



BLACKBURN
HOUSE

Student Handbook

2025/2026

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WELCOME TO BLACKBURN HOUSE

Andrea Rushton, CEO



Dear Student,
Welcome to Blackburne House Education. On behalf of our staff and Board, I'm delighted you've chosen to continue your learning journey with us. We're committed to making 2025/26 an inspiring, enjoyable and rewarding year for

every learner, and we look forward to supporting you in achieving your goals.

This handbook is designed to help you feel at home here. Inside, you'll find key information about our policies, procedures, and the many ways we can support you. Please take some time to read it and keep it as a handy reference throughout your course.

Blackburne House is more than a place to study – it's a community. We encourage you to connect with us on social media, share your progress, and join the conversation. You'll find our handles on the back page, along with details of how to stay up to date with our latest news, events, and opportunities.

We can't wait to see all that you will achieve this year. Welcome to the Blackburne House community – we're so glad you're here.

Andrea Rushton
CEO

ABOUT BLACKBURNE HOUSE



Blackburne House Group is a training led organisation, which delivers high quality training and education services. We're based in a beautiful Grade II listed building, situated in Liverpool's famous Hope Street quarter, close to the city centre.

Attracting thousands of visitors each year, our facilities include an education centre for women, the School for Social Entrepreneurs North West, a thriving bistro, a women's wellness centre, excellent conference facilities and a 30 place nursery. From the beginning, these highly acclaimed and flourishing social enterprises have supported our educational aims and provide tangible examples of how new markets can be used to serve local communities.

OUR VALUES



At Blackburne House, we have a core set of values that is ingrained into everything that we do. Those values are integral to our organisation, helping to define our long-term aims and objectives and influence the way we work.



INSPIRATION

We are committed to inspiring the women we work with at Blackburne House; raising aspirations is built into our education and development programmes and always reflected in our teaching, working and the services we provide.



TRANSFORMATION

By thinking and working creatively, we continually seek new ways to meet and exceed our financial, social and environmental aims – renewing and transforming areas of our business to ensure that we positively influence everyone who works with us.



INDEPENDENCE

We seek to promote confidence amongst the women we help and aim to equip them in order that they can be both personally and financially independent.



EQUALITY

Blackburne House actively promotes a holistic approach to improving the lives of women – all women. We are committed to developing the services we offer to ensure that we are delivering services that will contribute to improving the lives of women.

ACADEMIC CALENDAR 2025 / 2026

Autumn Term 2025

- Starts: Monday 8th September
- Ends: Friday 19th December
- Half term: Monday 27th October - Friday 31st October
- Christmas break: Monday 22nd December - Friday 2nd January

Spring Term 2026

- Starts: Monday 5th January
- Ends: Friday 27th March
- Half term: Monday 16th - Friday 20th February
- Easter break: Monday 30th March to Friday 10th April

Summer Term 2026

- Starts: Monday 13th April
- Ends: Monday 20th July
- May day: Monday 4th May
- Half term: Monday 25th - Friday 29th May

BLACKBURNE HOUSE STAFF MEMBERS

Executive Leadership Team	<ul style="list-style-type: none"> • Andrea Rushton, CEO • Lisa Mairah, Director of Business Development & Communications
Education Management	<ul style="list-style-type: none"> • Louise Nixon, Head of Education & Compliance • Amy Dickinson, Education Quality Manager
Tutors	<ul style="list-style-type: none"> • Anne Marie Liptrott, Complementary Therapies • Kathleen Charters, Complementary Therapies • Morella Vargas, ESOL Lead • Fadwa Rahuma, ESOL • Patience Kelly, ESOL • Helen Roughly, ESOL • Fatima Alkeldi, ESOL • Gemma Fry, Health and Social Care • Jane Hitchin, Health and Social Care • Erin Loughery, Counselling • Caroline Moss, Counselling • Helen Vicki Marshall, Early Years
Quality and Compliance	<ul style="list-style-type: none"> • Mike Doyle, MIS Manager • Tina Correia, MIS and Exams Officer • Debbie Watson, Compliance Officer • Caitlin Cotton, Student Support Officer • Nahima Begum, Employability Support Officer
Building Services	<ul style="list-style-type: none"> • Gill Hurst, Reception • Sarah Bolden, Reception & Administration Assistant • Barrie Dunbavin, Facilities Assistant
Wellness Centre	<ul style="list-style-type: none"> • Lynne Kavanagh, Wellness Co-ordinator
Bistro	<ul style="list-style-type: none"> • Lesley Lee, Bistro Manager
Nursery	<ul style="list-style-type: none"> • Debi Harnick, Nursery Manager • Kate Lowrie, Nursery Manager

BLACKBURNE HOUSE EDUCATION CHARTER

We promise to:

- Treat learners fairly, with respect and courtesy
- Provide a welcoming and safe environment
- Provide accurate, helpful information, advice and guidance to help learners achieve their learning goals and future aspirations.
- Ensure a well organised and enjoyable learning experience with clear outcomes and support to achieve those outcomes
- Provide regular constructive feedback on work and progress in order to inspire learners to continuously improve and reach their full potential
- Provide access to safe facilities and appropriate learning resources to help learners develop and progress
- Respond promptly if you let us know when we do not deliver our promises because we want to get things right

Blackburne House works to foster a culture and environment that understands and respects the different backgrounds, experiences and lifestyles of others where discrimination is promptly addressed if it arises. We therefore ask you to:

- Respect the rights of others to be treated fairly and with respect, providing professional working and learning environment.
- Use appropriate language and be aware not to use language which is viewed as discriminatory or offensive.
- Treat the building and classrooms respectfully, know that weapons, illegal substances are not brought onto the premises.
- Respect the property of other people and abide by the code of conduct.



STUDENT CODE OF CONDUCT

Blackburne House works to foster a culture and environment that understands and respects the different backgrounds, experiences and lifestyles of others where discrimination is promptly addressed if it arises. When participating in BHE courses and activities, the following behaviour is expected of all staff, students and associates:

- Respect the rights of others to be treated fairly and with respect, providing professional working and learning environment.
- Treat the building and classrooms respectfully, know that weapons, illegal substances are not brought onto the premises.
- Respect the property of other people and abide by the code of conduct.
- Respect different backgrounds, experiences and lifestyle of others
- Act in ways which do not discriminate against people of different backgrounds
- Do not use language which could offend others, e.g. racist, homophobic, ageist or language offensive to people with a disability. Racial or sexual harassment will not be tolerated.
- Behaviour towards others must not be threatening, violent, aggressive, abusive or disruptive.
- Individuals must respect the rights of others to a quiet, clean, orderly and professional working and learning environment.
- Individuals must act in a responsible way to safeguard your own health and safety and that of others.
- Individuals must not cheat in examinations or in course work.
- Individuals must abide by the attendance requirements of their BHE course
- Individuals must not bring illegal substances or weapons to the BHE premises.



STUDENT CODE OF CONDUCT CONTINUED

- Smoking is only permitted in designated areas outside.
- Individuals must abide by reasonable instructions issued by a member of BHE staff.
- Mobile phones must be turned off in all areas where teaching and learning activities are taking place.
- Individuals must abide by the Information Learning Technology (ILT) code of practice.
- If there is evidence that you have breached or broken the code of conduct, the disciplinary procedure will be used.

In the event of a serious breach, criminal misconduct or where it is believed that the health, safety or welfare of others may be jeopardised by the continuing presence of a person or persons they will be suspended immediately pending an investigation. Behaviours that contravene the code of conduct will be dealt with through the student disciplinary procedure. Where there is evidence that a serious criminal offence has occurred, the matter will be referred to the police for investigation. Any conduct that constitutes a criminal offence will be regarded as a breach of the code of conduct.



STUDENT SERVICES

As a student you will be given access to the following services:

ADMISSION & GUIDANCE

- Your application to be handled efficiently and fairly
- To be guided onto an agreed programme of study , which suits your personal , academic and career background and aspirations.

STUDENT FACILITIES

- Access to IT resources & opportunity to use the common room facilities, the Bistro, Wellness Centre and Nursery.

FINANCE

Accurate information about fees and charges

In addition on certain programmes , you can expect information on how to apply for support with the following costs:

- childcare costs
- travel
- other costs if you are experiencing financial hardship

Please note, all applications must be assessed. Submitting an application does not guarantee support. For more information please speak with your course tutor.



TEACHING AND LEARNING

TEACHING AND LEARNING

You will benefit from:

- An induction, which includes clear information about your timetable, your course of study, course work and assessments. It will also include British Values, Prevent and Online Safety training.
- High quality teaching and work that is marked and assessed within three weeks of being handed in and returned with constructive feedback.
- The opportunity to feedback and reflect on the delivery of your course.
- 3 Progress Reviews with your tutor to ensure your learning is progressing appropriately and in a timely manner.
- Information, advice and guidance on progression opportunities available on completion of your course of study.



STUDENT SUPPORT

ADDITIONAL SUPPORT

We are able to support learners who may have additional needs. If you have physical or learning difficulties and require additional support in order for you to access the college or complete your studies, please speak to your tutor or the Learning Support Officer

The Learning Support Officer will assess your needs with you. Blackburne House Education will endeavour to provide the support you need to make your time with us happy and successful.

Tutors will hold 3 progress reviews with you to ensure your learning is progressing appropriately and in a timely manner.

Blackburne House has a wellness service that can be accessed by students which includes counselling and mindfulness. We also accept applications for grants through the Smallwood Trust. Please contact Lynne Kavanagh via wellness@blackburnehouse.co.uk for more information.

FACILITIES FOR STUDENTS WITH DISABILITIES

We continually work to Blackburne House as accessible as possible. There are accessible toilets on all floors and an internal lift is available. Please do not hesitate to discuss your accessibility needs with your Tutor or the Learning Support Office so that we can make all reasonable adjustments to help you to succeed with your studies.



STUDENT SUPPORT

ACCESS TO IT RESOURCES

There may be times when you need to use a computer outside your course hours. Unfortunately, access to computers is limited as there are many other courses running at Blackburne House. Please contact your tutor or the IT technician to identify a computer for your use. Please ensure for your own health and safety that you sign in and out at reception when using this facility.

We do have a limited number of laptops and dongles that can be loaned by students to support you whilst you study. Students who are enrolled onto online or blended courses will be prioritised. You will need to sign an agreement to confirm that you will only use the equipment for studying and that you will return the equipment in a good state of repair. You may be liable for the cost of repair if equipment is damaged whilst on loan to you.

COMMON ROOM

The student common room is located on the first floor and is a space where you can relax and socialise with other students. There are tea and coffee making facilities available (please bring your own supplies) and a microwave for your use. We ask that you take care of this space, ensuring you clean any dishes and dispose of any rubbish in the bins provided.



STUDENT SUPPORT

CHILD CARE ASSISTANCE

Full time students attending courses for 2 days or more may apply for help with childcare expenses and this will apply to the first child.

Application forms are available from Debbie Watson,
debbiewatson@lackburnehouse.co.uk

Each application is individually assessed and confirmation of household income and birth certificates are required. In event of over – subscription, preference will be given to lone parents and the unemployed. Payment is made directly to the childcare provider on a monthly basis.

Childcare with an Ofsted registered provider is available for babies and toddlers, either in Blackburne House nursery, if places are available, or another local nursery.

REFUND OF COURSE FEES

We understand that there will be times when circumstances mean you can no longer attend. Blackburne House education has a time limited refund policy which applies to all requests for a full or part refund of course fees. Please request a copy of the refund policy from a member of the admin team.

All refund requests MUST be accompanied by a student withdrawal form.



STUDENT SUPPORT

ADVICE AND GUIDANCE / TUTORIALS

You may not know what you want to do after your course, but tutors and our learning support officer can help through advice and guidance session in tutorials. Blackburne House aims to inspire and motivate you to build valuable careers and assists with your career development to enter the job market.

As well as pastoral advice, assistance can be sought in:

- CV writing / updating
- Confidence building
- Career planning
- Presentation skills
- Self promotion using social networks
- Interview skills

In addition, on certain programmes, you can expect to spend part of your training on work experience placement in a safe supportive environment that is appropriate to your needs and your study.

WELLBEING

Blackburne House has services to help you stay well, so you are able to achieve and succeed with your learning. We can also refer you to other sources of help. Our wellness team can help with counselling and mindfulness. Please contact Lynne Kavanagh wellness@blackburnehouse.co.uk for more information and eligibility criteria.



INFORMATION LEARNING TECHNOLOGY (ILT) CODE OF PRACTICE

All students will be expected to sign the ILT code of practice before they use BHE network.

There are general rules covering the use of the ILT equipment and services. This code of practice draws together and highlights key principles that must be followed in order to comply. If you do not understand any item you must find out more from a member of staff.

You must

- Ensure any food or drink is consumed away from computers / IT equipment
- Only use Blackburne house computers when you have permission from a member of staff.
- Use all equipment and services legally and safely and in accordance with displayed notices.
- Only download information related to studies not personal software, for example games, music or screensavers.

You must understand that all use of computers and printers are monitored and logged, and that these logs will be used in any investigation if concerns have been raised. You therefore must NOT:

- Download or pass on any pornographic material. Use of obscene or offensive screensavers is prohibited.
- Make any changes to the connection or configuration of any computer equipment.



INFORMATION LEARNING TECHNOLOGY (ILT)

CODE OF PRACTICE CONTINUED

- Fail to use your log in and keep your password secret.
- Fail to accept responsibility for all material stored, saved or printed by or you under your log in.
- Send racist, defamatory, obscene, indecent, offensive, abusive, bullying, harassing or misleading messages.
- Open any email messages unless you are certain it is from a reliable source. Your tutor will give you guidance.
- Access other peoples files or do anything which might negatively affect others users.
- Fail to inform a member of staff if you see anything or receive anything which causes you offence.
- Fail to report all faults to a member of staff. If your computer has a virus, you will report it immediately to a tutor and IT technician to ensure effective use of ICT equipment.
- You not use disks from unknown sources or from home computers
- You will not use any USB ports on BHE computers to charge your phone or download images off your MP3 device.
- You understand that BHE are not responsible for any loss of data or accidental damage to any USB device used on the computers.



SAFEGUARDING

Our Safeguarding Team work to protect our staff and students from harm by acting as a point of contact for any concerns about abuse, bullying, radicalisation and other risks. We all have a responsibility to identify concerns as early as possible, in order to provide help and prevent concerns from escalating.

If you are worried that someone is at risk of harm or abuse, contact a member of the Blackburne House Safeguarding Team by calling 07516033347 or emailing our Safeguarding secure mailbox, safeguardingwtec@blackburnehouse.co.uk

You can also contact Liverpool City Council on CARELINE on 0151 233 3800 or contact the police on 0151 709 6010 or dial 999 in an emergency.

MEET THE SAFEGUARDING TEAM



Nahima Beghun
Safeguarding Officer



Louise Nixon
Designated Safeguarding Lead



Amy Dickinson
Safeguarding Officer



Jane Hitchin
Safeguarding Officer



Caitlin Cotton
Safeguarding Officer

HEALTH & SAFETY

As a student at Blackburne House you are ENTITLED to the following:

- Learning that takes place in a safe, healthy and supportive environment
- A health and safety induction when starting the programme and when in any new workplace.
- Competent supervision and support for your health and safety
- Information in respect to what to do in the case of an emergency or in the case of an accident or ill health.
- Personal protective equipment and clothing when required, free of charge to the learner.
- Suitable equipment and materials to use if part of the learning programme
- Information on any restrictions or prohibitions that apply to them in terms of processes, equipment, areas, vehicles etc.

As a Student at Blackburne house you are RESPONSIBLE for the following:

- Reporting any dangerous situations or occurrences.
- Abiding by the health and safety rules or procedures
- Abiding by the information, instruction and training with which you are provided
- Cooperating with your tutor and following instructions given
- Ensuring that you refrain from behaviour that would put you or any other person at risk
- Contributing to all round health and safety by reporting defects, dangerous situations or where you think health and safety could be improved



HEALTH & SAFETY

- Accessing the grounds through the appropriate pedestrian or vehicular route.
- Wearing, when required, any necessary personal protective equipment and clothing
- Not damaging or missing anything provided for purposes of health and safety
- Keeping work areas clean and tidy
- Participating in any necessary health and safety training e.g. fire drills.

ACCIDENT REPORTING

- To avoid accidents please do not run whilst in the building.
- Any spillages should be cleared up. If this is not possible, please report this immediately to reception.
- Any damaged or faulty equipment within the building should be reported to reception or your tutor immediately.
- Any accident in class must be reported immediately to the tutor in charge of the class. Any dangerous occurrence that could result in serious injury must also be reported in the same way, as must any incidence of physical violence. If emergency assistance is required, the tutor will notify the main reception and an ambulance will be called.
- Relevant accident forms must also be completed.

ACCESS

- Access to the building is via the main doors leading to reception. There is also access for visitors with disabilities via the side of the building on Blackburne Place.



HEALTH & SAFETY

- Access around the building is via our main lift, which can be found to the right of the reception area. If you have concerns regarding access then please speak to your tutor or support tutor.

HEALTH MATTERS

- If you have any health condition such as epilepsy, diabetes, etc, which you think we should be aware of please ask your tutor for an AS1 form.

CLASSROOMS

- PLEASE NOTE, no food or drink is to be taken into the classrooms.
- Do not leave any personal possessions in classrooms.
- After using a room, please put your rubbish in the bins provided, return chairs to their places, and leave the room in a tidy condition.
- Close all windows at the end of the day and switch off all lights.
- Please ensure that all doors are kept closed where they are indicated as fire doors. Please do not wedge doors open.

HOUSE KEEPING

- Enquires about lost property should be made via reception. Please note – we strongly discourage you from bringing expensive items into the building, such as mobile phones, digital cameras, tablets and jewellery as Blackburne House Education cannot be held responsible for the theft, loss or damage to any personal property.



HEALTH & SAFETY

FIRST AID

- There are numerous first aid staff around the building.
- A list of all first aid officers with their contact numbers are displayed around the building.
- If in doubt or if you need assistance, please contact reception in the first instance.

FIRE PROCEDURES

- Fire drills will be carried out on a regular basis. Please read the fire notices, which are situated throughout the building and ensure that you know your escape route.
- If you discover or suspect a fire please raise the alarm.
- In the event of an emergency, all students evacuate the building immediately and assemble in the car park. A register will be taken to ensure that all students are accounted for by the tutor. Do not leave the assembly point until your tutor has noticed your presence in the register.
- In the event of a fire, if you are a wheelchair user or unable to use the stairs, there are designated areas where you can wait until you are evacuated by the fire services. These areas are signed and are situated around the lift areas.

PANIC BUTTONS

- Panic buttons have been installed at various points around the building. These have two red buttons close together and are similar to a light switch. They should only be pressed in a genuine emergency situation. Improper use of the panic buttons will be treated as misconduct.



EXAMINATIONS & ASSESSMENTS

We aim to provide an assessment framework to enable all students to reach their full potential by the most appropriate and direct route. Our assessment policy is based on the concepts of equity, clarity, consistency and openness. We will endeavour strenuously to ensure that all assessment processes are fair and non – discriminatory.

WHAT YOU CAN EXPECT FROM US

- An assessment at the start of the course.
- Learning outcomes, performance criteria, and other significant elements in the definition of learning and assessment will be made clear to you at the outset of courses or at least when assignments are set.
- Criteria for progressing from the first to the second stage of a staged course will be clearly explained to you at the start of your course
- Appropriate assessment opportunities
- If you are, because of disability, unable to comply in whole or part with the requirements of an assignment or assessment, all reasonable steps will be taken to arrange for an alternative, comparable process to be offered, in line with your specific needs.
- All work handed in will be marked. This applies to exercises carried out in the class and handed in, as well as homework and assignments.
- All marking will be completed within 2-3 weeks of your handing it in. For integrated assignments, which are marked by more than one tutor, the turnaround time might be slightly longer.
- Tutors will give constructive feedback on your work to enable you to improve your performance, in written form on your work and, where possible, verbally.



EXAMINATIONS & ASSESSMENTS

- Where your work does not satisfy the pass criteria for an assessment, in whole or in part, tutors will provide clear feedback on the reasons why it did not pass and what you now need to do.

WHAT WE EXPECT FROM YOU

- Students are expected to hand in all assignments and course work within the given timescale
- All work that you submit for assessment purposes must be your own. If you copy the work of others or incorporate the work of others into your own submission and present it as if it is your own work, this is plagiarism and will be regarded as cheating.
- The use of racist, sexist or other discriminatory language in submissions results in failure of the assessment.
- Submitted assignments shall become the property of BHE
- Assessment evidence will only be returned to the student at the discretion of BHE and only after completion of the moderation.

CHEATING AND PLAGIARISM

Cheating and plagiarism are considered serious offences and will result in the learner being disciplined. For more information please request a copy of our malpractice policy. Broadly defined, cheating and plagiarism include the inappropriate taking or lending of another person's work, writing, research, ideas, information, answers or notes. This includes the following:

- Copying, giving or sharing information or answers on home work not assigned as a joint project.
- Copying another student's work or showing your answers / talking to another student during a test or quiz.



EXAMINATIONS & ASSESSMENTS

- Direct copying from books, magazines, websites and other written sources, where these sources are not acknowledged.
- Giving test information to students if they have not yet taken the test or quiz.
- Using unauthorised aids or cheat notes in supervised assessments.

All work that you submit for assessment purposes must be your own. If you copy the work of others, or incorporate the work of others into your own submission and present it as if it is your own work, this is a serious offence and regarded as cheating.

The disciplinary procedure will be involved regardless of the severity of the incident and may ultimately result in expulsion.

Examination boards use sophisticated software to detect plagiarism and malpractice in submitted work. Should an examination board detect any potential malpractice, they will request the Head of Education to investigate. This can result in the immediate withdrawal of accreditation and the prevention from re-sitting. Each awarding body has its own appeals procedure.

In examination or test conditions if a student is found cheating or suspected of cheating they will be asked to leave the examination or test immediately.

These incidents will be treated as gross misconduct and you may be asked to leave the course as result.



EXAMINATIONS & ASSESSMENTS

ACCREDITATION OF PRIOR LEARNING

You may make an application to the assessor for accreditation of prior learning or of prior experiential learning by submission of supporting evidence or through assessment on demand. Applications for APL together with supporting evidence will be judged depending on awarding body criteria.

NUMBER OF ATTEMPTS

Subject to awarding body regulations students are allowed a maximum of two attempts per assignment/project. This means that you can submit one piece of work and rewrite it, within the time it is due. Your tutor may be willing to accept a draft version of your assignment/project before submission. Please discuss this with your tutor.

Please note: Access to HE learners are not permitted to re-submit work in order to improve the grade. Resubmissions are only required when the minimum pass criteria has not been achieved.

ABSENT FOR ASSESSMENTS

Where you are absent at the time an assessment is offered, or do not submit an assessment on time, this must be recorded as one attempt unless the absence was previously approved by the tutor or evidence of a genuine reason for absence or lateness can be given, for example, a medical certificate.

Late completion of the course- regrettably, you will not be able to complete a qualification following a break of over one term.

EXAMINATIONS & ASSESSMENTS

EXAMINATION TIPS

Blackburne House Education will do all they can to ensure your time with us is successful and that you feel a sense of achievement when you finish your course. There will be times, however, when you may not perform as well in an examination as you had hoped. On these occasions you will need to take the examination again.

At the discretion of the Head of Education and subject to awarding body, you may be allowed to take a re-sit free of charge within one term of the end of your course. However, eligibility to complete a re-sit will be subject to a good attendance record of 85% or above. Any additional re-sits will incur a re-sit fee, and this will vary depending on the awarding body costs.

ASSIGNMENT DEADLINE

It is important that you complete your work in the academic year in which you started your course. All course assignments will have a deadline which should be clear on the assignment itself. If you are not sure of the deadline for an assignment, ask your tutor.

NOTE; a deadline date tells you the very last date by which an assignment can be handed in. Failure to submit an assignment within the timescale or extended period agreed by the assessor may result in a failure being recorded. Assignment deadlines are strictly enforced. Reasons that we will not accept for the late submission of assignments include but are not limited to:

- Computer problems (please ensure you back up your work)
- Transport problems
- Weddings
- Holidays
- Other voluntary commitments



EXAMINATIONS & ASSESSMENTS

ASSIGNMENT EXTENSIONS

There may be times when you may not be able to meet a deadline, you should discuss this with your tutor in the first instance, who will help you to work out a plan for meeting the deadline.

If you have a legitimate reason for missing a deadline it is possible to request an extension to a deadline. The granting of an extension will depend upon the nature of the difficulty that you are experiencing and the extent to which the circumstances were outside your control; a hangover on the due date would not! Extensions will only be granted in the event of:

- Self certified illness of less than seven days duration
- Certified illness of more than seven days duration
- Death/serious illness of close relative/partner
- Severe personal difficulties

HOW TO REQUEST AN EXTENSION

- Ask your tutor for a late assignment form and fill in
- For a request of one week, submit the form to your tutor
- Requests for longer extensions need to be submitted to the Head of Education
- You will receive a reply to your request within 5 days
- Assignments not submitted by the revised deadline will not be marked and will FAIL.

These procedures are designed to ensure equality and fairness of treatment for all students.



EXAMINATIONS & ASSESSMENTS

We try to be supportive of students, who have genuine difficulties, but do not tolerate bad planning or poor organisation and do not encourage an “excuse culture”.

ASSIGNMENT APPEALS PROCEDURE

If you feel that you have been unfairly assessed the following procedures are open to you:

- An informal discussion with the tutor who marked your work, within two weeks of return of the assignment and a request made for a second marking.
- If this does not resolve the issue, make an appointment with the Head of Education to discuss the issue, within two weeks of the unsuccessful appeal.
- If the issue is not resolved to your satisfaction and you wish to follow it up, formally write down the details of your complaint and submit this to the Head of Education. The Head of Education will re-assess the disputed assignment and, following discussion with the course team, will reply to you in writing.
- If you are still not satisfied, you may give your written submission to the Director of Education, who will give you a written response within two weeks of the meeting. Their decision will be the final stage of the internal procedure.
- Finally if you are still dissatisfied with the outcome you should follow awarding body appeals procedures, which are available from the Head of Education and within specific course handbooks. (NOTE- external appeals usually involve a charge from the awarding body).

All submissions and responses will be kept on file to be used as part of Blackburne House education’s quality assurance system. If an appeal is upheld BHE will consider any impact it may have on other learners studying on the same course.

STUDENT DISCIPLINARY PROCEDURE

The disciplinary procedure may be initiated for any of the following reasons:

- Failure to abide by the rules and regulations including–
 - Frequent or prolonged absence
 - Frequent lateness to lessons
 - Under performance in course work
 - Cheating or plagiarism
- Gross misconduct which includes any behaviour by a student that is serious, prejudicial to Blackburne House, or its aims. It includes acts of racism or other discriminatory behaviour, verbal abuse, physical abuse against staff or other students and theft from the centre.

The disciplinary procedure is as follows:

STAGE 1 (VERBAL) - for minor or first occasion of a problem , a student will be given a verbal warning from the tutor, which will be noted and placed in either the students file or course file using a record of disciplinary form. The student will be given a deadline by which to improve.

STAGE 2 (WRITTEN)- for a second occasion or repeat of an issue, a student will be given a written warning from the tutor, which will be noted and placed in either the students file or course file using a record of disciplinary form. Again, the student will be given a deadline by which to improve.



STUDENT DISCIPLINARY PROCEDURE

STAGE 3 (WRITTEN) - for a more serious offence, or if a student continues to repeat the offence or ignore support given in stages 1 or 2 the Director of Education will be informed. The Director of Education will investigate and arrange an individual meeting with the student to discuss the issue further.

STAGE 4 (FINAL WRITTEN)- for a gross misconduct or further repeated incidents, the student may be suspended while an investigation takes place. The Director of Education and CEO will investigate the incident and arrange an individual meeting with the student to discuss the issue further. A tutor or support tutor will also be present and the student may also bring a fellow student or relative with them for this interview. The student will be informed of the final decision in writing within two weeks; this may result in the student being immediately withdrawn and asked to leave.



STUDENT COMPLAINTS PROCEDURE

Blackburne House Education is committed to provision of a high quality service to all our learners. In order to continually improve our services, we need to know when we do not meet your expectations. By listening and responding to the views of our learners, whatever those views might be, the group ensures that we achieve the highest standards across the full range of services we offer.

WHY MAKE A COMPLAINT?

If you have cause for complaint about any aspect of your study with BHE including:

- Misleading information in the prospectus or any advertising materials
- The way you have been taught
- The way you have been assessed
- The learning support available to you
- The facilities available to you
- Sexual, homophobic, disability, racial, religion / belief, harassment or bullying.

We aim to provide training in an environment in which all learners feel safe. If you have a complaint, grievance, or wish to report an incident, you must bring it to the attention of your tutor. The following will happen then:

STAGE 1 (VERBAL)

Your tutor will discuss your complaint with you and try to resolve the situation informally. Your tutor will complete a complaint form with details of the complaint, grievance or incident. If this is not resolved then; your tutor will ask your permission to take it further and follow the procedure below.



STUDENT COMPLAINTS PROCEDURE

STAGE 2 (WRITTEN)

The complaint form will be passed to the Head of Education who will then investigate and take any necessary action. Both you and the tutor will be informed of the outcome within 2 weeks. If the issue is still not resolved then;

STAGE 3 (WRITTEN)

The complaint form along with the response from the Head of Education will be passed to the Director of Education, who will consider the matter and give you a written response within two weeks. At this stage there is still a right to appeal;

STAGE 4 (FINAL WRITTEN)

If you are still not satisfied with the response from the Director of Education or the matter is still not resolved it will be finally passed to the CEO in the form of an appeal. The appeal should be in writing from the student making the initial complaint or grievance within 10 days after the response from the Director of Education is received. The CEO will give a final decision in writing within two weeks.



DATA PROTECTION

DATA PROTECTION

While you are in Blackburne House, we will collect various pieces of personal Data about you, all of which are necessary to meet education funding requirements, for the analysis of statistical data or for health and safety reasons. Blackburne House Education is registered under the Data Protection Act 1988 and is GDPR compliant. Our Data Protection Policy is available on request from admin.

CHANGING YOUR CONTACT DETAILS

Change of address, telephone numbers, name changes and so on, should be notified to your tutor and the admin office. It is very important that we have accurate details for you, to ensure that important things like letters and exam certificates reach you.



EQUALITY

EQUALITY POLICY STATEMENT

Blackburne House supports and promotes the principles of equality of opportunity in all aspects of its work. We value the diversity of all individuals who study or work with us, and the contribution they make to the success of the organisation. Blackburne House will provide a safe and supportive environment in which everyone is able to study and work to achieve their goals.

We welcome the requirements of Equality Act 2010 and are responding with determination. You can access the Equality Act at:

www.gov.uk/equality-act-2010-guidance

EQUAL OPPORTUNITY

Blackburne House education has an equality policy which you can request from admin. Our policy is based on four important principles –

- EQUALITY AND FAIRNESS
- DIVERSITY AND RESPECT
- HARASSMENT AND BULLYING
- EQUALITY AND DIVERSITY

We are opposed to any harassment or discrimination arising from race / ethnicity gender, sexuality, age, disability, religion, faith and class. We will challenge any inappropriate behaviour or attitudes and will take positive action to prevent any inequality.



EQUALITY

HARRASMENT AND BULLYING

Equality means saying no to bullying – we do not tolerate behaviour from students, staff or visitors, which may constitute harassment or discrimination. If you are picked on by others (students or staff) in any way – for example; hurtful name calling, or jokes, unwanted physical contact, threats, texts or emails please tell your tutor. This will always be treated seriously. You can stop harassment or bullying by:

- Being alert to it, and aware of its consequences
- Setting a good example in your own language and behaviour whilst in college.
- Not being afraid to make a stand, either personally or on behalf of the college.

If you think you are being harassed or bullied:

- Ask the person to stop
- Tell your tutor or see one of the staff in the admin office.
- To make a formal complaint, contact your tutor and ask for a complaints form.

DIVERSITY AND RESPECT

Diversity is about recognising that we are all different and respecting each person as an individual, regardless of their:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race



EQUALITY

- Religion and belief
- Sex
- Sexual orientation

Some of the differences between us are obvious, for example the colour of our skin or a visible disability. Some are not visible – for example, it can be difficult to tell a person's faith, sexuality or political views. A further example could be if someone is suffering from a mental health illness.

WHAT DOES EQUALITY MEAN?

Everyone is entitled to receive support to achieve their potential regardless of their age, ethnicity, background, disability, gender, religion, sexuality or social grouping, you are entitled to be treated with respect and in return respect others.

BECOMING A STUDENT REPRESENTATIVE

Year long programme classes are asked to nominate a group representative who will be invited to attend meetings. These take place every term and are hosted by the Head of Education. This is an opportunity to discuss student views and influence the development of courses and facilities.

LEARN

Our Black Lives Still Matter padlet is an excellent source of information to learn more about Black History and Anti Racist practices. Scan this QR code which takes you straight through to the padlet.



LOOKING AFTER YOURSELF

If you need to talk to someone about your own safety, contact one of our designated persons; Tracy Ryan & Jane Hitchin– (0151 709 4356)

Student ID cards – for safety reasons, you will be given a student ID card. You need to wear this at all times whilst you are in the building and show the card whenever asked to do so by a member of staff.

ATTENDANCE, SICKNESS AND ABSENCE

Blackburne House has services to help you stay well, so you are able to achieve and succeed with your learning, we can also refer you to other sources of help. Our wellness team can help with counselling and mindfulness. Please contact Lynne Kavanagh for more information and eligibility criteria.

There are minimum attendance requirements on all courses of 85%. Failure to attend the course will affect your progress and may result in you not receiving your qualification. If you are regularly or continually absent without notifying us, we will start disciplinary procedures which may lead to us withdrawing your place on the course.

Please be on time to classes, as arriving late is disruptive to both your tutor and the other students. Please also think about the timings of personal appointments and try to make them outside of course time whenever possible. Note that if you have a nursery place this will be at risk if you fail to communicate why you are absent.

LOOKING AFTER THE BUILDING

We ask for your co-operation in preserving the appearance of Blackburne House, and to ensure that the college environment remains, safe and pleasant for students, staff and visitors. Please report any faults or issues to reception.

SMOKING

Blackburne House is a no smoking building. Smoking within the building including the rear courtyard is a disciplinary offence. Smoking is not allowed on the front steps of the building. Please ensure that you dispose of litter in the bins provided in the designated smoking area in the car park.

PARKING

The car park at Blackburne House is managed by Just Park and costs £7 per day. Available spaces can only be pre-booked on the Just Park website or by using the following link; justpark.com/180405. Please note, that Blackburne House reception staff cannot deal with car park queries. Any enquiries must be directed to Just Park as outlined on their website.

GREEN COLLEGE

As part of our commitment to environmental issues, we are working on a number of green initiatives. Please help us by:

- Recycling plastic bottles and cardboard wrappers using the containers found around the building.
- Ensure that you always switch off lights and turn computers off after use.
- Consider the way you travel. Travelling by public transport or car sharing helps reduce your carbon footprint. Walking and cycling are also healthier alternatives.



Blackburne Place, L8 7PE



www.blackburnehouse.co.uk



0151 709 4356



@BlackburneHouse