"Enabling Students to Accomplish their Academic Goal"

Student Handbook

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Welcome

Welcome to Bellmont College with the name 'Bellmont' originating from the French word meaning 'beautiful mountains'.

We are delighted that you have chosen this College for your Higher Education studies because just like climbing the mountains, Education too is a fulfilling journey that requires you to climb beautiful small mountains in terms of your learning achievements to reach your final target and destination, i.e.: a qualification!

This Handbook is designed to assist you in finding out how Bellmont College intends to provide you with an excellent academic experience, outstanding support and dedicated enhancement of your employability prospects. You will also find all the key information you need to help you as you progress through your studies.

Bellmont College is housed in completely refurbished premises in Stratford London, with state-of-the-art resources and facilities and is staffed by a team of highly experienced higher education and business professionals. We are committed to enabling you to achieve your personal academic and professional goals and expect to build a strong loyal and working relationship with you over the next few months.

Bellmont College prides itself with the individual attention and 'super supportive' environment, we have to offer you. We will ensure you feel a sense of belonging throughout your time at the College and we will nurture you and provide you with opportunities for engaging with local communities and businesses and for developing a broad range of skills that will support you in applying your knowledge and developing yourself as a rounded individual and employable participant in society with empowerment, creativity and ownership in whatever you decide to do.

Our vision is of 'Enabling Students to Accomplish their Academic Goal' and we trust that you find Bellmont College an environment that facilitates your knowledge, development and growth. We aim to expand your opportunities and maximise your potential so use this great opportunity well to develop yourself both as a student and as an individual.

Wishing you the best of luck on your fulfilling academic journey across the beautiful Bellmont Mountains at Bellmont College!

Elaine Wayne Walker,
Head of Quality
Bellmont College

Introduction

The Student Handbook of Bellmont College, intends and is designed to give insight to all Bellmont College students the necessary information needed to progress on their choice of programme.

All students at Bellmont College will receive the Handbook electronically after induction. It will also be available on the intranet and at Bellmont College Reception. All students should familiarise themselves with and through this Handbook regarding Bellmont College's expectations of being a higher education student as well as with regards to other various components and requirements of the college.

The Handbook conforms to its stakeholder requirements with special regards to OFS (the Office for Students). It is also in-line with the UK Quality Code for Higher Education.

1 Vision, Mission and Values

1.1 Vision

To enable our students to accomplish their academic and personal goals and dreams in life, progress themselves and prepare them to bring positive change and contribution to society.

1.2 Mission

Bellmont College's mission is to invest in its diverse students, valuable knowledge, skills and tools through committed higher educational professionals, ultimately empowering and enabling them to contribute confidently to their wider network and society.

Bellmont College intends to develop a high-quality university franchise partnership enabling it to provide quality assured, university validated programmes for its learners. Its mission is also to provide an infrastructure of excellent facilities and resources, teaching by well qualified and experienced subject specialists, and an outstanding level of student support.

The College aligns itself with a widening participation agenda and has equality and diversity policies and marketing and recruitment policies designed to reinforce the College's mission to provide equal opportunities to, and participation in, higher education programmes for all population groups. It aims to foster a productive, collaborative, and positive environment for learning and teaching for the benefit of all, serving and supporting our local community and the wider population.

1.3 Organogram

The Bellmont College organogram below shows the structure for governance, senior management, quality assurance, programme delivery and student support:

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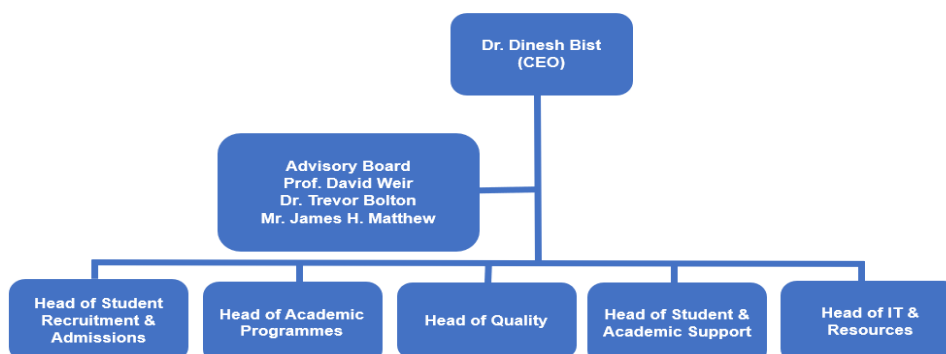
Chief Executive Officer (CEO)

The Chief Executive Officer, **Dr Dinesh Bist**, has been in the Education sector for 20 years. He has worked in several leading roles within education and is responsible for liaising directly with the Advisory Board and for managing all day-to-day operations of the College. He also leads the Senior Management Team (SMT) which comprises the four Heads in the organogram above. The CEO also has extensive experience in business, finance, management and HR. Throughout the start-up stage of the College Dr. Dinesh Bist is directly managing all the College financial and HR arrangements, in conjunction with the appointed official accountant. However, as the College grows and expands, additional financial and HR staff will join the Team.

Advisory Board

The Advisory Board provides governance, oversight and steers strategic planning, ensuring that it is in accordance with Bellmont College's vision, mission and values and HE obligations and regulations and Value for Money principles. The Board consists of highly experienced, independent, Higher Education professionals. Between them, the Board Members bring extensive experience on: governance, regulatory, management, educational experience and finance. The Board members advise on and guide strategic and financial planning and uphold the <u>7 Nolan Principles of Public Life</u>, including ensuring accountability and transparency in all of Bellmont's day-to-day operations.

Senior Management Team

The Senior Management Team comprises the Chief Executive Officer and the four section Heads: the Head of Quality, the Head of Admissions and Recruitment, the Head of Academic Programmes, the Head of Academic and Pastoral Support, and the Head of IT. The Senior Management Team is responsible for the management and strategic planning of Bellmont College as well as the day-to-day operations of the College which include the delivery of the programmes and student support.

Head of Quality

The Head of Quality and Academic Standards **Ms Elaine Wayne Walker** is responsible for ensuring the quality of academic standards, academic administration and of the services and provision at Bellmont College in line with the requirements of the national regulatory bodies for Higher Education. Elaine has over 18 years of experience within the Education sector. Her experience includes the HE and FE sectors in the UK.

Head of Admissions and Recruitment

The Head of Admissions and Recruitment is responsible for ensuring the quality of and standards, of admissions and recruitment services and provision at Bellmont College in line with the requirements of entering studies within the UK as well as developing and implementing the College's widening participation strategy, market research and organising recruitment events and interviews.

Head of Academic Programmes

The Head of Academic Programmes, is responsible for managing the delivery of the programmes offered at Bellmont College to high standards, has responsibility for overseeing marking and assessment as well as managing the team of Module Leaders and Tutors.

Head of Academic and Pastoral Support

The Head of Academic and Pastoral Support manages and coordinates student academic and study skills support as well as pastoral and disability support. Furthermore, responsibility

for the development and monitoring of the Learner Support System including Personal Tutors also lies within the remit of this specific role.

Head of IT
The Head of IT, **Mr Abdul Babita**, is an experienced IT professional in charge of developing and maintaining IT systems, databases and information systems for Bellmont and for providing IT support to Bellmont's students. His responsibilities also include maintaining the Bellmont website and intranet.

Student Support Team
The Student Support Team is led by the Head of Academic and Pastoral Support and also comprises of the Head of Quality, the Head of Academic Programmes, the Personal Tutors and the Head of IT. Responsibilities are divided according to centralised professional support, specialist support, and programme focused support (academic and professional) according to the Learner Support Model.

Learning and Teaching Team
The Learning and Teaching Team will be led by the Head of Academic Programmes and will also comprise of the Module Leaders, Senior Tutors, Tutors and Personal Tutors. This team will hold the responsibility for all learning and teaching related to the programmes and the administration of quality and academic standards. This will include: delivery of teaching, assessments, marking, feedback to students, internal ratification of marks, publication of marks to our partner institution, liaison and marking moderation with our partners, attending Assessment Boards, and monitoring of retention, progression and achievement.

1.4 Committee Structure
The diagram below indicates the committee structure for Bellmont College. For full details of each committee please see their respective Terms of Reference.
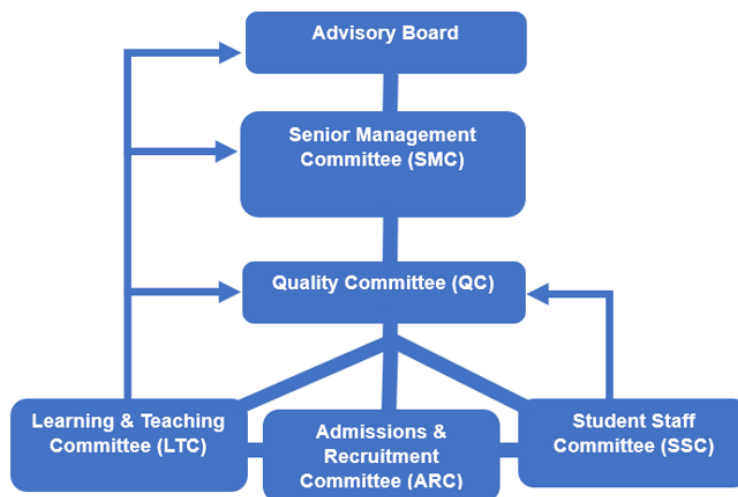
1.4.1 Advisory Board:
This Board meets every 3 months with the Senior Management Committee to review College strategy, finances, outcomes, governance, emergency planning and sustainability. It receives summaries of the actions taken by all the other committees, the results of annual review, evaluations and External Examiner reports. It is responsible for ensuring good governance in all aspects of the College's operations and of providing independent advice and recommendations for future development.

1.4.2 Senior Management Committee (SMC):

This Committee, chaired by the Chief Executive Officer and oversees all aspects of the day-to-day operational running of the College, management issues and the implementation of strategy. It receives and considers minutes and reports from the QSC (Quality Standards Committee), the LTC (Learning and Teaching Committee) and the SSC (Student and Staff Committee) and decides on actions required for the smooth running, effectiveness and maintenance of high standards at the College. It oversees HR functions including contracts, sick leave and holiday leave arrangements as well as recruitment of staff and students and marketing and publicity. It ensures that Health and Safety regulations are implemented, and that equipment and resources are maintained and adequate to meet the needs of students and staff. It assigns hardship funds and bursaries as appropriate. This committee reports to the Advisory Board and also considers and implements their strategic advice and guidance.

1.4.3 Quality Standards Committee (QSC):

This Committee, chaired by the Head of Quality, oversees quality management and academic standards for all aspects of Bellmont College's provision. This includes ensuring that the delivery of our programmes meet all the requirements of relevant legislation and external benchmarks relating to the delivery of Higher Education within the UK, including the UK Quality Code for Higher Education and the regulatory requirements of the Office for Students (OFS). It also keeps under review all Bellmont College policies and procedures, reviews student feedback and module evaluations and conducts an annual review of retention, progression and achievement data as well as of internal Assessment Board reports and External Examiner (EE) reports, to ensure that EE comments are disseminated and acted upon. It also reviews the outcomes of any complaints or appeals and seeks to identify ways of improving and innovating the delivery of academic standards. This committee also include Student Representatives and reports to the SMT committee.

1.4.4 Learning and Teaching Committee (LTC):

This Committee, chaired by the Head of Academic programmes, oversees all aspects of learning and teaching at the College including the delivery of programmes, the schedule for assessments, the collection of student module evaluations, the provision of feedback and monitoring of results, staff development and peer observations and the dissemination of good practice. It oversees admissions, in conjunction with Bellmont Colleges Admissions Team, and also reviews learning support for students, the functions and effectiveness of personal tutors, academic skills and resources and matters arising and actions from the SSC. It also reviews student disability support and diversity and inclusivity policies and procedures. This committee also includes Student Representatives and reports to the SMT committee.

1.4.5 Student Staff Liaison Committee (SSLC):

This Committee is run by the Student Representatives and led by a Student Representative Chair, elected by all the Student Advocates. Minutes from the SSC are considered by each of the other committees to ensure that the Student Voice is heard and acted upon. Two Student Representatives also sit on the Quality Standards Committee except for during the convening of the Assessment Board to consider and ratify provisional student marks and on the Learning and Teaching Committee, except for discussions regarding any protected information.

2 Programmes

Bellmont College has established several strategic goals for its first two years of operation in line with its vision and mission as detailed above.

Level 3 (Foundation), Level 4 (HNC) Level 5 (HND) Level 6 (Top Up) in:

- Business Management
- Tourism and Hospitality Management
- Information Technology

Depending on the course and awarding body you are registered with, you will be issued the relevant programme handbook.

Your programme provides the essential knowledge and understanding, skills and experience required for you to operate effectively and successfully. Integrated within the study of the subject material and modules is the development of IT and intellectual skills related to the analysis of qualitative and quantitative information, critical thinking and problem-solving.

A range of employability skills is developed and practised, including effective communication, numerical proficiency, ICT applications, contemporary communications methodologies, self-management, autonomous learning and team working.

In **Foundation Year and at Level 4**, our aim is to **nurture** you and engage you in your programme of study, provide you with transitional support to higher education, support your self-awareness enhancement and resilience and enlighten you on the number of development opportunities open to you.

At **Level 5**, we aim to promote your confidence, **talent** and **tenacity** through our learning and teaching and further develop your skills and knowledge whilst also supporting at starting to form further skills needed on your pathway towards Level 6.

At **Level 6**, our plan of action influences and enhances you to show independence and **creative thinking** through the development of your years of study at Bellmont College. We will sharpen your intellectual, personal and professional skills ready to make a contribution in the field of your choice and to the wider society.

2.1 Programme Handbooks

Full details of your programme, including module specifications and learning outcomes, as well as details of assessments, submission deadlines, etc are contained in the relevant Programme Handbook, which will be given to you at the start of your programme.

This provides a valuable source of information and should be consulted frequently throughout your studies. Your study programme is subject to the rules, regulations, policies and procedures of Bellmont College. These will be explained to you during your Induction/Welcome Week and are also available on the intranet and via central administration.

2.2 Active Blended Learning

Bellmont College will follow an Active Blended Learning (ABL) approach that involves student-centric learning. Rather than just listening to lectures, taking notes and reading, this learning approach aims to actively engage you in your own learning through meaningful

activities such as discussions, debates, team-based learning, application exercises, problem-based learning, case studies, projects and so on.

The blended learning approach involves multiple modes of delivery, that is a combination of class-based and online, technology-assisted learning, preparation or extension activities and independent study. Teaching will be practical and collaborative and clearly linked to learning activities outside of the taught session. Contact time on programmes may involve seminars, workshops, small or large group sessions, lectures, e-activities, group or one-to-one tutorials or off-site activities.

This approach to learning will support not only your development of subject knowledge and understanding but also allow for independent learning and digital proficiency. It is specifically designed to develop your autonomy and employability skills.

2.3 Assessment

Assessment is a means of checking what you have learnt. Apart from being given a grade/mark to measure if you have passed or failed, assessments also:

- Gives insight to your tutors about how well you are doing on your programme or if you need extra support and gives them the opportunity to provide you with feedback that will further enhance your skills and development.
- Motivates you to do better, study more, and organise your time more effectively integrating your own time of study alongside your lessons.

(i) Types of Assessment

During the course of your programme, you will complete a series of assessments; these may be in the form of an essay, short test, portfolio, report, reflective piece, poster presentation, individual or group presentation, literature review or business plan. Assessments are designed fairly and specifically for you to demonstrate what you have achieved throughout your learning and present the learning outcomes, and develop essential skills associated with the module.

(ii) Assessment Schedules and Assignment Briefs

For each module you will be given an assessment schedule, outlining the submission and return/feedback dates and a brief that describes the assignment, and the learning outcomes it relates to, as well as the marking criteria and weightings. These details can also be found on the Bellmont intranet and in your Programme Handbook.

(iii) Submissions and Deadlines

All assessment work, except items with exemption, must be submitted on or before the deadline given in your programme guides, unless an extension has been granted in advance. It is a good idea to note all of your submission dates well in advance to ensure that you have scheduled enough time to complete your assessments. Missing deadlines can seriously impact on your marks and even the successful achievement of your award.

All your work should be submitted electronically and also submitted through an originality checking database like Turnitin. Work cannot be emailed or given directly to your Module Leader or Tutor; such submissions cannot be accepted and will not be marked.

Originality checking databases like Turnitin are useful plagiarism detection tools which automatically check levels of similarity in the work you produce against other published and previously submitted work.

This tool can serve two functions:

- it provides you a means on how to avoid plagiarism by referencing correctly and being alerted to any plagiarism detected in your work.
- it contributes to and provides evidence for presumed cases of plagiarism.

If you are experiencing difficulties with an assessment, always speak to your **Personal Tutor, Module Leader** or t**he Head of Academic and Pastoral Support** in good time before the submission deadline.

(iv) Extensions

We try to be supportive where students have genuine difficulties and, in such case, you should contact your **Module Leader** or **Personal Tutor** in advance of the submission deadline to discuss the possibility of an extension. However please note that no extensions can be granted for pressures of work or family that could have reasonably been anticipated in advance, or for sudden failures of laptop or other equipment and loss of work.

(v) Academic Regulations

Various procedures and regulations are used to ensure the quality, standards, appropriateness and fairness of assessments. We will go over these regulations with you during your Induction/Welcome Week and also whenever an assessment is outlined to you as it is very important that they are followed correctly. These regulations cover, for example, submission deadlines, grading criteria, extensions and mitigating circumstances, marking and moderation, results and progressions, the ratification of results at Assessment Boards and appeals. Full details on all these processes are also available from your **Module Leader**, **the Head of Academic Programmes** and the **Head of Quality and Academic Standards**.

(vi) Additional Support

Students who have a disability, medical condition, or other additional need may request additional support or adjustments e.g. for time-constrained tests conducted during taught sessions. Please consult the **Head of Academic and Pastoral Support,** for further information. Students may be required to attend an appointment and/or provide supporting evidence to Bellmont College for such adjustments to be made.

(vii) Feedback

You will receive both formative and summative feedback throughout your programme.

- **Formative feedback** - is ongoing feedback on your development and progress over the course of the module, sometimes during, or after, specific activities.
- **Summative feedback** - is formal feedback on a submitted, graded assessment. This will usually be in electronic form or may be written, recorded on audio-CD/MP3, verbal or face-to-face.

Feedback may be provided by your **Module Leader, Tutor** or **Personal Tutor** or in the form of **'peer-feedback'** from others in your student group or you may be asked to give your own feedback on your own work.

Formal feedback is designed to help your understanding of the assessment criteria and grading process.

(viii) Academic Integrity and Plagiarism

Bellmont College takes the assessment process very seriously. It is expected that any work that you submit is your own and where other sources are used, these must be clearly identified and referenced.

- The term **'academic integrity'** is used to describe the honest approach you are expected to take concerning assessment work that you submit.
- The term, **'plagiarism'** refers to work that you intentionally, or unintentionally, pass off as your own but which has been authored by another person or other persons.
- The term **'academic misconduct'** refers to plagiarism or other misconduct such as cheating or collusion, where students have worked together on a task that was intended to be individual. These types of misconduct can lead to serious penalties ranging from a written warning to a reduced or fail grade, removal of any right to resubmit or even removal from the course.

Full details of the College's stance on good academic practice and academic misconduct can be found in our **Academic Integrity and Misconduct Policy**. As outlined in this policy, our approach is to strongly encourage and support good practice by means of study skills support and training.

(ix) External Examiners

External Examiners, experienced academics from other higher education institutions, are involved in moderating your assessed work in order to ensure that assessment processes are fair and appropriate, and that standards and awards are comparable to equivalent programmes offered elsewhere. External Examiner's reports, and our response to them, are reviewed at relevant Bellmont committees, published on the Bellmont intranet and also circulated to all students via your Student Representatives.

3 Student Support

At Bellmont College we welcome students from all backgrounds and wish to support you in developing your full academic and personal potential. We are committed to providing you with advice and guidance on whatever academic, pastoral, disability and/or employability support you may need during your studies. The individuals/support services detailed below may be approached for advice and guidance either directly, by appointment or by email. If you send a query by email, please remember to include your **full name, student ID number, programme of study and contact details**.

3.1 Learner Support Model

Bellmont College operates a Learner Support (LS) model that offers direct, friendly, professional and confidential advice and support on site via members of the Bellmont Student Support Team. In the first instance please always contact the **Head of Academic and Pastoral Support** or another member of the Team.

The **Learner Support (LS)** model will have the following four aspects:

- Professional Support
- Specialist Support
- Programme Focused Academic Support
- Programme Focused Professional and Academic Support

3.1.2 Centralised Professional Support

For general advice on your programme choice, deferrals, extensions, extenuating circumstances, rules and regulations, Bellmont policies, facilities, and resources, your first

port of call will normally be the **Head of Academic and Pastoral Support,** who can either answer your query directly or refer to you to another member of the team, as appropriate.

Contacts:		
Bellmont Head of Academic & Pastoral Support	General advice & student support	Tel: 02039297665

3.1. 3 Specialist Support
Bellmont is committed to equality and to supporting students from disadvantaged backgrounds or with disabilities or learning differences to achieve their full potential. If you require specialist support or find yourself in difficulties, we are here to help you.

3.1.4 Lifestyle Support
For confidential lifestyle-related support e.g. about accommodation or financial matters, wellbeing advice and guidance, and/or counselling support please contact **the Head of Academic and Pastoral Support.**

3.1.5 Disability Support
For confidential support regarding physical or sensory impairments, disabilities or specific medical conditions and needs please contact **the Head of Academic and Pastoral Support.**

3.1.6 Mental Health Support
Bellmont College is supporting staff in training as Mental Health First Aiders (MHFA).

Contacts:		
Bellmont Head of Academic & Pastoral Support	Lifestyle-related support including: (accommodation, finance, well-being, etc), disability advice and counselling	Tel: 02039297665

3.2 Programme Focused Academic Support
Bellmont College provides detailed academic support in relation to your chosen programme. This is overseen by the **Head of Academic Programmes** and delivered via the Module Leaders and Tutors. If you have any queries about your programme or module content, teaching, delivery schedule or assessments you should in the first instance contact the relevant **Module Leader** directly. If your query is unresolved, you may then contact the **Head of Academic Programmes**, or the **Head of Academic and Pastoral Support**, for additional support. If you have an issue concerning Academic Quality and Standards you can contact **Elaine Wayne Walker, the Head of Quality**.

3.2.1 Personal Tutor
At your Induction/Welcome Week you will also be assigned a **Personal Tutor**, from amongst the Module Leads and Tutors, who will be your personal academic tutor for the duration of your study at Bellmont College and who will meet with you, normally once a term but more often if required, to discuss your progress and any issues arising. We recognise that students sometimes run into difficulties which can affect their ability to engage fully with their studies. If you are experiencing any such difficulties, please do talk them through with your **Personal Tutor**, or the **Head of Academic and Pastoral Support** who may be able to arrange

additional support for you or assist with completing a mitigating circumstances form or applying for an extension, as appropriate.

3.2.2 Individual Learning Plan (ILP)

Either your Personal Tutor, or the Head of Academic and Pastoral Support, will support you in completing an **Individual Learning Plan (ILP)** during your Induction/Welcome Week or at the start of your first term. This short form enables you to identify your learning goals as well as your strengths and any areas that you would like additional support with during your time at Bellmont College. Your Personal Tutor will review your ILP with you on a termly basis. Your Module Leaders are also there to guide with this.

Contacts:		
Bellmont Module Leaders	Module & assessment support	Please refer to the list of Module Leaders, and their contact details that will be given to you at the start of your programme.
Bellmont Personal Tutor	Academic programme & Individual Learning Plan support	Please insert the name and contact details of your Personal Tutor here once assigned:
Bellmont Head of Academic Programmes	Programme support	Tel: 02039297665
Bellmont Head of Academic & Pastoral Support	Individual Learning Plan support	Tel: 02039297665

3.2.3 Study Skills Support and Employability Support

Bellmont College provides an extensive Study Skills and Employability Support Programme that begins during your Induction/Welcome Week, runs on a weekly basis during your first term, and then continues on a regular basis, supplemented by individual support as needed, during subsequent terms.

Study Skills sessions, led by the **Head of Academic and Pastoral Support,** include academic writing, referencing and presentation skills. The sessions are run live and are also recorded so that they are available for playback at any time.

Employability skills sessions are also run by the **Head of Academic and Pastoral Support**, and includes CV writing, applications and interview skills. These sessions are also run live and recorded so that they are available for playback at any time.

The Employability Sessions are enhanced by Master Classes/Workshops by visiting industry professionals organised by the Student Support Team and coordinated by **the Head of Academic and Pastoral Support**.

3.2.4 Digital Skills Support

The study skills sessions also incorporate digital skills training and additional technical/ IT support is provided by the **Head of IT**, **Abdul Babita**.

3.2.5 Library Support

Library support at Bellmont is provided by t**he Head of Academic and Pastoral Support,** as well as the **Module Leaders, Tutors** and **Personal Tutors**.

Contacts:		
Bellmont Head of Academic & Pastoral Support	Study Skills, Library & Employability Support	Tel: 02039297665
Abdul Babita Bellmont Head of IT	Digital skills & IT support	admin@bellmontcollege.co.uk Tel: 02039297665

4 Studying at Bellmont College

4.1 Contacting You

Every student will be provided with a Bellmont College email address. Your email address is yourstudentIDnumber@bellmontcollege.co.uk.

> **For example:** S122874@bellmontcollege.co.uk.

To access your Bellmont College mail- A setup guide and login details will be sent to your personal email account. Please ensure we have the correct details for this (see below).

During your time at Bellmont College we will contact you quite regularly with important information about your programme, timetabling, schedule changes, special events or other matters. Contact will usually be via your Bellmont College email. It is therefore essential that you access your Bellmont College email on a regular basis. Your Student Representatives will also contact you via your Bellmont College email.

Contact may also occasionally be by phone/text or by letter. Therefore, you must ensure that your contact details **(personal email, mobile phone number and postal address)** that we have for you are **kept up to date**. **Please inform any changes promptly to Reception** so that your details can be updated.

4.2 Student ID Number and Password

On enrolment you will be given a Student ID number and a temporary password to enable you to log on to any open access computer at Bellmont College and to access the Bellmont student intranet and wi-fi network. Your student ID number is your Username and cannot be changed.

You will be asked to replace the temporary password with one of your own choice the first time that you log on to the system. This will ensure that your personal account is secure so please remember it and do not share it with anyone. If you have any problem logging on to the computers or intranet, please report this to reception who will contact the **Head of IT** to resolve the issue.

4.3 Website and Intranet

Much key information can be found on the Bellmont College website and student intranet. Hard copies, or copies in other formats, can also be requested from reception or your

Personal Tutor in case of need. You can log in to the Bellmont College intranet using your Student ID and password.

The online platform, known as a Virtual Learning Environment (VLE), used for your studies at Bellmont College is Moodle. It can be accessed on http://bellmontcollegeonline.co.uk (you will be provided with an access key during your Induction/Welcome Week) which enables you to access information on your programme and all your modules as well as details of your assessments, submission deadlines, etc. and to submit your assignments online via the Turnitin software.

4.4 Learning Resources

Once you have registered on the Bellmont College Moodle platform, you will have automatic online access to all the key eBooks and materials needed for your programme. The College also has a small physical library, but all your core texts are available digitally online enabling you to study from anywhere at any time. If you have any query about materials or resources, please raise this with either your Module Lead, Personal Tutor or Student Advocate.

4.5 IT Services

Much of the Bellmont College and programme information and communication are digital so it is vital that you fully familiarise yourself with the Bellmont's online learning environments so that you can get full benefit from the extensive online resources and facilities. If you have any difficulties with Bellmont College's facilities, please contact the Head of IT.

4.6 ID Cards

On enrolment you will be issued with a Bellmont College ID card and lanyard. For ID and security purposes you should wear this **at all times** when on the college premises and will need it to enter and exit the building and to register for face-to-face classes and tutorials.

5 Attendance and Engagement

While studying at Bellmont College we expect you to commit to taking responsibility for your own learning and to actively engage with your studies. This means: participating fully in the Induction/Welcome Week; attending all face-to-face or online sessions/seminars/ workshops and group learning activities; attending any scheduled meetings with your Personal Tutor, other Bellmont College staff member, or member of your student group for scheduled group activities related to your programme; and setting aside sufficient time for your private study/research.

We ask you to practice punctuality so that sessions can always start on time, as scheduled, out of respect for your tutors and fellow learners. Please note that we have a 'No Smoking' policy throughout the premises and no food or drinks, other than water, and no alcohol or non-medicinal drugs, are to be consumed in teaching rooms or computer labs. Please use the designated common room for taking snacks or meals and please use the designated recycle bins for recycling.

5.1 Attendance

Bellmont College is required to maintain and monitor detailed and accurate records of attendance for every enrolled student for scrutiny by relevant authorities as permitted. Failure to maintain attendance at 90% and above may lead to the reduction or suspension of payment of UK government-funded Student Loans or even repayment of funding already received.

If you are unable to attend a session or activity for any reason then you must inform the College of your absence, and the reason for it, without delay by emailing academics@bellmontcollege.co.uk. If your absence is for longer than three consecutive days you will be asked to provide medical, or other, evidence to support the reason given for your absence.

5.2 Engagement

If your Module Leader is concerned about your level of engagement, then either your Personal Tutor of the Head of Academic and Pastoral Support will make contact with you. This will provide an opportunity to discuss any concerns and for you to receive advice and guidance to help you get back on track. If you do not respond or completely fail to re-engage with your studies, you may be deemed to have withdrawn from your programme.

5.3 Mitigating Circumstances, Extensions and Study Breaks

We recognise that sometimes personal circumstances may cause severe disruption to your studies (for example due to illness, unforeseen or unexpected events). In such instances, please contact your Personal Tutor or the Head of Academic and Pastoral Support at the earliest opportunity to discuss additional support of Mitigating Circumstance, Extension of deadlines or the possibility of taking a study break.

5.4 Withdrawal From Study

If you are thinking of withdrawing from your programme, please don't just leave. Please speak with your Personal Tutor or the Head of Academic and Pastoral Support for guidance and advice and, if your decision is definite, for details on how to complete the formal withdrawal procedure to prevent future complications or fee liabilities. You may also wish to discuss future career plans and employability with specialist advisors at Bellmont College.

6 Equality, Diversity and Inclusivity

Bellmont College welcomes students from all backgrounds and has created an environment based on equality, diversity and inclusivity. We recognise our responsibilities under the Equality Act 2010 to protect the rights of individuals, prevent discrimination of any kind and advance equality of opportunity for all. For further details please see our Equality, Diversity and Inclusion Policy and Disability Policy.

7 Complaints and Appeals

7.1 Complaints

Bellmont College has a detailed complaints procedure in place. Ideally any issues are resolved informally and at an early stage but if necessary, they can be escalated until an acceptable resolution is found. The resolution sequence goes from: an informal complaint process, to a formal complaint process, to referral of the complaint to the Office of the Independent Adjudicator (OIA). The process, including timelines and the relevant forms, is detailed in the Bellmont College Complaints Policy.

You will be informed of the Complaints Policy and procedures at your Induction/Welcome Week and also reminded of them periodically during the course of your study. Details of the Complaints Procedure are also included in the training for Student Representatives. The Complaints Policy is also available on the Bellmont College intranet and available in hard copy, or alternative formats as needed, on request from Reception or via your Personal Tutor. Bellmont College takes all complaints seriously and any complaint made will be logged and the outcomes reviewed on a termly basis by the Senior Management Team.

7.2 Academic Appeals

An 'academic appeal' is defined as a request for a review of a decision made by an academic body charged with decisions on student assessment, progression, and awards.

Grades awarded for your work are put through a rigorous process of marking and moderation involving grading by at least two markers at Bellmont College; approval by the Bellmont Assessment Board and an oversight of marking standards by an External Examiner. Therefore, Bellmont College will not entertain appeals against the academic judgement of marking tutors, except in exceptional circumstances.

In the first instance, if you have any concern about the grading of an assessment you should raise this with the relevant Module Leader for further explanation. If you are dissatisfied with the response, then you may raise an Academic Appeal within Bellmont College if you have evidence for any of the following grounds:

that a procedural irregularity (including administrative error) has occurred which resulted in the assessment procedure not being applied correctly;

- that there has been prejudice or bias on the part of one or more of the markers resulting in detriment to the grade awarded;
- that there were circumstances affecting your performance that it was not possible to inform to the marker(s) or Assessment Board in advance.

For full details on how to make an academic appeal and the process for deciding your appeal, please see the Bellmont College Academic Appeals Policy.

8 Administrative Services

8.1 Letters

If you require a letter confirming your student registration or for another specific purpose, such as to register with a doctor, please contact Reception. Council Tax exemption letters will be provided to you on enrolment.

9 Student Representation

9.1 Student Advocates

Bellmont College places great importance on engaging, listening and responding to the student voice; you, the student, are at the heart of all we do. The College's Student Representation system ensures that students can be a part of decision-making at Bellmont College, that students' views are respected and acted on and that students have a formal way of engaging with Bellmont College management, in addition to all the usual informal channels of communication.

The student group for each programme elects two Student Representatives who will serve on the termly Student Staff Committee (SSC). This Committee is chaired and led by students and is also attended by members of the Senior Management Team and gives Student Representatives a chance to raise matters of importance identified by their student group and to have actions agreed and followed up.

Student Representatives are elected on a termly basis, to give as many students as possible the opportunity to experience this role; existing or previous Student Representatives can be re-elected, or continue in post, if elected to do so.

Bellmont College provides training for Student Representatives at the start of each term and includes training on the role and function of Student Representatives as well as information on how to make a complaint or appeal and where to find information.

10 Safety and Security

10.1 ID Cards and Lanyards

These must be always worn while on Bellmont College premises so as to prevent unidentified individuals accessing the building. If you wish to bring a guest into the building at any time, permission must first be obtained from the **Head of IT** who will issue a temporary pass. All such guests or visitors **MUST** be signed in at reception on entry and exit. This is also obligatory in case of emergencies like fires.

10.2 Online Safety

You must be vigilant when using any computer at Bellmont College. Some useful tips to follow are:

- Never open attachments in unsolicited emails or click on web links within such messages.
- Never provide any personal information in response to unsolicited email.
- Scan any files you receive from external sources using anti-virus software before opening or attempting to use them.
- Do not attempt to download unauthorised programmes (such as screensavers or joke programmes) to Bellmont College's devices.
- When submitting assignments, save your work first as an Adobe pdf document using the 'Save As' option within Office. This will help to prevent the possibility of others tampering with your work.
- Install anti-virus and anti-malware software on any of your own devices that you use on the premises and ensure they are regularly updated to the latest version.
- Install a personal firewall and ensure that your Operating System automatically installs updates.
- Also please note that all usage of Bellmont College's computers is monitored and no downloading of music or movie files, shareware programmes or access to illicit sites, such as gambling, dating or pornography sites, is permitted at any time. Usage of Bellmont College's equipment and devices is for academic purposes only.

10.3. Social Media

Please use social media cautiously. Never disclose any personal confidential information about yourself or the College and take care to protect both your own and the College's reputation and public image. Social media should never be used to bully, intimidate or harass any other student or member of staff. Furthermore, you must get consent before you upload any photos onto social media, of those individuals from those individuals directly.

10.4. Data Protection

Any data that we hold on you is collected and stored in accordance with **General Data Protection Regulation (GDPR)** tailored by the Data Protection Act 2018 and follows the key principles set out in the legislation of:

- Lawfulness, fairness and transparency

- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality

10.5.   Competition and Markets Authority (CMA)

Our marketing and advertising are designed to be compliant with CMA guidance and Consumer Protection Law.

10.6.   PREVENT

We follow the statutory obligations and **PREVENT Duty Guidelines** required of all Higher Education institutions by the Counter-Terrorism and Security Act (2015) to prevent individuals being drawn into terrorism. All staff must undertake PREVENT training and PREVENT guidance will also be included as part of your Induction/Welcome Week. If you have any concerns about the behaviour of another student and consider that these could fall under the remit of PREVENT, please raise these concerns with your Personal Tutor, or the Head of Academic and Pastoral Support who will then be able to follow recommended policy and procedure in this context. If you ever feel that you are being coerced into behaviours that may fall under the remit of PREVENT, please contact your Personal Tutor, or the Head of Academic and Pastoral Support, for support and advice.

10.7.   Health and Safety

We comply with all the regulations of the Health and Safety at Work Act 1974 (see Section 8.2. below) and ask you to do the same on site.

10.8. First Aid

The First Aid box is kept at Reception along with the list of our designated First Aid officers. Any accidents or injuries should be reported immediately to reception and logged, and assistance should be obtained from one of our qualified First Aiders.

10.9. Fire Prevention

At Induction/Welcome Week we will inform you of Fire Safety procedures, Fire Exits and the Fire Assembly points as well as the designated Fire Marshall for Bellmont College. Please report any fire immediately to Reception and follow fire evacuation procedures. Do not use the lift in case of fire.

All rooms and public areas at Bellmont College have clear notices describing the correct action to be taken in the event of a fire. In such an event, the fire alarm will be sounded, and the fire brigade called. The premises must be evacuated as quickly as possible. Coded doors will open automatically in case of a fire. The lift is not to be used in the event of fire.

If you observe a fire:

- Sound the alarm bell by smashing the glass on a fire bell switch
- Evacuate the building by a safe route

If you hear the fire alarm:

- Leave the building by the nearest route, avoiding the lift
- Assemble outside at the Fire Assembly point
- Do not re-enter the building until given the all-clear

The fire alarm is tested periodically, and you will be notified when this occurs. If the alarm sounds for longer than a few seconds you should treat it as a real alarm and vacate the building as per the fire instructions.

11 College-wide Policies

11.1 Equal Opportunities

Bellmont College is committed to equal opportunities, in terms of equal access and fair treatment, for all regardless of any protected characteristic, and is opposed to any form of racism, sexism or discrimination. The College's Equality, Diversity and Inclusion Policy extends to all aspects of its operations including, teaching, administration, management and support.

Bellmont College aims to provide a safe and supportive environment that accommodates the diverse needs of students and staff so that all can achieve their full potential. All students and staff expected to treat each other with respect and dignity at all times.

11.2 Health and Safety

The College complies with all relevant Health and Safety legislation, is appropriately insured and has undertaken the appropriate Fire Risk and Safety Assessments. It has all the appropriate Fire Safety equipment installed, has a trained Fire Marshall on staff and will conduct weekly Fire Alarm testing and periodic Fire Safety drills. It has First Aid equipment on reception, has a qualified First Aider on staff and any accidents or injuries are logged and reviewed at SMTC so that action to prevent any such further accidents or injuries can be taken.

11.3 Public Information

Bellmont College aims to ensure that any Public Information on its educational provision or services is accurate, comprehensive and up to date. All Public Information is reviewed, recorded and signed off by the CEO prior to publication. This refers to website materials, leaflets, documents, printed materials, broadcast material, or social media.

All public information must comply with the requirements set by the Competition and Markets Authority (CMA) and should be accurate, fair, reasonable and timely. Public information is intended to:

- Provide internal, as well as external, stakeholders with accurate information about Bellmont College's programmes, facilities, resources and services.
- Provide appropriate information for students and other stakeholders to enable them to make informed decisions about Bellmont College.
- Enable clear and effective communication about, and within, the institution.
- Meet any applicable legal and regulatory obligations: for example, relating to copyright, data protection, or Office for Students' requirements.

The Public Information Policy applies to all Bellmont College public information and covers printed, electronic or broadcast formats.

11.4 Further Information

Additional information can be found in the Bellmont Quality Assurance Handbook available on the Bellmont College Intranet, along with all College Policies.

Bellmont College Student Handbook					
Version	**Date**	**Author(s)**	**Amendments**	**Approved by**	**Next review**
1	Mar 2023	EWW	New Document	Advisory Board	October 2024
2	Feb 2024	EWW	Updated Document	Advisory Board	October 2024

Document context	
This document relates to:	
Document/Policy	**Date/version**
Bellmont College Quality Assurance Handbook	February 2024 v2
Bellmont College Academic Integrity and Misconduct Policy	February 2024 v2
Bellmont College Accreditation of Prior Learning Policy	February 2024 v2
Bellmont College Academic Appeal Policy	February 2024 v2
Bellmont College Equality, Diversity and Inclusion Policy	February 2024 v2
Bellmont College Reasonable Adjustment & Special Considerations Policy	February 2024 v2
Bellmont College Complaints Policy	February 2024 v2
QAA Quality Code	2019