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STUDENT HANDBOOK

WELCOME TO
BLACKBURNE HOUSE



BLACKBURNE
HOUSE



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WELCOME TO BLACKBURNE HOUSE

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Welcome to Blackburne House. On behalf of our Staff and Board, I'm delighted you've chosen to study with us. We're committed to making your time with us enjoyable, and rewarding and we look forward to supporting you in achieving your goals.

This handbook is designed to help you feel at home. 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



@blackburnehouse



@blackburnehousegroup



A photograph of the Blackburne House building, a large, ornate, multi-story brick structure with a prominent clock tower and arched windows. The building is partially framed by green leaves in the top left corner.

A GREAT PLACE TO LEARN

Welcome to Blackburne House

Blackburne House is a training led organisation which delivers high quality further education and training services. Attracting thousands of visitors each year our facilities include an education centre for women, a thriving bistro, a 52 place Nursery, excellent conference and events facilities and a women's wellness centre.

As a student at Blackburne House, you may take advantage of some of these facilities during your time with us.

Blackburne House is more than a place to study. It is a welcoming community where women can learn new skills, build confidence, make friends and achieve their goals. Whether you are returning to education after many years, changing career, improving your skills, or taking your first step into further study, we are here to support you.

In the Heart of Liverpool

Located on Hope Street in Liverpool's historic Georgian Quarter, Blackburne House is at the centre of one of the city's most vibrant and beautiful areas. We are:

- Between Liverpool's two famous cathedrals
- A short walk from Liverpool ONE and the waterfront
- Close to Liverpool's Chinatown and Baltic Triangle
- Surrounded by cafés, restaurants, theatres and cultural attractions

Easy to Get To

Getting here is straightforward from across the Liverpool City Region.

- Around 15 minutes' walk from Lime Street and Central stations
- Close to major bus routes including the 75, 82, 86 and 86A
- Accessible by train, bus, cycle and car



OUR VALUES

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 contribute to improving the lives of women.

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.

INDEPENDENCE

We seek to promote confidence amongst the women we help and aim to equip them with the skills and confidence to be both personally and financially independent.

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.



MY FIRST WEEK

CHECKLIST

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I have:

- ☐ Read and understood the Student Code of Conduct
- ☐ Attended the Blackburne House Education Induction Session
- ☐ Got my student lanyard to wear at all times whilst in the building
- ☐ Located the Student Common Room and the Bistro
- ☐ Saved the contact number for the Attendance Officer in my phone
- ☐ Saved the contact number of the Student Support Officer in my phone
- ☐ Saved the contact number for the Main Switchboard in my phone
- ☐ Informed the Student Support Officer about any additional support or access needs or any health conditions
- ☐ Checked my timetable and know where my classes are
- ☐ Got my Blackburne House log in details
- ☐ Followed the Blackburne House Social Media Channels
- ☐ Congratulated myself on my first week of Study!

ACADEMIC CALENDAR

SEPTEMBER 2026



AUTUMN TERM

- **Starts;** Tuesday 1st September 2026
- **Half Term;** Monday 26th- Friday 30th October 2026
- **Ends;** Friday 18th December 2026



SPRING TERM

- **Starts;** Monday 4th January 2027
- **Half Term;** Monday 15th to Friday 19th February 2027
- **Ends;** Friday 26th March 2027



SUMMER TERM

- **Starts;** Monday 12th April 2027
- **May Day;** Monday 3rd May 2027
- **Half Term;** Monday 31st May to Friday 4th June 2027
- **Ends;** Wednesday 21st July 2027

JULY 2027



CONTACTS

**Need to Report an absence or talk about your attendance?**

Call Sarah, our Attendance Officer: 0151 332 2039 | 07566 857305

**Got a question about exams, assessments or certificates?**

Call Tina, our MIS & Exams Officer: 0151 332 2067 | 0151 332 2068

**Feel like you need some extra support?**

Call Caitlin our Student Support Officer: 0151 332 2052 | 07516 033347

**Have a question about course registrations, childcare or financial payments?**

Call Debbie or Tia, our Compliance Officers. 0151 332 2067 | 0151 332 2068

**Need information about your course or other courses available at Blackburne House?**

Speak to your tutor or contact the course information line:
0151 332 2066 | courses@blackburnehouse.co.uk

**Not sure who to call?**

Call our main switchboard on 0151 709 4356

**Emergency Out of Hours Contact**

Merseyside Police: 101 | 999 in emergency
Samaritans: 116 123

THE EDUCATION TEAM

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LOUISE NIXON

DIRECTOR OF EDUCATION &
COMPLIANCE



AMY DICKINSON

QUALITY MANAGER



SIAN RYAN

TUTOR



HADISA SHAYESTEH

TUTOR



KAREN BOSSOMS

TUTOR



PATIENCE KELLY

TUTOR



JOANNE HITCHMOUGH

TUTOR



STEPHANIE PITCHERS

TUTOR



KATHLEEN CHARTERS

TUTOR



ALAN CRAWFORD

TUTOR



LAUREN SQUILLINO

TUTOR



MALACHY CALDICOTT

TUTOR



HELEN ROUGHLEY

TUTOR



JANE HITCHIN

TUTOR



GEMMA FRY

TUTOR



FADWA RAHUMA

TUTOR

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 right 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, knowing that weapons, illegal substances should not brought onto the premises.
- Respect the property of other people and abide by the code of conduct.



STUDENT CODE OF CONDUCT

Blackburne House is committed to creating a welcoming, inclusive, and respectful learning environment. We value and respect people from different backgrounds, cultures, experiences, beliefs, and lifestyles. Any form of discrimination, harassment, or bullying will be taken seriously and dealt with promptly.

All students, staff, and visitors are expected to:

- Treat others fairly, professionally, and with respect.
- Respect different backgrounds, cultures, beliefs, experiences, and lifestyles.
- Help maintain a safe, clean, and positive learning environment.
- Respect Blackburne House buildings, facilities, equipment, and the property of others.
- Follow health and safety requirements and act responsibly towards yourself and others.
- Attend classes as required and follow reasonable instructions from staff.
- Be honest in examinations, assessments, and coursework.
- Use appropriate language and behaviour at all times. Offensive, discriminatory, threatening, abusive, aggressive, violent, or disruptive behaviour will not be tolerated.
- Follow the Information Learning Technology (ILT) Code of Practice.
- Keep mobile phones switched off or on silent during teaching and learning activities unless authorised by staff.
- Smoke or vape only in designated outdoor areas.
- Not to bring weapons, illegal substances, or other prohibited items onto Blackburne House premises.

STUDENT CODE OF CONDUCT

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Breaches of the Code of Conduct

Any behaviour that breaches this Code of Conduct may be dealt with through the Student Disciplinary Procedure.

Where there is a serious breach, suspected criminal behaviour, or a risk to the health, safety, or wellbeing of others, Blackburne House may suspend an individual while an investigation takes place.

Where appropriate, matters may be referred to the police. Any conduct that constitutes a criminal offence will also be considered a breach of this Code of Conduct.





STUDENT SUPPORT

Blackburne House provide a number of student support services to help you succeed with your studies. For more details and eligibility requirements please call the Student Support Officer.



Travel Costs

Support with travel costs may be available dependant upon eligibility criteria and personal circumstances.



Childcare 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. Each application is individually assessed and confirmation of household income and birth certificates are required.

In the 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. Places may be available in the Blackburne House Nursery or another local nursery.



Access to IT Resources

Should you require access to a computer please speak to your tutor who will try to arrange this with the IT Support Team. Please note that access to computers is limited. If you are using this service outside of your designated learning hours, please report to the reception desk who will ask you to sign in and out.

We have a limited number of laptops that can be loaned by students to support with studies.

Priority will be given to those enrolled on online or blended courses. 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.



STUDENT SUPPORT



Blackburne House Bistro

Show your Student Lanyard to enjoy student discounts and student meal deals in our onsite Bistro. Open from 9am, Monday to Friday, the Bistro serves a selection of international dishes.



Wellbeing

Our Wellness team have a number of counselling and mindfulness services to help you stay well and succeed with your learning.



Student Common Room

The student common room is located on the first floor and is a space where you can relax and socialise. There are tea and coffee making facilities available (please bring your own supplies) and a microwave for your use.



Financial Support

As a Smallwood Trust grants provider, we help women to overcome financial difficulties and improve their social and emotional wellbeing. Email lynnekavannagh@blackburnehouse.co.uk for details.



Information, Advice & Guidance

From work experience, CV writing and interview skills to career planning, we work to inspire and motivate you to build valuable careers and develop the skills and confidence to enter the job market.



Family Law Clinic

MSB Solicitors provide a FREE family law clinic every Thursday, 9am to 12 noon downstairs in our Bistro. No appointment needed, simply drop in.

SAFEGUARDING CONTACTS

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Safeguarding is everyone's responsibility, we have a duty of care to identify concerns early, provide help and prevent them from escalating. If you are worried that someone is at risk of harm or abuse, contact a member of the Blackburne House Safeguarding Team:



safeguardingwtcc@blackburnehouse.co.uk



Blackburne House
07516033347



Merseyside Police - 0151 709 6010



Liverpool City Council Careline
0151 233 3800



LOUISE NIXON

DIRECTOR OF EDUCATION &
COMPLIANCE
DESIGNATED SAFEGUARDING LEAD



AMY DICKINSON

QUALITY MANAGER
SAFEGUARDING OFFICER



SARAH BOLDEN

ATTENDANCE OFFICER
SAFEGUARDING OFFICER



CAITLIN COTTON

STUDENT SUPPORT OFFICER
& SAFEGUARDING OFFICER



JANE HITCHIN

TUTOR
& SAFEGUARDING OFFICER

LOOKING AFTER OURSELVES & OUR SPACES



Please do not smoke in the building or on the front steps. There is a designated smoking area by the benches in the car park.



The Blackburne House Car Park is managed by JustPark. Available spaces can only be prebooked here; www.justpark.com/180405



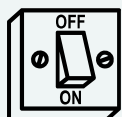
Travelling by bus or car sharing helps reduce your carbon footprint. Walking and cycling are also healthier alternatives.



Help stop the spread of germs. Please wash your hands with soap and water before eating, after using the toilet, and after coughing or sneezing. To maintain hygiene standards and ensure facilities remain available for all users, toilets, washbasins and cubicles should be used only for their intended purpose. Students are expected to follow all health and safety guidance regarding the use of college facilities.



Save energy. Turn off computers when you have finished using them.



Save energy. Turn off lights when you have finished using them.



Please put litter in the bin.



Please recycle items where possible.

HEALTH & SAFETY

At Blackburne House, we are committed to providing a safe, healthy and supportive environment for all students, staff and visitors.

As a student, you have the right to:

- Learn in a safe, healthy and supportive environment.
- Receive a health and safety induction when you start your course or enter a new work placement.
- Receive appropriate supervision, support and guidance.
- Know what to do in an emergency, accident or health-related incident.
- Receive any necessary personal protective equipment (PPE) free of charge.
- Use suitable equipment and materials for your learning.
- Be informed about any restrictions relating to equipment, vehicles, work areas or activities.

Your Responsibilities:

To help keep everyone safe, you must:

- Follow all health and safety rules, instructions and training.
- Cooperate with tutors and staff.
- Behave responsibly and avoid putting yourself or others at risk.
- Report hazards, accidents, defects or unsafe situations immediately.
- Wear any required protective clothing or equipment.
- Help keep classrooms and shared spaces clean and tidy.
- Take part in health and safety activities, including fire drills.
- Respect and look after equipment provided for health and safety purposes.

Accidents and Emergencies

If an accident, injury, dangerous occurrence or incident of violence takes place:

- Inform your tutor or reception immediately.
- Complete any required accident reporting forms.
- If emergency assistance is needed, staff will contact the emergency services.

HEALTH & SAFETY

To help prevent accidents:

- Do not run inside the building.
- Report spills immediately if you cannot safely clean them up yourself.
- Report any damaged or faulty equipment to reception or your tutor.

Fire Safety

- Read the fire notices displayed throughout the building and familiarise yourself with your nearest escape route.
- If you discover or suspect a fire, raise the alarm immediately.
- When the fire alarm sounds, leave the building immediately and calmly.
- Assemble in the designated assembly area (car park) and remain there until instructed otherwise.
- Your tutor will take a register to ensure everyone is accounted for.
- Fire drills are carried out regularly and all students must take part.

Students who cannot use the stairs should follow their Personal Emergency Evacuation Plan (PEEP) or wait in the designated refuge areas identified around the lift locations until assisted by the emergency services.

First Aid

- Trained first aiders are available throughout the building.
- Details of first aid officers are displayed around the building.
- If you need help, contact reception or a member of staff.

Access and Support Needs

- The main entrance to Blackburne House is through Reception.
- Accessible access is available via Blackburne Place.
- Lift access is available throughout the building.
- If you have any concerns about access, mobility or support requirements, please speak to your tutor or Student Support.



HEALTH & SAFETY

Health Information

If you have a medical condition that may affect your health, safety or learning, such as epilepsy, diabetes or severe allergies, please inform your tutor so that appropriate support can be arranged.

Personal Property

Please take care of your belongings. Blackburne House cannot accept responsibility for the loss, theft or damage of personal items brought onto the premises.

Panic Alarms

Emergency panic alarms are located around the building. These should only be used in a genuine emergency. Misuse of panic alarms may result in disciplinary action.



INFORMATION

ADVICE & GUIDANCE

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At Blackburne House, we want every student to leave with the confidence, knowledge and skills to move forward. Whether your goal is further study, university, employment, self-employment, volunteering or personal development, we can provide information, advice and guidance to help you make informed decisions about your future. Our support is:

- Impartial
- Confidential
- Accessible
- Inclusive
- Focused on your individual needs and goals

Information

We provide accurate and up-to-date information to help you understand the opportunities available to you.

This may include information about:

- Further and higher education.
- Training courses and qualifications.
- Employment and career opportunities.
- Self-employment and enterprise.
- Volunteering, work placements and work experience.
- Financial support and childcare assistance.
- Health, wellbeing and support services.

You may receive this information through inductions, tutorials, workshops, careers events, guest speakers and one-to-one support.

Advice

Advice helps you understand your options and consider what might work best for you.

We can support you to:

- Explore your next steps.
- Identify suitable education, training or employment opportunities.
- Understand entry requirements and application processes.
- Consider career goals and ambitions.
- Balance study with work, family or caring responsibilities.
- Access support that may help remove barriers to learning or progression.



INFORMATION

ADVICE & GUIDANCE

Guidance

Guidance provides personalised support to help you achieve your goals. We can help with:

- Career planning and goal setting.
- University, apprenticeship and job applications.
- CV writing and interview preparation.
- Employability skills and confidence building.
- Personal action planning.
- Referrals to specialist support services where appropriate.

We won't tell you what decisions to make. Instead, we'll provide the information, support and encouragement you need to make the choices that are right for you.

Your Future Starts Here

At Blackburne House, we believe education can change lives. We encourage you to:

- Set goals for your future.
- Explore new opportunities.
- Develop new skills and confidence.
- Challenge barriers and limiting beliefs.
- Take an active role in planning your next steps.

Our aim is for every student to leave Blackburne House with a clear plan for the future and the confidence to take that next step.



ATTENDANCE

SICKNESS & ABSENCE

We ask that you make every effort to not just turn up to classes but to also participate and engage in the lesson. However, we understand that this might not always be possible.

If you need to talk to someone about any challenging personal circumstances that may be affecting you and your ability to learn, please speak to the Student Support Officer or a member of our Safeguarding Team. We have a number of services and contacts that may be able to help.

Attendance

Please make every effort to attend. There is a minimum attendance rate of 85% for all courses. 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 note that if you have a Nursery place, this may be at risk, if you fail to communicate why you are absent.

For any attendance issues please contact the Attendance Officer, 0151 332 2039 | 07566 857305

Punctuality

Please be on time to class as arriving late is disruptive to both your tutor and other students. Please try and book personal appointments outside of course time.



EXAMINATIONS & ASSESSMENTS

At Blackburne House, we aim to provide fair, clear and supportive assessment practices that help all students achieve their full potential. We are committed to ensuring that assessment is accessible, consistent, and free from discrimination.

We ask that you:

- Attend assessments and submit work by the agreed deadlines.
- Complete and submit your own work.
- Follow all assessment instructions given by your tutor.
- Use appropriate and respectful language in all submitted work.
- Speak to your tutor as soon as possible if you are experiencing difficulties that may affect your studies.

We will:

- Assess your skills and learning needs at the start of your course.
- Clearly explain assessment requirements, marking criteria and learning outcomes.
- Provide appropriate opportunities to complete assessments.
- Make reasonable adjustments for students with disabilities or additional needs.
- Mark all assessed work and provide constructive feedback to help you improve.
- Return marked work within 2-3 weeks whenever possible. Some integrated assignments may take longer.
- Explain clearly what improvements are needed if your work does not meet the required standard.



EXAMINATIONS & ASSESSMENTS

Academic Honesty: Cheating and Plagiarism

All work submitted for assessment must be your own. Cheating and plagiarism are serious offences and may result in disciplinary action, assessment failure, withdrawal from a course, or loss of certification.

Examples include:

- Copying another student's work.
- Allowing another student to copy your work.
- Sharing answers when work is not intended to be completed jointly.
- Copying from books, websites, magazines or online sources without acknowledging the source.
- Using unauthorised notes or materials during an examination or assessment.
- Providing test or examination information to students who have not yet completed it.

Awarding organisations use plagiarism detection software and may investigate suspected malpractice. Where malpractice is confirmed, certification may be withdrawn and opportunities to resit may be restricted in accordance with awarding body regulations.

Any student found cheating during an examination or assessment may be removed immediately and the incident may be treated as gross misconduct.

Recognition of Prior Learning (RPL)

You may be able to gain credit for previous qualifications, training, work experience or learning.

If you believe you have relevant prior learning, speak to your assessor, who can advise whether Recognition of Prior Learning (RPL) is available for your qualification. Evidence will be assessed according to awarding body requirements.

EXAMINATIONS & ASSESSMENTS

Assessment Attempts and Resubmissions

Subject to awarding body rules, students are normally allowed:

- One original submission.
- One further attempt to improve or complete work where permitted.

Your tutor may be willing to review a draft before submission. Please discuss this with them.

Access to HE students: Resubmissions are only permitted where the minimum pass criteria have not been achieved. Work cannot be resubmitted simply to achieve a higher grade.

Absence from Assessments

If you miss an assessment or fail to submit work on time, this may count as an assessment attempt unless:

- The absence was approved in advance; or
- You can provide evidence of exceptional circumstances, such as illness.

If you are absent, contact your tutor as soon as possible.

Please note that students who take a break from their studies for more than one term may not be able to complete their qualification.

Assignment Deadlines

Assignment deadlines are set to help students complete their course within the academic year.

You are responsible for:

- Knowing your assignment deadlines.
- Planning your workload.
- Submitting work on time.

If you are unsure about a deadline, speak to your tutor.



CODE OF PRACTICE

INFORMATION LEARNING TECHNOLOGY (ILT)

All students must sign the ILT Code of Practice before using the Blackburne House computer network. Blackburne House monitors the use of computers and printers. Activity is logged and may be checked if there is a concern or investigation. If you do not understand this Code of Practice, please speak to your tutor.



You Must:

- Use your own Blackburne House login and keep your password private.
- Take responsibility for anything stored, saved, printed, or sent from your account.
- Tell a member of staff if you see or receive anything that upsets or offends you.
- Report any computer problems or suspected viruses to a member of staff.
- Understand that Blackburne House is not responsible for the loss of data or damage to personal USB devices.
- Get permission from a member of staff before using a Blackburne House computer.
- Use computers, equipment, and online services safely, legally, and in line with Blackburne House policies.
- Only download materials related to your studies.



You Must Not:

- Access, download, display, or share offensive, abusive, or pornographic material.
- Eat or drink near computers or IT equipment.
- Change computer settings, connections, or equipment.
- Send messages that are racist, offensive, abusive, harassing, bullying, misleading, or inappropriate.
- Open emails unless you are sure they come from a trusted source.
- Use another person's login details, access their files, or interfere with their work. Failure to follow this Code of Practice may result in disciplinary action.

DISCIPLINARY PROCEDURE

At Blackburne House, we believe everyone should feel welcome, valued and respected. We celebrate the diversity of our students, staff and wider community and are committed to providing a safe, inclusive and supportive learning environment where everyone can achieve their potential. We are committed to promoting equality of opportunity and complying with the Equality Act 2010. We do not tolerate discrimination, harassment, bullying or victimisation of any kind. Our Equality Policy is available on request.

Respecting Others

We ask everyone at Blackburne House to:

- Treat others with dignity, kindness and respect.
- Value different backgrounds, experiences and perspectives.
- Use inclusive and respectful language.
- Challenge discrimination and inappropriate behaviour where it is safe to do so.
- Help create a positive learning environment for everyone.

We welcome and support people regardless of their:

- Age
- Disability
- Gender identity
- Marriage or civil partnership status
- Pregnancy or maternity status
- Race, ethnicity or nationality
- Religion or belief
- Sex
- Sexual orientation
- Socio-economic background

Bullying, Harassment & Discrimination

Bullying, harassment & discrimination are never acceptable and will be taken seriously. This may include:

- Offensive comments, jokes or name-calling.
- Unwanted physical contact.
- Threatening, intimidating or abusive behaviour.
- Discriminatory messages, emails or social media posts.
- Excluding or targeting someone because of who they are.

If you experience or witness bullying, harassment or discrimination:

1. Tell the person to stop, if you feel comfortable doing so.
2. Speak to your tutor or a member of staff.
3. If you wish to make a formal complaint, please refer to page 29 of this handbook. We are committed to investigating concerns fairly and taking appropriate action where necessary.

DISCIPLINARY PROCEDURE

Students may be subject to the disciplinary procedure for:

- Failure to follow Blackburne House policies, procedures, or the Student Code of Conduct.
- Poor attendance or persistent lateness.
- Failure to engage with coursework or make satisfactory progress.
- Cheating, plagiarism, or other forms of academic misconduct.
- Behaviour that negatively affects Blackburne House, its staff, students, or reputation.

Gross Misconduct

Gross misconduct is serious unacceptable behaviour and may result in immediate suspension while an investigation takes place. Examples include:

- Racism, discrimination, or harassment.
- Verbal, physical, or threatening behaviour towards staff, students, or visitors.
- Theft, damage to property, or other criminal behaviour.
- Serious breaches of health and safety.

Disciplinary Process

Stage 1: Verbal Warning

For a first or minor incident, your tutor will discuss the issue with you and give a verbal warning. A record will be kept, and you will be given a timescale for improvement.

Stage 2: Written Warning

If the issue continues or is repeated, your tutor will issue a written warning. A record will be kept, and you will be given a further opportunity to improve.

Stage 3: Formal Review

For a serious incident, or where there is no improvement following earlier warnings, the Director of Education will investigate the matter and meet with you to discuss the concerns.

Stage 4: Final Written Warning or Withdrawal

In cases of gross misconduct or repeated disciplinary issues, you may be suspended while an investigation takes place. The Director of Education and CEO will review the matter and meet with you. You may bring a fellow student, relative, or support person to the meeting. You will receive the outcome in writing within two weeks. This may include a final written warning, suspension, or withdrawal from your course.

STUDENT COMPLIMENTS & COMPLAINTS

Blackburne House is committed to providing high quality services across all areas of our education delivery. We recognise that from time to time you may wish to share positive feedback, raise concerns or make a complaint.

We welcome all feedback, including complaints as an opportunity to learn, improve and strengthen trust in our organisation.

Why Compliment Us?

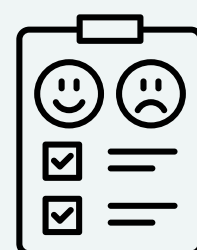
We value the opportunity to celebrate compliments from learners and share them internally and externally. If you wish to formally record your compliment please do so via the learner survey or by emailing learnervoice@blackburnehouse.co.uk

Why Make a Complaint?

We welcome the chance to investigate circumstances where a learner feels standards have failed to meet expectations. This may include concerns about bullying, teaching, learner support, facilities or misleading information about your course of study.

We aim to provide training in an environment in which all learners feel safe. If you have a complaint or grievance or wish to report an incident please refer to our Compliments and Complaints Policy.

This policy ensures that complaints are handled fairly, consistently, transparently and in accordance with relevant legislation. To read the policy in full visit, <https://www.blackburnehouse.co.uk/policies-procedures>



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 2018 and is GDPR compliant. Our Data Protection Policy is available on the Blackburne House website; www.blackburnehouse.co.uk/policies-procedures

Changing Your Contact Details

Please notify your tutor of any changes of address, telephone numbers, name changes and so on. It is very important that we have accurate details for you, to ensure that important things like letters and exam certificates reach you.





BLACKBURNE
HOUSE



@blackburnehousegroup



@blackburnehouse



0151 709 4356



www.blackburnehouse.co.uk



Blackburne House, Blackburne Place, Liverpool, L8 7PE

Charity Number: 514972