

Section 25: BIMM Institute Student Support Policy

Pastoral Support Tutorials

Students can receive advice, support and guidance from their designated Student Support Officer or the Head of Student Services on a range of issues such as mental health or physical health concerns, additional learning needs, mitigating circumstances and reasonable adjustments, financial hardship, complaints or anything else relating to wider university life. The Student Support team undertakes to respond to a student's query within five working days but, in the majority of cases, it is anticipated that a student will be able to access support on the same day.

Where appropriate, BIMM Student Services may refer students to short-term counselling. The counselling service is confidential and available to all students.

For any financial queries, the finance team are available to help via financeenquiries@bimm.co.uk.

Academic Support and Tutorials

Students can book tutorials with the Academic Management Team or with key tutors, as applicable. Academic tutorials can be booked via Moodle, or in some cases it may be necessary to visit Reception at your college to book an appointment.

Email tutorials: students can email the Academic Management Team with questions relating to course matters. Students will receive a reply within five working days but, hopefully, sooner. Administrative questions should be directed to the relevant administrator or course specific Student Support Officer.

Arrangements for Oversight and Formal Monitoring of Student Progress

Student progress is closely monitored by the college Student Services team, who keep records of each student's achievement and of their uptake of both pastoral and academic tutorials. Attendance is also monitored and there is a system of communication between the Academic Management Team and the Student Support Officers, to ensure that any persistent lateness or non-attendance is closely tracked and followed up through the tutorial system.

Information on how these records are stored can be found in the BIMM Student Data Protection Policy.

Learning Support

Students with additional learning needs should inform their local Student Services team as soon as possible if they feel they require learning support to aid them in their course. If additional learning needs are stated prior to enrolment, Student Support Officers will contact each student to discuss their requirements and any support that needs to be put in place from term one.

Student Support can help students to explore what statutory and local support is available to them. In some cases, degree students in UK colleges may be eligible for Disabled Students Allowance (DSA) – the support team can offer guidance on this.

In order to access additional support, a diagnosis of a condition is key. Anyone without a diagnosis should organise one as soon as possible to ensure they receive the support they are entitled to. BIMM can support students in accessing a dyslexia assessment service should they require it.

Disability Strategy

BIMM aims to have an inclusive approach and students with learning difficulties and disabilities may apply for any course in the College if they meet the specified entry requirements.

The college is committed to ensuring that disabled people, including those with learning difficulties, are treated fairly. All reasonable adjustments to provision will be made to ensure that disabled students and other disabled people are not substantially disadvantaged.

Suggestions or Concerns

Students can, at any time, raise individual concerns or suggestions by sending an email or a written communication to the relevant member of the Academic Management Team or Student Support Officer.