

STUDENT SERVICES GUIDE FOR BIRKBECK STAFF

The guide has been developed by Student Services and is aimed at both academic and professional support staff to advise students about support available to them and how to access services that they might need. The guide cannot address every situation that might arise - contact Student Services on: 020 3907 0700 for other issues. Academic staff who are personal tutors should refer to the Further Guidance for Personal Tutors Guide.

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BIRKBECK FUTURES: CAREERS ADVICE AND JOB SEEKING

Birkbeck Futures combines the Careers Service, Enterprise Pathways and Birkbeck Talent. We provide comprehensive careers and recruitment advice, events and information services both online and face-to-face.

Connecting Curriculum to Careers

There are many ways that you can embed careers into the curriculum. Working in close collaboration with academic colleagues, we can build both online and offline programmes which are directly connected to course curriculum; including directing students to our online portal to complete skills audits. We are also happy to work closely with departments to think about ways to develop industry relationships where employers are interested to come in and engage with specific cohorts of students. Many of our employers are interested in guest lecturing or offering insight sessions which we can facilitate. Talk to us to find out more – employability@bbk.ac.uk

Birkbeck Talent

Birkbeck Talent is our in-house recruitment agency. We only work with London Living Wage employers and are always looking to build our client base – if you have friends or family who are looking to recruit exceptional talent, please ask them to email us at: talent@bbk.ac.uk

Workshops and UpSkill events

Our workshops are focussed on skills development, finding and securing careers. Forthcoming events and workshops are listed on the careers Eventbrite Page. Our UpSkill Programme is our employer-led series of events, bringing industry professionals to campus to learn from, network with and gain advice from. All our events on our [Eventbrite Page](#).

Enterprise Pathways

If students have a business, or an idea that they are keen to get off the ground or simply want to learn entrepreneurial skills to excel their careers, the programme will support them in their journey through a series of workshops, events, online resources and more. For further details contact enterprise@bbk.ac.uk

Careers Fair

The annual Birkbeck Careers Fair is our flagship event of the year, allowing employers to connect with students and recent alumni seeking opportunities for both career enhancement and progression.

Out of hours and Online

Online services: Students can register for updates on resources, including: career action plans, online CV builder, free webinars, interview simulator exercises and tests, employability skills and e-learning and industry reports. Students access the service by logging in using their student user name and password via their My Birkbeck profile.

One-to-One Appointments and Career Coaching

The service offers one to one appointments or coaching sessions to help students identify information, actions and resources. To book one-to-one session with an employability consultant, email employability@bbk.ac.uk. The appointments last 30-45 minutes and take place throughout the week, depending on availability. Our Employability Advisors are available for quick queries within the area. This can include having CVs reviewed for specific roles or to get advice on upcoming interviews. Students can also find out about the other services and programmes we offer. We are based on the ground floor in Student Central, on Malet Street.

Contact Details and Signposting

We are on Twitter, Instagram and LinkedIn @Birkbeckfutures. Follow us to stay up to date & get in touch with any questions you may have. On Instagram includes #QuestionTime 5-6pm on Wednesdays where students can send us questions relating to careers through our stories or sending a direct message to @BirkbeckFutures. We also hold #JobHour 3:30-4:30pm on a Friday where we share all our jobs from the

week.

CHILDCARE

Students may receive funding for childcare from Student Finance England (full-time students) or Birkbeck (part-time students). The College also runs an evening nursery with funded places for students on low incomes.

Staff access to the Nursery

Staff can also use the Nursery for children between 2-6 years of age. Contact nursery@bbk.ac.uk for more information.

Government funding

Full-time students can apply to Student Finance England for help to pay their childcare costs when they apply for their maintenance grant. They can get up to 85% of their weekly costs or up to £155.24 per week for one child or up to £266.15 per week. If they have more than one child, provided their child is looked after by a registered childminder.

If the student or their partner receive the childcare element of Working Tax Credit or Universal Credit, Tax-Free Childcare from FIM Revenue and Customs or Childcare Allowance from the NFIS they won't be able to get Childcare Grant as well, although they can choose to receive Childcare Grant Instead of the other funds.

Birkbeck help with childcare costs

Birkbeck may be able to assist part-time home/EU undergraduate or postgraduate students who are single parents in receipt of Child Benefit and who are on a low Income with their childcare costs. Support is not normally given to couples.

Birkbeck's evening nursery

Birkbeck provides an evening nursery for students, which is open from 5.30pm to 9pm, Monday to Friday. The Nursery has places for up to 25 children who are aged between 3 and 6 at the start of the student's course (the nursery will continue to hold a space for children for the duration of the course where needed). The fees are £15 per evening per child where a parent has booked their place in advance for the whole term. One-off emergency placements are £20 per child per evening. Single parents on low Income can apply for college funds to pay for their nursery fees.

To enrol students should download the nursery application form from the website: www.bbk.ac.uk/mvbbk/services/facilities/nursery

Contact details

To enquire about childcare funding students should contact the Student Advice Telephone: 020 3907 0700 (select option 1) Lines open:

Monday-Thursday: 12:00 - 18:00

Friday: 12:00 – 17:00

For further Information email: www.bbk.ac.uk/ask

WELLBEING SERVICES

Disability & Dyslexia, Counselling and Mental Health Advisory Services

Disabled Students

Important note: If a student reveals to you that they have a disability, then this is treated as a disclosure to the College and you should bring this to the attention of the Disability & Dyslexia Service or the Mental Health Advisory Service. An Advisor will then make contact with the student and it will be up to the student how they wish to proceed with any offer of support.

Study Support Plan

Under the Equality Act we are required to make reasonable adjustments for students with disabilities. Students declare their disability online and, after providing us with some information, an SSP is automatically produced. SSPs allow teaching staff to view individual students' disabilities and the adjustments.

How to Access SSPs:

Staff can view a list of students with SSPs organized by way of disability, program of study, module, and adjustment. To access SSP lists:

- 1) Log into MyBirkbeck Staff and then click on 'Study Support'.
- 2) A list of 'Reports' of students with disabilities and SSPs will then become available.
- 3) Click list of 'students with SSP on a Module' which can be accessed by entering the module code.

Staff are responsible for making themselves aware of their students' disabilities and considering the adjustments recommended in the SSPs.

To bring up a table of each reasonable adjustment needed for every student in your class or programme with a SSP you should follow these simple steps (note that there may be more than one entry per student because adjustments are listed separately):

1. Log onto your [My Birkbeck profile](#)
2. Click on 'Study Support' on the left hand side of the screen
3. Select 'List student disability type and adjustment'
4. Search for your module or programme then press Submit.

You can also look up individual SSPs on My Birkbeck for Staff by going through the following steps:

1. Go to your [My Birkbeck profile](#)
2. Enter your usual username and password
3. Click on the search tab in the top right corner and select 'contact'
4. Search by name, student ID, email, etc., open the student record and click on Study Support and other Services

Please note that this information should be treated as confidential.

Birkbeck for All provides you with easy to follow guidance on how to create accessible learning materials to enhance student learning. Accessible means that the materials can be accessed by students with disabilities and specific learning difficulties (SpLDs), such as dyslexia...

http://app1.its.bbk.ac.uk/xerte2/play.php?template_id=468

Disability Support in the Library

<http://www.bbk.ac.uk/library/disability-service>

Birkbeck Library offers a wide range of support services for staff and students with disabilities and dyslexia including:

- Workshops
- Individual Induction and tour of the Library
- Using assistive technology
- Further advice.
- 1-1 training sessions
- Materials in alternative formats
- Book fetching & postal loans
- Access for assistants
- Dedicated Study Spaces

disability@library.bbk.ac.uk

020 7631 6491

Dyslexia or another specific learning difficulty (SpLD)

SpLD is an umbrella term that includes dyslexia, dyspraxia, attention deficit disorder (ADD), attention deficit hyperactivity disorder (ADHD), dysgraphia and dyscalculia. Around 10% of the population has dyslexia and 4% of the population has severe dyslexia. Often people will reach adulthood without being aware that they are dyslexic.

Diagnosed SpLD: Where a student has a previously diagnosed SpLD you should ask them whether they have declared their diagnosis on the Study Support Plan (SSP) section on their My Birkbeck profile. If the student has completed their SSP and have any issues about getting required support in place, they should contact the Disability and Dyslexia Service.

Dyslexia diagnosis: If you suspect a student may have dyslexia that has not been diagnosed, you can recommend that they carry out a dyslexia screening test, called **LADS**, which is available on Birkbeck PCs in the Library or the IT Services workstation rooms. Students can access the LADS screening and instructions at: <http://www.bbk.ac.uk/library/disability-service>

The test results are sent automatically to the Disability Service, who will contact the student by email to let them know their results and the recommended action based on their results. Many students can receive financial support in meeting the costs of diagnostic assessments.

There is a wide range of support for students with Specific Learning Difficulties:

From the college, e.g.:

- A weekly study clinic
- Breaking Barriers Kit workshops
- Additional time in examinations

From the Disabled Student Allowance (DSA)

The DSA is a non means-tested grant for home students, who have disability, specific learning difficulty or a long-term health problem. The DSA provides computers with specialist software and training, dyslexia study-skills, mentoring support, taxis, etc. There is a separate DSA application form available from Student Finance England: <https://www.gov.uk/disabled-students-allowances-dsas/how-to-claim>

When a student has emotional difficulties

Many mental health symptoms affect us all from time to time such as anxiety, low-mood or feelings of not fitting in. When these feelings become overwhelming or start to have a serious negative Impact on a student's studies and day-to-day life, it's likely that the student would benefit from contacting our Counselling or Mental Health Advisory Services.

What should you do?

Assess whether the student is at immediate risk - do not worry about asking someone if they feel suicidal. There are several warning signs that might alert you to the fact that a student has emotional difficulties, including weight loss or gain, decline in personal hygiene and poor attendance at lectures. Students may also do too much work, become withdrawn, or be more agitated or anxious than usual. Do not ignore any changes you notice in a student. Set and communicate time limits for meetings with students and ensure you maintain your own professional boundaries. It is important to support students to access suitable services.

Where a student reveals that they have been the victim of a sexual or other assault or any other crime then you should immediately contact Safeguarding@bbk.ac.uk. In such cases a risk assessment will be carried out and guidance sought on whether the police may need to be involved because of the potential risk to other students. In the meantime, support staff will continue to support the students, both the alleged victim and accused.

When a student requires support but is not at immediate risk:

Counselling Service

Addresses issues including (but not limited to): anxiety and panic; low mood and depression; bereavement and loss; relationship difficulties; low self-esteem; perfectionism and fear of failure; self-harming thoughts and behaviour; substance misuse; any emotional Issues that have an Impact upon the ability to study effectively. The counselling service provides a range of self-help leaflets, bibliotherapy resources and links to support websites.

Mental Health Advisory Service

If a student discloses to you that they have a mental health difficulty such as chronic depression or anxiety or other mental health illnesses such as bi-polar disorder or schizophrenia it's important to make them aware of the support available via the Mental Health Advisory Service.

When a student requires support or is at risk:

If you are aware that a student is at imminent risk of hurting themselves or another there are a number of options depending on the situation:

- Ask the student's permission to contact their GP and book a same day appointment for them.
- **Escort the student to the Accident and Emergency Unit at University College Hospital, Ground Floor, 235 Euston Road, London, NW1 2BU. Telephone: 020 3447 0083 (should this be in there?)**
- Call an ambulance or contact the Police
- Notify Security within the College on 555.

Contact details

- Samaritans - For Immediate confidential listening support National Number: 116 123
Website: www.samaritans.org.uk
- Emergency Services: Dial 999 - for Police, Ambulance Service, Fire Brigade

- Birkbeck's staff counselling Service: It can be difficult to deal with students with emotional difficulties. If you have been impacted by this, contact.
- Training: The Counselling and Mental Health Services provide bespoke training for staff on understanding Mental Health and managing challenging situations. Please contact the counselling service with requests for training or consultation.
- Telephone: 020 3907 0700 (Monday to Thursday: 12pm to 6pm; Friday: 12pm to 5pm)
- Email: Counselling@bbk.ac.uk or mentalhealth@bbk.ac.uk

STUDENT ADVICE

Student Advice is the first point of contact for all general administration including:

- Student loans and money advice
- Application and enrolment queries
- General information about any aspect of studies at Birkbeck
- Referrals to specialist staff for more in-depth professional support
- General information about all courses at Birkbeck
- Requests for letters confirming student status and help with Id cards
- Applying for government loans and financial support from the College, and payment options.

Where we cannot answer questions immediately, we will either get back to you with an answer or refer your query to a specialist teams who can.

Students can also use the self-service terminals to access Information. The Student Centre is located in the main building at Torrington Square. Just turn left when enter the main entrance.

Staff are on hand to provide help and advice:

- Monday to Thursday: 10.30 am to 6.30 pm
- Friday: 10.30 am to 5.00 pm
- Saturday and Sunday: Closed

Out-of-term opening hours:

- Monday to Thursday: 10.30 am to 6.00 pm
- Friday: 10.30 am to 5.00 pm
- Saturday and Sunday: Closed

Contact details

You can also call us on +44(0) 20 3907 0700 during the following times:

Monday-Thursday: 12:00 - 18:00

Friday: 12:00 – 17:00

For further Information email: www.bbk.ac.uk/ask

INTERNATIONAL STUDENT ISSUES

If a student from outside the EU wishes to come to study here, they will normally be required to obtain a Tier 4 (student) visa. Tier 4 visas are not granted for part-time study and students are expected to fund their own studies - they do not have access to student grants or loans or other public funds from the UK Government while they are studying. There are a range of Government requirements that the College must meet to be able to accept and continue to recruit Tier 4 students. There is a detailed staff Handbook on all aspects of Tier 4:

<http://www.bbk.ac.uk/downloads/staff-information-downloads/tier-4-compliance-staff-handbook.pdf>

There are two teams within the College which deal with International students:

International Student Administration (Registry Services):

- Processes all full time International applications and offers
- Provides advice on Tier 4 sponsorship and visa applications to students and staff
- Issues Confirmation of Acceptance of Studies (CAS)
- Manages Tier 4 attendance monitoring

Telephone: 020 7380 3100 email: isa@bbk.ac.uk

La Young Jackson (Liaison Officer) holds regular visa drop in sessions and can be contacted on:

Telephone: 0207 380 3023/ 07976174200 Email: l.jackson@bbk.ac.uk

For further Information see: <http://www.bbk.ac.uk/mvbirkbeck/guides/international>

The International Office (External Relations):

- This team deals with the recruitment and marketing of International students
- Frequently visit key market countries to Increase Interest in Birkbeck
- Manages recruitment agents in key countries
- Manages many College scholarships for International students

International students or staff with queries about any of the above should contact:

<http://www.bbk.ac.uk/international/>

Telephone: 0207 380 3241/3242/3243/3244/3245

Email: international-office@bbk.ac.uk

IT FACILITIES

IT Services (ITS) aim to provide high quality and reliable central Communications and Information Technology (C&IT) services that meet the requirements of College staff and students engaged in teaching and learning, research and administrative activities.

The ITS webpages (www.bbk.ac.uk/its) contain a range of help, advice, guidance and Information about the services and facilities that they provide.

ITS User Support team Is responsible for the IT Servicedesk, Technology Enhanced Learning, School IT Support and Assistive Technology, and can offer help and advice to students via email, telephone or face to face.

Contact Details

ITS Service desk

Tel: 020 7631 6543

Ask: www.bbk.ac.uk/ask

Open for support via telephone and email

- Monday to Friday: 09:00 to 19:00

Out-of-term opening hours:

- Monday to Friday: 09:00 to 18:00

In person:

Student Centre, Ground Floor, Malet Street Main Building.

Note: the Service desk is open for face-to-face support during the same hours as the Student Advice Centre.

Learning Technology E-Learning Website www.bbk.ac.uk/elearning/

Bloomsbury Learning Environment (Moodle)

For specific queries related to Moodle, such as login problems, students should contact the Learning Technology Team.

Ask: www.bbk.ac.uk/ask

Students should include their ITS username and full details of the problem that they are experiencing.

Please note if students have missing or unavailable modules within Moodle they will need to contact their School Office.

LIBRARY SERVICES

Users can access electronic journals, books, databases and other resources, search the library catalogue and renew or reserve books via the Birkbeck library website <http://www.bbk.ac.uk/library/> Library Digitisation Service (Staff) <http://www.bbk.ac.uk/library/digitisation-service>

Use the Library Digitisation Service to scan printed material and provide links to digital material for use by teaching staff in Moodle modules. The Library will then ensure that these materials are provided in formats accessible to students using assistive technology to access their reading.

Prioritised Reading Lists

Reading lists which differentiate between key/core readings, recommended readings and optional/further readings are extremely helpful for students dependent on accessing materials in alternate formats, and for the Library's ability to be able to provide those materials on time.

Providing your Subject Librarian with the (prioritised) reading list for your course or module is essential for the Library to be able to make sure that specified books are available in the Library.

Term time opening hours (check website for out of term hours)

Opening Times:

08:30 – 23:45 Daily

Please check web page for any changes to these hours. Self-service Issue and return Is available throughout opening hours.

Contact Details Book Renewals

020 7631 6239 (Issue Desk) or <http://www.bbk.ac.uk/library/borrowing-renewals-and-fines>

Library Guides: <http://www.bbk.ac.uk/library/library-guides> Library Help Desk: 020 7631 6063 Library Help email: library-help@bbk.ac.uk

PROBLEMS WITH MONEY, FUNDING, OR FINANCIAL DIFFICULTIES

Students who face financial difficulties may face increased anxiety and may be more likely to withdraw from their studies. Financial difficulties may have serious negative impact on a student's studies and day-to-day life. If a student raises financial concerns with you, or if you are concerned, you should encourage students to contact the Student Advice Team to discuss their concerns.

Undergraduate Students

Government financial support: For a check on what government funding students are entitled to, there is an online calculator at <https://www.gov.uk/student-finance-calculator>. Most students will be eligible for tuition fee loans, and full time and part time undergraduate students may also be able to receive a maintenance loan.

You can find the most up to date information on the Student Services website: <http://www.bbk.ac.uk/student-services/financial-support/undergraduate-financial-support>

Birkbeck Financial Support - undergraduate students on low income may be eligible for other funding from Birkbeck, dependent upon both level of income, intensity of study and the year that they enrolled. Students need to apply on enrolment and provide proof of household income.

Hardship Funds: The College has a Hardship Fund for students whose financial circumstances have changed. This has very specific criteria and therefore students who want to enquire about this should contact the Student Advice Team to enquire about their funding options.

Postgraduate Students

A UK Government loan scheme for postgraduates is available for full Masters courses. Use our postgraduate funding calculator to help you explore your payment options in more detail.

For more information about financial support see <http://www.bbk.ac.uk/student-services/financial-support> Contact the Student Advice Centre on 020 3907 0700 Ask us a question www.bbk.ac.uk/ask

STUDENT ACCOMODATION

While Birkbeck does not own halls of residence, a number of rooms are reserved every year for Birkbeck students in partner halls of residence. This is mainly in the University of London intercollegiate halls, which are shared between UoL's Colleges and Institutes.

Applications for nominated rooms in partner halls open at the end of April and close on 25th August. As demand usually exceeds supply, priority is given to overseas students studying for the first time in the UK on full time degree programmes. These students are guaranteed an offer of accommodation if they have an unconditional offer and apply by 31st May. Applications from other International students and students residing outside of the M25 will also be considered (new students only). Offers are only made to students with an unconditional offer. Demand for nominated rooms usually exceeds supply; therefore not all applicants will receive an offer.

Birkbeck has an agreement with UNITE (www.unite-students.com), a specialist in providing student accommodation, that entitles full-time Birkbeck students to apply for places within their halls of residence. A list of private and charitable halls of residence is available on the Birkbeck accommodation webpage, as well as alternative accommodation options such as the UoL Student homes, and flats. <http://www.bbk.ac.uk/student-services/accommodation/accommodation-for-full-time-students>

Housing for students with disabilities

A number of wheelchair accessible rooms are available from the University of London Housing Services at both College Hall and International Hall. Students apply directly with the University of London Accommodation Reservation Team (info.halls@london.ac.uk). The University of London Housing Services website also list on a number of additional options for students requiring accessible accommodation (see <http://housing.london.ac.uk/find-accommodation/options-students-disabilities>). If a student is having problems finding accommodation that meets the requirements they need due to their disability, they should contact the Disability Service.

Part Time Students

Most halls only cater for full-time students; with only a small number offering accommodation to part-time students. Most part-time students opt for the private rented sector, flat share or homestay: <http://www.bbk.ac.uk/student-services/accommodation/accommodation-for-part-time-students>

The University of London Housing Services (www.housing.london.ac.uk) is a student's first point of contact for help in finding private rented accommodation. They can also use this service to obtain advice (including free legal advice) concerning once they have moved in private housing. The University of London Housing Services is located on the 4th floor of Student Central on Malet Street.

Housing for couple and families students

A number of studios and double rooms are usually included in Birkbeck quotas in the UoL intercollegiate halls. Family and couples accommodation are also available in private and charitable halls and in housing associations <http://www.bbk.ac.uk/student-services/accommodation/accommodation-for-families-and-couples> Students are advised to apply early as availability is limited.

Email: accommodation@bbk.ac.uk

COMPLAINTS

Student behaviour, or a student being disruptive in class

Abusive, threatening, disrespectful or otherwise disruptive behaviour is not acceptable - it will impact on other students and their studies, and will also affect members of staff.

The College has a duty of care to protect staff and students and will support staff in their efforts to deal with disruptive behaviour. If you believe that a student is exhibiting concerning behaviour that may be due to a student's mental health or other vulnerability Student Services can advise about what support we may be able to put in place.

Policy Framework

The College has to balance the rights of all students. Where student behaviour may be the result of a mental health condition or emotional difficulty we might in the first Instance try to support the student to be better able to manage their condition. The College may deal with such behaviour under the Fitness to Study policy or, alternatively, we may see this as a safeguarding Issue where the student is viewed to pose a threat to themselves or to others. The College can take action against misconduct or bad student behaviour under the Code of Student Discipline and we would protect student and staff against bullying or harassment under the College Dignity at Work and Study Policy.

What should you do?

If you believe that the behaviour may be caused by an emotional difficulty or mental health condition you should contact the Mental Health Advisor or complete a Cause for Concern Referral Form and send it to safeguarding@bbk.ac.uk. A Safeguarding Officer will then review the case and advise on the best way to deal with a situation or the appropriate policy or procedure to address the Issue of concern.

Contact details

Mental Health Advisor: mentalhealth@bbk.ac.uk

Safeguarding officers: safeguarding@bbk.ac.uk

Telephone 020 3907 0700 during the following times:

Monday to Thursday: 12pm to 6pm Friday: 12pm to 5pm

Student Complaints

Student complaints are dealt with under the College Student Complaints Policy and Procedure. Academic Appeals are dealt with under the Appeals Policy and Procedure (Taught or Research). The College complaints process applies to enrolled or recently graduated students (up to 3 months after leaving Birkbeck). Applicants can only make a complaint if they can evidence that the Admissions Policy was not followed during their application process. If a student believes that they have not received the service that they would expect from Birkbeck College and would like to make a complaint, in the first Instance they should try to raise this with the department or service about which they are making a complaint. If the student is not able to resolve the complaint informally they can raise a formal complaint by completing a complaints form and sending it to studentcomplaints@bbk.ac.uk or handing a hard copy in to the Student Advice Centre In the main Malet Street building.

Any formal complaint must be accompanied by evidence If possible. Formal complaints are either Investigated by an Independent Investigator or responded to by the School or Service that the complaint is about. The outcome will be communicated to the student.

If the student feels that the complaint was not handled In line with the policy, or that specific facts were not taken into account by the College when dealing with the complaint, the student can ask for a review

of the complaint. This is not a re-run of the complaint itself but is a chance to review how the complaint was handled. A written response to any request for a review of a complaint will be sent to the student by the Academic Registrar or her/his nominee within 10 working days.

Complaints about harassment or bullying are dealt with through the student complaints policy and procedure and are guided by the principles of Dignity at Work and Study. The student may wish to seek support from a Dignity at Work and Study contact.

Where a student feels that the complaint hasn't been dealt with appropriately by the College and has exhausted the College's internal procedures for complaints, the student can make a complaint to the Office of the Independent Adjudicator for Higher Education within a year of receiving a Completion of Procedures letter from the College. Email: studentcomplaints@bbk.ac.uk

When a student complains about you

It can be distressing to be informed that a student has made a complaint about you. There is support available through the Dignity at Work and Study Contacts who are trained impartial and objective members of staff who are able to provide guidance and support.

http://www.bbk.ac.uk/hr/policies_services/Dignity_at_work_and_study/contacts

When a student needs representation in a matter concerning the College

If a student wishes to challenge a College decision or practice, if they would like to make a complaint against the College or would in any other way need representation in a matter relating to the College they should be encouraged to see assistance from the Students' Union. Birkbeck staff are likely to have a conflict of Interest in attempting to represent a student against the College, however the Students' Union is a separate organisation from the College and it employs a full-time Student Advisor to represent students.

Contact details

Student Complaints team email: studentcomplaints@bbk.ac.uk

The Student's Union is on the fourth floor of the main Malet Street building.

For representation contact: Simon Upton, s.upton@bcu.bbk.ac.uk or 020 7631 6655 Room 454 Malet Street.

STUDY SKILLS

If a student is struggling with academic skills, for example academic referencing or structuring an essay, and you believe they would benefit from additional academic skills development, Birkbeck has face-to-face and online help available.

Online

All enrolled students will have access to the [Birkbeck Learning Skills Moodle module](#). This module brings together the different resources that the College has to help students develop their learning skills while they study. It provides interactive activities, as well as slides and recordings from academic skills workshops. Staff may access this module by self-enrolling. In addition, Schools and Departments often have their own study skills Moodle modules. Your manager will be able to advise you about this.

Studiosity

Students can also obtain online help by using the College's Studiosity service. They can submit assignment drafts for feedback on fundamental skills such as spelling, grammar, structure and academic referencing. Studiosity usually returns feedback within 24 hours. Students can also have a tutorial lasting up to 30 minutes with a live online tutor on a variety of academic skills. Eligible students can access Studiosity via link in My Birkbeck. They are allowed up to ten interactions with the service during the academic year and it is available 24/7. For further information, please contact Deborah Grange (d.grange@bbk.ac.uk).

In person

Help is available from specialist staff in schools and departments, centrally from the Study Skills team and through the Library and IT Services. They offer:

1. Workshops on a wide range of study skills topics throughout the year
2. One to one advice
3. English language and academic writing help
4. Help for students with disabilities and specific learning difficulties (e.g. dyslexia)

Further information is available on the Student Services website:

www.bbk.ac.uk/student-services/learning-development

THINKING ABOUT WITHDRAWING, INTERRUPTING OR CHANGING STUDIES

Students who are struggling to cope, either for academic or personal reasons, may request changes to their studies. Requests may be more common at times of particular stress during the year, such as when assessments are due or at the end of an academic year.

It is important that students properly understand both the academic and the financial implications of any changes to their studies before making a firm commitment. In the first instance the student should speak to their department about the academic implications of any changes, and to a Student Advisor regarding the funding implications. Student loans, grants or other allowances such as Disabled Student Allowance may be affected by changes in study. Transferring from part-time to full-time or vice versa may also affect entitlements to means-tested benefits or Council Tax reductions.

What should you do?

Before a student commits to any change in studies speak to them to understand why they wish to change or withdraw from their studies. You should explore with the student whether there is any support that might keep their studies on track, whether that be in relation to study skills support, counselling or mentoring or any other support that the College might be able to provide.

Interrupting Studies

Students can interrupt their studies for up to two years during their programme of study. This may either be for a period of two years or non-consecutive shorter periods that add up to a total of two years or less (although applications for a break in studies of less than one term will not be considered). The student should agree a planned return date with the College, and you should try and agree a return to study plan with the student that is followed up by the College in advance of the planned return date.

Withdrawing from studies

Where a student withdraws from their studies, if they wish to return at a later date, they will need to re-apply and will not automatically be accepted back on to the programme. Outstanding fees will be recalculated based upon the number of full terms that the student has not completed. If a student withdraws more than 14 days after the start of term they will be charged for fees for the whole of that term.

Transferring to another programme of study:

In order to transfer from one programme of study to another, the student would need the agreement of the department that they are transferring from, and the department (or Institution if they wish to transfer to another college or university) that they wish to transfer to. The student should find in advance whether any of their existing credits can be used towards the programme of study that they wish to transfer onto.

Requesting a change in studies:

Once a student has received the appropriate advice regarding their change of studies, to formally request a change students need to notify the College of their intentions via their My Birkbeck page. Student administration will then contact the student about how to proceed. Where students don't formally request a change of studies, this may mean that they will continue to be charged fees, even if they are no longer attending classes.