



BIRMINGHAM CITY
University

Your guide to Student Affairs

Whatever aspect of student life you have a query about, Student Affairs is here to provide advice, support and knowledge, making us a useful first port of call for a broad variety of issues.



Ask

This leaflet gives an overview about Student Affairs and how we may be able to help you. We provide more detailed information on the Birmingham City University website and, for enrolled students, on our intranet, iCity. Please see the back of this leaflet for details.

Over the next few pages, we have listed some of the most common questions that students ask our team. The list is by no means exhaustive, but should provide you with a general idea of how we may be able to help you.

Student Affairs gives you access to a range of specialist staff so you can be sure you are getting expert help from the right people. You may be able to find what you're looking for online, but we also have regular drop-in and appointment times, or we may be able to help

you over the 'phone or via email. Enrolled students can also log queries online via our iASK service.

If you need further help deciding what Student Affairs can do for you, please contact our team using the details on the back of this leaflet. Our staff are happy to hear about your circumstances and advise you how Student Affairs can help.

Remember, if you have a question about student life, just ask us!

Ask is a one-stop-shop for all student enquiries - we work closely with a number of departments. Ask is your gateway to any of the services mentioned in this leaflet. Examples of ways we can help include:

"I need a confirmation letter to open a bank account"

Once you are enrolled, you can request a letter from the Ask Student Enquiry Service. We can also provide letters for proof of enrolment and Council Tax exemption letters. Request a letter online, in person or over the 'phone.

"I need to pay my fees but I'm not sure how much I owe"

Contact the Ask service. We can check your account and tell you how much is outstanding. You can also pay your fees at the Ask Service if you wish.

Find out more information on how to pay your fees at www.bcu.ac.uk/finance-and-policies.

"I have lost my ID card, how do I get a new one?"

You can purchase a replacement ID card via the online store or by visiting the Ask Service. There is a £10 charge for replacement ID cards.

Find out more about replacement ID cards at icity.bcu.ac.uk/Academic-Services/Information-for-Students/Student-ID-cards.

APPEALS AND RESOLUTIONS

“I’m having personal difficulties and I am unable to take my assessment. What should I do?”

You can apply for exceptional circumstances to be considered. Ask our team to advise you on the process. The form, our procedures, and notes of guidance are available to enrolled students on iCity at:

[icity.bcu.ac.uk/Student-Affairs/ Appeals-and-Resolutions/ Extenuating-Circumstances- Procedure](http://icity.bcu.ac.uk/Student-Affairs/Appeals-and-Resolutions/Extenuating-Circumstances-Procedure)

“Something has gone wrong with the process of my assessment. What do I do?”

If you feel there has been an error in the conduct of an assessment the University has a clear procedure, by which you can raise a query. The Appeals and Resolutions team can provide you with guidance on the process and enrolled students can also find information on this here on iCity:

icity.bcu.ac.uk/Student-Affairs/ Appeals-and-Resolutions/ Academic-Queries-and-Appeals- Procedure

VISAS AND IMMIGRATION

Our International Student Advisers are qualified Tier 4 advisers, and provide a student visa Check and Send service for BCU students extending their visa. They can also advise on a range of issues, including:

- Can I extend my student visa for further study at BCU?
- I’ve lost my student visa, what can I do?
- Where can I get help with applying for a Graduate Entrepreneur visa?
- My student visa has errors on it – how can I get these corrected?
- I’m pregnant – how will this affect my student visa?
- I need to take an interruption of study – how will this affect my student visa?

For further information please visit www.bcu.ac.uk/visa or contact our International Student Advisers at batch@bcu.ac.uk.

ENABLEMENT AND WELLBEING

“Where can I register with a local doctor or dentist?”

Ask our team about finding local healthcare services and providing registration help.

“How can I find someone to talk to if I’m feeling stressed or low?”

Ask our team about arranging confidential counselling sessions or general mental health and wellbeing support.

“I have a disability that requires specific support. Who do I need to talk to?”

Ask our team about advice, practical support and funding for disabled students and students with long-term health conditions, mental health difficulties and specific learning difficulties, such as dyslexia.

“I think I may have dyslexia. What should I do?”

Ask our team for information about screening, assessment and support.

“I’d like to meet other people who share my faith.”

Ask our team for further information about our chaplaincy.

“What support is there for care leavers?”

Ask our team about practical support for students who have previously been looked after by local authority care.

“I am transgender and planning to transition; how will the University support me?”

Ask us for advice and support to help you continue studying as you transition.

Find out more about the support available and how to tell us what assistance you may need at www.bcu.ac.uk/student-info/enablement-and-wellbeing.



MONEY MATTERS

“I’d like to learn how to manage my money more effectively. Is there anyone who can help me?”

Ask our team for help with budgeting and money-saving advice. Also look out for our budgeting and money-saving advice workshops that we run at each campus.

“I’d like to know more about funding opportunities.”

Ask our team for information and application details of any alternative sources of funding you may be eligible to apply for.

“I’m worried about debt and am not sure who to turn to.”

Our Student Finance Advisers can advise you on all of your money matters, including debts, and are able to help you with recovery plans and assistance when liaising with creditors. Contact us to arrange an appointment.

Find out more at www.bcu.ac.uk/money-matters.

Enrolled students should visit icity.bcu.ac.uk/Student-Affairs/Finance-and-money-matters.

CHILDCARE

“How can I find good quality childcare while I study?”

Ask our team about childcare provisions to suit your needs, or for help with making alternative childcare arrangements

“I’m worried about affording childcare costs and want to know what options are available to me?”

Ask our team about childcare funding assistance.

“What about facilities for my school age children?”

Ask our team about holiday play schemes, and breakfast and after-school clubs.

Find out more at www.bcu.ac.uk/student-info/childcare-and-nursery.

City North Campus - 1st floor, Baker Building
City South Campus - 2nd floor, Seacole Building
City Centre Campus - 1st floor, The Curzon Building

www.bcu.ac.uk/askus
www.bcu.ac.uk/student-affairs
0121 331 7777

Opening Hours
Monday - Friday 8.30am-6pm