

And for students studying in the Advanced Technology Centre, food and drinks can be purchased from the College's tuck machine located on the ground floor near reception from 08:00 – 14:00.

All cafés are open Monday – Friday but opening hours may vary during holiday periods.

7.10 Faith and belief

Multi Faith Rooms The college has a variety of accommodation set aside for quiet reflection, meditation or prayer. These facilities are called Unity Spaces as they are used by all of the college community at various times. We have several Unity Spaces across the college for use by staff, students and visitors of any faith or none. The college has a large Islamic population and for this reason at some sites we offer Wudu and Istinja facilities along with the option of gender segregated prayer space. Faith and Belief Please also note that on Friday afternoons all of the Unity Spaces become very busy as they are used by Muslim staff and students for Jummah prayer. If you would like to discuss any matters relating to faith and belief, whatever your religion or belief, you can visit our Unity spaces and take time for reflection, meditation or prayer. For more information please visit: <https://www.bradfordcollege.ac.uk/help/knowledge-base/faith-and-belief/>

7.11 Student Health Service

Bradford Student Health Service is a dedicated NHS GP service specialising in student health. It provides confidential and comprehensive health care with access to specialist facilities. Students who live in the practice area can register with one of the doctors and make full use of the service. Consultations and treatments are strictly confidential. Nothing is disclosed without your permission.

The Bradford Student Health Service can be contacted on: 01274 371380. To find out more, visit the website at: <https://www.bradfordstudenthealth.co.uk/>

7.12 Counselling Service

Our Counselling Service is run in partnership with Health Assured and the My Healthy Advantage App that can be downloaded on both Apple and Android devices. It is free to Bradford College students and is friendly and supportive.

What is counselling?

Counselling offers an opportunity to talk confidentially and in private about any emotional problems causing you concern. The aim is to help you understand your situation more clearly so that you can find a way forward. Counsellors will not advise you or tell you what to do.

Some of the issues that counselling may help you with:

- Relationship and family problems
- Eating disorders
- Sexual abuse
- Stress, anxiety, depression and mood swings
- Panic attacks
- Bereavement and loss
- Pregnancy and termination

Further details and self-help resources are available at: <https://www.bradfordcollege.ac.uk/support/students/safeguarding-support>

7.13 Disability Services

SEND and Additional Learning Support oversee the learning support needs of students with disabilities/learning difficulties in College, irrespective of their programme of study. We provide support and guidance for students while developing close links with programme tutors. This is to ensure that the support we put in place is appropriate to a student's individual needs and the requirements of the programme.

We can provide the following support:

- A confidential interview for students who indicate that they may need some support
- An assessment service to identify the individual support needs of students with disabilities
- Short-term loans of assistive technology, pending an award of the Disabled Students' Allowance (DSA)
- Advice to tutors on adjustments needed
- Up-to-date advice on access to buildings
- Regular reviews of support to ensure we continue to match the students' needs
- Provide advice to Higher Education students (or prospective Higher Education students) on accessing the Disabled Students Allowance

For information please visit us in the David Hockney Building on floor 3, or email: disability.services@bradfordcollege.ac.uk

You can also find out more on our website at: <https://www.bradfordcollege.ac.uk/help/knowledge-base/disability-services-and-learning-support/>

- 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 Second floor, Student Services, David Hockney Building (DHB), and we are also available in the Student Services Office at Trinity Green site. We can come and meet you on request if you study in a different building. 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

7.14

Safeguarding & Wellbeing

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:

7.15 Internet Safety

Safety online is something we all need to be aware of. Identity theft is one of the problems, but there are other risks. New ways of sharing personal photos, videos and other data are emerging all the time. The popularity of social networking websites and other new media has caused many experts to be concerned that some students disclose too much information about themselves.

So - think carefully about the information you share, and respect other people's right to privacy. Your online behaviour is essentially public, however confident you are that it's either private or deleted. And remember - your computer, your phone your tablet are your responsibility. Take care of your personal details, keep your computer and mobile devices secure and your identity safe.

And remember - your computer, your phone, your tablet are your responsibility. Take care of your personal details, keep your computer and mobile devices secure and your identity safe.

Our advice for staying safe online is:

- Keep your personal information safe
- Never share your passwords with anyone
- Remember that not everyone online is who they say they are
- Never agree to meet up with anyone you have met online
- Never open emails from people you don't know
- Check your Privacy Settings
- Think carefully before uploading pictures

For more good advice:

- Visit Get Safe Online: <http://www.getsafeonline.org/>
- The National Union of Students Student Survival Guide
- The Suzie Lamplugh Trust Personal safety in general including tips on internet safety

Useful Tips:

Here are some tips some of our graphic design students learnt when they took part in a national online safety competition last year – we think they are worth sharing:

- Be really careful who you share your personal formation with.
- Find out who you are talking to. People may not be who they say they are.
- Respect given is respect earned!
- Mind your language.
- Be smart. Be legal. Downloads can be tracked!
- Cyber bullying – just don't!
- For more good advice:
- Visit Get Safe Online: <https://www.getsafeonline.org/>

7.16 Mental Health

What is Mental Health?

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 Safeguarding 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
- Access to counselling
- Referral to external 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 Disability Services 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 We are based on the Second floor, Student Services, David Hockney Building (DHB), and we are also available in the Student Services Office at our Trinity Green site.

We can come and meet you on request if you study in a different building. We are available from Monday to Thursday, 8.30am to 5pm and Friday 8.30am to 4.30pm.

7.17 Welfare Advice

Our Safeguarding & Wellbeing Officers 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 - usually a family member with a mental or physical illness or disability. Our team can help you cope with balancing these responsibilities with your studies.

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 Welfare Officer for students who are Unaccompanied Asylum Seeker Children.

Children Looked After

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 above 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

7.18 Harassment and Bullying

All of our students are entitled to study in an environment where they feel safe and respected. We are proud to report that 96% of our students feel safe in and around College. However, it would be wrong of us to assume that no harassment or bullying ever happens.

At Bradford College we have a zero tolerance approach to harassment and bullying, including sexual harassment and sexual violence. For this reason, we do everything we can to educate our students around how to behave with kindness, compassion and respect for each other, and also how to seek support or take suitable action when it is needed, whether to protect yourself or to look out for others.

Sexual Harassment can take many forms but here are some examples of behaviours that we will not tolerate and neither should you as a student:

- Sexual comments; using sexualised names
- Sexual jokes and taunting
- Online abuse including sexualised images and comments
- Taking photographs of another without permission

- Sharing sexually explicit messages, nudes, photographs or videos with another student
- Unwanted touching
- Causing someone to engage in sexual activity without their consent (permission)
- Threats of using explicit images of you as revenge
- Homophobic abuse
- Any unwanted attention from another that is making you feel uncomfortable

Bullying can take many forms. Here are some examples of behaviours that we will not tolerate and neither should you as a student:

- Making threats
- Name calling
- Sending threats or hurtful messages through email or text
- Gossiping about someone on social media
- Body language – eye rolling, making noises, staring
- Creating fake email or social media accounts to trick someone
- Taking photos of someone without their permission and posting them on social media
- Homophobic abuse
- Attacking someone physically or verbally.
- Deliberately excluding someone from a group

Take Action against Harassment and Bullying:

If you experience behaviours similar to those outlined above, whether directed towards you or another person, it is really important that you let us know about it. We can then agree a suitable course of action to keep you and others safe, and we can also work with the perpetrator(s) to change their behaviours.

If a crime has been committed against you we can support you to report it to the Police. Talk to someone you trust straight away, this could be your tutor, your class representative, your pastoral support person, the Students' Union or any other staff member.

You can also contact the Safeguarding team directly: Tel: 01274 088999 or 07872 052703
Email: safeguarding@bradfordcollege.ac.uk
We are based on the Second floor, Student Services, David Hockney Building (DHB), and we are also available in the Student Services Office at our Trinity Green site. We can come and meet you on request if you study in a different building.



7.19

Hate Crime Reporting

Did you know Bradford College is a Hate Crime Reporting Centre?

Bradford College is a proud member of the Bradford Hate Crime Alliance (BHCA). The purpose of BHCA is to work jointly with strategic and operational partners to eliminate hate crime within Bradford Metropolitan District Council area.

What is a Hate Crime?

A hate crime is any unwanted behaviour directed at an individual because of a protected characteristic. The protected Characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment (including those who are or who have transitioned)
- Marriage or civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Hate crimes can include name calling, threatening behaviour or language, assault, robbery, damage to property, harassment

or inciting others to commit hate crimes. Hate crimes hurt; they can be confusing and frightening. By reporting them when they happen to you, you may be able to prevent these incidents from happening to someone else. You will also help the police understand the extent of hate crime in your local area so they can better respond to it

Reporting a Hate Crime

If you feel you are a victim of any hate incident there are a number of ways to do this: To report a Hate Crime to the reporting centre in College contact the Safeguarding and Wellbeing Team: **safeguarding@bradfordcollege.ac.uk** or call 01274 088999

Alternatively:

- Via the West Yorkshire Police online form **<https://www.westyorkshire.police.uk/report-it/hate-crime-reporting-form>**
- To the police on 101 (or 999 only if the situation requires an urgent response)
- To Bradford Hate Crime Alliance **<https://bradfordhatecrimealliance.com/report-a-crime.html>**
- You can also report hate crime at any of the reporting centres across the city: **<https://bradfordhatecrimealliance.com/hate-crime-reporting-centres.html>**

7.20 Student Finance

There is a range of advice and support in financial matters available to you as a student.

The College's Student Funding Team can help with Student Finance and administers a range of funds to support students facing financial difficulties.

The Student Funding Team are based in the main reception in the David Hockney Building.

(Please note that the Bradford College Student Funding Team is a separate entity from Student Finance England). The support that may be available to you depends on your age and the programme you are enrolled on.

Additionally, support is available by contacting the Student Funding Team for further information on programme fees and funding support. Email: hestudentfinance@bradfordcollege.ac.uk

Please refer to Section 8 for further information.

The College's Safeguarding and Wellbeing Team can also provide advice and support with financial hardship. See Section 7 for further information

7.25 Library Services

Discover more than just books. The Library supports learning and research by providing a wide range of services for all students on floor 2 of the David Hockney Building, and at our term-time library at Trinity Green. We also offer a 'Library where you learn' service which can be accessed 24/7 by all students across all sites as well as off campus.

For more information on the services and facilities available, visit <https://library.bradfordcollege.ac.uk> or pop by the library services desk in the David Hockney Building, floor 2.

Library opening hours (term time)

David Hockney Building Library:

Monday to Thursday, 8.30am to 7pm,
and Friday, 8.30am to 5pm

Trinity Green Library:

Monday to Thursday 9am to 5pm,
and Friday, 9am to 4pm

Library opening times may occasionally vary, but you can check for any changes on the Bradford College website:

Using the library

Borrower number and Personal Identification Number (PIN)

Your College ID card is your library card and your borrower number is printed on the front of your ID card. Your PIN number is your year of birth and you will need this to access your library account and reserve books using the online library catalogue. You will also require your PIN to use the self-issue machines.

Electronic resources

As a student at Bradford College you have access to a wide range of electronic resources, from databases which can help you find information relating to your assignment or research, to the full text of books online via our Library Catalogue and our study skills package Skills4Study Campus. Our Electronic Resources are available on and off campus. To access them all you need to do is use your College IT username and password: <https://www.bradfordcollege.ac.uk/help/knowledge-base/electronic-resources/>

Further help

The library provides a range of factsheets, guides and videos to help you throughout your time at college. Find these in the library or on our Library Help Guides at <https://library.bradfordcollege.ac.uk>

For further help with finding resources relating to your programme please contact the library staff at the Library Services Desk or email askalibrarian@bradfordcollege.ac.uk

7.22

IT Account

You will need your College student ID number to set up your own password and use the equipment.

You can access the Internet, Microsoft Office and other applications, and print your documents. You will also have access to your Microsoft for Education account, where you can access your College email and save your work. Links to most of these resources can be found on the College Student Portal page: <https://learnerportal.bradfordcollege.ac.uk/> (not to be confused with the HE Student Portal)

Printing services

Printers are found in every College building and are distributed on every floor. The majority of these are colour printers. Printing is free of charge, however it is subject to a fair usage cap.

Information about changing printer settings such as page layout or printing in colour/ black and white can all be found online on the College Student Portal page.

If you need help with printing, ask a member of college staff for help or email itservices@bradfordcollege.ac.uk.

Virtual Learning Environment

Moodle is Bradford College's Virtual Learning Environment (VLE).

All students and academic staff have access to Moodle using their College IT username and password. Moodle is available on and off-campus. You can connect to it whenever it suits you and through any device that is attached to the Internet. Through Moodle, you can access material and resources that have been selected by your tutors to support your studies. It can also be a place to keep in touch with your fellow students and teaching staff through the use of discussion forums and instant messaging: <https://moodle.bradfordcollege.ac.uk/>

For assistance with Moodle, email: moodle@bradfordcollege.ac.uk.

Technology and Media Services

Located on floor 2 of the David Hockney Building, Technology and Media Services is a learner-focused team with specialist knowledge, skills and experience. It supports the development and delivery of services in media technology and production for teaching, learning and research.

There is a range of general use (laptops and tablets) and specialist media, audio-visual and computing equipment for students to borrow. The team can advise you on the most appropriate equipment and production methods for your work or project. They also offer general instruction or demonstration in the use of the equipment for people who haven't borrowed items before. For specialist equipment, more in-depth instruction is offered on a one-to-one basis.

In addition to equipment services, on-site facilities include a three camera television studio, a multimedia room and six video editing workstations using Final Cut Pro software on iMacs. Your tutors will ensure the facilities are available to use for class-based study when required. Equipment and facilities should be booked online via our booking system.

Booking in advance is recommended to ensure the equipment you need is available.

A web-based video library system operates called eStream, which can stream live and archived video, audio files and photos to any PC, Mac or mobile device connected to the intranet and internet.

Pop along to the Technology & Media Services Desk on floor 2 of the David Hockney Building; email: media@bradfordcollege.ac.uk or phone 01274 088411.

7.23 **Parking**

The map below highlights some of the areas around Bradford where car parking is available. For further information, visit <https://www.bradford.gov.uk/transport-and-travel/parking/car-parks-in-bradford/>

7.24 **Sport and Well-being**

Whether you are with us to study sports or any other subject you can get involved in the many activities on offer at the College and use our Trinity Green fitness facilities.

There are activities for beginners and all other levels of ability, and our coaches and facilities will help skilled sports people make real progress.

Trinity Green is our £20 million building for sports, engineering, construction and other subjects.

Among the many sports and activities available are: football, badminton, boxing, dance, cricket, netball, rugby, martial arts, basketball, general fitness and exercise. We also have programmes to help people with disabilities to be active and enjoy sport.

7.25 **Personal Development & Enrichment**

Here at Bradford College, we want all of our students to make the most of their time here and get involved in as many opportunities as possible.

We offer a wide range of FREE activities, so whether you already have an interest you'd like to develop or you want to try something new, then be sure to check out the latest enrichment timetable.

From boxing to badminton, cooking to cricket, we really do have something for everyone! We also work with local charities and organisations to provide volunteering opportunities which not only benefit you but also your local community too. By taking part in the enrichment opportunities that we have on offer, you will be able to develop new skills, meet new people and have fun along the way!

If you participate in enough activities across the year then you may be nominated for a student award to recognise your participation

To find out more contact activities@bradfordcollege.ac.uk where a member of the friendly team will discuss your interest and current opportunities available.



8. FINANCIAL INFORMATION

8.01 Tuition fees

Bradford College is committed to delivering quality degrees for affordable fees. We work hard to cut the cost and not the corners on our undergraduate, postgraduate and professional programmes. Our tuition fees for the 2023-24 academic years are detailed below.

Home full-time students starting in 2023/24

You will not be asked to pay these fees up front as you should be eligible for loans to cover the tuition fees and assist with living expenses from Student Finance England. However, please ensure that you have made your application and secured funding for your programme prior to registration. The Student Finance England application system is open for 2023/24 applicants now at <https://www.gov.uk/apply-online-for-student-finance>

If funding is not secured you will need to arrange alternative payment.

Home part-time students 2023/24

If you are studying on a part-time programme that leads to an HNC, HND, foundation degree or bachelor's degree, you can apply to Student Finance England for a tuition fee loan to cover the cost of your programme fee. See www.gov.uk/studentfinance. Some part-time courses also attract a maintenance loan. More information can be found at <https://www.gov.uk/student-finance/parttime-students>

Part-time undergraduate programmes that lead to foundation degree or bachelor's degree are charged at a pro rata rate based on the intensity of study in the academic year. Programme fees therefore vary depending on the number of credits being studied per academic year.

Part-time undergraduate programmes that lead to HNC or HND are currently charged at a pro rata rate based on the intensity of study in the academic year. Programme fees therefore vary depending on the number of credits being studied per academic year.

Part-time postgraduate programmes are currently charged at a pro rata rate based on the intensity of study in the academic year. Programme fees therefore vary depending on the number of credits being studied per academic year.

For more information on part-time tuition fees, please email: hestudentfinance@bradfordcollege.ac.uk.

EU full-time and part-time students 2023/24

If you are an EU student, you must have settled or pre-settled status under the EU Settlement scheme, and meet the required duration of residence to be eligible for the home fees. For further information, please visit <https://www.gov.uk/settled-status-eu-citizens-families>

Financing your study (Home students only)

For further information on funding your tuition fees and study, visit <https://www.gov.uk/student-finance> and <https://www.bradfordcollege.ac.uk/help/article-categories/fees-and-financial-support/>

You can also contact our Student Funding Team, email: hestudentfinance@bradfordcollege.ac.uk

8.02 **Paying tuition fees**

At registration, you will be asked to sign a Financial Declaration. Please read this document carefully and sign and date both the College copy and the student copy of the document.

You should retain the student copy for your records; this forms part of your contract with the College and confirms the level of tuition fee you will be charged for that academic year based on the course you are registered on.

Should your registration details be amended, for example a change in the number of modules on a part-time course or a course transfer and your tuition fees are affected, you will be asked to sign a new Financial Declaration to confirm the changes.

If you have a query relating to your tuition fees or making payment then please raise this at registration or contact **hestudentfinance@bradfordcollege.ac.uk** as soon as possible after registration.

As the student, you are personally liable for the full tuition fee upon registration, other than the extent to which the Student Loans Company or other recognised sponsor might pay the fee. It is your responsibility to ensure that full payment is received for your programme, even if it is being met by a third party.

Where possible, a payment method needs to be agreed at registration – see options below. If you are not being funded by the Student Loans Company or your employer, you can pay by credit or debit card at registration or, if you wish to pay by direct debit, you will be asked to provide your bank details.

Payment options – home students:

Student Finance England is paying my fees

- At enrolment, you will be asked to show that you have an approved application with Student Finance England. This can be done via your mobile device or by printing off the 'University or College Payment Advice' page of your award notification.
- The College will then automatically release any payments due to you and the College. If there is a problem with your Student Finance England account and you are required to act to resolve the issue, then a member of the Student Funding Team will contact you.

My employer is paying my fees

If your employer is paying for your course, you will need to provide a confirmation letter from them on company letterhead. This letter needs to state your name, the programme and the amount they are prepared to fund, together with details of where the invoice should be sent to and any purchase order number, if required. Email to **hestudentfinance@bradfordcollege.ac.uk** or please bring to enrolment for the attention of the Student Funding Team.

I am paying the fees myself – methods of payments

Please note that non-payment of tuition fees may result in you being withdrawn from your course.

If you are self-funding your course, you must either pay the whole cost at registration or pay by direct-debit which is the preferred method of the College.

In exceptional circumstances, we will look at an instalment plan outside the mandatory direct debit. Please contact the Student Funding Team to discuss this further at: **hestudentfinance@bradfordcollege.ac.uk**

Paying in person at college

Cashiers will accept the following payment methods: Cash, debit cards and credit cards.

At the time of payment, please quote your student ID number from your College badge. Payment can be made with the Finance team located on the 4th floor in the David Hockney Building.

By telephone

You can make credit or debit card payments by phoning our Finance Office. To use this service, please call 01274 088088 (Option 5/Option 2) during office hours.

By BACS

Please quote your student ID number from your College badge as your payment reference.

Bradford College bank details are as follows: Sort Code: 30-91-12

Account No: 00651606

Direct debit

This will consist of 8 monthly instalments the first payment will equate to 25 % of the course fee. Please complete and return a direct debit mandate available at registration. This will need to be returned at registration for the attention of the Student Funding Team or send it as soon as possible to hestudentfinance@bradfordcollege.ac.uk

8.03

Transfers, suspensions and withdrawals: financial implications

Everyone at the College wants you to enjoy your time here and to succeed in your programme and we will support you in achieving this.

Due to personal or academic issues, you may think about changing programmes, suspending your studies or withdrawing from your programme. There can be financial implications involved with such changes to study, for example liability for tuition fees, repaying student funding, funding while taking time out, and/or the impact on funding for future studies. Remember that you do not have an automatic right to transfer courses; section 2.07 of this Student Handbook introduces the internal transfer process. There may also be funding implications if you transfer. Before taking any course of action, it is in your best interests to contact the HE Student Finance team about the financial implications.

If you are thinking about suspending your studies or withdrawing from your course, you must talk to an adviser from the Student Funding Team about the financial implications of your decision and a member of staff from your School about the academic options available to you. If you are worrying about continuing your programme, we want you to be able to talk through the difficulties you are experiencing. We would like to explore with you what might make a difference and help you to carry on.

If you decide you do want to leave, these discussions will ensure that you have made an informed decision. If you decide to leave, you must formally notify the College of your decision. Please contact the HE Awards Team to obtain the relevant withdrawal form.

Withdrawal will be deemed to be effective from the date that this completed form is received. Please note that non-attendance does not constitute withdrawal – you must complete a withdrawal form for your student account to be updated. If a withdrawal form is not received from you, your account will remain active until the end of the academic year and the appropriate tuition fee will be charged. You must remember that withdrawal does not end all your obligations to us as a student (such as your liability to pay tuition fees or accommodation costs).

If you withdraw within the first two weeks of the published start date of your programme, or do not start your programme following registration, you will not be charged any tuition fees by the College. The College will not accept any payment made by the Student Loans Company on your behalf. Any tuition fees already paid to the College will be refunded to you. You must have notified the College correctly of your withdrawal from the programme, as detailed above.

The College's Tuition Fee Policy sets out in more detail our policy on tuition fees, other charges and fines, and what happens if you withdraw. The policy is available from <https://www.bradfordcollege.ac.uk/help/knowledge-base/policies/>

8.04 Council tax and full-time students

Certain kinds of properties are exempt from the council tax collected by local councils to pay for their services. This includes student halls of residence and dwellings occupied only by full-time students. If you live in College halls or College-managed housing, or if all adults in your house are full-time students, you should not have to pay council tax. If you share your home with one other adult who is not a full-time student, for example your partner, the council tax bill can be reduced by 25% and the non-student would be held liable by the council to pay the bill. If they are on a low income, the non-student may be eligible for council tax benefit to further reduce the bill.

Your council may require you to provide a Council Tax Exemption Certificate from the College as proof that you are a full-time student. Your Council Tax Exemption Certificate is provided at registration but you can get a copy at any time from support staff in your curriculum area via your tutor or email: [**information@bradfordcollege.ac.uk**](mailto:information@bradfordcollege.ac.uk)

The College will supply details (name, address, start and end date) to the Council, of those students studying on full-time courses, and living in Bradford or Leeds postcodes. If you wish to opt out of this, you should indicate in writing to [**information@bradfordcollege.ac.uk**](mailto:information@bradfordcollege.ac.uk) by 15 October.

8.05 Financial support

Our information pages aim to give students as much information as possible on what financial support is available to new and continuing students and what financial support students may be eligible to receive.

Should students need further information or advice on the Student Loans Company or advice on student funding and other money issues, please contact the Student Funding Team at: hestudentfinance@bradfordcollege.ac.uk

Full-time home undergraduate students

You can apply for a tuition fee loan to pay the fees and for support to help with your living costs. Students who ordinarily live in England can apply to Student Finance England for fee and living cost funding: www.gov.uk/studentfinance

Students who ordinarily live in Scotland can apply to the Student Awards Agency Scotland for funding: www.saas.gov.uk

Students who ordinarily live in Northern Ireland can apply to their local Education and Library Board for funding: www.studentfinancenir.co.uk

Students who ordinarily live in Wales can apply to their local authority for funding: www.studentfinancewales.co.uk

European undergraduate students

You may be eligible to get a Tuition Fee Loan and help with living costs if you are a EU student. The UK government has confirmed EU students starting their course on or after August 2021 must have settled or pre-settled status under the EU Settlement Scheme to get Student Finance support. You must also meet the relevant eligibility requirements for Student Finance support. For further

information, please visit <https://www.gov.uk/student-finance/eu-students> and <https://www.thestudentroom.co.uk/student-finance/eu-students>.

Student Finance England EU team can be contacted at: 0141 243 3570

Social work bursaries

Students who have received a bursary in a previous academic year and have not interrupted their studies will continue to be funded under the previous arrangement.

You can apply for funding for tuition fee and living costs from Student Finance England. In years 2 and 3 of the course, there could also be a Social Work Bursary available from the NHS: <https://www.nhsbsa.nhs.uk/social-work-students>

There are also a limited number of scholarships available and you should speak directly with your school to find out more about the specific eligibility criteria.

Initial teacher training programmes

If you are on a full-time programme that leads to qualified teacher status, you can apply to Student Finance England for a tuition fee loan and support with living costs, subject to your eligibility and personal circumstances. There are also limited bursaries available for students studying for a PGCE.

PGCE bursary

Students may be eligible for a tax-free bursary. The College will contact students prior to the start of the programme to give more information about the bursaries.

The value of the bursary depends on the subject being studied and the student's degree classification and the study route (see teacher training bursaries).

FE ITE bursary

If you are on a full-time or part-time ITE course for teaching in the FE sector only, you may be eligible for a tax-free bursary. The value of the bursary depends on the subject being studied and is limited.

The College will contact students prior to the start of the programme to give more information about the bursary.

For further information, please visit <https://www.bradfordcollege.ac.uk/help/initial-teacher-education/>

Master's students

For home students, funding is available from Student Finance England to support you while you study a Master's course. Please see the Student Finance England website for more details on eligibility criteria and how to apply. <https://www.gov.uk/postgraduate-loan>

Discretionary financial support for Higher Education students. The Bradford College Access to Learning Fund is a discretionary fund for students who find themselves in financial hardship and require extra financial support to remain on their Higher Education programme.

8.06 Access to Learning Fund

Discretionary financial support for Higher Education students. The Bradford College Access to Learning Fund is a discretionary fund for students who find themselves in financial hardship and require extra financial support to remain on their Higher Education programme.

Who can apply for help?

- Students who are classed as 'home students'
- Students who are studying an eligible full-time or part-time undergraduate course, or part-time postgraduate course
- Students whose household income is £25,000 or less

Further details can be found at <https://www.bradfordcollege.ac.uk/help/knowledge-base/access-to-learning-fund-2/>

8.07 Financial help while you study

Section 8 aims to give students as much information as possible on what financial support is available to new and continuing students and what financial support students may be eligible to receive.

Should students need further help or advice, the Student Funding Team are there to help.

- Email: hestudentfinance@bradfordcollege.ac.uk

8.08 Additional programme costs

Depending on which programme you are enrolled on, there may be additional costs associated with your study. These may include, but are not limited to: materials, equipment, travel to exhibitions, or additional software.

All additional programme costs are listed on the College website and should be highlighted to you by your tutors. If you have any queries regarding additional costs, please contact your personal tutor who will be able to advise you on what is required and suggest cost-effective purchasing options to you.

9. GENERAL INFORMATION

9.01 Security and emergencies

The College Security Team operates under the direction of our Facilities Management team, which is based in the Lister Building.

The Facilities Management team also works with a company called CBRE to manage the maintenance and repairs across all Bradford College properties.

Safety is the main priority for Facilities Management, Security and CBRE, and they regularly meet with representatives from the Students' Union and Student Services to work on your behalf to deal maintain and improve services.

They are also involved in a number of local initiatives and have strong links with Bradford University, the police, police community support officers and city centre wardens.

The emergency telephone numbers are:

- College Security Team - 01274 088 090
- CCTV control room - 01274 088 090
- Safeguarding & Wellbeing - 01274 088 999
- Fire, ambulance, police - 999

Fire safety

Whilst in College, if the fire alarm sounds, you must immediately leave the building, following the fire exit signs. Do not use the lifts. Staff will help guide you out quickly and safely.

Disabled students/staff – personal emergency evacuation plans (PEEPS)

If you have a disability, make your way to the disabled refuge points. The refuge points have green flashing boxes on the walls and yellow cross-hatching markings on the floor. They are located at various points around all College buildings. The green boxes enable staff or students who have a disability, or who are wheelchair users, to talk to CCTV control at all times during a fire alarm while they are awaiting evacuation instructions or assistance. Uniformed patrol staff will monitor these areas during their assessment of the building. The fire brigade will ensure you are evacuated, if necessary.

Re-entering the building

The College Security Team are in attendance at fire evacuations and will assist staff/students regarding re-entry. Under no circumstances should the building be re-entered until clearance has been given by the Head of Facilities Management, Health & Safety Manager or, if the fire brigade are in attendance, by the senior fire officer.

9.02 Health and safety

All students and staff of the College have a responsibility for the well-being of others. If you are involved in or witness any accident or incident at the College, then the incident must be reported on the online system.

9. GENERAL INFORMATION

9.03 First aid

Trained first aiders are located across the College campus. They are able to assess injuries and illnesses and can treat minor injuries or recommend consultation with a doctor or the local accident and emergency department.

A list of first aiders is displayed in each building. If you need assistance and cannot find a first aider, you should contact Reception and/or College Security Team.

If you need an ambulance, dial 999 and ask for the ambulance service.

You should:

- State the name of the building where the ambulance is required, together with the floor and room number, or the location on campus (if outside)
- State the number of people involved
- Confirm that the ambulance service has all the information it needs
- Telephone the College Security Team Control Room (internal extension 8090 or externally 01274 088090) and inform them that an ambulance has been called and where it is expected to arrive
- Go to the scene of the incident and confirm that an ambulance has been summoned.
- A College Security Team officer will normally help to guide the ambulance staff to the casualty or will ensure that there is someone at the entrance of the building to guide them. The nearest accident and emergency department is Bradford Royal Infirmary, Duckworth Lane, Bradford BD9 6RJ.

9.04 Lost property

You are strongly advised to keep all valuables with you whenever possible. The College will not accept responsibility for articles lost.

If you lose an item of personal property, you should inform your tutor. Then, after a thorough search has been carried out, inform reception where lost property will be handed in and held for 3 months, at which time the items will either be suitably donated or disposed of.

9.05 Contact details

For general enquiries

Call: 01274 088088

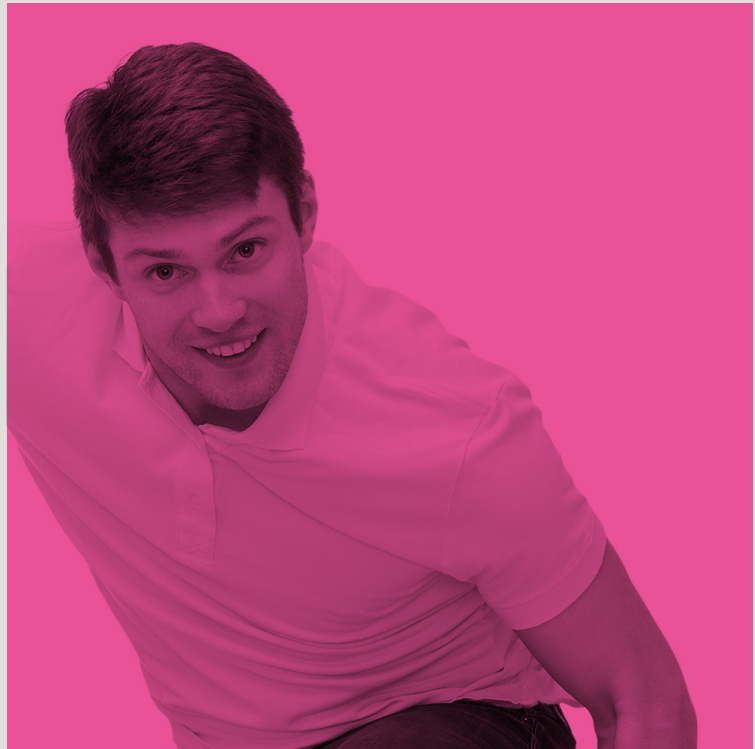
Email: information@bradfordcollege.ac.uk

Visit: <https://www.bradfordcollege.ac.uk/contact/>

or write to:

Bradford College, Great Horton Road Bradford, West Yorkshire BD7 1AY

Contact details	Telephone number or email address
General course information and admissions	01274 088088 or email information@bradfordcollege.ac.uk
Higher Education courses including Degree level studies	01274 433088 or email information@bradfordcollege.ac.uk
For Community and part-time courses for adults, Learning for Leisure or accredited courses	01274 088088 or email community@bradfordcollege.ac.uk
For Accommodation enquiries	01274 088620 or email accommodationservices@bradfordcollege.ac.uk
Bradford College Students' Union	01274 088007 or email s.union@bradfordcollege.ac.uk
To provide feedback to Bradford College	Email feedback@bradfordcollege.ac.uk
Jobs at Bradford College	Email recruit@bradfordcollege.ac.uk
Bradford College website queries	Email webteam@bradfordcollege.ac.uk
Media/marketing enquiries about Bradford College	+44 (0)1274 088291 or email marketing@bradfordcollege.ac.uk and/or communications@bradfordcollege.ac.uk



Bradford College,
Great Horton Road,
Bradford, BD7 1AY

Tel: 01274 088088
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