



**Student Experience  
Support Booklet**

**Every step of the way**

**Here**  
to help you on your  
**journey**

# We're here to help you every step of the way.

This booklet tells you all you need to know about how we can support you in your time at college, inside and outside the classroom.

## Financial Support – removing the barriers to learning

We are here to help with the costs of study and have a wide-range of financial support packages to remove barriers to learning. The government gives the college a fund to help those in financial need with the costs of study.

An overview of the funds and support types are shown below. Specific criteria apply to some funds and support types within the fund. Eligibility for this support is dependent upon your individual circumstances, your individual or household income and the course you are enrolled onto.

## Bursary Funds

	16-19 Bursary	19+ Bursary	Advanced Learner Loans Bursary
Criteria	Aged 16,17 or 18 on 31st August 2021 Or aged 19-24 with an EHCP on 31st August 2024	Aged 19+ on 31st August 2024	Aged 19+ on 31st August 2024 and have a fully approved advanced learner loan in place
Household Income	£35,000 per year or less	£30,000 per year or less	£30,000 per year or less
Residency Criteria	You must have the right to live in the UK and have lived within the UK for the last 3 years. If you are an asylum seeker or refugee, you will need to provide evidence with your application of your right to live in the UK.		
Study Duration Criteria	You must be studying for 2 or more days per week to be eligible.		
Support Types			
Travel (Public Transport)	Yes	Yes	Yes
Free College Meals*	Yes	N/A	N/A
Equipment inc Printing Credits	Yes	Yes	Yes
Childcare Costs**	Yes	Yes Up to £70 per day	Yes Up to £70 per day
Vulnerable Bursary***	Yes	N/A	N/A
Course Fees****	N/A	Yes	N/A

\*additional eligibility criteria apply also available to 19-24 year old students with an EHCP

\*\* through Care to Learn for students aged under 20 years old at the start of the course

All awards are subject to maintaining a satisfactory attendance level of **87%** or above. Awards may be suspended or cancelled where attendance is below this rate. Funding is limited and once all funds are allocated, these will be closed to new applicants and awards. Awards are made to priority groups as identified in our Bursary Policy.

**All awards are issued in line with the Bursary Support Policy, a copy of which can be found on the Learner Landing Page and our website.**

We also have a limited Higher Education Bursary scheme, details of which are available on request at Student Services.

## Travel Support (Public Transport)

Our travel support is available to help with the costs of travel to and from college. Support is provided in the form of travel passes for public transport only. There are some distance to travel exemptions available for disadvantaged learners. Your application will automatically be assessed and if you qualify you will be advised in your award confirmation email.

**national express West Midlands**

We are proud to work with National Express West Midlands, to bring your travel support to your fingertips. Our collaboration enables you to receive your travel pass directly to your phone through the National Express MTickets App.



If you have a mobile phone (Apple or Android) and are eligible for a West Midlands Travel pass, this is how you will receive your travel support.



Download from the App Store or Google Play.

If you are awarded travel support which incorporates other services such as multi operator bus services or train, support will be issued through a SWIFT card. Please see Student Services for further details. In exceptional circumstances where travel support cannot be provided through National Express West Midlands a monetary award may be paid by the college to your bank account.

## Free college Meals (16-19 Bursary only including 19-24 year olds with an EHCP)

If you or your parents / guardians are in receipt of certain benefits, we can support with the cost of meals both at college and if you are out on placement or work experience. This offer will provide you with an allowance of £4.00 per day. Your meal award value will depend on your individual circumstances. Your application will automatically be assessed and you will be advised in your award confirmation email of your meal allowance rate. You can redeem this value in the college refectory for a meal which includes a drink.

If you are at a college site which does not have an onsite catering facility or you are on placement/ work experience, you will be issued with a voucher equivalent for a local food vendor.

## Equipment Support

We can help with the costs of study related to your course such as:

- Educational trips & visits
- General Stationary Supplies available at Student Services
- Kit and equipment
- Printing credits
- UCAS fees

Please do not commit to any trips or buy any equipment you cannot self-fund without seeking prior confirmation of support being available from Student Services.

Please note we are unable to provide support for the purchase of hardware equipment for example, laptop, camera, sewing machine etc.

We are proud to work with National Express to bring travel support to your fingertips.

We're here to help

### Eligibility Criteria (these are in addition to the main 16-19 Bursary Fund criteria)

Free meals are targeted at disadvantaged students. Free meals in further education defines disadvantaged as students being in receipt of, or having parents who are in receipt of, one or more of the following benefits:

- Income Support
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance (ESA)
- Support under part VI of the Immigration and Asylum Act 1999

- The guarantee element of State Pension Credit
- Child Tax Credit (provided they are not entitled to Working Tax Credit and have an annual gross income of no more than £16,190, as assessed by Her Majesty's Revenue and Customs (HMRC)
- Working Tax Credit run-on – paid for 4 weeks after someone stops qualifying for Working Tax Credit
- Universal Credit with net earnings not exceeding the equivalent of £7,400 pa after tax not including any benefits paid.
- The college supports learners who are not in receipt of the listed benefits through our discretionary fund.

Bursary Fund	16-18 Bursary	19+ Bursary	Advanced Learner Loans Bursary
Level of support available for equipment, trips and visits.	Income below £35,000 • Up to 50% contribution Vulnerable Bursary students • 100% contribution	Income below £30,000 Up to 50% contribution	Income below £30,000 Up to 50% contribution

Following a review of your purchases for course needs, if you are approved for support, you will need to provide receipts for items purchased. Refunds at the approved rate will be made directly to your bank account.

### Childcare Costs – Students aged 20+

We can help with the costs of childcare whilst you study up to a maximum of £70 per day. Childcare must be provided by an Ofsted registered provider. Childcare will only be provided where there is not a non-working partner at home. Funding will be paid for the days you are timetabled to be at college, including planned placements. Please note you may be expected to make some contribution to your own childcare costs.

Where government funding is available, you will be expected to fully use this funding prior to requesting support from the college. <https://www.gov.uk/help-with-childcare-costs/free-childcare-and-education-for-2-to-4-year-olds>

From September 2024, 15 hours childcare support will be extended to eligible working parents with a child from 9-months-old All 3 to 4 year olds in England can get 570 free hours per year. It's usually taken as 15 hours a week for 38 weeks of the year. Some 3 to 4 year olds in England can get up to 1,140 hours per year 30 hours a week for 38 weeks of the year.

Please do not commit to any childcare you cannot self-fund without seeking prior confirmation of support being available from Student Services.

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### Childcare Costs through Care to Learn - Students aged under 20 at the start of the course

The government fund childcare for parents who want to continue their education or training and need help with the costs of childcare. You can get up to £180 per child per week.

Care to Learn can help with the cost of:

- Your childcare, including deposit and registration fees, Ofsted registered provider.
- A childcare taster session for up to 5 days
- Keeping your childcare place over the summer holidays
- Taking your child to their childcare provider.

Childcare payments go directly to your childcare provider. Before they can be paid:

- your childcare provider needs to confirm your child's attendance
- your school or college needs to confirm that you're attending your course

Travel payments come directly to the college and we will arrange your travel support or make payment directly to you.

Payments stop when:

- you stop attending your course as confirmed by the college
  - you reach the end of your course
  - your child stops attending childcare
- Visit <https://www.gov.uk/care-to-learn> to find out more.

### Vulnerable Bursary – Students aged 16-18

The government provides an additional fund to support those students who are defined as being in a vulnerable group. Students within this category may be able to receive additional support with the costs of study above and beyond the main college bursary fund. The fund is administered by the college on behalf of the Student Bursary Support Service.

### Eligibility Criteria

Eligible vulnerable learner's have access to 'Wellbeing and academic packs with replacement items available from Student Services. The contents of these packs are to provide learners with additional resources to maintain their health and wellbeing. For further information on the contents, please contact us at [student.finance@bmet.ac.uk](mailto:student.finance@bmet.ac.uk)

The defined vulnerable groups:

- in care or have recently left care
- receiving Income Support or Universal Credit because you are financially supporting yourself, or financially supporting yourself and someone who is dependent on you and living with you such as a child or partner
- receiving Disability Living Allowance or Personal Independence Payments in your own right, as well as Employment and Support Allowance or Universal Credit in your own right



### Course Fees – 19+ Students

In exceptional cases, we may be able to help with the costs of course fees. All applications for support must be made at the point of enrolment and will be assessed as part of the enrolment process. If support is awarded, the cost of your fees will be paid directly to the college from the Bursary Fund.

### Eligibility Criteria

You must be studying on a course funded by the Education Skills and Funding Agency (ESFA) or the West Midlands Combined Authority (WMCA). Students who are undertaking a course that does not attract any funding from the above authorities cannot apply for course fee support.

### The Rules

With any kind of funding there are some rules:

- Funding is made available for one academic year. If you are on a two-year course or come back to study at the next level or subject, you will need to make a new application
- Funding awarded will be for your current course only and if you enrol onto a new course you will need to make a new application
- Funds cannot be guaranteed for new applications.
- You must be enrolled and attending your course before support is issued
- Funding is continually assessed and offers may be changed within the year to best meet the needs of the most financially-disadvantaged students
- You must maintain an acceptable level of attendance at or above 87% to continue to be eligible for support

Receiving any form of financial support is dependent on your meeting the attendance,

punctuality and behaviour expected of you. If you are having any difficulties, you must speak to your tutor as soon as possible.

Receiving financial support may effect certain benefits. It is your responsibility to notify the relevant authority of the support you are receiving, which may effect your entitlement.

### Our part of the deal

Once we have received your application, we will assess this and let you know the outcome within a maximum of 10 working days. Applications for Travel, Free college Meals and Vulnerable Bursary will be given priority assessment. We will also inform you within this time frame if you do not qualify for financial support.

We have a duty to ensure that funds are awarded fairly and to the students in most need. If you are not happy with the outcome of your award, the first step is to see the Student Services team. They will be able to check your award and discuss the outcome with you and explain how your application has been assessed.

If you are still unhappy with the outcome of your award, you can appeal in writing within 10 working days of it being declined to the Student Services Finance team by email [StudentFinance@bmet.ac.uk](mailto:StudentFinance@bmet.ac.uk).

### Fraudulent Claims

We ask for detailed information and may invite applicants to interview so that we can distribute our funds fairly. If a claim is considered to be fraudulent, we will ask for any support awarded to be repaid in full. This may include court action and referral to the police.

## Supporting and Enriching your Student Experience

### Student Services

Student Services offer end to end advice and support for students during their time at college. A wide-range of services are provided, including signposting to other services:

- Advice, guidance and support in applying for financial support through our Bursary scheme
- Enrolment services including change of personal details or course details

- Replacement ID cards or day passes (chargeable services)
- Confirmation of study and/or references

And much, much more! We are here to help and support you with any queries related to your time in college, outside your teaching & learning activities.

### Wellbeing & Pastoral Support – We are here to help

Pastoral support is the support we put in place for students to help with your physical, emotional and all round general wellbeing. These may or may not be issues that are directly linked to your studies.

These services are really important to support you to be the best that you can and achieve your goals with us and beyond.

It's never too early or too late to ask for support as everyone needs support at one time or another.

### Mentoring (Performance Coaching)

Sometimes issues can occur in college, or even outside of college, and it is difficult to know what to do or who to turn to.

Mentoring is a system of semi-structured guidance, whereby one person shares their knowledge, skills and experience to assist others to progress in their own lives and careers. Performance Coaches are accessible and can offer help as the need arises, within the limitations of the service. Mentoring is a process of working together to achieve agreed goals through SMART targets.

The performance coaches will support and motivate you to reach your potential, by increasing your confidence and motivation. They can help with:

- Self-esteem
- Time management
- Attendance and punctuality
- Anxiety and coping strategies
- Goal setting

Mentoring can be a short-term arrangement until the original reason for the support is fulfilled (or

ceases). Or it can last over the duration of your course.

Performance Coaches will help you to access more specialised sources of help if it becomes apparent that this would be the best way forward.

### How do I contact a performance coach?

- You can self-refer using ProPortal, login and select book a mentoring appointment.
- You can ask your personal tutor or lecturer to refer you
- You can ask at Student Services

### Counselling

If you have a problem and friends or family aren't able to help, we can provide you with an opportunity to talk and discuss your concerns or worries freely and openly with a counsellor – who won't judge you or your issues. Counselling is free and confidential.

Our counsellors are fully-qualified, accredited member of the British Association of Counselling and Psychotherapy. Counselling is voluntary and no one can make you attend.

Everything is kept completely confidential, unless you are in danger of harm. This will be discussed with you by your counsellor.

No problem is ever too big or small and talking about how you feel can really help.

Sharing your feelings with a counsellor and finding solutions to move forward in your life, can help you feel happier about yourself and raise your self-esteem.

Confidence  
Anxiety  
Bereavement  
Self harm  
Depression  
Family Change  
Exams  
Stress  
Suicidal feelings  
Relationships  
Terminal illness  
Self-esteem  
Life events  
Worry



Student Services offer end to end advice and support for students during their time at college. A wide-range of services are provided, including signposting to other services.

### How do I contact a counsellor?

- You can self-refer using ProPortal, login and select book a counseling appointment.
- You can ask your performance coach, tutor or lecturer to refer you
- You can ask at Student Services

### Mental Health First Aiders

We have a team of Mental Health First Aiders and Pastoral staff who can help support and signpost when you need it along with a range of self help tools to help with keeping mentally fit and well.



### Togetherall - A safe community to support your mental health, 24/7.

As a BMet student you have access to togetherall, an online platform which is a safe place to talk, share and support others if you are stressed, anxious or feeling low. It has range of self-guided courses that you can do at your own pace and creative tools to help express how you are feeling and trained professionals on hand 24/7.

You can find out more and access Togetherall via the Learner Landing Page.

### Speak Up!



BMet has a zero tolerance approach to any forms of harassment, abuse, or bullying. If you have any concerns you can tell us about these anonymously by completing the Speak Up form on our Learner Landing page which can be accessed via the BMet website. All circumstances will be treated confidentially and compassionately,

if you choose to provide your contact details a member of our welfare team will be in contact with you to discuss your concerns. Together we can tackle and overcome any forms of harassment, bullying or abuse and keep ourselves and our college community safe from harm. If you would like to access any support please talk to a member of staff.

### Careers Services

Careers advice and guidance is impartial and confidential, provided by professionally qualified Careers Advisers. You can 'drop in', or make an appointment by emailing [careers@bmet.ac.uk](mailto:careers@bmet.ac.uk) stating when you would like an interview and at which college. Our Careers Advisor can help you:

- Choose the right course to help you achieve your goals
- Plan your career development and consider the opportunities available including employment, apprenticeships or higher education
- With CV writing and identify suitable job vacancies
- With preparing your UCAS form for applications to university

### Careers Resources

- Careers Library
- HE Prospectus library
- Job and apprenticeship vacancies and labour market information
- KUDOS & START: software to help you make career choices

The Careers Team also organise careers fairs, workshops and presentations with guest lecturers from universities and other organisations - so you have all the information you need to make an informed choice about your future career. See the careers calendar on the Learner Landing page for details of the upcoming events.

### Enrichment and Student Voice

Our Enrichment & Learner Voice will help you gain experiences outside of your regular college lessons. This includes everything from gigs and performances, sports groups and societies, to volunteering and learning opportunities to support your UCAS entry.

The Youth Worker will encourage you to have your say about things you like and things you would like to see changed.

We encourage you to become Learner Representatives for your course or take part in a focus group, offering a chance for you to share your views and ideas with fellow students and college staff.

There are also opportunities to join your College Student Council and shape the services offered to students across the college. See your Student Experience Officer for more details and get involved today!

### Attendance

Report an absence via Pro Portal, an email to your tutor or message via Teams

### Safeguarding – we are here to listen and help

We want to provide a safe and supportive environment for all the students who use our college. We want to ensure that what you say is listened to and that you feel safe, respected and treated well.

If you are unhappy, worried or frightened about anything that happens during your time at college, or in your personal life, we want to help you. In the first instance, you can tell your Personal Tutor or contact one of the college Safeguarders, whose details can be found on the Learner Landing Page and on posters around the college.

As part of our commitment to keeping our students safe, we monitor the use of IT systems and follow up any areas of concern with regards to student well-being and safety. All monitoring is carried out in line with our IT and Social Media use Policy.

If you have a concern or you are concerned about someone else - talk to us. You can talk to your tutor, a member of the pastoral team or anyone of our staff. We are here to help.

To ensure the security and safety of all, you are reminded of the following:

- All staff, students and visitors must wear a visible ID card at all times whilst on college premises
- All staff, students and visitors must be identifiable. Faces cannot be covered by any item of clothing whilst on college premises (except where exemptions apply)
- ID cards must not be given to any other person
- If you forget your ID card, you must purchase a day pass or replacement ID Card at reception for which a charge is made

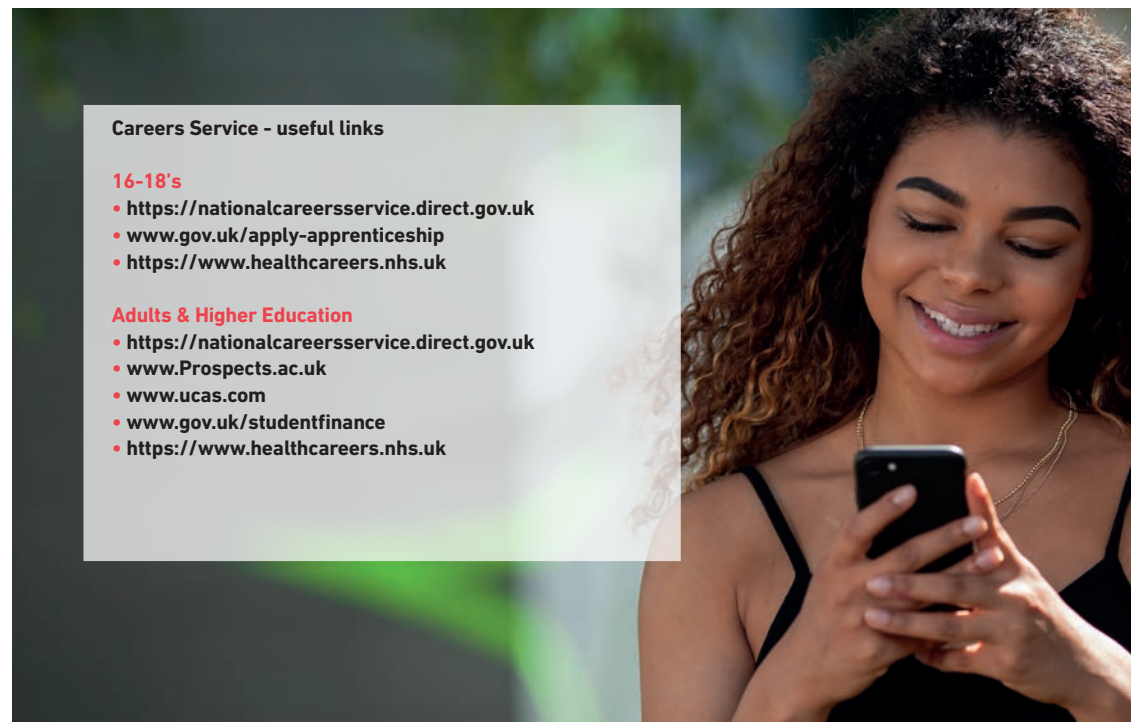
### Careers Service - useful links

#### 16-18's

- <https://nationalcareersservice.direct.gov.uk>
- [www.gov.uk/apply-apprenticeship](http://www.gov.uk/apply-apprenticeship)
- <https://www.healthcareers.nhs.uk>

#### Adults & Higher Education

- <https://nationalcareersservice.direct.gov.uk>
- [www.Prospect.ac.uk](http://www.Prospect.ac.uk)
- [www.ucas.com](http://www.ucas.com)
- [www.gov.uk/studentfinance](http://www.gov.uk/studentfinance)
- <https://www.healthcareers.nhs.uk>





# Learning Resource Centre (LRC) 'supporting your learning outside the classroom'

## Library & Learning Resource Centre (LRC)

You are automatically a member of the library as your ID card is also your library card. Our Library & LRC's are great places to study. We have a range of spaces designed to support self-directed study, along with bookable group study areas.

## Borrowing items

You can borrow up to 8 items and if you study a Higher Education course, you can borrow up to 10 items. In addition, you can borrow an unlimited amount of set texts as required for your course.

## How to find information

- Use the catalogue search on Moodle/the Learner Landing Page to find LRC resources
- For external access to resources, use the LRC pages on the Learner Landing Page and the subject pages on Moodle
- Come and see us in the LRC, we're here to help

## Resources available

- Academic text books
- Long term class loans
- Ebooks & EJournals
- Fiction books
- Access to online resources

## Loan periods & renewals

- Set texts issued for the duration of the academic year
- Normal/standard loans, 4 weeks
- Ebooks read online
- Reference books retained in LRC

Loan items which are reserved by other students cannot be renewed and must be returned by their due date.

You can renew your library books/resources in person or by making a request via email. Contact the LRC via email - providing your name, student ID and detail of the item(s) to renew. Renewals must be received at least one working day prior to the renewal date.

- James Watt - jameswattlrc@bmet.ac.uk
- Matthew Boulton - matthewboultonlrc@bmet.ac.uk
- Sutton Coldfield - suttoncoldfieldlrc@bmet.ac.uk

## Returning your items

Be respectful to your fellow students and return or request renewal of your items by their due date. If you don't renew or return your items, you may have restrictions placed on your college account.

Remember to check your college email, library account for due dates to avoid removal of services.. Reminders will be sent in advance of return dates and IT restrictions will remain until overdue items are returned.

## Facilities in the LRC

- PCs for drop-in use
- Reserved PC's book in advance
- Microsoft Office
- Office 365 with cloud storage for your files
- Office 365 available to install on up to 5 desktop /mobile
- Access to a college email account on desktop and the Learner Landing Page
- Devices on Windows, Apple and Android platforms
- Laptops for use in the LRCs
- Chromebooks

## Laptops

- Laptops for use in the LRC
- Laptops for loan



You are automatically a member of the library as your ID card is also your library card. Our Library & LRC's are great places to study.

## Printing and copying

Photocopying facilities are available in the Library & LRC. All students are provided with a printing credit facility with a pre-loaded monetary value and further printing credits can be purchased from the LRC. Students in receipt of bursary support will receive additional printing credit in line with the Bursary Policy and offer.

Photocopiers are accessed using your student ID card with costs for printing:

- A4 Black & White single side 6.5p / back to back per side 5p
- A3 Black & White single side 13p / back to back per side 10p
- A4 Colour single side 23.5p / back to back 22p
- A3 Colour single side 36p / back to back 34p
- A3 Colour single side 47p / back to back 44p per side
- All other sizes Black & White single side 50p / back to back per side 50p
- All other sizes Colour single side 50p / back to back per side 50p

# Inclusive Support - We are here to help

We offer comprehensive support to help you excel in your studies, whether in class or through small groups in the Study Centre. Our services are designed to help you succeed on your course.

Our dedicated Tutors and Inclusive Support team collaborate to assist you in developing essential skills and strategies. We offer guidance in:

- Exam techniques
- Study skills
- Planning and structuring assignments
- Proofreading
- No matter your support requirements, we are committed to working with you to provide the best opportunities for success in your course.
- Time management

## Other help includes:

- British Sign Language communicators if you are a sign language user
- Enlarged text/braille if you are visually impaired

## Specialised Support for EHCP and SEND Students

If you have an Education, Health, and Care Plan (EHCP) or Special Educational Needs and Disabilities (SEND), please visit the Inclusion team in the Study Centre. We will work with you to create a tailored support structure based on your specific needs and recommendations.

## Enrichment Clubs for Students with EHCP/SEND

Unlock your potential with our enrichment clubs. Our clubs are specifically designed for students with SEND. These clubs provide opportunities for personal growth, skill development, and social engagement in a supportive environment. We ensure a welcoming and inclusive atmosphere where every student can thrive.

## Exam concessions

If your course includes exams and you need concessions such as extra time, a reader, or a scribe, please provide evidence of a previous assessment, these do not automatically transfer from schools. If you do not have this evidence, visit the Study Centre to make an appointment with one of the team. They will discuss the criteria needed for an assessment to be conducted at the college. You will need to do this early in your course to ensure that concessions in the classroom are in place and approval can be sought from exam boards in time for your exams.

If you had exam access arrangements at school and have not been to the Study Centre to confirm this, please scan the QR code and complete the form.



The Inclusion team is available at each campus to assist you.

**James Watt - room JW338**  
**Matthew Boulton - room MB301**  
**Sutton Coldfield - room SC139**

# College IT systems

## How to log into the college IT systems

The first time you log into the college system, you will need your username and password. Your username, to log on to college PCs, is the student reference number given to you at enrolment and is also on your student ID badge.

The initial password is based on your initials (lower-case), date of birth (DDMM) and your postcode (upper-case, no spaces):

[ii][DDMM][POSTCODE]

Example: Anita Yasmin with student ID number 23123456, whose date of birth is 28/02/06 and postcode is B74 2NW, will log-in as:

Username: 23123456

Password: ay2802B742NW

You should change your password as soon as you can, to something memorable and secure, of at least 10 characters. There will need to be at least three of these four types:

Upper-case letters

Lower-case letters

Numbers

Special characters – for example (#,^“{}[])

Any weak/obvious words ('password', 'keyboard', 'office') or popular terms (brands, teams or famous people) may result in it being rejected. During enrolment you will have been instructed to install the "Microsoft Authenticator" app on your mobile device or request a security dongle device. This is to let you register your account for Multi-Factor Authentication (MFA), to protect your data and that of your fellow students. At college you will be prompted to change your password every 70 days.

**Do not disclose your password to anyone. Please refer to the IT & Social Media Policy for more details on what is expected from you whilst using the college IT systems.**

## Wifi and bring your own device (BYOD)

BMet has a robust wireless network at its main campuses, enabling you to bring your own personal devices to get Internet access that can help you in your studies. You can find out how to log on by visiting the Learner Landing Page.

## Learner Landing Page

This is a shared space on the college website where students can access information regarding college news and policies, the latest announcements, term dates, course-related information, as well as revision and study techniques - to name but a few. It also contains links to the other important systems used in college. In essence it is much more than an electronic notice board. All details about IT and other Apps are available on the Learner Landing Page.

## Other Useful Systems

Online learning as part of your studies will be completed on Moodle. Pro-portal gives you and your parents/carers/guardians access to see your progress whilst you are on your course. Links to both these systems can be found on Learner Landing Page.

## How to use college email

We use Microsoft Outlook for email. If your student reference number is 23123456, your college email address will be: 23123456@student.bmet.ac.uk. You can use that as your username to access cloud resources, such as your email, OneDrive files, course Teams etc from any college PC, from home or your mobile device.

## Printing

All students are allocated a printing allowance at the start of their programme. Further credits can be purchased at the Learning Resource Centres (LRCs). Printers are placed throughout the college and also within the LRCs.

## Etiquette, behaviour including IT and Social Media Policy

(applies when using the college network or by accessing college Wi-Fi)

Please take time to read the IT & Social Media policy - which is available on the Learner Landing Page in the tile Policies & Procedures.

The college has an IT helpdesk that can be used for any difficulties or faults. You must use your college email in all correspondence to BMet including emails to lecturing staff.

## BMet Acceptable use of IT & Social Media Policy

By logging onto the college network, you agree to abide by the terms of the Policy.

This includes your individual responsibilities to protect your account and password and to fully log off any devices to prevent unauthorised access.

The college monitors all activity on the college network including WiFi connection.

Access to the college network is granted under the agreement to the Policy and the following terms:-

- You must not undertake any activity that is in breach of British Laws, this includes Freedom of Speech.
- You must not undertake any activity that causes damage to the college network, devices, hardware or software.
- Any breaches to the terms of use will be dealt with under the college Positive Behaviour Policy and Disciplinary Procedure.
- Serious breaches will result in termination or suspension of access to the college network which may take place without notice.



### Forgotten your password

Never disclose your password to anyone. Your password can be reset by visiting the college website and following the student password link.

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BMet has a robust wireless network at its main campuses and allows you to bring your own personal devices to get Internet access that can help you in your studies. You can find out more information about how to log on by visiting the Learner Landing Page.

### Learner Landing Page

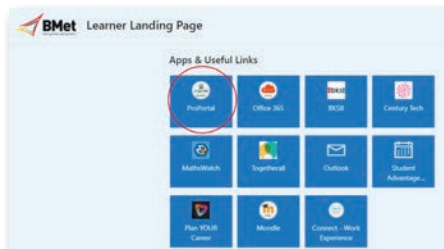
This is a shared space on the college website, where students can access information regarding college news and policies, the latest announcements, term dates, course-related information and revision and study techniques - to name but a few. It also contains links to the other important systems used in college. In essence, it is much more than an electronic notice board.



### Other Useful Systems

Online learning as part of your studies will be completed on Moodle. Pro-portal gives you and your parent's access to see your progress whilst you are on your course. Use ProPortal to access your timetable and attendance information at any time anywhere. Links to both these systems can be found on the Learner Landing Page.

### How to use ProPortal



To log in use your Student Reference number (as shown on your ID card) followed by your date of birth as your password.

Username	Student ID number
Password	DoB (DDMMYYYY)

### Example

Username	12345678
Password	01012001

### Etiquette, behaviour including IT and Social Media Policy

Please take time to read the IT & Social Media policy which is available on the Learner Landing Page in the tile Policies & Procedures.



**Etiquette, behaviour including IT and Social Media Policy**  
Never disclose your password to anyone. Please take time to read the IT & Social Media policy which is available on the Learner Landing Page in the tile Policies & Procedures.

### Food & Drink at BMet

We have a great collection of food & drink available at your finger tips, either in our Restaurants, Starbucks grab & go shops or Micro Markets there are lots of options to choose from.

There are lots of great offers on daily from breakfast, snacks to lunch why not see what's on offer.

Don't forget you can use your meal allowance\* to purchase items up to your weekly award value. \*subject to Bursary application and award and eligibility criteria..

Download the Aramark App - and access special meal deals and discounts.





# If something is worrying you it is never too early or too late to ask for SUPPORT

## Wellbeing Support Services



### Physical Wellbeing

- ☉ **Victim Support** available 24 hours 0808 1689 111 or live chat [www.victimsupport.org.uk](http://www.victimsupport.org.uk)
- ☉ **Birmingham Crisis Centre** support for victims of Domestic Abuse 24 hr helpline **0121 507 0707**
- ☉ **SAYA** multilingual 24-hour helpline for Domestic Violence **0800 389 6990** (Bengali, Gujarati, Hindi, Punjabi and Urdu)
- ☉ **Men's Domestic Violence Helpline** **1800 000 599**
- ☉ **Aquarius** support with alcohol, drugs and gambling **0121 622 8181**
- ☉ **Talk to Frank** for facts, support and advice on drugs and alcohol **0300 123 6600** [www.talktofrank.com](http://www.talktofrank.com)
- ☉ **Umbrella** support for sexual health including home testing kits **0121 237 5700**

### Emotional and Psychological Wellbeing

- ☉ **Togetherall.com** free to all BMet students and staff
- ☉ **Kooth.com** online mental wellbeing community, free, safe and anonymous support
- ☉ **Forward Thinking Birmingham and Pause Drop in** mental health support for people up to 25yrs **0300 300 0099** [www.forwardthinkingbirmingham.nhs.uk](http://www.forwardthinkingbirmingham.nhs.uk)
- ☉ **Samaritans** there's always someone there to listen **116 123**
- ☉ **Shout 24/7** if you are struggling to cope and need mental health support free text service **text SHOUT to 85258**
- ☉ **Forced Marriage Unit** for help and advice **020 7008 5000** from overseas **+44 (0)20 7008 5000** out of hours **020 7008 5000**
- ☉ **West Midlands Police** forced marriage support and information [www.west-midlands.police.uk/your-options/forced-marriage](http://www.west-midlands.police.uk/your-options/forced-marriage)
- ☉ **Rape & Sexual Violence Project** (RSVP) **0121 643 4136**
- ☉ **Strut Safe** to support anyone who feels unsafe when walking in public **0333 335 0026** Friday and Saturday 19:00 – 03:00 Sunday 19:00 – 01:00 [www.strutsafe.org](http://www.strutsafe.org)
- ☉ **The Waiting Room** a signposting website to a variety of community support services [www.the-waitingroom.org](http://www.the-waitingroom.org)

### Social Wellbeing

- ☉ **Birmingham LGBT** support to improve wellbeing and reduce isolation **0121 643 0821** [www.blgbt.org](http://www.blgbt.org)
- ☉ **Mermaids** support for gender diverse young people and their families helpline **0808 801 0400** text MERMAIDS to **85258** for free 24/7 crisis support [www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)
- ☉ **Lesbian and Gay Switchboard UK** **0300 330 0630** [www.switchboard.lgbt](http://www.switchboard.lgbt)
- ☉ **Food Cycle** support for people who are hungry and lonely [www.foodcycle.org.uk](http://www.foodcycle.org.uk)

### Spiritual

- ☉ Birmingham and Solihull Mental Health to help you find or reconnect with things in your life [www.bsmhft.nhs.uk/service-user-and-carer/service-user-information/spiritual-care/](http://www.bsmhft.nhs.uk/service-user-and-carer/service-user-information/spiritual-care/)
- ☉ College Chaplains speak to your pastoral and welfare team for more information

### Intellectual

- ☉ **Birmingham Disability Resource Centre** **03030 402 040** [www.disability.co.uk](http://www.disability.co.uk)
- ☉ **Disability Rights UK** Promoting meaningful independent living for disabled people Disabled Students Helpline: **0330 995 0400** [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)
- ☉ **Scope** Information services on all aspects of disability **0808 800 3333** [www.scope.org.uk](http://www.scope.org.uk)
- ☉ **Dyslexia** Association Birmingham **0121 643 3737** [www.da-bham.org](http://www.da-bham.org)

### Economic

- ☉ **Trussell Trust** Foodbank support [www.trusselltrust.org](http://www.trusselltrust.org)
- ☉ **YMCA Birmingham** homelessness support **0121 477 4644**
- ☉ **YMCA Sutton Coldfield** homelessness support **0121 354 5614**
- ☉ **St Basils** homelessness support **0300 303 0099** text NEED ST BASILS to **62277**
- ☉ **Turn2us** financial advice and benefits calculator [www.turn2us.org.uk](http://www.turn2us.org.uk)
- ☉ **GamCare** advice and, support for anyone harmed by gambling **0808 8020 133** or live chat on [www.gamcare.org.uk](http://www.gamcare.org.uk)
- ☉ **National Illegal Money Lending Team** for help and support on loan sharks **0300 555 2222** or text **LOAN SHARK** to **60003**

Don't forget we have lots of wellbeing help and support in college, speak to your tutor or Pastoral and Welfare Team to find out more.