



**BIRMINGHAM CITY**  
University

# BCU STUDENT SUPPORT

## WELCOME TO BIRMINGHAM CITY UNIVERSITY!

This is your student guide to help you navigate your way through the University's services. There are a vast amount of excellent services available to students that are here to support you while at BCU. We have gathered all the essential information about each of our services and put them into one document to make it easier for you to find answers to your questions.

It would be wise to save this document so you can easily find out how to access different services should you need to in the future.

We hope you have a great academic year.

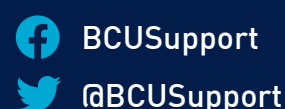
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# STUDENT SUPPORT

Here at the City South Campus we have a welcoming and friendly community. We understand that the transition to university isn't always smooth and that's where our student support services can help by offering advice, guidance and a listening ear. You can log an enquiry regarding all student support matters using our **iASK Online Service**.

Student support services at City South are located on the first floor of the Seacole Building. Support teams help with a variety of matters: finance and money matters, disability support, mental health and wellbeing, student governance and childcare, faith and spiritual support.



## MENTAL HEALTH AND WELLBEING

The mental health and wellbeing team are a wonderful team consisting of counsellors, mental health advisers and wellbeing advisers. They offer free, confidential appointments, so if you need some advice and support or are worried about another student then please get in touch.

Contact team via:

✉ [sa.wellbeing@bcu.ac.uk](mailto:sa.wellbeing@bcu.ac.uk)

☎ 0121 331 5188

In order to arrange an initial telephone appointment with a member of the team, please fill out our **registration form**.

If you're not already registered to a local GP it is important that you do so. We encourage students new to Birmingham to register with Handsworth Wood Medical Centre which runs surgeries from City Centre and City South campuses. Please call on **0121 250 0375** with any queries.



**FREE to all students**

**Mental health support.  
24/7. Confidential.  
Online community.**

For more details, please refer to our T&C's during registration.



### WHAT TO DO IN AN EMERGENCY

If you are concerned about a serious risk to your own safety or wellbeing, or that of another person, it is important to contact emergency services on 999.

When on campus you can also alert university security by phoning 6969.

# BCU ASPIRE



All new first year home and EU undergraduate students get £150 credit to spend, giving you the best start to life at BCU.

To claim your £150:

1. Check your University email at [icity.bcu.ac.uk](mailto:icity.bcu.ac.uk)
2. Find the email from [bcu@johnsmith.co.uk](mailto:bcu@johnsmith.co.uk) and follow the instructions
3. Visit [bcu.ac.uk/spend](http://bcu.ac.uk/spend)

## FINANCE AND MONEY MATTERS

As a student it's important to budget and keep on top of your finances. If you find yourself getting into difficulties with money please get in touch to access specialist finance advice and support.

The University offers various additional support such as the hardship fund, short term loans and DSA contribution fund. Please [click here](#) to find out more.

You can contact the team in the following ways:

- Send an online query to Ask Us
- ☎ Phone on 0121 300 4070
- ✉ Email the team on [studentsupport@bcu.ac.uk](mailto:studentsupport@bcu.ac.uk)

## \*blackbullion

To develop key money and employability skills register with blackbullion with your BCU email address.



Open 4 Learning has been designed to help you find additional funding to financially support you through your education. Access is limited to BCU students only, and students will need to register with their BCU email address. [Click here](#) for more information.

## The University's Hardship Fund

The University's Hardship Fund is available for current students experiencing financial difficulties due to an unforeseen shortfall in funding. Search 'hardship fund' on icity or [click this link](#).

## CHILDCARE ADVICE

Our specialist Childcare Adviser can provide confidential advice on a range of childcare issues to suit your situation:

- Provide confidential advice and guidance on a range of childcare related issues on all university sites
- Finding suitable childcare provision
- What to look for when choosing childcare
- Before and after school clubs
- Holiday play schemes and extracurricular activities
- Childcare funding
- Free entitlement for 3 and 4 year olds and some 2 year olds
- Applying for school places
- Balancing and juggling being a student and a parent
- Emergency childcare

The team can also answer questions about claiming benefits as a student parent.



Specific funding is available for student parents from low-income households to help with childcare and other study related costs. For more information about the Parents Learning Allowance and Childcare Grant, [click here](#).

The NHS Learner Support Fund also offers additional financial support for student parents undertaking specific courses.

The Family Information Service is a useful source of information for parents and includes a childcare provider search tool.



Get in touch with Jackie Brophy, our dedicated childcare adviser, with any questions.

☎ 0121 331 6064

✉ [studentsupport@bcu.ac.uk](mailto:studentsupport@bcu.ac.uk)

# DISABILITY SUPPORT

The Disability Team includes disability advisers, dyslexia support tutors, mentors, BSL interpreters and administrative support staff, providing a comprehensive range of support to disabled students.

If you have any questions about the service or would like to get in touch please email them on [disability@bcu.ac.uk](mailto:disability@bcu.ac.uk).



## What does the team offer?

- Advice and guidance to University applicants about available support, including informal meetings and discussions to supplement University Open Day information
- **Confidential** advice, information and support for current students with disabilities, medical conditions and specific learning difficulties, such as dyslexia
- Support with applications for **Disabled Students' Allowances** and help to arrange assessment of need appointments
- Individual packages of support for each student according to disability
- **Screening**, psychological assessments and support for students with dyslexia and other specific learning difficulties
- A Personal Assistance Scheme which supplies support workers for study-related tasks
- Assistance with the organisation of individual examination requirements
- **Advice and guidance to staff** regarding disabled student support, such as exams and assessments
- Information on the accessibility of each campus, car parking and many more individual support requirements
- Liaison with external agencies such as Social Services for the provision of personal care and living assistance
- Information on **IT and assistive technology** for disabled students

If you are on a course which involves practice placements, such as nursing, speech and language therapy, social work, teaching or business courses, you may wish to explore whether a Placement Action Plan (PAP) would be useful for you. You can discuss this with the Disability Adviser who prepares your Support Summary or email [helspaps@bcu.ac.uk](mailto:helspaps@bcu.ac.uk) for more information.



# STUDENT GOVERNANCE

Student Governance is the University team responsible for overseeing and administering the procedures listed below. Please click on the links for more information.



## Academic Appeals

An appeal is considered a request for a review of a decision on student assessment, progress and awards.

## Student Complaints

As in any organisation, we sometimes make mistakes or the service we provide does not meet expectations. We need to know when things go wrong so that we can put things right.

## Student Disciplinary

As a student you are expected to adhere to a reasonable standard of behaviour during your studies. You are required to avoid such behaviours that would negatively affect the experience of other students, staff or visitors to the University.

## Extenuating Circumstances

If there is something outside your control that is affecting your ability to complete an assessment or has affected your performance in an assessment then you can make a claim for extenuating circumstances.

## Fitness to Practise

The Fitness to Practise procedure applies to courses where there are compulsory periods of professional placement and for which there are behavioural and health requirements to ensure suitability to practise the profession. We have a duty to make sure you are fit to practise in your chosen profession.

## Fitness to Study

The Fitness to Study Procedure supports the University in identifying anyone who is struggling to cope with their studies, with a view to helping them manage the situation. Where possible, the University will use this procedure to support you if you are struggling to help you to remain on your programme of study.

Contact the team on: [appealsandresolutions@bcu.ac.uk](mailto:appealsandresolutions@bcu.ac.uk) or via iASK.

For advice and assistance on these processes process please contact the Students' Union Advice Centre.

# PERSONAL DEVELOPMENT DEPARTMENT

The Personal Development Department (PDD) is here to help you make the most of your academic skills during your time at University and to help you reach your full potential. The team are happy to discuss any aspects of your work that are causing you concern and point you in the right direction. Please contact them by emailing [sherron.parkes@bcu.ac.uk](mailto:sherron.parkes@bcu.ac.uk).



## PDD Moodle - Tutorial Bookings and Online Resources

Check out our Moodle page for lots of useful resources to improve your academic skills. You can also book academic tutorials on here too.

## Academic Skills Workshops



Lots of our students – especially those who haven't been in education for a while – find they really benefit from academic skills workshops. Topics include essay writing, critical

analysis, referencing, numeracy to support drug calculations, basic numeracy skills, and exam and revision techniques.

These workshops may be offered as part of your programme or you can negotiate bespoke workshops or one-to-one tutorials.

## Professional Navigation

The PDD can also offer academic careers advice and provide advice and support for future study to Health, Education and Life Sciences professionals throughout the region.

There are dedicated Professional Navigators who can help with choices of future study. Contact them at [navigator@bcu.ac.uk](mailto:navigator@bcu.ac.uk).

## Making your experience count

One of the PDD's functions is to recognise academic credit for learning that has occurred through previous experience or learning. Recognition of Prior Learning (RPL) is offered to encourage experienced practitioners onto higher level courses by recognising the value of their experience with academic credit.

The PDD gives prospective students all the support and advice they need to make an RPL claim, including help putting together a profile.



# SPACE

SPACE (Skills Practice and Care Enhancement) is an innovative practice area students can access outside of teaching sessions to use equipment and resources to practise a wide range of skills in their own time and at their own pace.



The SPACE team are passionate about ensuring the learning environment is safe, supportive and welcoming to all students and staff and we are always open to new suggestions and ideas to develop the service.

SPACE enables students to consolidate their skills performance and encourages valuable peer learning and support, including the opportunity to experience cross professional working.

**There are over 100 skills students can practise in SPACE in preparation for assessment or placement which include:**

- How to hand wash/hand rub
- Putting on and removing PPE
- Vital signs (BP, temperature, pulse, respiratory rate)
- Pulse oximetry
- Aseptic non-touch technique
- Injections
- Catheterisation
- Basic and advanced life support
- Intravenous cannulation and venepuncture
- Breech birth and shoulder dystocia
- Surgical instrumentation

State-of-the-art equipment and resources available to use include Sim Man, Paediatric Hal, iSimulate, a cardiac arrest trolley, and a dementia-friendly bed space and resource area. In addition we have anatomical models, posters and an articulated skeleton.

SPACE is currently closed and in the process of moving to a new building at 12 Harborne Road (opposite Morrisons). The new service will be opening during Semester 1; the exact date is to be confirmed. We are currently working to ensure the new service is made Covid - 19 secure for staff and students. We look forward to welcoming you soon.

**SPACE, Room SHR003**  
12 Harborne Road

🕒 Open: Monday - Friday, 10am - 4pm

✉ Healthspace@bcu.ac.uk

➡ SPACE Moodle - search for 'Care Enhancement'

🐦 @SPACEBCU

**“SPACE is a friendly and safe place to practise your skills before exams, placements and qualifications. My confidence, skills and knowledge have grown hugely since using SPACE. It is a great asset to BCU.”**

**Joshua Oakes,**  
**Adult Nursing student**

# LIBRARY AND LEARNING RESOURCES

The Mary Seacole Library is a large library supporting the Health, Education and Life Sciences faculty, with a vast collection of books, journals, and teaching materials, as well as specialist subject support.



Students have automatic access to the library, with your University ID card also acting as your library card.

The 10-digit number above the barcode on your card is your library number, which you will need to access some services. You'll also need your library PIN which is mailed to your university email account when you enrol. If you did not receive the email with your PIN, please contact us for assistance.

University members can borrow up to twenty items at a time. To keep track of when you need to return your items you can view your loans via the 'My Account' menu at the top of this website.

## Accessing the library online:

You can access our online resources and catalogue at any time by logging in with your University email address and password via the menu at the top of the library homepage: [www.bcu.ac.uk/library](http://www.bcu.ac.uk/library).

Mary Seacole Library:

☎ 0121 331 7071

📷 @BCULibrary

🐦 @BCULibrary

➤ 24/7 library chat: [libanswers.bcu.ac.uk](http://libanswers.bcu.ac.uk)

➤ [bcu.ac.uk/library](http://bcu.ac.uk/library)

➤ Book an online tutorial:  
[libcal.bcu.ac.uk/appointments](http://libcal.bcu.ac.uk/appointments)

# GRADUATE+

Graduate+ is an extra-curricular awards framework which complements your degree. It is designed to capture and provide evidence to help you grow as a future graduate whilst preparing you for your individual career aspirations.



You will get the chance to showcase a broad range skills and competencies as you move through the different levels of the award as follows:

- **Bronze level** - Attend, Explore & Discover
- **Silver level** - Experience, Test & Build
- **Gold level** - Extend, Challenge & Reach

BCU Graduate+ is a framework which will enable you to provide evidence of your ability to develop valuable skills outside of formal classroom learning while studying with us.

"AdvanceHE

ENDORSED 2019

## Activities include:

- Cross-university opportunities
- Careers development
- Employability activities delivered within your faculty
- Part-time work experience
- Study abroad
- Volunteering and community action

For more information contact:

✉ [graduateplus@bcu.ac.uk](mailto:graduateplus@bcu.ac.uk)

➦ [Graduate+ Website](#)



# CAREERS+

Careers+ is your one stop shop for access to careers advice, job searching, CV checks, events/sessions and more. You can login on the Careers+ website using your student email account to search for live job opportunities, book an appointment, book onto an event or submit a query. Careers+ is located on the ground floor, Bevan Building, City South.



**Katie Whitehouse**  
Careers+ Unit Manager



**Kelly Coles**  
Careers Consultant



**Zalika Shand**  
Graduate Employment Advisor



**Matteo Terribile**  
Employability Advisor



**Stef Cope**  
Employability Advisor



**Kiran Ahmad**  
Employability Administrator

## Careers+

### Your dedicated team can help with:

- Career options and planning
- Job search
- Work experience, placements and internships
- CVs, cover letters and applications
- Interviews and Assessment Centres
- Networking
- Self-employment and entrepreneurship
- Professional mentoring
- Master's and further study

We operate a student-centred service, which means that the appointment will focus on what is important to you – your questions, priorities and needs. You will be treated with respect and receive a friendly, professional service. The information, advice and guidance provided will be impartial and up-to-date.

We offer video and telephone appointments. Please visit the website below for more information and to book.

For more information contact:

✉ [HELSCareers@bcu.ac.uk](mailto:HELSCareers@bcu.ac.uk)

➦ [careersplus.bcu.ac.uk](http://careersplus.bcu.ac.uk)

🐦 [@BCU\\_HELSCareers](https://twitter.com/BCU_HELSCareers)

📷 [@BCU\\_HELSCareers](https://www.instagram.com/BCU_HELSCareers)



# GRADUATE STUDENT SUCCESS ADVISORS

Made up of a wonderful team of three, we are here to support you throughout your journey at BCU as recent graduates. We recognise the pressures that may come with university life and the challenges many students face while studying, GSSAs are here to answer any queries or concerns you have so please get in touch should you need.



Our main objectives are student welfare and to enhance student experience by developing a BCU culture.

GSSAs are well versed on all services available here at the Faculty of Health, Education and Life Sciences which allows us to guide students to our excellent, internal professional services.

Alongside all the important responsibilities we have, we also want university to be a fun and exciting time and encourage all students to get involved in the various events and projects we organise. Previously we have hosted movie nights, baking classes, wellbeing events and trips to Alton Towers!

For more information join our **HELS GSSA Student Connect Moodle Page** or contact us on [HELSSuccess@bcu.ac.uk](mailto:HELSSuccess@bcu.ac.uk).



# BCUSU

As a student member of BCUSU, you have access to the wide range of fantastic services and facilities that we offer. We are independent from the University and are run by five elected officers supported by staff and student staff. We are all here to create and promote a great student experience for you and to ensure that you get the most out of your time with us!



## BCUSU

### Representation

Our student body representation network consists of five sabbatical officers who represent BCUSU as a whole, two School Reps per school and at least one Course Rep for each year group on every course. These representatives feed through any feedback, queries and concerns to BCUSU who then work with the University to improve your student experience.

### Officers:

- **President** - Responsible for leading the Officer team and also tasked to represent the views and needs of BCU students at all University Board of Governors and Academic Board meetings.
- **Vice President Academic Experience** - Responsible for everything to do with academia and the way that you are taught during your time at university.
- **Vice President Equity and Inclusion** - Responsible for ensuring BCUSU is representative of all our students and that they get the support that they need.

- **Vice President Opportunities and Community** - Responsible for our societies and sports teams, as well as developing student skills and employability.
- **Vice President Student Voice** - Responsible for looking after the democratic structures of your Students' Union.

### Get involved:

University is a great time to try something new while meeting new people. Get involved by joining a society, there are over 100 to choose from! We also have a range of volunteering opportunities and events available throughout the year.

### Advice Centre:

The Advice Centre is a professional, impartial, confidential and non-judgemental service, providing advice, support and representation to help you resolve your problems. The BCUSU Advice Centre can support you on any issue but specialises in academic, money and housing issues.

To find out more about your Students' Union, visit

➤ [www.bcusu.com](http://www.bcusu.com)



# UNIVERSITY ASSISTANT APP

University Assistant is our app for all the information you need throughout your time with us. All the way from Welcome Week to Graduation.

- Stay up to date – Keep up to date with all the faculty events during Welcome Week and the academic year. Get to know your Course Leader via the short videos our team have produced.
- Live chat – Got a question? Our University Assistant team will give you the answer! The live chat is available during normal working hours, Monday - Friday. If you need a quick response to a question, it's the place to ask!
- Explore our services – Learn all about the different free services we have on offer for all our students. Everything from careers advice to wellbeing questions, and everything in between!
- Student jobs – Look at the latest student jobs from the Students' Union and BCU.
- General information – Find out more about timetables, opening hours, the academic calendar and reporting your absences.

## Download the app now!

Search 'University Assistant' in the App Store or Google Play Store or scan the relevant QR code.



iPhone



Android



# YOUR ONLINE RESOURCES

## ICITY (ICITY.BCU.AC.UK)

iCity provides a single point of access to everything you need such as your University email, Moodle, MySRS, timetable and all other key services. Make this your daily “go to” place. Just log in with your University email and password.

## UNIVERSITY EMAIL

All students get one. Your university email address, student ID number and University password is emailed to you when you enrol on your course.

It is essential that you check your mailbox frequently as it is the only way to send and receive University-related correspondence. When emailing staff, please include your student ID number.

## YOUR COURSE (ICITY TAB)

Your Course shows you information specific to what you are studying, including who your personal tutor and course leader are.

## MOODLE (MOODLE.BCU.AC.UK)

Moodle is our Virtual Learning Environment. This is where you find all your module information, presentations, online tests, learning resources, assessment briefs/guides and most importantly, this is where you submit all your assignments and receive provisional marks. As mentioned above, you can access it via the iCity page.

## MYSRS (MYSRS.BCU.AC.UK)

MySRS shows your student record, your marks and personal/contact details. This is also where you re-enrol or check all your confirmed grades. You can access it through iCity.

## IASK ONLINE (IASK.BCU.AC.UK)

iAsk is a direct link to student services, Course Administrators, Students' Union and Graduate Student Success Advisors. Any questions you have can be answered by using this page. You can get your Council Tax and bank letters here, enquire about your attendance, book appointments with Health and Wellbeing, Careers and much more.

For more detailed information or to register for some training please check the IT Help website on iCity ([icity.bcu.ac.uk/it/students](http://icity.bcu.ac.uk/it/students)).

# QUICK REFERENCE GUIDE

| SERVICE:                          | CONTACT:   |
|-----------------------------------|--|
| Accommodation                     | <p><b>BCU Accommodation Services</b><br/>Email: accommodation@bcu.ac.uk<br/>Phone: 0121 331 5191</p> <p><b>SU Housing Advisors</b><br/>Website: bcusu.com/homes</p>  |
| Careers                           | <p>Email: HELSCareers@bcu.ac.uk<br/>Or visit their office on Ground Floor, Bevan Building</p>  |
| Disability support                | <p>Email: disability@bcu.ac.uk<br/>Phone: 0121 331 6495</p>  |
| Emergencies                       | <p>If on campus, or in University accommodation, call security on 0121 331 6969.</p> <p>If you have a medical problem at any time call NHS on 111.</p> <p>If involved or witness an emergency call emergency services on 999.</p>  |
| IT Help                           | <p>Email: ithelp@bcu.ac.uk<br/>Phone: 0121 331 6543<br/>Or visit the IT desk on Ground Floor, Seacole Building Courtyard</p>   |
| Mental Health and Wellbeing       | <p>Email: sa.wellbeing@bcu.ac.uk<br/>Phone: 0121 331 5188</p>  |
| School Office                     | <p><b>School of Education and Social Work</b><br/>Phone: 0121 331 7105 or visit the office at SCT152</p> <p><b>School of Health Sciences</b><br/>Phone: 0121 331 7149 or visit the office at SCT144</p> <p><b>School of Nursing and Midwifery</b><br/>Phone: 0121 331 7105 or visit the office at SCT002</p> |
| Study Support and Academic Skills | <p><b>Personal Development Department</b><br/>Email: sherron.parkes@bcu.ac.uk<br/>Phone: 0121 331 7011<br/>Or visit their office at SCT132</p>   |