



FULL-TIME
STUDENT GUIDE
2022-23

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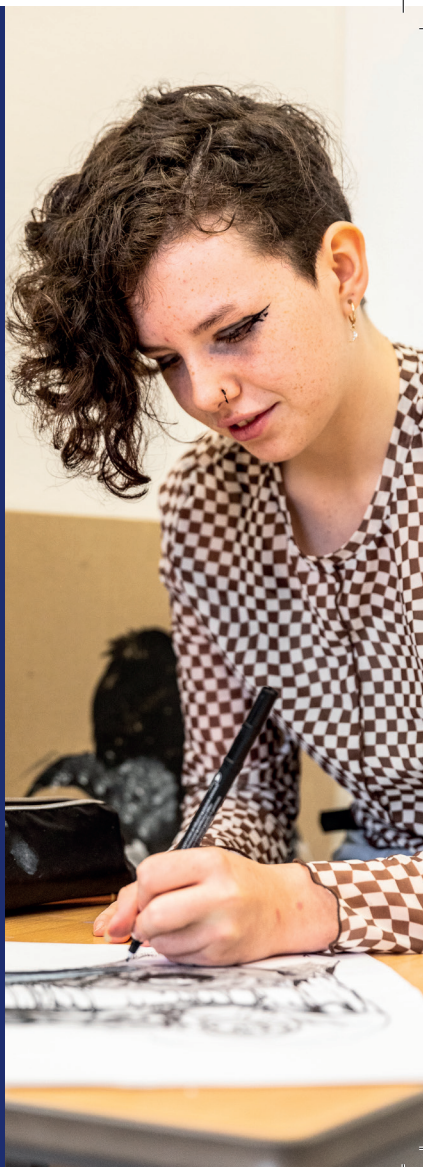
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DATES FOR YOUR DIARY 2022/23

TERM DATES FOR:

Induction Week	5 September 2022
Autumn Term starts	12 September 2022
Study Week	24 – 28 October 2022
End of Autumn Term	16 December 2022
Spring Term starts	4 January 2023
Study Week	13 – 17 February 2023
End of Spring Term	31 March 2023
Summer Term starts	17 April 2023
Study Week	29 May – 2nd June 2023
End of Summer Term	16 June 2023

OTHER USEFUL DATES

Freshers Fair	September 2022
Students' Union Election	October 2022
Black History Month	October 2022
Health & Wellbeing Month	November 2022
International Men's Day	19 November 2022
Virtual Executive Question Time	November 2022
LGBTQIA History Month	February 2023
Careers Month	March 2023
International Women's Day	8th March 2023
No Smoking Day	8 March 2023
Student Voice Conference	April 2023
Equality & Diversity Month	April 2023
Mental Health Awareness week	8 – 14 May 2023

WELCOME TO THE BEDFORD COLLEGE GROUP

We are delighted that you have chosen to study at The Bedford College Group and have designed this handbook to give you all the information you need to make the most of your time with us, whether you are studying at one of our Tresham, Bedford or Shuttleworth campuses, The Bedford Sixth Form or at the National College for Motorsport.

The handbook is full of information on everything from careers guidance to counselling, useful telephone numbers and opening times – giving you everything you need to make the best of the services and facilities on offer. You can also find lots more information online at **www.yourspaceonline.net**.

We are committed to continually improving the standard of service we offer you, and will always do our best to ensure that you enjoy your time with us. If you have any questions, or if you need any assistance, feel free to ask a member of staff – they will always be happy to help you.

I wish you every success during your time with us.



Ian Pryce CBE
Principal & Chief Executive



OUR COMMITMENT TO YOU

WE OFFER:

- a wide range of support services and learning resources
- equality of opportunity, treatment and respect
- impartial advice and guidance to make sure that you are on the right course
- simple and efficient admissions procedures advice on financial support and how to apply for it support with some essential course costs (subject to conditions)
- support and facilities for students with learning difficulties and/or disabilities
- an induction or 'settling in' period
- expert management and teaching of your learning programme
- regular reviews of your progress
- careers information, advice and guidance to help you with your next steps (including
- help to prepare for and to find work) help with personal problems if you need it
- opportunities for you to give us feedback about the College
- a commitment to listen to your views.



YOUR COMMITMENT TO US

IN RETURN WE EXPECT YOU TO:

- act safely and not put yourself or others at risk
- attend punctually and regularly, explaining to your tutor any reason for not attending
- work hard and complete all work within specified deadlines
- seek help from your tutor or Student Services if you need it
- take an active part in reviewing your progress with your tutor
- take responsibility for your own learning and make active use of the learning resources and support services provided
- treat everyone with respect and ensure that you do not discriminate against anyone or make any other person feel uncomfortable
- show respect for other College users by following our basic ground rules
- work within the College's Code of Conduct for students
- your College ID card must be worn and visible at all times on College premises
- let us know if you have a complaint or a suggestion as to how we can improve our services
- notify us immediately of any changes to your personal information.



RESPECT

Here are some examples of what we mean by respect. If we follow these basic ground rules the College will be a safe and welcoming environment for us all.

RESPECTING OTHER PEOPLE:

- Mind your language – swearing, especially in class and in public areas, can cause offence.
- Language and behaviour which are discriminatory, rude, abusive, threatening or aggressive are not tolerated.
- Allow people to move safely and easily around the College – don't block doors and stairs or sit on the floors in corridors, and keep disabled access routes clear at all times.
- Remember that the College is a working environment – keep the noise down in classrooms, workshops, open access study areas (such as the Learning Resources Centre) and in all areas where other students and staff are working.
- Make sure your mobile phone is switched off in class and in Learning Resources Centres.
- We are a diverse community – please show consideration for those more vulnerable than you.

RESPECTING OUR ENVIRONMENT:

- We provide plenty of places for you to eat and drink. No food and drink (except water where safe) are allowed in classrooms, workshops or Learning Resources Centres – and please don't consume food in corridors.
- Only smoke in designated areas – otherwise you could be breaking the law!
- Spitting and dropping chewing gum or litter are unacceptable. Bins are provided – please use them to dispose of your litter, gum and cigarettes
- We operate CCTV for your security. Please help us maintain a safe environment by removing caps and hoods when indoors, unless there are special reasons for you to wear them.

EQUALITY, DIVERSITY AND INCLUSION

We are committed to supporting and promoting equality of opportunity in all aspects of college life. We encourage our students to embrace the differences they encounter here. We are home to people from many cultures and backgrounds; and a range of beliefs and identities.

Our college is strongly opposed to discrimination, unfairness and injustice. We believe in treating everyone fairly and celebrating our differences, and do not tolerate language or behaviour that makes others uncomfortable. This includes being treated differently because of any of the 'nine protected characteristics', which are protected by law from discrimination (age, disability, race, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief, and sexual orientation).

Bullying and discriminatory behaviour of any form is unacceptable and is often driven by prejudice, ignorance or fear of difference. Therefore racism, ableism, sexism/misogyny, homophobia, biphobia and transphobia, islamophobia, Anti-Semitism, and other forms of hate will not be tolerated at our college. This includes banter, inappropriate language and jokes, taunts, gestures, graffiti, name-calling, inappropriate physical contact, spreading rumours, excluding from activities and cyber-bullying

If you have been treated unfairly or in a discriminatory way please talk to your Personal Achievement Tutor or a member of the Student Services team.

OUR VALUES

At The Bedford College Group we actively promote the core values of British society:

- democracy (getting involved in College life)
- the rule of law (having clear procedures and expectations)
- individual liberty (safeguarding, and all the support and guidance you need)
- mutual respect and acceptance of different faiths and beliefs (working harmoniously with others in our diverse College community).

Whilst at College you will have opportunities to explore and develop the values, knowledge, confidence and skills to prepare you for life in modern Britain and to successfully progress to employment.

SAFEGUARDING

You have a right to be safe while at College, and also have a responsibility not to harm others. If you are being hurt, bullied or made to do something you don't want to do, it is important to talk to someone. If you have any concerns in this regard please contact Student Services where staff are specially trained to deal with complaints or allegations of abuse and will treat your concerns sensitively. You can also email/call the Safeguarding Team to discuss any concerns you may have:

Email: safe@bedford.ac.uk

Telephone: 01234 291888

We have safeguarding and anti-bullying policies in place to ensure that everyone attending College does so in a safe and secure environment. They set out the steps we take to protect young people studying with us and explain what we do if a student is, or is suspected of, being harmed or abused. You can obtain copies of our policies from Student Services or look on the College website **www.bedfordcollegigroup.ac.uk**.

GETTING THE MOST OUT OF COLLEGE

ADDITIONAL SUPPORT

We aim to provide support to help you make the most of your course. If you have a disability or learning difficulty, then we would like to help.

Please speak to your tutor or see the additional support administrator. Support may include:

- group study support outside of the classroom
- support in class (at level 1)
- specialist equipment
- specialist autism and Deaf support
- special exam arrangements

You can contact the additional support administrator on 01234 291905.

IT & LEARNING RESOURCES

The Library is the place to get help with your assignments and resources you can access from home or in College. We have many online resources on Moodle, plus when you are in College, spaces to study, and high spec PCs and laptops. The Team can help you with researching, academic writing and more, either on Teams or face to face. The Library is there to help you excel on your course, providing you with access to information and resources plus advice and support. Always ask if you need help

How to use the Library

You need your ID to borrow any items and they must be returned or renewed (by phone, online or by visit) before the due date. We will send you messages to remind you when your item(s) are due for return. Items should be returned in a reasonable condition. Lost or damaged items may be invoiced for replacement costs. Our libraries are quiet spaces for study, and our library teams will encourage positive behaviours to ensure you have the best learning experience.

ACADEMIC SUPPORT

Our skilled and helpful staff will help you ...

- Learn how to write academically.
- Show you how to reference and create citations (to prevent you being accused of copying/plagiarism).
- Manage your time and find the right study/life balance.
- Carry out effective research.
- Find the best resources in the Library.
- Show you effective note-taking techniques and the use of Mind Mapping systems.
- Navigate college computer systems.
- Find good quality, reliable information, and avoid fake news.

We can help you on a 1:1 or small group basis in the library or we may come to your class to show you how to get the best from our resources.

There are PCs and laptops available for you to use in the Library but you are very welcome to log into the Wi-Fi from your own laptop/tablet or smartphone, and there are charging points to keep your device working while you are in the Library. We do have accessible stations too, and plenty of desk space. Please ask if you need any help.

Your ID card is your library card and will have to be shown every time you come to the library. You may be refused service or challenged by staff members if you are not wearing your lanyard. Your ID card will be needed when you want to borrow books or equipment and you will need your ID number and password to use the computers.

Staff are always on hand to help, so if you are unsure please ask any of the team.

Resources

- 27,000+ book
- 6,000+ e-books.
- Access to thousands of academic journal articles.

- Journals.
- Links to essential websites and services
- PCs and laptops at every site.
- 5 Macs (at Kettering only).
- Leisure reading.

Our online resources can be accessed off-site and anywhere in College via Moodle.

Equipment

It is easy to forget some of your college essentials so the Library can sell you

- | | |
|-------------------|-----------------|
| - pens | - memory sticks |
| - headphones | - paper |
| - glue | - pencils |
| - plastic wallets | - folders |

and more

Printing

There are printers across the campus and in the Library. Staff can help you log in and demonstrate how to scan, copy and email your documents. You can top up your printer credit at the Library desk.

Saving your work

You will have your own network area on college servers to store your information and this is shown as drive H. You have also been provided with a OneDrive account, or you can use your own memory stick or cloud-based service. Please do not save to the PC as they are regularly wiped.

Holiday Opening

We always open for limited hours over the holiday periods and study weeks. We announce these in advance – check with library staff or look at our posters.

A PEACEFUL PLACE TO STUDY

The libraries are busy environments used by all students for completing assignments, researching and for group study. We do not allow food, loud music or telephone use, and will encourage you to make use of refectories and social spaces for these purposes. Please help each other by being considerate of other students' needs.

Please note that all use of computers is monitored to keep you safe. If you do break the Acceptable Use Policy you will have your session terminated and may face disciplinary action.

IT SERVICES

IT Services operate a Help Desk which provides advice and assistance with IT queries with your network account, wireless and email issues and can reset your password if needed.

The IT Help Desk is located at Cauldwell on the first floor of the Admin block in A4 and is open during term time:

Monday to Thursday	8.30am – 5.00pm
Friday	8.30am – 4.30pm

Please ensure you have your ID card with you.

IT Accounts are created 24 hours after enrolment. Your account will give you access to 1TB of OneDrive storage on the cloud. Your password will need to be changed on site to allow multi factor authentication before using off site resources or connecting to the wireless.

There is wireless coverage across all the campuses. Your own devices can be connected to this using your College username and password.

Microsoft Office 365

Whilst enrolled at college, you will have access to a copy of Microsoft Office, which can be installed on up to 5 devices including Windows and Apple computers, smartphones and tablets. A guide on how to access the software is available from the college Moodle site or the onsite IT Service Desk.

OPENING HOURS:

Monday	8.30am – 5.00pm
Tuesday to Thursday	8.30 am – 6.30pm
Friday	8.30am – 4.30pm
College holidays	10am – 4pm

(Monday to Thursday, closed on Fridays)

Different arrangements may apply in the summer holidays,
please ring 01234 291320 for details

Monday to Thursday	8.30am – 5.30pm
Friday	8.30am – 5.00pm

(Closed during the holidays)

Monday to Thursday	8.30am – 5.00pm
Friday	8.30am – 4.30pm

(Closed during the holidays)

PERSONAL ACHIEVEMENT TUTORS

Student Services have been awarded the national 'Matrix' kite mark for the quality of their advice and guidance. They offer a wide range of support, information, advice, guidance and counselling to help you make the most of your time as a student, including:

- careers information, advice and guidance, including appointments with student services coordinators
- support with higher education applications (UCAS)
- access to live job and apprenticeship vacancies, and information on other opportunities
- personal counselling
- student finance, transport, accommodation, childcare and welfare advice and information
- access to a range of financial support packages such as bursaries, meals or travel grants
- enhancement activities, events and clubs
- student voice groups and student conference
- health, wellbeing and safeguarding advice and support.

More information about many of these services is given below. You can also contact Student Services if you have a complaint or grievance, concerns about safeguarding or bullying - or any other questions. If we can't help, we'll know someone who can!

Student Services are located on the mezzanine floor of the Tower Block at the Bedford site, at the Courtyard Archway in Shuttleworth campus and in the Hub at The Bedford Sixth Form. There are help desks where quick enquiries can be dealt with on the spot, and if your enquiry is of a personal nature we also have private interview rooms.

Please note that we will not pass on any information about you to a third party without your consent, unless there is a risk of harm to you or another person. The confidentiality policy is available on our website at **www.bedfordcollegigroup.ac.uk**.

OPENING HOURS:

BEDFORD, CAULDWELL CAMPUS

Monday to Friday 9.00am–4.30pm

Friday 9.00am to 4.00pm

SHUTTLEWORTH

Monday to Thursday 8.30am–5.00pm

Friday 8.30am–4.00pm

THE BEDFORD SIXTH FORM

Monday to Friday 9.30am–3.00pm

If these times are not convenient, or if you need more specialist or in-depth advice, you can make an appointment with a Student Services adviser, including evenings by arrangement.

You can also contact our help desks on:

01234 291770 (Bedford),

01767 626232 (Shuttleworth),

01234 291444 (The Bedford Sixth Form),

or email us at

studentservices@bedford.ac.uk

studentservicesshuttleworth@bedford.ac.uk

studentservices@bedfordsixthform.ac.uk

CAREERS AND ADVICE SERVICE

Our professionally qualified Student Services Coordinators provide impartial, confidential careers information, advice and guidance to help you:

- decide what you are going to do next
- find out more about your options in education, training and work, both at College and beyond
- put your plans into practice
- get support with job search and with your university application (UCAS)

If you are looking for information or have a quick query you can drop in to the Student Services office where a member of the team may be able to help you immediately, or you can book a longer appointment, our email address is

studentservices@bedford.ac.uk

For more in-depth advice and guidance, careers interviews may be arranged by appointment. If you would like help to prepare for a job or university interview, a member of the team can arrange for you to have a mock interview.

APPRENTICESHIPS & JOBS

The Student Services Coordinators offer support finding and applying for part-time or full-time jobs or apprenticeships, preparing CVs and tips for interviews. Whether it's preparing for assessment days, getting your application right or just wanting to know where to look for apprenticeship and job vacancies, we can help so drop in or book an appointment.

UCAS SUPPORT

The College will give you all the help and guidance you need to make choices about higher education. You may have the opportunity to take part in visits so that you can find out more about the options available.

When it is time to apply to the universities and colleges you have chosen, the coordinators in Student Services, together with your tutors, will support you every step of the way through the process, including the UCAS on-line application system, applying for student finance and offering mock interviews to achieve the place in higher education that you want.

COUNSELLING

The student counsellors offer a confidential service for any students who are experiencing problems in their day-to-day life which are getting in the way of their studies. The counsellors will not offer advice or tell you what to do. They will listen to your concerns, no matter what they are, without judgement.

You may be worried about:

- personal and emotional difficulties
- alcohol and drug concerns, loss and bereavement
- bullying and harassment
- depression
- difficulties fitting in
- feeling unable to cope
- eating problems
- family and relationship problems
- self-harm
- stress, panic and anxiety
- anger management

Self-help guides on many of the above topics are also available in Student Services and on the Student Services website at

www.yourspaceonline.net

You can contact the Counselling Service by:

Calling: **01234 291911**

Emailing: **counselling@bedford.ac.uk**

You can also call into Student Services or ask your Personal Achievement Tutor to book an appointment.

FINANCE ADVICE

When you apply to the College, the Customer Contact team will advise you on bursaries that are available. Once you have enrolled, you can drop in and see the team in Student Services

– they can give you impartial information, advice and guidance about student finance, information about supporting you with the costs related to being at College including travel, childcare, tuition fees, Shuttleworth accommodation and a range of other issues.

If you need financial assistance with the costs of coming to College several options are available, including:

Bursaries, Support Funds and Loans

The Student Bursaries and Support Funds may be able to help with some essential course costs. In certain circumstances we can support you with the costs of course fees, and also have a travel bursary to help you get to College if you do not qualify for help from your local authority. There are free meals at College for students aged 16-18 if you or your family are on a low income and/or in receipt of certain benefits. If you are a care leaver, looked after by the local authority or in other specific circumstances we may be able to provide an additional bursary.

The funds are open to all students (subject to eligibility conditions) and allocation depends on your own, or your household's, income. If in doubt, contact the student finance team for advice.

We can also advise about advanced learner loans (for some students on specified courses at level 3 or above) and about trusts and charities which may be able to help students in financial hardship. We welcome the support of The Harpur Trust, the Connolly Foundation.

Higher Education Finance

If you are thinking about applying to Higher Education, either at Bedford College or elsewhere, we can give you information about student maintenance and tuition fee loans.

Confirmation of Student Status

If you are a full-time student, you may be asked for evidence of this by your local authority for benefits and council tax purposes. Please ask at the Student Services help desk for a confirmation letter.

Medical Costs

Full-time students aged 16–18 are entitled to free prescriptions, dental treatment and sight tests. Other students may also be entitled to assistance with these costs, depending on income. Please contact Student Services and ask for an HC1 form.

Health & Wellbeing

At The Bedford College Group we take your health and wellbeing very seriously. Every year we have a Health and Wellbeing month, which is packed full of activities, information and competitions to promote healthy lifestyles. Throughout the year we offer opportunities for sports, physical activity and healthy eating as well regular sexual health services such as free condoms and Chlamydia screening. We also work with a number of local health and related services to enable you to access their support, for example if you want to stop smoking or have a concern about drugs.

Personal Support

Full-time FE students are assigned a professionally trained Personal Achievement Tutor when they start their study programme.

Your Personal Achievement Tutor will give you continual, one-to-one support throughout your time with us – from regular tutorials that give you the opportunity to discuss your College work face-to-face, to help with personal development including producing an individual learning plan, tailored to your future aspirations.

You will meet your Personal Achievement Tutor, together with the other students in your tutor group, every week so that you can be kept informed of everything going on at the College or to work on group issues such as career planning skills.

SUCCESSFUL STUDYING

TUTOR SUPPORT

All full-time students have a Personal Achievement Tutor. Your tutor will support you with personal development, progress on your course and career planning. As a full-time student you are entitled to at least three individual tutorials per year, plus regular group tutorials. Within the first six weeks of your course your Personal Achievement Tutor will meet with you for your initial one-to-one tutorial to make sure you are settling in and on the right course.

In your individual tutorials you will:

- discuss how you are doing on your course and set stretching targets to help you improve
- develop a career plan
- agree long- and short-term goals.

In your group tutorials you will:

- focus on issues relevant to the whole group, such as study skills to help you learn more effectively.

Tutorials are an important part of your course and attendance is mandatory.

MAKING THE MOST OF YOUR TUTORIALS

To ensure your success as a student, as well as in life after Bedford College, it is important that you get as much as you can from your tutorials. Below are some tips to help you prepare for your meetings and academic reviews.

Before your first tutorial (during the first half term of your study programme):

- make sure you know when your tutorials are – make a note of them in your diary
- write down any questions you would like to ask
- think about anything you have found you need help with, be it your course or any other aspects of College life

- think about your progress as a student before you came to College – what are you especially proud of? What would you have done differently?
- think about your learning now – what are your goals? What help might you need to achieve them?

Your tutor will work with you to set specific targets and help you succeed on your study programme. You may already have some ideas about these, but others may come out of your discussions – at the end of your tutorial you will make a note of your targets on an action plan – but don't forget to write any deadlines in your diary! All targets are saved on Promonitor, make sure you check this on a regular basis as it will also provide you with information on how you are progressing on your course including your attendance.

Before your second and subsequent tutorials:

- look back at the targets you set last time and be prepared to discuss your progress. Feel good about those you have achieved
- if there have been any barriers which have got in the way of completing your targets, think about what they were. Were the targets realistic? What could you have done differently? What might help you to achieve them now?
- what new targets do you need to set?

Don't forget, your targets need to be SMART!

S - Specific – stating exactly what it is you need to achieve.

M - Measurable – so you know when you have achieved them.

A - Achievable – challenging but not too difficult to succeed.

R - Realistic – the opportunities and resources you need must be available.

T - Time-bound – you should be clear when your deadlines are.

STUDY SKILLS

1. Time Management

This is about prioritising and managing your life – effective time management helps to reduce your stress levels! We all have our own peaks – times of the day when we work best, our concentration levels are high and we have most energy. Learn to recognise the best time for you, and remember that using your time well doesn't mean you always have to be busy. Here are some tips:

- Find the right environment where you can get peace and quiet, and get rid of clutter.
- Do the hardest things first then you have the easier things to look forward to.
- Make a to-do list.
- Tackle big projects in bite-size chunks, but start straight away and don't put them off.
- Deal with interruptions – switch your mobile off.
- Don't be afraid to say no to friends who disrupt your study time.
- Work out which jobs are really important, then which will be beneficial but aren't essential, and finally those that can definitely wait until you have more time. Do the important things first.
- Being organised doesn't mean you are boring. You'll end up less stressed and more fun to be with!
- Be realistic with your goals – don't set yourself up to fail.

2. Revision

Revision is essential for exam success, and the key is planning. Draw up a revision timetable in plenty of time. Here are some things you need to consider:

- When is the best time of day to revise? Everyone's 'peaks' are different
- What subjects need most work?
- How long should I revise? 45 minute blocks followed by 15 minute breaks work for many people.

- Where is the best place to study?
- What resources do I need? (e.g. notes, text books, internet, library, past papers).
- What are my objectives for the session?

Make sure there are no distractions. Set yourself targets and build in some 'rewards' for achieving them!

Finally, look after yourself – get plenty of sleep, don't skip meals and drink plenty of water!

3. Exams

Entry to Exams:

- Your Tutor will arrange for you to be entered for your examinations.
- They, and/or the Examinations Office will advise you of the date, time and venue of the exams you are entered for.

On the day:

- Get up in plenty of time and make sure you eat breakfast.
- Look over any key points in your notes.
- Allow plenty of time to get to College.
- Make sure you have any equipment you may need – pens, pencils etc – as well as your ID card.

In the exam:

- Switch off your mobile phone and any smart watches and leave in your bag at the front of the exam room.
- Listen carefully to the invigilators instructions.
- Read through the whole paper at least twice.
- Make a plan and set a time limit for each answer.
- Make sure you answer the question – don't stray off the point.
- Write legibly.
- Check your work.
- Always reference quotes and statements.

4. Referencing

As part of your course you may have to complete written assignments which involve you undertaking some research - from books, journals, websites for example. It is essential that you identify all the sources you have used. This is called 'referencing'.

There are many ways of referencing work, but one of the most common is called the Harvard system – your tutors will tell you which system to use. You can download a guide from the Learning Resources Service pages of Moodle - it will explain clearly how to reference. In the meantime here are a few examples using some common types of source material:

Published Books

The 'copyright' and title page should always be used to find referencing information; this should be set out as follows:

- Author(s) (surname, initial)
- Year of publication (in round brackets)
- Book title (in italics)
- Edition of book (abbreviate to 'edn'), but not required if it is the 1st edition
- Place of publication (if there is more than one name, use the first one)
- Publisher.

In text:

A teacher's early explanation of expectations and 'goals' will be of great value to the student (Curzon, 2003, p. 235).

In reference list:

Curzon, L. B. (2003) Teaching in Further Education. 6th ed. London: Continuum.

Journals

- Author(s) (surname, initial)
- Year of publication (in round brackets)
- 'Title of article' (in single quotation marks)
- Title of journal (in italics, in Title Case)
- Volume number (issue number), page numbers.

In text:

As Kumar (2011) pointed out in a recent article, the design of a blood pressure monitor can be simplified by using SoC.

In reference list:

Kumar, S. (2011) 'System on Chip in Portable MEDICAL Electronics', *Electronics World*, 116 (1895), pp. 28-30.

PLAGIARISM

Plagiarism is the unacknowledged use of other people's work or ideas, and it occurs when you submit an assignment that is all or in part the work of someone else. Whilst group work is often encouraged, under no circumstances must students copy (plagiarise) work from other students or sources.

Unless directly instructed to combine work, students must keep their work their own. If any student is found to have copied work, both that student and the person who allowed their work to be copied will normally fail that piece of work. Copying work from books or the internet without referencing the source is also regarded as plagiarism and is equally serious. The College takes plagiarism very seriously. It is a breach of the code of conduct and students who intentionally or unintentionally plagiarise may face disciplinary procedures.

Examples of plagiarism are:

- Creating a piece of work by cutting and pasting various sections of text and/or images found on the internet into your document without referencing the original author or making it clear that the section is not your own work
- Copying and submitting the work of a fellow student or allowing your work to be copied
- Copying the text from books or journals without referencing the original author
- Buying and submitting an assignment from the internet.

Remember!

- Plagiarism committed by accident is still plagiarism. For example, unknowingly using someone else's ideas or not referencing your work properly is still considered to be plagiarism.
- Plagiarism can be present in any form of work that is submitted for marking. This can include presentations, computer programming, art work or performances as well as written work.
- Plagiarism is not just the use of someone else's work or ideas without their permission. Work or ideas that are submitted without proper referencing details will still be regarded as plagiarism, even if you have permission from the original author.

To avoid plagiarism occurring, make it clear when the ideas or words of someone else have been used in your work.

You can do this by properly referencing your work. Always remember to check with your tutor/lecturer and follow their referencing guidelines.

A TO Z OF USEFUL INFORMATION

ATTENDANCE, PUNCTUALITY & PERFORMANCE

You are expected to attend all of your classes and tutorials and to arrive on time. If you are unable to attend College for any reason you must inform your Personal Achievement Tutor before 8.30am. If they are not available, leave a message.

Action will be taken if:

- you are absent for unacceptable reasons or without a satisfactory explanation
- your attendance shows a pattern of decline
- your absences show a pattern e.g. every Monday morning
- you regularly arrive late.

If your attendance and punctuality give cause for concern you will be required to follow one of these courses of action:

1. You will have a tutorial with your Personal Achievement Tutor where you will set goals and create an action plan to help you attend more regularly and punctually.
2. If you still fail to attend properly and be punctual then the College may take disciplinary action through the academic performance procedure.

Unexplained absence for four or more weeks may lead to your withdrawal from your course. If you have long-term health or personal problems it is important to keep your tutor informed

CODE OF CONDUCT FOR STUDENTS

The College has a Code of Conduct which sets standards of behaviour so that all students know what is expected of them.

It is not possible or desirable to lay down an exhaustive set of standards, but detailed below are general principles which, if broken, could result in disciplinary action being taken. Ask at the Student Services help desk if you would like to see a copy of the College's disciplinary procedure, or look on the Student Services website at www.yourspaceonline.net.

Students at The Bedford College Group are required to:

- treat everyone with respect, and make sure that their behaviour does not discriminate against anyone or make any other person feel uncomfortable
- respect the rights and interests of other College students, staff and visitors
- attend all required activities regularly and punctually and explain to their tutor or lecturer any reason for non-attendance
- take personal responsibility for their own learning and make active use of the learning resources and support services
- work hard and complete all work within specified deadlines
- take an active part in reviewing their progress with their Personal Achievement Tutor
- act safely so that they do not put themselves or others at risk and observe all health and safety rules of the College, including those for Covid-19 and Social Distancing
- wear their ID card at all times on College premises and show it, on request, to any member of the College staff
- act with consideration for the College environment and other College users, e.g. by not spitting or dropping chewing gum and litter
- pay all fees and other costs for which they are liable, or seek advice from us if in financial difficulty

- abide by Awarding Body regulations when attending examinations and assessments
- abide by the Netiquette Guidelines for Students when learning online
- abide by all College policies and procedures.

Students at Bedford College must not:

- behave in a disruptive, aggressive, intimidating, bullying, indecent or unruly manner which adversely affects the reputation of the College
- disrupt or interfere with the education or learning of fellow students
- display or circulate any material which is designed to cause offence or distress to others
- misuse College property and equipment, including IT or health and safety equipment
- be intoxicated while on College premises or be incapable of undertaking their course work because of excessive drinking or use of controlled substances
- smoke anywhere other than in designated smoking areas, in accordance with the College's smoke-free policy
- make or send annoying, obscene, malicious or indecent telephone calls, letters, SMS messages, text messages or emails, or place malicious, offensive or extremist materials on any electronic or social media
- cause malicious damage to, or theft of, the property of other students, staff or visitors of the College
- use foul or abusive language
- gain unauthorised access to, or make modifications to, College files or computer material
- enter any part of the College which the student is not entitled to access
- carry any weapon or any other object with the intention or purpose of use in a threatening way
- falsify College documents

- submit materials or work for assessment which have not been made or authorised by the individual, or which have been copied from other students or sources without acknowledging or referencing those sources (plagiarism),
- take part in any illegal activity

Serious or repeated breaches of the Code of Conduct, including violent or intimidating behaviour, sexual, racial or other harassment or deliberate violation of College rules are seen as gross misconduct and would normally result in the student being excluded from College.

Complaints, Comments & Compliments

We welcome your views on any aspect of the College and will regularly seek your feedback. However hard we try we know that things can sometimes go wrong, so we have a scheme in place to help you get something done quickly if you have a complaint.

You can:

- talk to your Personal Achievement Tutor or Teacher in the first instance to resolve your complaint.
- If your complaint still isn't resolved you should talk to your Head of Department, to resolve the matter.
- If the above steps have not resolved the matter you should go to the 'Have your Say' section of Moodle (or via the link below)
- and complete the comments box. You can also use 'Have your Say' to make suggestions or pay a compliment!, this will be coordinated by our Quality Department who will assign an investigating officer to resolve your complaint.
- If you have a serious grievance, including bullying or harassment, go straight to Student Services.

Link to 'Have Your Say':

www.bedfordcollegelgroup.ac.uk/contact-us/have-your-say

STUDENT DRESS CODE

The dress code allows students to express themselves as individuals, but in an appropriate and modest way. It is particularly important that the dress code recognises that the College is a working environment for students for all ages, and further that student dress does not cause embarrassment to staff, students and other members of the College and wider community.

Whilst students are given considerable freedom in determining how they dress to attend the College, the following items do not meet our expectations of dressing modestly;

- Strapless, backless, or string-strapped tops
- Clothing which is revealing; for example, exposing bare midriffs or bottoms
- Clothing which reveals underwear
- Shorts / Skirts / Dresses should be smart and an appropriate length
- T-shirts should have no inappropriate/offensive wording, symbols or logo's
- No crop tops / strapless tops / anything too revealing or low / high cut
- No transparent or 'cut away' tops or low riding jeans (underwear should not be visible)

When students are working on more practical activities, and / or taking part in sports or involved with off-site trips and learning, then it is likely that a different dress code is more appropriate and we would always give students guidance accordingly.

All students are expected to arrive at college wearing clothing in accordance with these expectations.

EMERGENCY COLLEGE CLOSURE

In exceptional circumstances, such as extreme weather conditions, we may occasionally have to close the College. Check our websites **www.bedfordcollegegroup.ac.uk** or **www.bedfordsixthform.ac.uk**, the local radio station, Heart Bedfordshire, or their website at **www.heartbedford.co.uk**.

We will also endeavour to put notices on the College's official Facebook and Twitter pages at

 **www.twitter.com/bedfordcollege**

 **www.facebook.com**

and main switchboard.

CUSTOMER CONTACT TEAM

Located close to our reception areas, staff are always pleased to give you impartial advice about courses and fees as well as other aspects of College life.

EXAMINATIONS & ASSESSMENTS

Examination entry/Examinations

You are required to attend all internal class tests and assessments and to sit the relevant external examinations. Decisions on whether you should enter an examination will be on the recommendation of your teachers/lecturers, taking into account your previous work and attendance records. Please be aware, if you have outstanding College fees you may not be entered for your examination.

Your tutor will explain to you exactly how you will be assessed and the deadline dates for submission of work. Any examinations will be notified by your tutor and/or exams team. It is your responsibility to make sure that you are aware of the time and location. If you have any clashes (two exams at the same time) then you should inform the course manager concerned so that they can pass this information on to the exam timetable staff.

In the event of illness/known absence you must notify your course manager/Personal Achievement Tutor/exams team. For exams that have Awarding Body set dates you would have to wait to sit the exam in the next series.

You may be required to pay individual exam fees in full if your attendance falls below 85% and/or your work record does not meet the entry criteria. If you fail an examination, fail to turn up for an examination or re-sit an examination to improve a grade, you may be required to pay an applicable re-sit fee.

At the time you enrolled you will have been asked to tell us about any learning difficulty or disability that you wish the College to be aware of. You will see a record of this at the top of your learning agreement.

If you did not declare anything at enrolment, but would subsequently like us to update your information, please contact the Additional Support Department as soon as possible. You may be required to attend an assessment. If examination access arrangements are required we will then request approval from the relevant awarding bodies. We cannot guarantee arrangements will be in place if the assessment is carried out less than 3 weeks before your examination.

HE Learners only

Extensions to assignment deadlines must be applied for by completing a mitigating circumstances extension form and pass it to your Course Manager for consideration on or before the assessment date. The form advises you about what supporting evidence is required. A COPY must also accompany the assignment when handed in.

Late claims will normally only be considered under exceptional circumstances

Results/Certificates

The Examinations team will send you the results of externally

assessed examinations as soon as they have been received from the examining bodies; alternatively, you may collect them from College on production of your ID card. We are unable to give results over the telephone, Certificates will be sent to your home address unless you are otherwise advised.

Please notify us immediately if you change address to ensure you receive your results and certificates. Failure to notify a change of address will mean you are liable to pay for a replacement certificate.

Assessment Appeals

Courses are designed to make coursework assessment decisions very straightforward; however, some procedures can be difficult to understand at first. During your induction your tutor will explain how your work will be assessed.

It is possible that you may not always be happy with assessment decisions; initially, always ask your assessor (teacher/lecturer) to reconsider their decision. The assessment appeals policies (one will relate to your course) may give you the right to further formal reconsideration if initial requests have not provided a satisfactory outcome. Your teacher/lecturer or the Quality Manager can advise you what to do.

FEES AND REFUNDS

Students' fees are normally due in full on enrolment.

Where a student's fees are to be paid by a third party (e.g. an employer), written evidence of their commitment to pay these fees is normally required at enrolment. An invoice will be raised and is payable under the Colleges standard payment terms. If satisfactory evidence of a sponsor's commitment is not presented to the College, the student must sign a declaration of personal responsibility in case the sponsor, for whatever reason, does not pay.

Where a student's fees are to be paid by the student loans company written confirmation of an approved loan is normally

required at enrolment. If satisfactory evidence of an approved student loan is not presented to the College at enrolment, a student must pay a deposit (which is refundable once confirmation of an approved student loan is received) and agree to set up an instalment plan in case the student loans company, for whatever reason, does not pay by an agreed date.

If you choose to withdraw from your course once enrolled you will be personally liable for any fees which are due.

In certain circumstances fees may be refunded, waived or paid by instalments in accordance with the fees policy agreed by the College Board.

A refund is the repayment of fees already received by the College and a waiver is the discharge by the College of a student's, or sponsors, obligation to pay any or all outstanding fees due.

Students, or their sponsors, are entitled to a full refund where the College cancels a course for which they had enrolled and paid fees.

Refunds and waivers may also be made to students in exceptional circumstances, such as where a student's complaint is upheld by the College or a relevant agency, or where a student's personal circumstances are such that a refund and/or waiver is deemed the most reasonable course of action. An administration fee will normally be deducted.

FOOD & DRINK

We have a range of food outlets catering for all tastes, including breakfasts, hot meals, sandwiches and salads as well as hot and cold drinks and confectionery. We cater for all dietary and allergen needs, please speak to catering staff for further details.

Please note that all catering provisions and vending machines are cashless.

Bedford

The main restaurant, Munch & Mocha, is on the mezzanine floor of the Tower Block, and refreshments are available from:

Monday	8.00am to 5.00pm
Tuesday to Thursday	8:00am to 7:30pm
Friday	8:00am to 3:00pm

Vending machines are located in other College buildings.

Shuttleworth

At Shuttleworth we have the Munch & Mocha restaurant and coffee shop on campus.

The restaurant (Munch) is open from 8.00am to 2.00pm for residents and non-residents, then open 5.15pm to 6.30pm to resident for evening meals.

Mocha (Coffee Shop) is open from 8.30am to 3.45pm serving light snacks, and hot and cold refreshments.

The Bedford Sixth Form

The coffee shop is open from 8.00am to 4.00pm Monday to Fridays, where you can get sandwiches, panini, soup, jacket potatoes, breakfast muffins, as well as other snacks and drinks.

LOST PROPERTY

If you lose personal property at Cauldwell campus, contact the Customer Contact Team where staff will check whether it has been handed in. If you have lost property at Shuttleworth campus contact Student Services.

If you find any item of lost property please take it to the Customer Contact Team at Cauldwell or Student Services at Shuttleworth.

The Bedford College Group does not accept liability for students' personal belongings.

MOBILE PHONES

Mobile phones must be switched off during classes, and in the Learning Resources Centre. If, however, you have been asked by your employer to be 'on call' or have another good reason for keeping your mobile phone on, you should speak to a staff member at the start of the session. Mobile phones must not be taken into any examination.

NUS EXTRA - TOTUM

As a student at Bedford or Shuttleworth College or The Bedford Sixth Form you can apply to the National Union of Students for their NUS Extra discount card.

Go online at www.nus.org.uk/en/nus-extra to apply.

PARKING

Bedford

If you travel to College by bike, please lock it securely to the racks outside the Tower Block for security. Students travelling by car are welcome to park in College car parks while attending classes, however, at Cauldwell Street parking spaces are very limited and daytime demand greatly exceeds supply.

Term-time parking (Monday–Friday)

In addition to paying a daily car parking fee (prices to be confirmed in September), all day-time students need a permit (which is free and normally issued at enrolment) to show the days they are at College, and so confirm their entitlement to park. This is not a guarantee of a parking space.

During the day-time students may park in the front and west car parks, which are designated for student use. In the evenings only, students may park in any College car park.

Weekends and College holidays

All College car parks are designated public car parks at weekends and during College holidays, and may be used by anyone. However a daily parking fee will apply to both students and the general public.

- Failure to comply with the College's parking regulations, including not paying to park or displaying a valid permit, may result in a parking charge notice (fine) issued by our external enforcement agency.
- Vehicles must not be parked in such a way as to cause obstruction; any vehicle that is not parked in a designated parking bay will be subject to a parking charge notice.
- Vehicles are parked on College premises at owners' risk.



- Students are asked not to park in private parking spaces in the areas immediately surrounding the College – these are designated for residents and/or businesses.
- The College encourages students to use public transport or car share wherever possible.

Parking is free for students with physical disabilities and there are special parking bays for blue badge holders.

Please note that there is no student parking at The Bedford Sixth Form. The exception to this is students with disabilities who hold a 'blue badge'.

Shuttleworth

All students with vehicles are issued with a parking permit. You can apply for a free permit as part of the enrolment process, using the instructions given at that time. If you change your vehicle during the academic year you must inform us of your new vehicle details so that our records can be updated.

No students are permitted to drive around campus during College working hours and the permit holder is the only person allowed to drive that vehicle whilst on College premises. All vehicles parked on site are left at the owners' risk and the College takes no responsibility for those vehicles or their contents.

Payments

Payments for additional course fees, such as trips, are made via our online portal.

Learners are requested to make all payments via electronic methods only (contactless, Apple Pay Google Pay etc).

Paying College invoices

There may be times when the College has to send you an invoice, for example if you owe us money for tuition fees, external fees or Learning Resources Centre fines. When an invoice is issued

it must be paid immediately, failure to do so may result in a surcharge being issued for late payments, or we may take legal and/or disciplinary action if a debt remains unpaid. This may affect your ability to enrol on courses with us in the future.

To stop all this happening please telephone Finance on 01234 291872. It may be that you have been incorrectly invoiced or that you are unable to pay the full amount all at once. We can and will help - so give us a call and let us help you find a way forward!

RECREATION & LEISURE

BROOKS Hair & Beauty

BROOKS Hair & Beauty offers services and treatments to cater for all your hair, beauty and barbering needs. The salon is open during term-time Monday to Friday, with evening appointments available, also current Bedford College Group students are eligible for discounts. Please ring 01234 291309 or call into BROOKS reception on the High Street to make your appointment.

Visit **www.brooksspa.com** for our latest prices and services

Enhancement Activities

College is not just about studying – you also have the chance to get involved in lots of enhancement activities, events and clubs. We aim to give every student the opportunity to access free enhancement activities that will broaden your horizons, help you to develop new skills and contribute to your personal and social development. They can be delivered as part of your Study Programme, such as trips, specialist speakers and lecturers or by the Student Services team who deliver the Cross College Sports and Clubs. You can sign up to all the opportunities at Fresher's Fair of in the Student Union base at your campus look out for the LIVE logo on all Enhancement opportunities.

Lifestyle

Looking for more information on sexual health, smoking, drugs or wider health issues, the Wellbeing Zone situated in the Students' Union bases is the place for you. You can also sign up to the C-Card scheme meet visiting health providers and professionals. Support and Interest groups are a great way to meet students with similar interests, The Q Agenda (LGBTQIA) and Transform (Trans support) meet weekly and offer students a chance to share experiences and offer peer support; While the Black culture club looks at celebrating and supporting black culture and history.

Involvement

Freshers' Fair in September starts off a year of events and involvement opportunities, from the college Health and Wellbeing Month to Safer Internet Day, Equality and Diversity Month and many many more there are many ways to get involved. LIVE sports and wellbeing gives you a chance to try your hand at sports and activities during your breaks and down time from football to relaxation there's something for everyone.

Voice

There are lots of ways you can get your Voice heard, look at the Student Voice section on **www.yourspaceonline.net** for more information.

Enhancement

We aim to give every student the opportunity to access free enhancement activities that will broaden your horizons, help you to develop new skills and contribute to your personal and social development. They can be delivered as part of your Study Programme, such as trips, specialist speakers and lecturers or by the Student Services team who deliver the Cross College events. LIVE talks and demonstrations, come and join the audience

for this series of live events, with subjects as diverse as mental health, money matters and business planning these talks will give you the head start you need once you leave college.

We expect all students to develop more skills and create a record of their achievements and developments using their Proportional Enhancement and Skill trackers which will help you out, as well as lead you to great E-learning links and tell you when the LIVE talks and demonstrations are.

ENHANCEMENT SPORTS

Student Services organise a programme of sports and activities at all campuses, including the chance to take part in sports with other colleges. Call in to Student Services or look on **www.yourspaceonline.net** for information.

We also have the following facilities on offer:

Bedford

Our fitness suite in SPRINGS is open to all students at the following times:

Monday to Friday:

Mornings	8:00am - 9:00am
Lunch times	12:15pm – 1:15pm
Evenings	4:30pm - 6:00pm

Membership and a gym induction is required before you can access the equipment in the facility, for further information contact the Sports department.

Opening times maybe subject to change.

Shuttleworth

At Shuttleworth we have a sports hall, squash court, tennis court, football and rugby pitches and gym for you to use. Ask in Student Services for more information.

The Bedford Sixth Form

Check out our Trinity Arts & Leisure Complex at **www.trinityleisure.co.uk**.

Student Common Room – Live Lounge

At our Cauldwell Street campus we have a student common room – Live Lounge – where you can relax between lessons. It is open 8.30am-2.00pm. You can have your say in how the common room is run and what activities take place there.

There is also the Wellbeing Zone offering free sexual health advice and condoms, and our smoking cessation service to help students quit smoking.

REFLECTION ROOM

There is a reflection room available for use by students and staff. This is located in the Learning Resources Centre at the Cauldwell Street campus. Just ask at the LRC counter.

This facility is provided for individual reflection, meditation and prayer for people of all faiths and none. You are asked to show respect and tolerance to other users and to leave the room as you find it.

SMOKE-FREE POLICY

The Bedford College Group operates a smoke-free environment. To protect College users from the dangers of passive smoking, we do not permit smoking in any College buildings or anywhere on campus except in a limited number of designated areas. This includes use of e-cigarettes and vapes which are not permitted indoors. If you smoke in a smoke-free area you will be asked to move to one of the designated areas. Persistent smoking in a smoke-free area is a breach of the code of conduct, and you may therefore be subject to disciplinary action.

If you would like to stop smoking, call in to Student Services to ask about the free help available.

STAYING SAFE

We take your personal safety extremely seriously, and our Estates Safety Team ensures a safe and welcoming environment for students, staff and visitors. They are on hand to give help and assistance at any time, but will also intervene if they find students breaking the Code of Conduct.

We want all students to enjoy their time at College. We therefore strive to make all environments and activities that you may experience as safe and free from risks as possible.

Accidents at College

If you have an accident or injury whilst on College premises (however slight) you should report it either to your lecturer or the Customer Contact Team. The College will provide support as necessary for any injury you may have sustained. If you encounter a situation/environment that you believe to be unsafe you can report this via Moodle – just click on the ‘accident waiting to happen’ link.

Accidents Waiting to Happen - Reporting Unsafe Situations

If you encounter a situation/environment that you believe to be unsafe (an accident waiting to happen) you can report this via Moodle – just click on the ‘accident waiting to happen’ link.

CCTV

For your safety and security, the College is protected by closed circuit television (CCTV).

Fire Safety

Fire is a major hazard in College. Please refrain from bringing materials or substances to College which are a known fire risk. This includes candles or lighter fuels. If you are proposing to use flammable materials in a project please check with your lecturer first.

On discovering a fire:

- close all doors between you and the fire but do not put yourself at risk
- warn others - tell a member of staff or, if there are none available, sound the nearest alarm
- leave the building immediately and in an orderly manner - follow any instructions given to you by staff and DO NOT USE THE LIFTS
- go directly to the designated assembly point and wait there
- do not attempt to return to the building unless you have been told it is safe to do so by the person in charge.

If you have difficulty using the stairs, go to the nearest refuge point and wait there for assistance. These are specific areas which offer protection against fire and smoke. A member of staff will stay with you and the fire marshal will report your presence to the person in charge. Trained staff will be sent to retrieve you from this area within a short period of time.

First Aid

If you require first aid on site, inform a member of staff or go to the Customer Contact team where a first aider will be contacted. In an emergency dial internal extension 5555 (01234 291555) at Bedford College, internal extension 6999 or 01767 626222 at Shuttleworth College or the Customer Contact team at The Bedford Sixth Form, and a first aider will be sent to you.

ID Cards

All students are issued with an ID card, which must be worn and visible at all times whilst on College premises, any member of staff may ask to see it at any time.

We carry out spot checks at entrances, which is not only for your personal safety, but also to help us ensure that only authorised people are on campus. Failure to produce your ID badge may lead to disciplinary action. ID cards will be issued to you on

your first day at college, you will be asked to upload a photo of yourself for the ID card during the online enrolment process.

If you forget your ID card you will be required to purchase a one day temporary card for £1.

Your temporary ID card is valid for one day only. At the end of the day, please either return it to the Customer Contact Team or hand it in to your tutor at the end of your last session.

If you do not return your card you will be charged £5 for a replacement.

If your ID card has been lost you will need to purchase a new ID card - there is a charge of £5 and your lost card will be deactivated.

As well as giving you discount in some local stores and leisure facilities (contact Student Services for a list of participating organisations), your ID card must be taken into examinations as proof of identity and is required to access many College facilities. In particular it acts as a library card and must be shown whenever you enter the Learning Resources Centres.

Road & Pedestrian Safety

If you come to College by car, bike or scooter we ask you to be considerate of pedestrians and other vehicle users. Please note that personal e-scooters are not legal and are not permitted on sites. If you fail to observe speed limits and traffic control measures you may lose the right to bring your vehicle to College.

At Shuttleworth College, students are not permitted to drive around campus during College working hours and the permit holder is the only person allowed to drive that vehicle whilst on College premises.

Safeguarding

We do not tolerate abuse or bullying of any sort, and have safeguarding, anti-bullying and peer on peer abuse policies

to ensure our College is a comfortable, safe and secure environment. If you feel you are being hurt, bullied or made to do something you don't want to do, whether in College or outside, it is important to talk to someone. We also have responsibilities under the Government's Prevent agenda to support you and help stop you becoming involved in extremist/terrorist activities.

If you have any concerns about your own or another student's wellbeing please contact Student Services where staff have been specially trained to help you. You can also use the 'Stay Safe' button on Moodle or email/call the Safeguarding Team on

safe@bedford.ac.uk/01234 291888

If you or someone you know has experienced or witnessed an incident, you can tell us anonymously or speak to an Advisor. For more details please visit:

www.bedfordcollegegroup.ac.uk/report-support

STUDENT VOICE

College isn't just about studying and there are lots of ways to get involved and have your say. Here are just some of them:

- working as a student ambassador at internal and external events, such as our open days or careers fairs in local schools
- joining the student voice network
- becoming a student rep for your course
- becoming a student governor or student union member
- giving us feedback through surveys, opinion polls and focus groups
- and lots more besides. There are even some opportunities to get rewarded for working for us.

Alternatively, just come and talk to us!

The College's Student Involvement Strategy is available on our website at **www.bedfordcollegegroup.ac.uk**.

The Bedford College Group Students' Union at Tresham is run by students for students enhancing your student journey. The Students' Union works in partnership with the college, driving for outstanding teaching and learning, services and facilities. It is run by an elected team of students who work closely with the College Student Services team. The Students' Union work with the College to make sure your voice is heard, your views understood and changes are made. The Students' Union also puts on events, both educational and social, keeps you up to speed on national issues of concern to all students and supports a number of student chosen charities over the year.

All students are also able to purchase the NUS Extra student discount card which costs £12 and gives you great discounts with local and national retailers. The card also secures discounted admission at many theatres, cinemas, museums, art galleries, music events and festivals.

For more info drop into the Students' Union bases at each campus.

Alongside the Students' Union you will have opportunity to be a Study Programme rep, go to the Exec Question Time event, and attend the yearly Student Voice Conference and more!

Study Programme Reps are selected in each class or group to:

- consult your fellow students on course matters and feed back to the course manager
- attend course team meetings to represent the views of the your group and raise any relevant issues
- attend Student Voice Network meetings with reps from other areas of the College
- attend focus groups e.g. with your Executive Director, Head of Department or Student Services
- attend Student Rep meetings with the Principal.

TRAVEL

Bedford

Bedford is well served by public transport. You can travel by train to London, and by bus to most surrounding areas.

Full-time students aged 16-18 and living more than 3 miles from College may be entitled to subsidised travel from their local authority. If your local authority is unable to help, you may qualify for a travel bursary. Contact Student Services on 01234 291770 for advice.

Students aged 19 or over on 1 September 2022 who are experiencing financial difficulty may be able to apply for assistance with travel costs from the Adult Support Fund, depending on your household income. You must live more than 3 miles away and may qualify for a travel bursary. Please note that if you are aged 19 and on the 2nd year of a 2 year course, you will need to apply to the 16-19 bursary and not the Adult Support Fund. If you are aged 16–25 (or a mature student over the age of 26 and in full-time education) you can get a Young Person's Railcard.

Those aged 26 or over will need to provide proof of being a full-time student – the course has to be over 15 hours a week and for at least 20 weeks a year. The card costs £30 per year and entitles you to a 1/3 off rail fares for a whole year, although restrictions on travel may apply at peak times.

For further information visit [**www.railcard.co.uk**](http://www.railcard.co.uk).

If travelling to College is difficult because of a disability or a financial problem, please contact Student Services.

Because of the limited parking available, and to reduce environmental impact, students attending the Cauldwell Street site are encouraged to use public transport wherever possible.

Shuttleworth

For the 2022/23 academic year the following transport schemes will be available:

All full-time further education students aged 16 – 18 on 1 September 2022 should check whether they are eligible for local authority subsidised travel, and, if they are, they should apply to their local authority. If a letter of rejection is received from the local authority, students may apply to the College for a travel discount to travel on the College bus service.

Students living more than 3 miles from College who are not eligible for local authority support may apply to the College for a travel discount towards the cost of the Shuttleworth bus service. This will depend on your household income and other eligibility criteria.

Shuttleworth buses are subsidised for all full-time students aged 16-18, so if you do not qualify for the travel discount, you may still access the Shuttleworth bus service at full cost.

If you are not able to access the Shuttleworth bus service, the travel discount may be paid directly to you for use towards your preferred mode of transport. The amount you will be awarded will be dependent on the distance you live from the College.

The College provides morning and evening bus services from selected pick up points around the area. Places on the bus services will be allocated with the following priority:

- Any full-time FE student not eligible for the post 16 transport scheme.
- Any part-time student.
- Any full-time HE student.

The College reserves the right to withdraw any service should circumstances make that service unviable.

Transport Assistance for 19+ Students

Students aged 19 or over on 1 September 2022 who are experiencing financial difficulty may be able to apply for assistance with travel costs from the Adult Support Fund or Advanced Learner Loans Bursary, depending on household income. You must live more than 3 miles away from the College. If you are successful you may be awarded a travel bursary. Please note that if you are aged 19 and on the 2nd year of a 2 year course, you will need to apply to the 16-19 bursary and not the Adult Support Fund.

Contact Student Services on 01767 626232 for information on transport to and from Shuttleworth.



USEFUL TELEPHONE NUMBERS

Bedford Sixth Form

Reception: 01234 291291

Website: www.bedfordsixthform.ac.uk

Email: info@bedfordsixthform.ac.uk

	Ext.	Direct
Facilities & Estates	5781	291781
Learning Resources Centre	5230	291230
Safeguarding Team	5888	291888
Student Services	5444	291444
Email: studentservices@bedfordsixthform.ac.uk		

Bedford College Numbers

Bedford College (main switchboard) 01234 291000

Website: www.bedford.ac.uk

Email: info@bedford.ac.uk

Additional Support	5905	291905
email: info@bedford.ac.uk		

Counselling	01536513273
counsellingtresham@bedford.ac.uk	

Additional Learning Support	01536413308
TreshamALS@bedford.ac.uk	

Student Registry
studentregistrykettering@bedford.ac.uk

Bedford College Apprenticeships	5090	291090
BROOKS Hair & Beauty	5309	291309
email: careers@bedford.ac		

Customer Contact Team	6030	0345 658 8990
Student Counsellors	5911	291911
email: counselling@bedford.ac.uk		
Text: TALK to 07950 080723		

	Ext.	Direct
Examinations Department email: examsbedford@bedford.ac.uk	5968	291968
Finance Department email: creditcontrol@bedford.ac.uk	5872	291872
	Ext.	Direct
Gas & Plumbing Technology Centre	5150	291150
Learning Resources Centre email: learningresources@bedford.ac.uk	5320	291320
Quality Department	5562	291562
Safeguarding Team email: safe@bedford.ac.uk	5888	291888
Springs Sports Centre	5701	291701
Student Registry Department email: studentfinance@bedford.ac.uk	5420	291420
Student Services email: studentservices@bedford.ac.uk website: www.yourspaceonline.net	5770	291770
Student Wellbeing Manager	5915	291915
Vehicle Training Centre	5100	291100
Live Lounge (student common room)	5930	291930

Shuttleworth College Numbers

Shuttleworth College (main switchboard)	01767 626222
Website: www.shuttleworth.ac.uk	
Student Services	01767 626232
Learning Resources Centre	01234 291020
Facilities out of hours (emergency only)	07791 507018
Wardens (Halls of Residence)	07736 106018
Email: studentservicesshuttleworth@bedford.ac.uk	

EXTERNAL NUMBERS

Bedford Borough Council

01234 267422 (Main switchboard)

Borough Hall

Cauldwell Street, Bedford - MK42 9AP

Central Bedfordshire Council

0300 300 8000

0300 300 8339

Priory House

Monks Walk, Chicksands

Shefford - SG17 5TQ

Transport Entitlement Team

school.transport@centralbedfordshire.gov.uk

Watling House

High Street North, Dunstable - LU6 1LF

The Jobs Hub

01234 223510

15 Greyfriars, Bedford - MK40 1HJ

Citizens' Advice Bureau

0344 2451290

7a St Paul's Square, Bedford - MK40 1SQ

www.adviceguide.org.uk

www.bedfordcab.org.uk

JobCentrePlus

0845 604 3719

Wyvern House

53-57 Bromham Road, Bedford - MK40 2EH

Luton Borough Council

01582 546000

Town Hall

George Street, Luton - LU1 2BQ

Student Finance England

0300 100 0607

www.gov.uk/student-finance

University of Bedfordshire (Bedford)

01234 400400

Polhill Avenue, Bedford - MK41 9EA

University of Bedfordshire (Luton)

University Square

Luton - LU1 3JU

www.beds.ac.uk

University of Northampton

0300 303 2772

Avenue Campus

St George's Avenue, Northampton - NN2 6JD

<http://www.northampton.ac.uk/>

University of Northampton

Park Campus

Boughton Green Road, Northampton - NN2 7AL

<http://www.northampton.ac.uk/>

National & Local Helplines

For details of national and local helplines please go to:

<http://www.yourspaceonline.net/health-and-wellbeing/helplines>



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