

Undergraduate Handbook



Dates for your diary

2022/23

Autumn Terms starts

Monday 26 September 2022

Study Week

Monday 24 – Friday 28 October 2022

End of Autumn Term

Friday 16 December 2022

Spring Term starts

Tuesday 3 January 2023

Study Week

Monday 13 – Friday 17 February 2023

End of Spring Term

Friday 31 March 2023

Summer Term starts

Monday 17 April 2023

Study Week

Monday 29 May – Friday 2 June 2023

End of Summer Term

Friday 17 June 2023

Please note: Term dates for individual courses may vary slightly – please check with your Tutor or Course Manager.

Students' Union Election

October 2022

Black History Month

October 2022

Health & Wellbeing Month

November 2022

Virtual Executive Question Time

November 2022

HE Student Rep Training

9 November 2022

International Men's Day

19 November 2022

LGBTQIA History Month

February 2023

Careers Month

March 2023

International Women's Day

8 March 2023

No Smoking Day

8 March 2023

Student Voice Conference

April 2023

Equality & Diversity Month

April 2023

Easter Friday

7 April 2023

Easter Monday

10 April 2023

Mental Health Awareness week

8 – 14 May 2023

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Specific details related to your course of study can be found in the course handbook available from your tutor and on HEMoodle or partner university Virtual Learning Environments (VLE's)



Welcome

to The Bedford College Group

We are delighted that you have chosen to study at The Bedford College Group University Centre and we 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.

This handbook is full of information on everything from careers guidance to useful telephone numbers and Open Days – 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 contact us - we 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 and facilities for students with learning difficulties and/or disabilities
- an induction period
- expert management and teaching of your learning programme
- regular reviews of your progress
- a Careers Service to provide information, advice and guidance to help with your next step.
- 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.

In return we expect you to:

- act safely and not put yourself or others at risk
- attend punctually and regularly, and explain to your tutor any reason for not attending
- 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
- follow the College's Code of Conduct for students
- make sure your College ID is visible and worn 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.

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, antisemitism, 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.

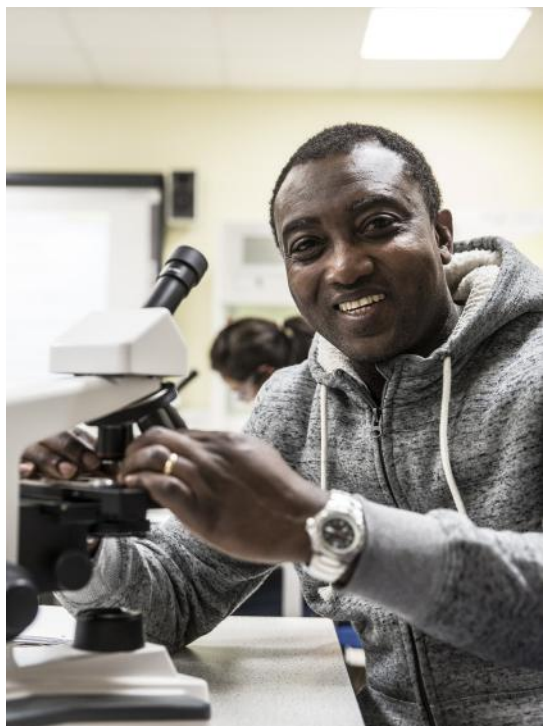
If you feel you have been treated unfairly or in a discriminatory way, please talk to your Personal Tutor or a member of the Student Services team.

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 or develop your current career.



STUDENT VOICE

It is important to us that all students have the opportunity to express their views and opinions about the College and their experiences here.

Just a few of the ways in which you can have your voice heard are by:

- becoming a student representative for your course and attending course team meetings
- speaking to our Lead Student Rep
- joining the student voice network
- becoming a student governor
- talking to your tutor
- giving us feedback through our regular surveys and focus groups
- taking part in the National Student Survey (NSS) in the Spring term (eligible students only)
- using the 'Have Your Say' system for complaints, suggestions and compliments
- applying to join our team of Student Ambassadors.

The College's Student Engagement Strategy is available on our website at

www.bedfordcollegegroup.ac.uk

We believe in treating everyone fairly and celebrating our differences



Transitioning to Degree-level Learning



YOUR TUTOR

Your tutor is your main source of academic support and guidance, and you will meet them at an early stage of your induction programme.

Your Tutor is responsible for:

- monitoring your academic progress
- introducing you to College services, facilities and regulations
- monitoring sickness and absence
- helping you to develop your learning and independent learning skills
- meeting with you on a regular basis to set and review targets.

You are expected to:

- take responsibility for your own learning
- seek advice or help if you need it
- attend any scheduled meetings with your tutor
- notify your tutor if you are going to be absent.

You will meet your Tutor at an early stage of your induction programme.



Libraries, Learning Resources & IT

The Libraries are the main study centres for students, with books, journals, e-books and specialist online information services.

All our e-books and e-resources can be accessed either at College or at home via Moodle (our virtual learning environment). With all these services you can use them with just your college login details, you can register once you are on many of these sites to receive a more personalised service

Using services like JSTOR and Academic Search Elite you can access thousands of academic journals plus there are many other specialist services to support your studies.

The Libraries do more than give you access to information. We understand it can be challenging to study at a higher level of achievement or to return to study after a long break, so our library teams are available to offer 1-1, small group and even classroom support with helping you to write academically, learn the intricacies of referencing and citation, deliver dazzling presentations, or carry out high-quality research. For help with these study skills and more, please ask the Library staff for details or ask your tutor to book study skills sessions for your group.

Your College ID card needs to be shown each time you come into the Library and is also your library card. Please note items are loaned for specified periods and late return, non-return or loss/damage of college resources will incur fines or replacement charges as necessary.

We provide silent and quiet study areas as well as group study facilities to cater for different learning preferences. Computer facilities (PCs and laptops) are provided to assist you with your college work. We advise you to save your work on your personal college network drive and keep additional copies on memory sticks or One-Drive.

You can download copies of MS Office onto your own device and on college machines you can access specialist software.

The printer/copiers in the Libraries can be used for printing from the computers and photocopying. When you enrol you are given limited free printing credits to get you started. Printers support black and white and colour at A4 and A3 sizes and single or double sided printing. Print charges for black and white are 5p for A4, 10p for A3; colour copies are 25p for A4 and 50p for A3. Print credits can be purchased at the Library counter. You will need to swipe your ID card at the printer/copier to release your printing or to make photocopies. Don't forget to press the logout button on the printer/copier when you have finished. We also stock a selection of basic stationery items which can be purchased at the Library desk.

Within 24 hours of enrolling you are given a College network account and email address. It is important to check your College email regularly as we will use it to communicate with you, for example about your learning resources account. At the start of your course you will have an induction where all this and much more will be explained to you.

The Library is a shared study space, and the library team will encourage you to respect the needs of others while working there. We do not permit food, loud music, or telephone use within the libraries and would encourage you to use the refectories and other social areas for these purposes. The College operates an ICT Acceptable Use Policy, which will be explained to you during your induction. Any student found using the internet or any IT resource in an irresponsible manner will be subject to disciplinary action. Our computer systems are used by hundreds of students and staff, and so our clear rules make sure everyone's privacy and rights are respected. All computer use is monitored for your own protection.

LIBRARIES OPENING HOURS:

BEDFORD, CAULDWELL CAMPUS

Monday 8.30am – 5.00pm

Tuesday to Thursday 8.30am – 6.30pm

Friday 8.30am – 4.30pm

College holidays 10.00am – 4.00pm

(Monday to Thursday, closed on Fridays)

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

SHUTTLEWORTH

Monday to Thursday 8.30am – 5.30pm

Friday 8.30am – 5.00pm

Closed during the holidays

TRESHAM COLLEGE

Monday 9.00am – 7.00pm

Tuesday 9.00am – 5.00pm

Wednesday 9.00am – 6.00pm

Thursday 9.00am – 5.00pm

Friday 9.00am – 3.30pm

KETTERING

Monday 8.30am – 5.00pm

Tuesday 8.30am – 7.00pm

Wednesday 8.30am – 5.00pm

Thursday 8.30am – 7.00pm

Friday 8.30am – 4.30pm

WELLINGBOROUGH

Monday 9.00am – 7.00pm

Tuesday 9.00am – 5.00pm

Wednesday 9.00am – 6.00pm

Thursday 9.00am – 5.00pm

Friday 9.00am – 3.30pm

Students on courses validated by the University of Bedfordshire also have access to a range of learning resources services offered on the university campus and to their virtual learning environment, BREO.

If your course is validated by the University of Northampton, you can also access their facilities and their virtual learning environment, NILE.

Those studying on University of Huddersfield courses will have access to their virtual learning environment and further details will be provided by your tutors on induction.



Printing Services

Pricing	A4	A3
Black & white	5p	10p
Colour	25p	50p

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:

Opening hours:

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

The IT Service Desk at the Kettering campus is located on the Lower Ground floor behind the elevator shaft and is open during term time:

Opening hours:

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.

ADDITIONAL LEARNING SUPPORT

Support provided by The Bedford College Group directly for those students with an identified Learning Difficulty and/or Disability

Additional Learning Support for those students studying their Higher Education through the Bedford College Group is provided through Disabled Students Allowance (DSA) which is administered through Student Finance England.

If you require support when completing a Higher Education course, you will need to apply directly to Disabled Student Allowance (DSA) before the start of your course to ensure you have this in place for when you start. For information regarding how to apply please see below or contact the Additional Support Department (details at the bottom of this document) directly who will be able to provide support and if needed a list of specialist assessors. Additionally, advice can be given in completing the application form if required.

Once we have received your DSA report the Additional Support department will contact you directly for an appointment to create an individual support plan. This plan will be shared with the appropriate tutors to enable them to support you in your studies.

Should reports include face to face interactions with externally assigned staff through DSA the ALS team will liaise with you and them to arrange for this to happen in a safe manner.

Disabled Students Allowance (DSA)

You can apply for Disabled Students' Allowances (DSAs) if you live in England and have a disability that affects your ability to study, such as a:

- specific learning difficulty, for example dyslexia or ADHD
- mental health condition, for example anxiety or depression

- physical disability, for example if you have to use crutches, a wheelchair or a special keyboard
- sensory disability, for example if you're visually impaired, deaf or have a hearing impairment
- long-term health condition, for example cancer, chronic heart disease or HIV

You must also:

- be an undergraduate or postgraduate student (including Open University or distance learning)
- qualify for student finance from Student Finance England
- be studying on a course that lasts at least a year.

Applying for Disabled Students Allowance (DSA)

Application for DSA is via an online portal. The link below takes you to the website which provides full details of DSA and the link to the application form.

Applications for DSA do require you to provide supporting documentation from an appropriately qualified professional supporting your disability. It is to be noted that for those students with a Specific Learning Difficulty an assessment undertaken by an appropriate professional at any age is accepted.

Following submission of your DSA application you will be invited to attend a local assessment centre to discuss your identified needs.

<https://www.gov.uk/disabled-students-allowances-dsas>

What if you think you may be dyslexic, but do not have a specialist report?

If you think you may be dyslexic but do not have a formal assessment, the additional support team at College or in your partner university can help you to undertake diagnostic assessments. They can also provide access to financial support towards the cost of an assessment as identified below:

University of Bedfordshire

Click here Think you may have dyslexia? - beds.ac.uk | University of Bedfordshire or email the team on ability@beds.ac.uk.

University of Northampton

To find out more or book a dyslexia screening, please send an email to dyslexia@northampton.ac.uk including your name and contact details.

University of Huddersfield

If you study on a UoH course and feel you need support or an assessment, you should contact the study support team here, who will be happy to help: <https://students.hud.ac.uk/help/disability/support/>

Support within The Bedford College Group

Further to this you can apply for financial support towards the cost of an assessment through our 'Access to Learning' fund. A copy of this form is attached to the bottom of this document (this is a means tested award), this fund is only available to existing HE students.

Additional Learning Support at The Bedford College Group can be contacted here:

Email: additionallearningsupport@bedford.ac.uk

Phone: 01234 291905

REFERENCING

When studying for a higher education qualification you will be required to support your assignments with appropriate referencing details to enable your reader to identify and trace the materials you use. In doing so, you will demonstrate that you have undertaken appropriate reading for your course and understand the ideas of other people.

Any references to the work of others must be acknowledged to avoid accusations of plagiarism (copying) and should appear in both the body of your text and at the end of your assignment (either on a reference page or in a bibliography). You should ensure that you provide your reader with enough information to locate the sources you have referred to. The examples below follow the Harvard referencing system; however, referencing styles can vary, and your course teachers will tell you which style they want you to use. The University of Huddersfield for example, use the APA referencing system. Do not automatically assume that you should follow

these examples – always check the requirements for your course.

If your course is validated by the University of Bedfordshire, the University of Northampton, or the University of Huddersfield, your course manager will confirm the referencing system that you should use. It is your responsibility to consult your unit handbook and the referencing guide with the university partner to ensure you meet their guidelines. Failure to follow these could impact your grades on your course, but your course team will be more than happy to help you. The website details for the different institutions are below:

University of Bedfordshire: <https://lrweb.beds.ac.uk/a-guide-to-referencing/>

University of Northampton: <https://skillshub.northampton.ac.uk/referencing/>

University of Huddersfield: <https://library.hud.ac.uk/pages/apareferencing/>

AN OVERVIEW OF HARVARD REFERENCING:

In the body of the text:

- Referring to someone else's work, using either quotations, paraphrasing or just incorporating their ideas into your own work, all require a reference to be inserted at the end of the sentence or where the use of a source begins/ends.
- This should be in round brackets and include surname of author and date of publication.
- A direct quotation also requires the inclusion of a relevant page number.

On a reference page:

- A reference list should appear at the end of your assignment and include full details of all sources (discussed, quoted or paraphrased) that are referred to in the body of your text. These should be left-aligned and in alphabetical order of author.

In a bibliography:

- Where work has informed or influenced what you have written but is not referred to in your work, it should be included as a separate list in a bibliography (placed behind the reference page).

A wide variety of material can be used as source material for your assignments – books, journals, as well as a great range of online resources such as online journals, databases, e-books, websites, and live performances. All the sources you use must have authority, be up to date and relevant.

Referencing a book with one author

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

- Author (surname, initials)
- Year of publication (in round brackets)
- Book title (in italics)
- Edition of book (abbreviate to 'edn'), but not needed for first edition
- Place of publication (if there is more than one name, use the first one): Publisher
- Page number(s) (if using a direct quote)

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 edn. London: Continuum.

You can find more information on referencing on the Learning Resources section of Moodle.

Referencing a book with two or three authors

- Authors (surname, initials)
- Year of publication (in round brackets)
- Book title (in italics)
- Edition of book (not needed for first edition)
- Place of publication: Publisher

In text:

Wilson and Kidd (2010, p. 241) state that 'social class' is no longer as strong a predictor of voting behaviour as it was in the past.

In reference list:

Wilson, P. and Kidd, A. (2010). *Sociology GCSE for AQA*. London: Collins.

If a book has more than three authors, only use the name of the first author followed by 'et al'. This informs your reader that there are additional authors.



Referencing books which have an editor (or a chapter in an edited book)

- Author(s) of chapter/section (surname, initials)
- Year of publication (in round brackets)
- Title of chapter/section (in single quotation marks)
- 'in' followed by name of editor(s) (abbreviated to 'ed.' or 'eds.' if more than one)
- Book title (in italics)
- Edition of book (abbreviate to 'edn.', but do not include if it is the 1st edition)
- Place of publication: Publisher
- Page references.

In text:

In women's gymnastics in the 1970s there was a notable increase in problems with 'body image' and 'eating disorders' (Wamsley, 2007, p. 273).

In reference list:

Wamsley, K. (2007) 'Womanizing Olympic Athletes: Policy and Practice during the Avery Brundage Era' in Schaus, G. & Wenn, S. (eds.) *Onward to the Olympics: Historical Perspectives on the Olympic Games*. Waterloo, Canada: Wilfred Laurier University Press. pp. 273-282.

Referencing electronic books (e-books)

- Authors (surname, initial)
- Year of publication (in round brackets)
- Book title (in italics)
- Name of e-book collection in italics (e.g. Dawsonera)
- [Online]
- Available at: URL (insert the entire URL address)
- (Accessed: day month year).

In text:

Topliss, Hurst & Skaratt (2007, p. 234) point out that when office space is designed and built it is tailored to the specific needs of the work which is to be carried out within.

In reference list:

Topliss, S., Hurst, M. and Skarratt, G. (2007) *Building services engineering & civil engineering*. Dawsonera [Online]. Available from: <http://site.ebrary.com/lib/bedford/Doc?id=10295326> Oxford: Heinemann. (BTEC national) (Accessed: 18 May 2016).

Referencing journals

Printed journals:

- Authors (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.

You can find more information on referencing on the Learning Resources section of Moodle.

Electronic editions of print journals, from databases/online resources:

- Authors (surname, initial)
- Year of publication (in round brackets)
- 'Title of article' (in single quotation marks)
- Title of the journal (in italics, in Title Case)
- Volume number (issue number), page numbers
- Name of database/electronic journal supplier (in italics)
- [Online]
- Available at: URL of electronic journal supplier (insert the entire URL address)
- (Accessed: day month year).

In text:

Museums are now moving towards 'narratives that focus on rupture, conflict, discontinuity and displacement' rather than traditional representations of history (Chappell & Chappell, 2011).

In reference list:

Chappell, S. & Chappell, D. (2011) 'A Museum in a Book: Teaching Culture Through Decolonising, Arts-based Methodologies', *International Journal of Education and the Arts*. 12(LAI 1). [Online] Available at: <http://www.ijea.org/v12lai1/> (Accessed: 21 May 2016).



Referencing organisational or personal internet sites

If you are unable to find the originator or date of a webpage, you should ask yourself whether the information it contains is reliable.

- Authors (surname, initial)
- Year of publication (in round brackets) preferably the date the page was created/ copyrighted; if no date is available, write (No date)
- Name of webpage (in italics, Title Case)
- Available at: URL
- (Accessed: day month year).

In text:

According to local Council records, the approximate population of Bedford in 2009 was 158,000 (Bedford Borough Council, 2011).

In reference list:

Bedford Borough Council (2011) *Statistics and 2011 Census Information: Bedford Borough – the facts and figures*. Available at: http://www.bedford.gov.uk/council_and_democracy/statistics_and_census.aspx (Accessed: 21 May 2012).

Secondary referencing

Whilst secondary referencing can be useful, the original text should always be used whenever possible. If the original source is not available (e.g. it is very old) and another author has referred to it, then it is acceptable to use secondary referencing.

Acknowledgements to the University of Bedfordshire referencing guidelines.

You can find more information on referencing on the Learning Resources section of Moodle.

If you are on a course validated by the University of Bedfordshire or the University of Northampton, you can also access the university's virtual learning environments, BREO and NILE, for lots of helpful resources.

HIGHER EDUCATION ACADEMIC MISCONDUCT

Definitions of Academic Misconduct.

Academic misconduct is defined as an attempt by a student either exam or coursework based where they seek to attempt to gain unfair advantage in these assessment methods or to assist another student to do so.

Examples below are not exhaustive.

- Cheating behaviour – acting in a dishonest way to gain academic advantage.
- Collusion - creating or being part of an agreement to act together to cheat to gain academic advantage.
- Fabrication - making up evidence data to aid your research discussions or providing misleading references within your work.
- Impersonation – using another student's piece of work with the intent of using this as your own work to gain academic advantage.
- Plagiarism – Using documents or other students work and submitting this as your own work intentionally.
- Duplication – submitting prior work that has already been used within assessment.

In addition, examples of Academic misconduct in examinations includes the following.

- Attempting to use notes or unauthorised exam materials within an Exam.
- Obtaining a copy of an unseen examination paper.
- Attempting to remove documentation from the examination room that is not authorised.
- Unauthorised use of a calculator

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, or allow their work to be plagiarised, 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 correctly 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, artwork or performances, as well as written work.
- Plagiarism is not just using 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 course teacher/lecturer and follow their referencing guidelines.

Assignments are normally submitted through Turnitin software – your tutor will explain what you need to do.

If you are on a course validated by the University of Bedfordshire or the University of Huddersfield, you are also subject to the relevant university's regulations relating to academic offences - see www.beds.ac.uk/student-experience2/academic-information/academic-discipline-policy and <http://www.northampton.ac.uk/study/new-students/student-handbooks-and-regulations/> and <https://www.hud.ac.uk/policies/registry/regs-taught/>





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. 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. 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 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. Should this change while you are on your Course you should contact the Customer Services team.

If you did not declare anything at enrolment, but would subsequently like us to update your information, please contact the Additional Support Department.

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

The University of Bedfordshire and the University of Northampton have their own arrangements relating to deadlines for the submission of work which you must follow if you are on a university validated course. Applications for mitigating circumstances are handled through your tutor at College, and they will explain what you need to do.

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 (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 lecturers or the Quality Manager will advise you what to do.

During your induction your Tutor will explain how your work will be assessed.

ETHICAL PROCEDURE

Any research that you carry out on your course needs to have Ethical Approval before you commence collecting data. This applies to The Bedford College Group courses and those with partner universities. Details of the ethics process can be found on your HE Moodle page and you will be supported in completing this by your tutor.

It is important that you do not carry out any research (including questionnaires and interviews) before you have formal approval from the Ethics and Standards Committee.



Personal Support



STUDENT SERVICES

Student Services have been awarded the national 'Matrix' kitemark 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, welfare and childcare advice and information
- health, wellbeing and safeguarding advice and support.

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

Please note that we will not pass on any information about you without your consent, unless there is a risk of harm to you or another person.



Opening hours and contact details:

Bedford Cauldwell Campus

Monday to Thursday 9:00am - 4:30pm
Friday 9:00am - 4:00pm

☎ 01234 291770

✉ studentservices@bedford.ac.uk

Corby, Kettering & Wellingborough Campuses

Monday to Thursday 9:00am - 4:30pm
Friday 9:00am - 4:00pm

☎ 01536 413232

✉ studentservices@tresham.ac.uk

Shuttleworth Campus

Monday to Thursday 8.30am–5.00pm
Friday 8.30am–4.00pm

☎ 01767626632

✉ studentservicesshuttleworth@@bedford.ac.uk

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.



CAREERS

Our professionally qualified student services coordinators provide impartial, confidential advice and guidance to help you:

- decide what you are going to do next
- explore your options in education, training and employment
- develop career management skills
- further study such as topping up your Foundation Degree or Higher National.
- put your plans into practice.

If you are looking for information or have a quick query you can drop in to Student Services where an adviser may be able to help you immediately or book you a longer appointment.

For more in-depth advice and guidance, careers interviews are available by appointment.

APPRENTICESHIPS & JOBS

The Student Services Co-ordinators 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, the Student Services team 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, but 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

You can contact the Counselling Service by:

Bedford & Shettleworth

 01234 291911

 counselling@bedford.ac.uk

Corby & Kettering

 01536 513273

 counsellingtresham@bedford.ac.uk

You can call into Student Services to book an appointment.

Self-help guides on many of the above topics are available from Student Services or on our website at www.yourspaceonline.net.

FINANCE ADVICE

Types of Student Finance

Further Education or Higher Education Loan?

If you are applying to do a Foundation Degree, HNC, HND or PGCE, then you will need to apply for a Higher Education Loan.

Undergraduate or Postgraduate?

All of the courses currently offered by the college are eligible for an Undergraduate loan. Undergraduate loans, tuition fees cover Foundation Degrees, HNCs, HNDs, Top Ups and the PGCEs.

TUITION FEE LOAN

The Tuition Fee is the fee that the college charges students to attend their course. The amount is set by the college and is the same for all students regardless of income. Students can apply for a Tuition Fee Loan for the full amount

of their tuition fee, which is paid directly to the college. Students are required to start paying back the loan once they have left or completed their course and are earning over the threshold amount.

Who do I apply to for my Tuition Fee Loan?

The institution you pay depends on the course:

Institution	Courses
Bedford College	All Pearson HNCs / HNDs University of Northampton HNCs / HNDs University of Northampton Engineering Top Ups University of Northampton Computing Top Ups Foundation Degrees started before August 2020
University of Bedfordshire	All University of Bedfordshire Top Ups Foundation Degrees started after August 2020
University of Northampton	University of Northampton Fashion Top Up University of Northampton Textiles for Fashion Top Up University of Northampton Graphic Communication Top Up University of Northampton Photography Top Up University of Northampton Business Management Top Up
University of Huddersfield	Certificate of Education (CertEd) UoH Professional Graduate Certificate in Education (ProfGCE) UoH Post Graduate Certificate in Education (PGCE) UoH

Maintenance Loan

A maintenance loan is a loan that students can apply for to help pay for living expenses, travel costs and any additional course fees (trips, materials etc.). Students are required to start paying back the loan once they have left or completed their course and are earning over the threshold amount.

	2021 to 2022 academic year	2022 to 2023 academic year
Living with your parents	Up to £7.987	Up to £8.191
Living away from your parents, outside London	Up to £9.488	Up to £9.706
Living away from your parents, in London	Up to £12.382	Up to £12.667
You spend a year of a UK course studying abroad	Up to £10.866	Up to £11.116
If you're 60 or over on the first day of the first academic year of your course	Up to £4.014	Up to £4.106

(<https://www.gov.uk/student-finance/new-fulltime-students> accessed 27/6/2022)

Modes of Study

Full time loan applications open from March 2022. Part time loan applications open from Summer 2022.

Full time students should be eligible for both tuition fee and maintenance loans (depending on household income).

Part time students are eligible for tuition fee loans, but not maintenance loans.

If you choose to study your HNC part time, and then your HND full time (or vice versa), this may make you ineligible for finance support from Student Finance England once you change your study mode.

Applying for Student Finance

- Create a new account with Student Finance England (new applicants only)
- Log into Student Finance Account
- Create application
- Submit application*
- Receive Notification of Entitlement Letter
- Come to enrol at college

*Student Finance England may require further evidence before they can process your application. Make sure to provide Student Finance England with any require evidence as promptly as possible to avoid delays in loan payments.

1. Creating a New Student Finance Account

Only new applicants need to create an account with Student Finance England. If you have applied for a Higher Education Loan before (with us or someone else), then you can skip this step.

To create a new account with Student Finance England, head to the link below and click on 'Create an Account':

<https://logon.slc.co.uk/cas/login>

To create a new account you will need to provide:

- Your name
- Date of Birth
- Address
- National Insurance Number (optional)

2. Logging into Student Finance Account

Once you have set up a new account with Student Finance England, log in using this link:

<https://logon.slc.co.uk/cas/login>

3. Creating your Application

To create your application, you will need:

- 30 minutes
- Your UK passport details, if you have one
- Your university or college name and course name
- Your National Insurance number, if you haven't already provided it
- Your UK bank account details
- Address details of a family member or friend Student Finance England can use if they lose contact with you.

You may need to provide more information if you are an EU student. For more details, head to <https://www.gov.uk/student-finance/eu-students>.

For more information, look through the Student Finance Application Guide, for a step-by-step walkthrough.

4. Submitting your Application

Before you submit your application, double check your application, and have someone proofread it for you. Make sure you have carefully read the Terms and Conditions.

Student Finance England may need further information from you before they can successfully process your application. It is therefore important

that your contact details are kept accurate and up to date should Student Finance England need to contact you.

5. Receiving your Notification of Entitlement Letter

Once your application has been successfully processed, you should receive a Notification of Entitlement Letter in the post. You can also check the Letters & Emails tab in your Student Finance account.

It is very important you keep hold of this letter, as it contains how much tuition fee loan and maintenance loan you will be receiving. It also contains a breakdown of your payments, and your payment timetable.

6. Enrolling at College

Due to Coronavirus, students may either be invited to college to enrol in person, or may be asked to enrol online.

If you have been invited to a face-to-face enrolment in August, you should bring your Notification of Entitlement Letter from Student Finance England.

If you are being enrolled online, then the enrolment team can check on the loans portal whether you have a loan in place.

If you have applied for a loan and are still waiting for it to be approved by enrolment, you will need to pay a £200 refundable deposit, and agree to a payment plan with the college. All monies will be refunded once the loan is approved.

If you have attended a face-to-face enrolment, then the enrolment team will set up a Direct Debit with you then.

If you are being enrolled online, the finance team will contact you if you do not have a loan approved by enrolment.

Once you have enrolled with student registry, and your loan application has been processed by Student Finance England, the Higher Education team will confirm your registration with the college, and release your maintenance loan.

Once you have attended college for several weeks, the Higher Education team and the college Finance team will confirm your attendance, which will release your tuition fee loans. This will be done each term.

Loans/Grant	Applicable courses	Available to full-time students	Available to part-time students
HN Progression Bursary	Pearson HNC / HNDs	Yes, only progressing	No
Care Leavers Bursary	HNC, HND, Foundation Degree, PGCE, BA/BSc Top Ups	Yes	Yes
Access to Learning Fund (HE)	HNC, HND, Foundation Degree, PGCE, BA/BSc Top Ups, only direct students - uob students go to Uob	Yes	Yes, if other criteria are met

Budgeting

Managing your student loan can often be difficult. If you are having problems budgeting or find yourself in debt our student finance team may be able to help you plan your finances or advise you about other sources of help.

Medical Costs

You may be entitled to free prescriptions, dental treatment and sight tests, depending on income. Please contact Student Services and ask for an HC1 form.

Student Common Rooms

If you want a bit of peace and quiet or simply a place to relax and eat your lunch, at our Cauldwell Street, Shuttlesworth and Kettering campuses we have Higher Education student common rooms which are open during College hours.



Further details

A £500 bursary for Pearson HNC/HND students in the first year of their course who have previously studied a Level 3 course with us after 2016. To apply head to <https://bedford.paymystudent.com>

A £500 bursary available to Higher Education students who have declared that they are a or have been a Care Leaver or a Looked After Child. To apply head to <https://bedford.paymystudent.com>

A fund of up to £ 500 available to HE students who have received the full amount of maintenance support and are in need of further financial support. Students may also be eligible is they are a student with children, a lone parent, a mature student, a student with a low-income family, a student who has been in care, a student who is homeless, a final-year student or a disabled student. To apply head to <https://bedford.paymystudent.com>



A to Z of Useful Information



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
- 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 The Bedford College Group 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.

If you are on a course validated by a partner university, any breaches of the code of conduct may have to be referred to the university.

Have Your Say Policy

We welcome your views on any aspect of the College and will regularly seek your feedback. We make every effort to get things right for you, but we know that things can sometimes go wrong. If you have a complaint, you can:

- talk to your tutor, teacher or relevant 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'

<https://www.bedfordcollegigroup.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 have to close the College. Check our local Heart Radio station or their website at www.heartbedford.co.uk, our websites www.bedfordcollegegroup.ac.uk, our official Facebook and Twitter pages and main switchboard.

Fees & 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.

Kettering

The Restaurant, Campus Kitchen is on the upper ground floor, offering hot and cold meals, confectionery and cold drinks are available from 8.00am until 1.45pm daily. The Costa Coffee shop is also situated on the upper ground floor, our opening hours are:

Monday	8.00am to 5.00pm
Tuesday	8.00am to 7.30pm
Wednesday	8.00am to 5.00pm
Thursday	8.00am to 7.30pm
Friday	8.00am to 3.00pm

There are also vending machines for Cold drinks and confectionary in the atrium on the Upper Ground floor.

Corby

The Restaurant, Campus Kitchen is on the ground floor behind the Customer Contact Team. Hot and cold meals, confectionery and cold drinks are available from 8.00am until 1.45pm daily. The Costa Coffee shop is also situated on the ground floor opposite the Customer Contact Team, our opening hours are:

Monday	8.00am to 7.30pm
Tuesday	8.00am to 5.00pm
Wednesday	8.00am to 7.30pm
Thursday	8.00am to 5.00pm
Friday	8.00am to 3.00pm

There is a confectionery vending machine on the ground floor.



Lost Property

If you lose personal property in College, contact the Customer Contact team where staff will check whether it has been handed in. If you find any item of lost property, please take it to the Customer Contact team. The Bedford College Group does not accept liability for students' personal belongings.

NUS Extra

As a student at The Bedford College Group, 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

If you travel to College by bike, please lock it securely to the racks provided for security. Students are encouraged to use public transport where possible but those travelling by car are welcome to park in College car parks while attending classes.

Bedford Cauldwell Campus

At Cauldwell Street parking spaces are very limited and daytime demand greatly exceeds supply.

Corby & Kettering Campuses

Both Corby and Kettering campuses have numerous car parking spaces available for our students, these include a number of special parking bays for blue badge holders.

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 to confirm their entitlement to park. This is not a guarantee of a parking space.

During the daytime 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 displaying a valid parking ticket and a valid permit to park, 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 the 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.
- If there is no room in the College car park, alternative pay and display parking can be found in the town.
- The College is committed to 'green' transport and 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.

Students are encouraged to use public transport where possible

Shuttleworth Campus

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

Any payments for additional courses 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 LRC 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.

Reflection Rooms

There are reflection rooms available for use by students and staff at all our campuses, for details please drop into Student Services.

These facilities are 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.

Sports Facilities

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.

We also offer a range of other sports through our Sports+ programme. Go to www.yourspaceonline.net or drop into the student common room for more information.

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 at 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.

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 Customer Contact Team where a first aider will be contacted. In an emergency dial internal extension 5555 (01234 291555) at Bedford College or 01767 626222 at Shuttlesworth College, 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 your ID card 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. 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.

University of Bedfordshire

All students are issued with an ID Badge from the University of Bedfordshire. You will be required to use this when accessing University services such as the LRC.

University of Northampton

All students are issued with an ID Badge from the University of Northampton. You will be required to use this when accessing University services such as the LRC.

University of Huddersfield

All students are issued with an ID Badge from the University of Huddersfield. You will be required to use this if accessing University services.

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 bullying of any sort and have safeguarding and anti-bullying 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 the Safeguarding team on safe@bedford.ac.uk

National & Local Helplines

For details of national and local helplines please go to:

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



Useful Telephone Numbers



Bedford College Numbers

Bedford College (main switchboard)

📞 01234 291000

🖱️ www.bedfordcollegigroup.ac.uk

✉️ info@bedford.ac.uk

Additional Support

📞 01234 291905

Admissions & Recruitment

📞 5902/5910 Direct 01234 291000

✉️ info@bedford.ac.uk

Counselling Service

📞 01234 291911

✉️ counselling@bedford.ac.uk

📱 Text: TALK to 07950 080723

Customer Contact Team

📞 0345 6588990

Exams Department

📞 01234 291968

✉️ exams@bedford.ac.uk

Finance Department

📞 01234 291872

✉️ creditcontrol@bedford.ac.uk

Gas & Plumbing Technology Centre

📞 01234 291150

IT Services

📞 01234 291999

✉️ itsupport@bedford.ac.uk

Learning Resources Centre

📞 01234 291320

✉️ learningresources@bedford.ac.uk

Quality Department

📞 01234 291562

Safeguarding Team

📞 01234 291888

✉️ safe@bedford.ac.uk

SPRINGS Sports Centre

📞 01234 291701

Student Registry Department

📞 01234 291420

Student Services Help Desk

📞 01234 291770

🖱️ www.yourspaceonline.net

✉️ studentservices@bedford.ac.uk

Student Registry

✉️ studentregistrybedford@bedford.ac.uk

Live Lounge (student common room)

📞 01234 291930

Shuttleworth College Numbers

Shuttleworth College (main switchboard)

 01767 626222

 www.bedfordcollegigroup.ac.uk

Customer contact team emergency/first aid

 0345 658 8990

Learning Resources Centre

 01234 291020

Student Services

 01767 626232

Facilities out of hours (emergency only)

 07791 507018

Wardens (Halls of Residence)

 07736 106018

Tresham College Numbers

Tresham College (main switchboard)

 01536 413123

 www.bedfordcollegigroup.ac.uk

Counselling Service

 07711 385668

Customer Contact Team

 0345 658 8990

Reprographics

 01536 413070

Safeguarding Team

 01536 413004

 safe@tresham.ac.uk

The Manor Restaurant

 01536 413334

Student Services Helpdesk

 01536 413232

External Numbers

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 Huddersfield

☎ 01484 422288

Queensgate
Huddersfield
HD1 3DH

🖱 www.hud.ac.uk

University of Northampton

☎ 01604 735500

Waterside Campus, University Drive
Northampton, NN1 5PH

🖱 www.northampton.ac.uk





Bedford College

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www.bedfordcollegelgroup.ac.uk

Higher Education handbook cover
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